

Anti-discrimination policy



Lead member of staff:	Bobbi-Ann Taylor (Office Manager & HR Manager)
Local Authority model policy or company written policy:	Company written policy
Required on the company website:	Yes
Revision date:	12/08/2025
Signed by:	B.Taylor

Policy Brief & Purpose

Our anti-discrimination policy outlines our commitment to preventing discrimination and ensuring a respectful environment for our employees, customers, and stakeholders. This policy aligns with our dedication to creating a safe and inclusive workplace for everyone.

Our company adheres to all anti-discrimination laws, including the Equality Act 2010, encompassing age discrimination and the Public Sector Equality Duty. Offensive behaviour is explicitly prohibited in our organisation.

Scope

This policy applies to all employees, customers, and stakeholders.

Policy Elements

Discrimination involves any negative action or attitude directed toward someone due to protected characteristics, such as race and gender. Additional protected characteristics include:

- Age
- Religion
- Ethnicity/nationality
- Disability/medical history
- Marriage/civil partnership

- Pregnancy/maternity/paternity
- Gender identity/sexual orientation

Discrimination and harassment

We do not tolerate any form of discrimination that creates a hostile or unpleasant environment for employees or volunteers. Employees who harass their colleagues will be subject to our disciplinary process, which may include reprimand or termination of employment, depending on the severity of the offence.

We recognise that discrimination can sometimes be unintentional due to unconscious biases. In such cases, we will provide support through training and counselling, and implement processes to mitigate biases. If an employee demonstrates an unwillingness to change their behaviour, we may terminate their employment contract.

Actions to Prevent Discrimination

To ensure fair and lawful conduct, we will:

- Use inclusive language in job advertisements and include Equal Employment Opportunity (EEO) statements.
- Establish formal job-related criteria for hiring, promoting, and rewarding team members.
- Provide compensation and benefits based on position, seniority, qualifications, and performance, not protected characteristics.
- Accommodate people with disabilities.
- Require managers to keep detailed records of their decisions concerning their team members and job candidates.

We will also consider additional measures to prevent discrimination, such as:

- Implementing hiring processes that reduce bias, like structured interviews and blind hiring programs.
- Organising training on diversity, communication, and conflict management to enhance collaboration among employees from diverse backgrounds.

What to Do in Cases of Discrimination

If you experience or suspect discriminatory behaviour, please report it to The Head of Operations as soon as possible. The Head of Operations is responsible for hearing your claim, investigating the issue and determining appropriate action.

Punishment for discriminatory behaviour depends on the severity of the offence. For instance, inadvertently offending someone may warrant a reprimand, while intentionally bypassing employees for promotion due to a protected characteristic will result in termination.

If you decide to file a complaint with a regulatory body, such as the civil courts, we are committed and legally obligated not to retaliate against you.

How We Address Discrimination Complaints

The Head of Operations proactively investigates and responds to discrimination complaints by:

- Reviewing similar claims about the same person or process to determine if discrimination is systemic.
- Tracking metrics and analysing data to gain insights into behaviours, such as the percentage of job applicants of a certain race disqualified by a hiring manager.
- Evaluating testimonies on social media from customers, job candidates, or former employees.
- Conducting discreet interviews and gathering information. All claims will be investigated confidentially, and we will never disclose the identity of the complainant.

We should all strive to prevent and address discrimination. Be aware of your implicit biases and speak up whenever you or your colleagues are discriminated against.