



NORWOOD UK

Equality & Diversity
Policy

Equality and Diversity Policy

Underlying Principle

Everyone is different and has something unique to offer. Norwood UK wants to respect and understand these differences and to make the most of everyone's talents.

Definitions

Diversity is about understanding, recognising, respecting and valuing differences.

Equality is about managing differences so that everyone has equality of opportunity through a fair and consistent approach to the application of rules, policies and procedures. We recognise that sometimes this will mean treating people differently. This commitment is relevant to all we do, how we manage ourselves and how we deliver our services.

We will promote equality and diversity across all areas. Our Vision pledges state:

- We aim to be a fair, unbiased and professional service provider
- Our priority is to meet customers' needs
- We are committed to and promote equality and diversity
- We are proud of our staff, respect their views and invest in helping them meet their potential
- At all times we are accountable for our performance
- We are one organisation, no matter where we are based or what job we do

Summary statement

We will not tolerate discrimination because of a protected characteristic, these are Age, Race, Sex, Gender Reassignment, Disability, Sexual Orientation, religion or Belief, Pregnancy or Maternity and Civil Partnership or Marriage. We will also not discriminate because of working patterns or trade union membership nor will we tolerate harassment or bullying on these or any other grounds. A separate Bullying and Harassment policy is available for staff.

We are fully committed to and undertaking action on the duties placed upon us as a company under the Equality Act 2010 and other forms of legislation that combat discrimination and promote equality and diversity.

We will ensure that everyone in Norwood UK is respected and can give of their best, irrespective of who they are or what job they do.

We will work hard to ensure that our services are accessible to a diverse community.

Leadership and management

The Directors take overall responsibility for the development of equality and diversity, leads by example and ensures that progress is reviewed and further actions instigated as necessary.

All Norwood UK leaders and managers at all levels will demonstrate their commitment to promoting equality and diversity, and take responsibility for progress, and all staff have personal responsibilities to treat everyone with respect, consideration and without prejudice and to promote the same levels of behaviour in colleagues.

Indicators of success

Leaders and managers visibly:

Issue Date 01/01/2017

Issue 1

Document No: 031

Uncontrolled when copied

- challenge unacceptable behaviours and create a climate where complaints can be raised without the fear of reprisal
- take firm action where unfairness or inconsistency exists
- encourage and support diversity within their teams
- demonstrate and promote considerate and fair behaviour
- treat staff with dignity and respect and recognise and value individual skills and contributions
- demonstrate through words and actions that diversity is an integral part of meeting the business priorities
- create an environment in which staff are able to identify and share good practice, celebrate success and encourage positive attitudes towards diversity
- comply fully with Management and Leadership National Occupational Standards relating to Equality and Diversity Accessibility of our services
- We will continue to review service provision to ensure accessibility for all, and that inadvertent discrimination against any community does not arise.
- The starting point for such a review is to carry out equality impact assessments to identify and tackle any unintentional discrimination we may find in the provision of our services to customers, stakeholders or staff.
- This should lead us to consider the language we use and how we communicate information, along with the accessibility of our buildings.
- We are committed to reach the position where with everything we do equality and diversity considerations are built in from the beginning. To do this we will need to understand the different and diverse requirements of our customers and of our staff and to involve them in the planning stages of new initiatives.

Communication

We will ensure that this policy is accessible and understood by everyone in Norwood UK.

Getting our message across successfully means all staff will:

Issue Date 01/01/2017

Issue 1

Document No: 031

Uncontrolled when copied

- be aware of Norwood UK policies on equality & diversity
- understand the benefit of valuing diversity and how this impacts on the work of Norwood
- have a greater awareness of the value of more inclusive communication
- understand their own role in promoting equality and diversity
- be aware of their legal responsibilities under current equality legislation.

Senior managers will discuss these messages at team meetings; information will be fed back from our managers to the HR Director for appropriate action.

Our customers will be able to access the policy on our website:

www.norwooduk.com

When things go wrong

Employees who feel they have been unfairly treated contrary to this policy should raise their concerns with managers in order to get them addressed. If matters are not addressed the individual can raise a grievance using the normal grievance procedure. All complaints will be investigated thoroughly and without delay.

Contravention of this policy by way of harassment of or discrimination against a colleague will be considered a disciplinary offence and dealt with under the disciplinary procedure. Additional guidance is available in the Bullying and Harassment policy.

Employees should feel confident that raising a grievance will not have an adverse effect on them, and that Norwood UK will protect them from victimisation.

Policy Review

We are committed to keeping this policy current and relevant. It will be monitored and reviewed annually. Equality impact assessments will be carried

Issue Date 01/01/2017

Issue 1

Document No: 031

Uncontrolled when copied

out by policy owners and the results fed into the HR Department for information.

Action Plan

Our Action Plan to underpin the commitments made in this policy is currently under review.

Signed for and on behalf of the company

A handwritten signature in blue ink, appearing to read 'Jo Shuttlewood', written over a faint, light blue circular stamp or watermark.

Jo Shuttlewood – HR Director