



Date of Next Review December 2021

The Appropriate Adult Service Limited ( the Company) is fully committed to providing equality in the workplace and all opportunities for, and during employment, will be afforded to individuals fairly and irrespective of age, disability, gender, gender reassignment, marital or civil partnership status, pregnancy or maternity, race including colour, ethnic or national origins and nationality, religion or belief or sexual orientation (“the protected characteristics”). We aim to create a working environment that is free from discrimination and harassment in any form, in which all staff, customers and suppliers are treated with dignity and respect.

The Company will not unlawfully discriminate in the arrangements we make for recruitment and selection or in the opportunities afforded for employment, training or any other benefit. All decisions will be made fairly and objectively. We aim, as far as reasonably practicable, to ensure that all our working practices are applied fairly and consistently and, where necessary, we will take reasonable steps to avoid or overcome any particular disadvantage these may cause and to promote equality.

The Company respects an individual’s right to choose whether or not to belong to a trade union and membership status will have no bearing on an applicant’s suitability for employment or result in any detrimental treatment when working for the Company.

The Company Limited will follow the recommendations and guidance of the Equality and Human Rights Commission, in all our employment policies, procedures and practices, and in dealing with customers and members of the public.

TAAS is committed to ensuring this policy is reviewed and followed in day to day practice. The policy and working practices are externally audited by C2E, Commitment to Equality and in 2018 TAAS were awarded Gold Standard which was re-awarded in 2020.

## **Equal Opportunity Policy Statement**

***The aims of this policy are to ensure that:***

- No-one receives less favourable treatment, on grounds of any protected characteristic (including age, disability, gender reassignment, marriage/civil partnership, pregnancy/maternity, race, religion/belief, sex and sexual orientation); or is disadvantaged by any conditions, requirements, provisions, criteria, procedures or practices that cannot be justified on any other grounds.
- No-one is victimised for taking action against any form of discrimination or harassment, or instructed or put under pressure to discriminate against, or harass, someone on the above grounds.

- The organisation is free of unwanted conduct that violates the dignity of workers or creates an intimidating, hostile, degrading, offensive, or humiliating environment.
- Opportunities for employment, training and promotion are equally open to male and female candidates, candidates from all racial groups, candidates with or without disabilities, and candidates of any age, and of any sexual orientation, religion or belief.
- Selection for employment, promotion, transfer, training, and access to benefits, facilities and services, will be fair and equitable, and based solely on merit.

This policy applies to all aspects of employment, from recruitment to dismissal and former workers' rights.

***We will take the following steps to put the policy into practice and make sure that it is achieving its aims:***

1. The policy will be a priority for the organisation.
2. Alexandra Hawkins Director will be responsible for the day to day operation of the policy.
3. The policy will be communicated to all workers and job applicants, and will be placed on the company's website.
4. Workers and their representatives and trade unions will be consulted regularly about the policy, and about related action plans and strategies.
5. All workers will be trained on the policy, on their rights and responsibilities under the policy, and on how the policy will affect the way they carry out their duties. No-one will be in any doubt about what constitutes acceptable and unacceptable conduct in the organisation. Unacceptable conduct includes discrimination and harassment at work-related social functions.
6. Managers and workers in key decision-making areas will be trained on the discriminatory effects that provisions, practices, requirements, conditions, and criteria can have on some groups, and the importance of being able to justify decisions to apply them.
7. Complaints about discrimination or harassment in the course of employment will be regarded seriously, and may result in disciplinary sanctions, and even dismissal. The grievance procedure will be published in a form that is easily accessible.
8. Opportunities for employment, promotion, transfer and training will be advertised widely, internally and externally, and all applicants will be welcomed, irrespective of race, colour, nationality, ethnic or national origins, gender, sexual orientation, disability, age, religion or belief.
9. All workers will be encouraged to develop their skills and qualifications, and to take advantage of promotion and development opportunities in the organisation. All employees carrying out work of 'equal value' will receive equal pay, regardless of their sex, race or any other protected characteristic, and equal pay audits will be carried out as necessary.

10. Selection criteria will be entirely related to the job or training opportunity.
11. We will make reasonable changes to overcome physical and non-physical barriers that make it difficult for disabled employees to carry out their work, and for disabled customers to access our services.
12. We will take a flexible approach to working arrangements. We will consider requests for changes carefully and objectively, and will accommodate them unless it would cause significant difficulties to the business or employees.
13. Information on the ethnic and racial background, gender, disability, and age of each worker and applicant for employment will be collected and analysed, to monitor each stage of the recruitment process. The information will be held in strictest confidence and will only be used to promote equality of opportunity. Information about the religion/belief and sexual orientation of employees may also be monitored. Monitoring may include promotion and training if necessary.
14. If the data shows that people from particular groups are under-represented in particular areas of work, lawful positive action training and encouragement will be considered for workers and others from that group, to improve their chances of applying successfully for vacancies in these areas.
15. Grievances, disciplinary action, performance assessment, and terminations of employment, for whatever reason, may also be monitored by gender, racial group, age, disability, religion/belief and sexual orientation if necessary.
16. Requirements, conditions, provisions, criteria, and practices will be reviewed regularly, in the light of the monitoring results, and revised if they are found to, or might, unlawfully discriminate on any of the above grounds. We will also regularly review advertising, recruitment and application materials and processes, and this policy.
17. All contracts between The Appropriate Adult Service Limited and contractors to supply goods, materials or services will include a clause prohibiting unlawful discrimination or harassment by contractors and their staff, and by any sub-contractors and their staff. The clause will also encourage contractors and potential contractors to provide equality of opportunity in their employment practices.
18. The effectiveness of the policy will be monitored regularly. A report on progress will be produced each year, and published via the intranet, the website, the staff newsletter, notice boards, and the annual report.
19. Customers and clients will be made aware of the policy, and of their right to fair and equal treatment, irrespective of race, colour, nationality, national or ethnic origins, sexual orientation, gender, religion/belief, disability or age.

20. Fair and equal treatment will be given to customers and members of the public by all staff. The business will investigate any complaints from staff that they are being harassed by a customer for reasons linked to protected characteristics, and take suitable action to prevent further incidents.

21. The business will take all necessary steps to ensure that employees are legally entitled to work in the UK, making sure that employees from outside the EU have permission to work here by checking the validity of documents and keeping copies of them for two years after the employment has come to an end.

22. The company will draw up an Action Plan detailing how this policy will be implemented in practice.

Overall responsibility for the effectiveness of the policy lies with Alexandra Hawkins.  
For more information, please contact [alex@theappropriateadultservice.org.uk](mailto:alex@theappropriateadultservice.org.uk)



Signed

Position: Director

## Equal Opportunities Policy

### Purpose and scope

The purpose of this Equal Opportunities Policy is to communicate our commitment to equality of opportunity in employment, with the aims of ensuring that all employees and job applicants are treated fairly and equally, and supporting the Company's objective of providing a working environment that is free from all forms of discrimination.

The policy applies to all staff within the Company, including employees and other workers, such as agency workers, temporary workers and contractors. All staff are expected to put this policy into practice.

A copy of this policy will be distributed to all employees and can also be found in the employee handbook and will be made available to other workers on their engagement. Job seekers and applicants can access the policy via the Company's website and will be sent a copy of the policy on request. In addition, all staff will receive briefing on this policy and the induction process for new staff includes a briefing on this policy.

Any questions about the policy should be directed to the HR Manager.

This policy does not form part of employees' contracts of employment and the Company may amend it at any time.

The policy is regularly reviewed at least annually and may be amended at any time.

### Specific Responsibilities

The Company has overall responsibility for the effective operation of this policy and for ensuring compliance with the Equality Act 2010 and associated legislation and for observing relevant Codes of Practice.

The HR Department is responsible for monitoring and reviewing the policy and for ensuring that all employment-related policies, procedures and practices adhere to this policy.

All staff have a responsibility not to discriminate or harass other staff /clients/customers and suppliers and to report any such behaviour of which they become aware to their Manager/Supervisor or the HR Manager.

Managers/supervisors are responsible for implementing the Equal Opportunities Policy and must apply the policy as part of their day-to-day management of the Company. All Managers/supervisors will receive specific training in this policy.

### Forms of discrimination

The following are forms of discrimination that this policy aims to avoid:

Direct Discrimination occurs when a person is treated less favourably because of a protected characteristic that they either have or are thought to have. Direct discrimination can also occur by way of association, which is when a person is treated less favourably because, for example, their spouse or partner or other relative has the protected characteristic.

Indirect Discrimination occurs when a provision, criterion or practice is applied equally to everyone, but has a disproportionately adverse effect on people who share a particular protected characteristic. A person with the protected characteristic who is disadvantaged in that way has the right to complain.

To be justified the provision, criterion, or practice must be necessary for legitimate business reasons in circumstances where less discriminatory alternatives are not reasonably available.

Victimisation occurs where someone is treated unfavourably because he/she has raised a complaint under this policy or taken legal action, in relation to any alleged act of unlawful discrimination, against the Company or because he/she has supported someone else in doing this.

Harassment is unwanted conduct that violates an individual's dignity or creates an intimidating, hostile, degrading, humiliating or offensive environment. Harassment can take many different forms and may involve inappropriate actions, behaviour, comments, emails or physical contact that causes offence or are objectionable.

Harassment may involve a single incident or persistent behaviour that extends over a period of time and can occur even if someone did not mean to cause offence. It also means that a person can be subjected to harassment by behaviour that is not aimed at them directly but which they nonetheless find unpleasant.

Harassment is always unacceptable and where it relates to a protected characteristic it will amount to an unlawful act of discrimination.

Discrimination arising from Disability - In addition to the above, it is unlawful to treat a person unfavourably because of something that is the result, effect or outcome of their disability, unless the treatment is necessary and can be objectively justified. Furthermore, employers have a duty to make reasonable adjustments to ensure that disabled applicants, employees or other workers are not substantially disadvantaged.

## **Creating equal opportunities in the workplace**

There are a number of ways in which the Company aims to ensure equal opportunities in the workplace, including:

### **Recruitment and selection**

Recruitment and selection procedures will be free from bias or discrimination. Recruitment procedures will be conducted objectively and will be based upon specific and reasonable job-related criteria. Decisions regarding an individual's suitability for a particular role will be based on aptitude and ability.



We will consider making appropriate reasonable adjustments to the recruitment process to ensure that disabled applicants are not substantially disadvantaged.

Wherever possible, vacancies will be advertised as being suitable for flexible working, to encourage applications from individuals seeking work on a part time or job share basis;

The Company will consider taking appropriate positive action to enable or encourage applications from persons with a protected characteristic that is under represented in the organisation.

### **Career development and training**

All staff will be given an appropriate induction to enable them to fulfil the responsibilities of their role.

All employees will be encouraged to develop their full potential and we will not unreasonably deny an employee access to training or other career development opportunities. These will be identified as part of an ongoing performance management process and will be determined objectively, taking into account the needs of the business and available resources.

Selection for promotion will be based on objective criteria and decisions will be made on the basis of merit.

### **Terms and conditions**

Our terms and conditions of service will be applied fairly and benefits and facilities will be made available to all staff who should have access to them, as appropriate.

The Company operates a pay and benefits system that is transparent, based on objective criteria and free from bias to ensure that all employees are rewarded fairly for their contribution and loyalty.

Terms and conditions of employment for part-time employees will be provided on a pro-rata basis to full-time employees. Similarly the terms and conditions for fixed term employees will be comparable with those given to permanent employees; except when different treatment can be objectively justified.

### **Employment policies and practices**

The Company aims to ensure that employment policies and practices, including any rules or requirements, do not directly or indirectly discriminate and are applied in a non-discriminatory manner. In particular we will ensure that all disciplinary decisions are fair and consistent and that selection for redundancy is based on objective criteria.

The Company will consider making appropriate reasonable adjustments to the working environment or any work arrangements that would alleviate any substantial disadvantage these cause disabled staff.



We will aim as far as reasonably practicable to accommodate the requirements of different religions and cultures and will consider requests from employees to vary or change their working hours to enable them to care for a dependant in accordance with the Company's Flexible Working Policy.



## **Working environment**

All individuals have a right to be treated with dignity and respect and the Company takes reasonable steps to protect staff from discrimination, bullying or harassment and, in the event of a complaint, we will take appropriate action to prevent, as far as possible, a further occurrence.

All staff are encouraged to report any incidents of inappropriate or unacceptable behaviour at work or that occurs during the course of employment, on or off premises, including at work social events (whether organised by the Company or not) or at formal or informal events involving staff, customers or other work-related contacts.

The Company has a separate Harassment Policy and procedure for dealing with complaints of harassment.

## **Equal Opportunities Monitoring**

The Company will monitor the effectiveness of this policy to ensure it is achieving its objectives.

As part of this process we monitor:

- the composition of job applicants and decisions in recruitment
- the composition of our workforce
- access to training, promotion and other opportunities and benefits
- the impact of our employment policies, including use of the disciplinary and grievance procedure
- dismissals and other terminations

Information collected for monitoring purposes will be treated as confidential and will not be used for any other purpose.

## **Raising a complaint of discrimination**

If you believe you have been discriminated against, you should raise the matter in accordance with the Company's Grievance Procedure. A copy of the Grievance Procedure can be found in the staff handbook. If you believe that you may have been subject to harassment you are encouraged to raise the matter under the Company's Harassment Policy.

Any employee who is found to have committed an act of discrimination, or breached this policy in any other way, will be subject to action under the Disciplinary Procedure, up to and including dismissal. Non-employees will be subject to appropriate formal action that may, depending on the circumstances, involve terminating any contract or agreement.




The Company will also take seriously any malicious or, in its opinion, unwarranted allegations of discrimination and will take appropriate action, disciplinary or otherwise, where necessary.

## Charter for Fairness and Equality

- We recognise, respect and value diverse community and are committed to making them a fairer place.
- We shall promote good relationships between people of different backgrounds and life styles.
- We are committed to creating an organisation where children and adults are empowered to take responsibility and make a positive contribution.
- We are committed to identifying, understanding and responding to the different needs and experiences of the communities in which we work in order to narrow the gap in outcomes on the things that matter.
- We shall work in a way that takes into account the fact that people may have multiple identities and complex needs which may compound the inequalities which they face.
- We shall work in a partnership to pool information and resources to ensure that there is equality of opportunity and access to services.
- We are committed to tackling discrimination and inequality in all the service areas for which we provide, including in our roles as employers.
- We are committed to targeting our efforts to secure fairness and equitable outcomes in all areas of our work.

Name: Alex Hawkins

Signature: 

# TAAS



THE APPROPRIATE  
ADULT SERVICE