



Terms and Conditions for Diversity Mark Signatories

These Terms and Conditions ("T&Cs") outline the responsibilities and expectations for organisations ("Signatories") joining Diversity Mark. By becoming a Signatory, your organisation agrees to the following terms.

1. Confirmation of Signatory Commitment

1.1 Agreement to the Diversity Mark Charter

Submitting the Diversity Mark sign-up form confirms that the organisation, at the highest level (e.g., CEO or Chair), agrees to the principles of the Diversity Mark Charter.

1.2 Charter Signature and Portal Access

The organisation also commits to the CEO/Chair or equivalent signing the Diversity Mark Charter, which must then be uploaded into the Signatory Portal to finalise participation.

Access to the accreditation section within the Diversity Mark Portal will only be granted once the signed Diversity Mark Charter has been uploaded and the annual fee has been paid.

1.3 Changes to Key Contacts and Charter Signatories

The organisation is responsible for notifying Diversity Mark promptly of any changes to key contacts associated with its Signatory status, including the primary contact, Diversity Mark lead, CEO, Managing Director, Chair, or other individual who signed the Diversity Mark Charter.

Where a key contact or Charter Signatory leaves the organisation, Diversity Mark should be informed as soon as reasonably practicable, but no longer than 30 days after the contact leaves the organisation, so that records can be updated and an introductory meeting can be arranged with the new contact and/or Charter Signatory. This meeting provides an opportunity to support the new individual in their role, explain the organisation's existing commitments and progress within Diversity Mark, and ensure continuity of engagement and support.

2. Payment Terms

2.1 Payment of Invoices

All invoices issued by Diversity Mark must be paid in full within 30 calendar days from the invoice date.

2.2 Purchase Order Requirements

If your organisation requires an annual Purchase Order (PO) number to process payments, please notify Diversity Mark in advance of the renewal period to ensure invoices are issued correctly.

2.3 Annual Signatory Fee and Assessment Fees

The annual fee is payable each year in the anniversary month of the organisation's initial sign-up date, regardless of accreditation status. Assessment fees will be invoiced separately when an organisation applies for accreditation.



2.4 Late Payment and Suspension

Failure to pay by the due date may result in suspension of Signatory status. Outstanding fees remain payable unless a cancellation notice is provided in accordance with Section 5 of this document. Signatory status can be reinstated upon full payment of any outstanding fees.

2.5 Fee Tiers

Annual fees are tiered based on the size of the organisation (employee headcount within the accreditation region). Please inform the Diversity Mark team if you believe you should be in a lower or higher tier based on changes in headcount.

2.6 Changes in Organisation Size and Fee Banding

If an organisation grows into the next fee band during its Signatory period, the annual fee for the subsequent year may increase. Diversity Mark will notify organisations of any fee changes in advance of the renewal date.

2.7 Fee Reviews and Price Changes

Diversity Mark reviews subscription fees periodically and reserves the right to make adjustments in line with inflation, market conditions, operational costs, or changes to services. We may also adjust fees at other times where reasonably necessary to reflect changes in our costs or the scope of services. Where such adjustments occur, we will provide signatories with at least 30 days' prior written notice. Continued use of our services after the effective date of the change will constitute acceptance of the updated fees.

3. Assessment Requirements and Legal Compliance

3.1 Accreditation Assessment Requirements

To retain Diversity Mark accreditation, organisations must meet the following assessment requirements:

- **Diversity Mark Accreditation** – Annual assessments and annual progress reports.
- **Silver Accreditation** – Assessment every two years and annual reports.
- **Gold Accreditation** – Assessment every three years and annual reports.

3.2 Annual Progress Report Deadline

Annual progress reports are due 12 months after the organisation is awarded accreditation.

3.3 Standard Extension Requests

If an organisation requires an extension to submit their annual progress report, they must inform Diversity Mark in advance. A three-month extension will be granted upon request.

3.4 Extensions Beyond Three Months

Extension requests beyond three months must be submitted in writing and approved by the Diversity Mark Independent Assessment Panel.



3.5 Failure to Meet Reporting Requirements

Failure to submit progress reports or obtain an approved extension may result in suspension or withdrawal of Diversity Mark accreditation.

3.6 Compliance with Legislation

Targets and any actions taken by Signatory organisations must comply fully with all relevant legislation.

4. Reporting on Progress

4.1 Annual Progress Report Requirements

Applicants must submit a progress report on their targets 12 months after their initial approval. This report must include a summary of actions implemented over the prior year.

4.2 Publication of Progress and Case Studies

A summary of actions and impact may be published on the Diversity Mark website and may form the basis of a case study, subject to the applicant organisation's agreement.

4.3 Retention of Accreditation Status

Approval of the annual progress report, together with payment of the annual fee, enables the organisation to retain accreditation for the following 12-month period.

5. Renewal and Cancellation of Signatory Status

5.1 Renewal

Signatory status is renewed annually and will automatically renew each year. Fees are non-refundable.

5.2 Non-Renewal Notice

Organisations wishing not to renew must provide written notice at least 30 calendar days before their renewal date.

5.3 Cancellation After Renewal

Where an organisation cancels following receipt of a renewal invoice, the annual fee will still be due if your organisation is accredited. This means you can continue to promote and utilise the Diversity Mark accreditation for the remainder of that year until your next renewal date, and take advantage of the engagement opportunities and Signatory events.



For non-accredited organisations, the fee due depends on when the cancellation notice is received:

- Within 30 days after renewal: A 10% administrative fee applies.
- 2-6 months after renewal: 50% of the fee applies. 7-12 months after renewal: 90% of the fee applies.

5.4 Pre-Cancellation Requirement

Before a cancellation can be formally processed, the individual who signed the Diversity Mark Charter on behalf of the organisation (typically the CEO, Managing Director, Chair, or equivalent senior leader) must participate in a short discussion with the Diversity Mark Director. As the Charter is a signed declaration of commitment to the Diversity Mark process and principles, this conversation provides an opportunity to review the organisation's decision and discuss any outstanding issues before withdrawal is confirmed.

5.5 Use of Diversity Mark Logo and Assets Following Cancellation

- Upon expiry, cancellation, withdrawal, suspension, or non-renewal of Signatory status or Diversity Mark accreditation, the organisation must immediately cease representing itself as a Diversity Mark Signatory or accredited organisation. The organisation may not use the Diversity Mark name, logo, accreditation status, certification, or related branding in any tenders, public procurement exercises, funding applications, annual reports, CSR/ESG reporting, promotional materials, websites, social media channels, recruitment materials, or other public communications. Any references to current Diversity Mark accreditation must be removed within 30 days of the end of the organisation's participation.
- Failure to comply may result in Diversity Mark requiring the removal of such references and taking appropriate action to protect its brand, intellectual property and reputation.
- Historical social media posts and news articles may remain, provided they do not imply current accreditation or Signatory status.

6. Assessments, Events and Benefits

6.1 Eligibility to Participate

Participation in assessments, events and Signatory benefits is subject to there being no outstanding debt owed to Diversity Mark.

6.2 Outstanding Payments

Diversity Mark reserves the right to withhold access to assessments, events or benefits until overdue invoices have been settled.



6.3 Assessment Administration Fees

Assessment Administration Fees: To support the ongoing delivery and administration of the Diversity Mark assessment process, a separate assessment administration fee will apply when an organisation undergoes accreditation assessment.

The applicable fees are:

- Diversity Mark Accreditation: £300 + VAT per assessment.
- Silver Accreditation: £500 + VAT per assessment.

These fees will be invoiced separately from the annual signatory fee and will become payable at the point the organisation enters the relevant assessment process.

Gold Accreditation assessments remain subject to a separate assessment fee applicable at the time of assessment, in line with the three-year assessment cycle.

For registered charities, assessment administration fees will be considered on a case-by-case basis at Diversity Mark's discretion.

Diversity Mark reserves the right to review and amend assessment administration fees from time to time. Any changes will be communicated to Signatories in advance of their next assessment.

7. Reassessment and Resubmission

7.1 Resubmission Following an Unsuccessful Assessment

If an application fails the initial assessment process, the organisation will have the opportunity to resubmit their application at the next quarterly assessment. Feedback from the Independent Assessment Panel should be addressed in the resubmission.

8. Refund Policy

8.1 Non-Refundable Fees

Fees associated with Signatory status are non-refundable.

8.2 Adjustments Following Cancellation

In the case of cancellation for organisations not yet accredited, any pro-rata invoice adjustments will reflect the period from the date of cancellation based on point 5.3. This adjustment may be credited and applied accordingly.



9. Changes to Terms and Conditions

9.1 Amendments to These Terms and Conditions

Diversity Mark reserves the right to update these Terms and Conditions from time to time. Significant changes will be communicated to active Signatories in advance.

10. Contact Information

10.1 Administrative Enquiries

For enquiries relating to invoicing, cancellation or administration, please contact: info@diversitymark.org

10.2 Acceptance of Terms

By becoming a Signatory, your organisation acknowledges that it has read, understood and agrees to these Terms and Conditions.

10.3 Corporate Information

Diversity Mark is a trading division within Women in Business NI Ltd, known as The WiB Group, which includes Women in Business, Diversity Mark, Timely Careers and Centre of Learning. Please [CLICK HERE](#) to access the Group privacy policy.