

Equality and Diversity Policy Statement

1. Introduction

Educaterers is committed to making sure that everyone has equal opportunities including equal access to the services that we provide.

Educaterers is committed to the values of fairness and equality. We will seek to apply these values by challenging and eliminating discrimination where it exists, by ensuring there is public satisfaction with our services, by having a diverse workforce that is valued.

2. The Legal Framework

The Equality Act protects people from discrimination on the basis of nine ‘protected characteristics’; age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex, sexual orientation and marriage and civil partnership (currently marriage and civil partnership only applies in terms of employment – not service delivery).

3. Discrimination

Discrimination occurs when a person or group of people are treated less favourably than others. Discrimination of this kind can be direct, indirect, intentional or unintentional, and can be carried out by individuals, groups or institutions.

We acknowledge that discrimination can occur at both an institutional level, (where prejudices can become rooted within organisations through policies, practices, procedures and criteria for decision making) and at an individual level, (where a person may hold negative attitudes about other people or groups). Either of these could result in inappropriate discriminatory behaviour which we believe is unacceptable.

4. Achieving Equality and Valuing Diversity

To achieve our equality and diversity aims we will:

- Work with our suppliers to ensure the best outcomes for our customers
- Positively promote equal opportunities within Educaterers and with our customers and suppliers
- Provide equality and diversity training and development for staff
- Support a modern and diverse workforce so that it reflects the customers it serves

5. Equality and Diversity in Service Provision

We will aim to:

- Provide easy to use and accessible services for our customers
- Provide clear and easy to reach information about our services in various formats and languages when needed
- Review and monitor our services, working practices and resource allocations to ensure that they do not discriminate, and identify where improvements can be made
- Promote and publicise to staff what equality in service provision means
- Offer services and advice that are accessible either in person, via telephone or online channels

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6. Equality and Diversity in Procurement and Contracting

When we buy services and develop contracts we will make sure we include equalities by:

- Requiring any commissioned services to have considered equality of service delivery
- Ensuring contractors, suppliers, volunteers and partners are aware of what we expect in relation to equality and understands that they must provide services that are free from discrimination, harassment or victimisation.
- Making sure that our selection and tendering processes include sections on equality.

7. Equality and Diversity at Work

We believe it is essential that equality is central to our employment policy and practice and as such we aim to:

- Eliminate unfair treatment and discrimination through our policies and activities
- Provide appropriate training and development opportunities to all staff
- Ensure that employees receive fair and equal treatment in relation to their employment, regardless of whether they have full time, part time or temporary positions
- Recognise that employees have the right to work in a safe and harassment-free environment. Any allegations of discrimination, victimisation or harassment will be dealt with through the normal disciplinary processes
- Wherever possible, make reasonable adjustments for staff with disabilities
- Ensure employees are aware of their own responsibility to follow and support this Equality and Diversity Policy.

8. Monitoring and Measuring Progress

We will review, monitor and evaluate all our employment and service delivery policies, procedures and practices to make sure we are an equal and diverse employer and compliant with the Equality Act 2010.

Where we need to ask employees and customers to give us their personal information. This will only be used to improve access to and the quality of the services we provide or for auditing purposes. To help us to achieve this we need the co-operation and understanding of our staff and customers.

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