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4.4 OPERATING POLICIES

Gateway Psychology Operating Policies are statements on the way Gateway Psychology will operate within the Business System. They signal the values and philosophy of our Company and provide a framework of general principles for all employees, Associates and colleagues to follow.

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4.12 SIGNATORIES (signed and controlled electronically)

Dr Meryl Ann Forse

Dr M.A. Forse – Managing and Clinical Director

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1. SCOPE OF POLICY

This equality, diversity and equal opportunity policy (“Equality Policy”) applies to all staff (this includes Employees, Contracted Associates, agency workers and service contractors) of Gateway Psychology Limited (“The Company”).

2. WHY WE NEED A POLICY

Gateway Psychology) is committed to eliminating discrimination and encouraging diversity in our work. In addition, we need to comply with UK and EU legal requirements and also ensure that we promote human rights, equality and diversity as part of an ethical business model.

We respect the right to non-discrimination, we will not discriminate against employees or customers, directly or indirectly, on the grounds of gender, age, religion, marital status, race, caste, social background, disability, pregnancy, ethnic and national origin, nationality, membership of worker organisations (including trade unions), political affiliation, sexual orientation, or any other personal characteristic.

We strive to be an equal opportunities employer and endeavour to:

- Fully engage with and utilise the talents of all members of staff and gain a maximum benefit from diversity within the workforce.
- Attract, retain and motivate members of staff and contractors of the right calibre.
- Maintain a reputation as a fair and responsible employer.

3. KEY MANAGEMENT RESPONSIBILITIES

- 3.1 Understand current and new policies, and the role of management with respect to them.
- 3.2 Ensure that all employees, Associates and contractors understand current and new policies through communication and familiarisation, and behave in accordance with them.
- 3.3 Actively work to ensure that the Company Policies are maintained and developed, through reviewing their own policies and processes and receiving and monitoring feedback information.
- 3.4 Monitor the policy locally and eradicate any non-conformances that may be identified.
- 3.5 Agree and contribute to the development of new policies and processes where applicable, and when agreed, commit to implement those policies and processes.
- 3.6 The Company’s Managers are responsible for the continual monitoring and improvement of Policies and Processes for which they have responsibility.
- 3.7 Ensure that any concerns raised with Policies or Processes are directed to the manager within the relevant function.

4. DETAILS OF THE POLICY

4.1 Key Legislation

Key pieces of legislation are:

- Equality Act 2010

- Part – Time Workers (Prevention of Less Favourable Treatment) Regulations 2000 & Fixed-Term Employees (Prevention of Less Favourable Treatment) Regulations 2002.
- Human Rights Act 1998
- Asylum and Immigration Act 1996 & Immigration, Asylum & Nationality Act 2006
- Trade Union Labour Relations Act 1992

The Equality Act 2010 makes it unlawful to discriminate, either directly, by association* or based on perception, or indirectly because of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

(* For example, a staff member responsible for the care of a disabled child could not be treated less favourably because of their association with the disabled child.)

The Part – Time Workers (Prevention of Less Favourable Treatment) Regulations 2000 & Fixed-Term Employees (Prevention of Less Favourable Treatment) Regulations 2002 makes it unlawful to treat part time and fixed term employees less favourably than full time and permanent employees.

The Human Rights Act 1998 provides that the European Convention on Human Rights must be protected without discrimination on any grounds such as sex, race, colour, language, religion, political or other opinion, national or social origin, association with a national minority, property, birth or other status.

The Asylum and Immigration Act 1996 & Immigration, Asylum & Nationality Act 2006 specifies immigration rules to be applied to all prospective employees to ensure the legal employment of all workers.

The Trade Union Labour Relations Act 1992 makes it unlawful to discriminate because of membership or non-membership of a trade union.

4.2 Protected Characteristics

The Company recognises and upholds the following rights and will not allow direct or indirect harassment, discrimination or victimisation of colleagues, members of staff, contract Associates, clients or customers with characteristics protected in law as listed below. This encompasses the areas of employment with the Company, when seeking employment, or when engaged in occupations or activities related to work.

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion and belief
- Sex and sexual orientation

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4.3 Our Clients

Our clients will be treated fairly, with equality and with respect and we will not discriminate on any of the characteristics listed in 4.2.

4.4 Recruitment and selection

The Company will endeavour to attract applicants from all sections of society and to ensure the Equality Policy is applied throughout the recruitment and selection process. This will include:

- Checking that job profiles and related documentation are relevant and non-discriminatory based on the characteristics listed in 4.2.
- Communicating our policies to recruitment and employment agencies.
- Short-listing only those applicants whose skills and qualifications most closely match the job profile.
- Asking relevant, fair and consistent questions at an interview.
- Keeping records of the recruitment and selection process.
- Reviewing recruitment and selection activities ensuring equal opportunities throughout the process and if necessary taking steps to eradicate discriminatory practices.

Questions regarding personal circumstances will be avoided unless wholly relevant to the job and only if asked of all applicants. Questions regarding health, disabilities or medical history will be avoided prior to a conditional offer of employment unless the questions are to establish:

- Whether the applicant will be able to comply with the intrinsic requirements of the job
- Their ability to undertake a job assessment
- To make reasonable adjustments to the recruitment process
- To ensure and monitor that equality and diversity is being maintained (this data does not form part of the recruitment or selection process)

The Company reserves the right to request an applicant to supply appropriate pre-employment health statements and/or attend medical review appointments once a conditional offer of employment has been made, to establish their ability to carry out functions intrinsic to the work concerned. This information will also be used to determine if reasonable adjustments to the workplace and working practices could be made.

4.5 Performance and Development Reviews

Decisions regarding promotions, transfers and career development will be made regardless of background, personal characteristics or status of the member of staff concerned. All members of staff are expected to take an active part in a Performance and Development Review process involving discussions with their manager about their performance at work. The Company expects performance reviews to be conducted in a non-discriminatory way.

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4.6 Working Hours, Flexible Working, Pay and Benefits

Members of staff will be treated equally and fairly in regard to their working hours and not be discriminated against on the basis of working hours. Staff have the right to request consideration for flexible working arrangements (including consideration of aspects relating to protected characteristics in Section 4.2), this is set out in more detail in the Employee Handbook.

Pay and benefit decisions will be based on market rates for the relevant geographical area, the nature of work required, the skills and qualifications and the staff member's work performance. Pay and benefits will not be discriminated against on the basis of the characteristics listed in Section 4.2

4.7 Training, Development and Promotion

The role of training is to improve performance in the job, to develop skills and appropriate behaviours and to prepare staff for other roles and responsibilities. The Company will ensure that there is equal treatment and access to training for all staff, subject to business requirements and the staff member's development needs. Managers must recognise that it is their responsibility to train all staff irrespective of their background, protected characteristics or status. Promotion and / or transfer decisions will not be based on protected characteristics but will be based on matching job and business requirements to the individual skills, training, qualifications and abilities.

4.8 Facilities, Dress Code and Personal Appearance

Working space and facilities will be provided suitable for the work required and business needs. Facilities will be allocated equally and fairly with consideration of the protected characteristics listed in Section 4.2. A specific dress code, uniform or requirements in terms of personal appearance is not required by the Company. However employees should dress in a professional manner commensurate with other senior health-care professionals and avoid giving offence to customers and clients. This requirement does not discriminate against individuals with protected characteristics as listed in Section 4.2.

4.9 Bullying and Harassment

Bullying can take many forms and is defined as any persistent behaviour directed at an individual, which is intimidating, offensive or malicious, and which undermines the confidence and self-esteem of the recipient. It can be non-verbal, verbal or physical. Bullying is mainly identified by the effect it has on the recipient, rather than what has actually been done.

Bullying should not be confused with legitimate, constructive and fair feedback, coaching, or warranted criticism of performance or behaviour at work.

Examples of bullying include:

- Verbal or physical threats and intimidation
- Personal insults, offensive remarks, unwarranted criticism
- Shouting, swearing, abuse or malicious gossip
- Public humiliation, reprimand, put-downs or ridiculing
- Constantly setting unattainable targets

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- Ostracism
- Making false allegations
- Physical contact such as striking, hitting, pushing, prodding
- Monitoring work unnecessarily and intrusively
- Removing areas of responsibility without justification
- Undervaluing work done, or not giving credit where it is due

Harassment is unwanted conduct that intentionally or unintentionally violates a person's dignity, or creates an intimidating, hostile, degrading, humiliating, or offensive working environment for him or her. It is not confined to physical intimidation, and may take the form of comments, looks and innuendoes of a personal or suggestive nature. Harassment of colleagues by other members of staff or any third parties is unacceptable to the Company. The Company takes matters of this nature very seriously and as such has developed a process to deal with any complaints (see below), this must also be reported to Senior Management as soon as possible.

Acts of harassment that are witnessed and not directed at the complainant are also included. Unlike bullying, an isolated incident may, if sufficiently serious, amount to harassment. Examples of behaviour which may be considered unacceptable by individuals and therefore potentially interpreted as harassment includes:

- Unnecessary and unwanted physical contact
- Staring unnecessarily /unwanted attention
- Unwelcome comments through either verbal, written, text or electronic means
- Insensitive jokes, jibes, horseplay and mimicking
- Crude or obscene gestures, abusive language, comments, remarks or mockery
- Display of offensive material (e.g. racially offensive or sexually explicit calendars, posters, screen-savers, postcards, etc.)
- Requests for or pressure into unwanted encounters
- Exclusion from normal workplace conversation or social events
- Offensive name calling

The Company expects all its staff to behave in a professional way at all times and will not tolerate the harassment of:

- Job applicants and new starters
- Associates
- Contractors
- Agency workers
- Ex staff members
- Customers and clients
- Suppliers
- Visitors

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Harassment will also not be tolerated with respect to work-related activities and functions held outside normal working hours either on or off Company premises.

Harassment may constitute gross misconduct under the Company's disciplinary procedure and, in serious cases may result in dismissal and criminal prosecution.

4.10 Procedures

The following measures will be taken to support the promotion of equal opportunities:

- 4.9.1 Clients and service users with physical, sensory and learning impairments, communication difficulties and for whom English is not their first language will be accommodated with appropriate access, support and communication systems.
- 4.9.2 Providing training to help all members of staff understand the importance of equality, diversity and equal opportunities.
- 4.9.3 Ensuring that anyone who recruits, selects or trains members of staff are trained in the Equality Policy.
- 4.9.4 Regularly reviewing recruitment, selection, promotion and training procedures to ensure that the Equality Policy is being put into practice.
- 4.9.5 Developing links with local community groups, organisations and schools and so encourage a wider pool of potential recruits.
- 4.9.6 Any member of staff failing to comply with this Equality Policy may be subject to disciplinary action. It should be noted that staff may also be liable to prosecution in certain instances.
- 4.9.7 Disciplinary procedures will be fair and reasonable, with consideration given to protected characteristics listed in Section 4.2.
- 4.9.8 Reasonable adjustments will be made to business processes, facilities and working conditions with consideration to protected characteristics listed in Section 4.2. Consideration to other, possibly conflicting legal obligations also need to be made as part of these adjustments, policies or procedures.
- 4.9.9 Associates who feel that they have been unfairly treated on any issue detailed in our equality policy may make a formal complaint, following the Company's Grievance Procedure. In many cases, tackling the issue directly in an informal manner may resolve the problem and members of staff and management are encouraged to attempt informal resolution prior to undertaking a formal complaint process.

5. CROSS REFERENCES WITH OTHER POLICIES AND PROCEDURES

- Grievance Procedure
- Employee Handbook
- Personal Development Review Procedure
- Job Profile

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- Disciplinary Procedure

6. CHANGE HISTORY

Details of Change	Date of Change	Issue Level
Draft issue	3/12/2013	0
Initial Issue	22/6/2014	1
Document review – no change made	25/06/2015	2
Document review – no change made	22/05/2016	3
Document review – no change made	19/04/2017	4
Document review – no change made	20/03/2018	5
Document review – minor changes made	17/7/2019	6
Document review – no change made	09/08/2021	7