

Equality, Diversity & Human Rights Policy

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1.0 Introduction

- 1.1. Equality of opportunity means that an individual's diversity is viewed positively. Only by recognising that everyone is different, and appreciating the value of the differences, will we benefit from the equal contribution that each individual's experience, knowledge and skills can make to our success as a company.

2.0 Policy Statement

2.1 The company is committed to continuing to be an improving organisation; one which is pro-diversity and anti-discriminatory, where everyone's diversity is valued and appreciated. In recognising that everyone is different, we value the unique contribution that individual experience, knowledge and skills can make in delivering service goals. We believe this diversity should be visible at all levels of the organisation. Banner Business Solutions Ltd T/A Complete will continue to develop as an operation – one that is open, culturally aware, and equally accessible to all sections of the community. To help us to accomplish this vision, we have three main aims:

- To develop, retain and recruit as necessary, a workforce that is able to deliver high quality services that are accessible, responsive and appropriate, to meet the diverse needs of our client groups and customers.
- To ensure that Complete is a fair employer achieving equality of opportunity and outcomes in the workplace.
- To ensure Complete uses its influence and resources as an employer to make a difference to the life opportunities of its employees and local communities especially those who are shut out or disadvantaged.

2.2 Everyone who works for Complete or applies for work in the company, will be treated fairly and valued equally. All recruitment processes, conditions of service, job requirements and learning and development opportunities, will fit with the needs of the operation and those who work in it, regardless of age, disability, race, nationality, ethnic or national origin, gender, religious beliefs, sexual orientation, domestic circumstances, social and employment status, HIV status, gender reassignment, political affiliation, or trade union membership.

2.3 Complete will strive to provide an environment in which people want to work and to be a leader in good employment practice. This document sets out to reflect and develop our current good practices and effective communications in this matter.

2.4 The company is also committed to enabling each member of staff to achieve his or her full potential in an environment characterised by dignity and mutual respect.

3.0 General Principles

3.1 The company does not and will not tolerate:

- a. **Direct discrimination** – occurs when treating an individual less favourably than you would treat anyone else in the same circumstances.
- b. **Indirect Discrimination** – occurs when a requirement or condition of employment has the effect of discriminating unfairly or unjustifiably between one group or an individual and another. This can happen unintentionally.
- c. **Victimisation** – occurs if someone is given less favourable treatment than others, simply because they have exercised their rights under the policy or relevant legislation (e.g. by making a complaint or providing information on discrimination or has supported someone else who has made a complaint of discrimination).
- d. **Harassment or Bullying** – occurs if someone undermines people's dignity and effectiveness at work. It may involve action, behaviour, comment or physical contact, which is unwanted, not reciprocated and/or which causes offence.

3.2 Any action or behaviour found to be in breach of these principles may be regarded as misconduct or gross misconduct and subsequently dealt with in accordance with Completes Disciplinary Procedure.

4.0 Our Responsibilities

4.1 As an Employer

- The Managing Director is responsible for providing leadership to the company in the promotion of equality and diversity. Members of the Board collectively and individually are responsible for supporting the Managing Director in this objective.
- Complete will conform to current legislative requirements.
- Complete will seek to ensure the quality of access and provision to services, which meets the needs of clients, customers, and suppliers alike.
- We will always seek to dismantle barriers that prevent equality of access to employment and promotion and development for all.

4.2 As Employees

- All staff members are responsible for co-operating with the measures introduced to ensure equality and non-discrimination, and to make certain that everyone has equality of access to all opportunities.
- Not themselves discriminating e.g. any person responsible for selection decisions in recruitment, promotion, transfer, training etc., or those responsible for the provision of services.
- Not persuading, attempting to persuade, or instructing other employees, unions, or Management to practice unlawful or unreasonable discrimination.
- Not victimising or attempting to victimise individuals on the grounds that they have made complaints or provided information on discriminatory practice.
- Not harassing, bullying, or intimidating other employees, including their peers, subordinates or seniors. This includes sexual or racial harassment.
- Informing a member of the senior management team if they suspect, or are aware, that discrimination of any kind is taking place.

4.3 As Managers

- Making clear to employees the company policy on equality and respect and all supporting policies in relation to both employment and operational issues.
- Promoting equality, diversity and respect by their behaviour and action.
- Ensuring that every complaint raised under this topic is dealt with in a fair and consistent manner, in accordance with good practice.
- Ensuring that anyone working alongside the company understands and adheres to and adopts these principles.

5.0 Recruitment & Selection

5.1 The overriding principle in relation to decisions concerning recruitment and selection is that they must be based on objective and job-related criteria, which should be applied fairly and consistently.

6.0 Learning and Development

6.1 Every new employee will undergo a comprehensive induction programme including training in equality, diversity and human rights

6.2 All employees will undergo training in equality and diversity appropriate to their job function.

6.3 Complete will provide training for staff, which will ensure compliance with the general and specific duties outlined in the Equalities Act 2010.

6.4 All employees should have individual Reviews and Development Plans that have been agreed and are reviewed regularly.

6.5 Information on training and development opportunities should be widely publicised and all employees will be encouraged to undertake training and development, which will enable them to progress within the company.

7.0 Delivering the Goods

7.1 Complete will ensure that its goods and services are non-discriminatory, enabling equality of access and provision and meet the requirements of the general and specific duties of the Equalities Act and other relevant legislation.

7.2 The company will ensure that priorities are influenced and set by the business needs of all groups we serve and that inequalities are narrowed by seeking views of the clients and customers and working cohesively with the suppliers to identify and work towards improving inequalities.

8.0 Monitoring and Review

8.1 The general manager will have responsibility for monitoring the effectiveness of the Equality and Diversity policy in consultation with appropriate staff groups and external representatives.

8.2 An action plan will be implemented, and regular progress reports will be made to the Board. The general manager will ensure the policy is reviewed with respect to changes in legislation and/or at any time where it can be shown the needs of either the company or its employees are not being met.

9.0 Positive Action

9.1 In specific circumstances, the company will consider positive action measures as a way of overcoming inequality in accordance with relevant legislation.

9.2 Complete will work with statutory bodies to monitor and report incidents towards staff. If incidents such as racial, homophobic or any other abuse occurs within the company, these will be challenged and acted upon appropriately

10.0 Supporting Policies

10.1 This policy must be supported by and read in conjunction with:

- Completes Staff Handbook.

C. Newman

Chris Newman

Chief Operations Officer