



NORWOOD UK

Non-Discrimination Policy

NON-DISCRIMINATION POLICY

Why is This Important

Human rights are the basic rights and principles that belong to every person in the world. Human Rights are based on the FREDA principles: Fairness, Respect, Equality, Dignity and Autonomy' (EHRC).

Human rights protect an individual's freedom to control their day-to-day life, and effectively participate in all aspects of public life in a fair and equal way. We believe that all individuals should be treated in line with the FREDA principles. These are basic fundamental human rights and it is morally unacceptable and damaging to treat people unfairly, without dignity or without respect. Individuals are different in so many ways and this diversity should be celebrated because we can learn and create new and wonderful experiences with one another if we have the right attitude. Promoting equality, dignity and respect results in;

- people being treated fairly
- good morale amongst workers (means higher motivation through being valued)
- this leads to better performance (people work better, they go the extra mile)
- this also leads to a more stable workforce (less resignations or absences)
- a good reputation for the organisation as a whole

We live in an increasingly diverse society (around gender, race and ethnicity, disability, religion, sexuality, class and age) and need to be able to respond appropriately and sensitively to this diversity. Promoting equality, dignity and respect is the key to not only a productive workforce but productive collaborative relationships in general.

Some Definitions

Equality is about 'creating a fairer society, where everyone can participate and has the opportunity to fulfil their potential. By eliminating prejudice and

Issue Date 01/01/2017

Issue 1

Document No: 026

Uncontrolled when copied

discrimination, Norwood UK can deliver services that are personal, fair and diverse and a society that is healthier and happier. An equalities approach understands that who we are, based on social categories such as gender, race, disability, age, social class, sexuality and religion – will impact on our life experiences.

Diversity literally means difference. When it is used as a contrast or addition to equality, it is about recognising individual as well as group differences, treating people as individuals, and placing positive value on diversity in the community and in the workforce.

One way in which organisations have responded to the issue of diversity in recent years has been the development of flexibility in working practices and services. For example, an employer may allow an employee to work a flexible working pattern to accommodate child care arrangements. These approaches recognise that in order to provide accessible services and to ensure we promote inclusive working environments organisations may need to respond differently to both individuals and to group.

Discrimination is less favourable treatment based on someone's protected characteristic (see next section below). A protected characteristic is an individual strand of diversity as covered under the Equality Act. The Equality Act covers 9 protected characteristics. Discrimination and exclusion can be multi-layered and occur because of:

- an aspect of individuality, e.g. some aspect of personal appearance, size, personal likes, etc.;
- our social situation, e.g. being an ex-offender, being homelessness, being a lone parent, misuse of drugs or alcohol, citizen status or health.
- our protected characteristic i.e. being refused a job because of our sexual orientation or limited access to health care because we are disabled.

Dignity is a state or quality of being worthy of honour or respect. How do you know when you are being treated with dignity? With dignity you are in control, feel valued, have confidence, are able to make decisions and are comfortable.

In general, you are able to prosper. Without dignity, you feel devalued, lack confidence, lose control, feel embarrassed, ashamed, humiliated and as a result you don't do very well. In general, you start to spiral downwards!

The Protected Characteristics

People are diverse in so many ways and this should be celebrated rather than discriminated against. We can all learn from each other. The ways in which people are diverse is listed below under 9 characteristics.

1. Age
2. Disability
3. Gender reassignment
4. Marriage and civil partnership
5. Pregnancy and maternity
6. Race
7. Religion and belief
8. Sex – man or woman
9. Sexual Orientation

It's important to remember not to confuse these protected characteristics with self-identity. A person's self-identity is their conception and expression of their own individuality. For example, an elderly man may not see himself as old and not wish to be treated differently to someone younger.

A doctor who is gay may wish to be seen as a kind *person* who is *compassionate* and *thoughtful* rather than as a gay person or even as a doctor. So, don't stereotype, make assumptions, patronise, humiliate and disrespect people by taking them less seriously.

And it is also unacceptable for an individual to use one aspect of their social identity to discriminate against another person because of an aspect of their social identity. For example, a muslim trainee who never has any eye contact with female colleagues when he is talking to them yet he does have direct eye contact with male colleagues; this would be direct discrimination based on gender – which is unacceptable. Another example: a person discloses to a

Issue Date 01/01/2017

Issue 1

Document No: 026

Uncontrolled when copied

colleague that they are gay; the colleague responds by saying that because they have a strong moral objection to homosexuality, they would appreciate it if they don't refer to their sexuality ever again and in that way they will get on fine. This is direct discrimination based on gender. Again, one cannot use their own social identity to discriminate against another's.

To ensure that we value diversity and consider the individual's identity appropriately, the following principles may be useful:

- we need to treat all people as individuals and respond to them, and their social identity, in an individual manner
- treating people fairly does not mean treating people in the same way – we need to recognise difference and respond appropriately
- respect all people their protected characteristic or social situation
- try to increase our knowledge and understanding of aspects of social identity that may be different from our own
- avoid stereotyping or making assumptions about people based on their social identity
- recognise that certain aspects of the way your organisation works (e.g. evening working, weekend working, and so on), may impact on some individuals more than others
- recognise that your own social identity may impact on others in different ways
- avoid using inappropriate and disrespectful language relating to social identity or social situations

Our Staff

All staff or those working on behalf of Norwood UK must ensure that all staff and the public are treated equally irrespective of their gender, marital status, age, disability, race, colour, nationality, religion, sexual orientation, ethnic or national origin. They shall not be disadvantaged by any conditions or requirements such as a disability.

All staff must not enter into or by not raising concerns be seen to condone any acts of discrimination. Any staff or practice representative who either direct or by inferred support of discrimination by not making an objection known, decimates against another person may face disciplinary action within the Company Disciplinary Policy that could lead to staff dismissal. Any alleged incidents of discrimination will be treated as a very serious issue.

Challenging Discrimination

At times you will be required to challenge people over their behaviours if you feel it is potentially discriminatory. Knowing what to challenge, and when to challenge, can be tricky and open to personal interpretation. There are some non-negotiable re inappropriate language/behaviour e.g. swearing, language that is racist/sexist/homophobic, etc. We can often find debate over questions such as *'what constitutes inappropriate banter?'* or *'They meant no offence by a comment – do I still need to challenge?'* However, not challenging is not a neutral act – it can be seen as colluding behaviour.

If in doubt about whether you should challenge someone's behaviour or not, consider the following.

- Is the banter/joke/comment excluding anyone or aimed at anyone in order to ridicule them?
- Could someone be offended by the behaviour?
- Lack of intention is not an excuse for behaviour. You are required to consider and manage the effect of behaviour.
- Is the banter/joke/behaviour open to misinterpretation or misunderstanding?

In terms of how to challenge... there is no definite way to challenge inappropriate behaviour and no doubt you will find your own approach to challenging effectively. The following may be useful to consider;

- Don't punish or blame – say what is better.
- State your position: *'That's disrespectful; we don't talk about patients like that.'*

- Understand the situation...
- Do you challenge there and then, or quietly at a later date?
- What will be most effective for the person involved/for those witnessing the incident?

Signed for and on behalf of the company

A handwritten signature in blue ink, appearing to read 'Jo Shuttlewood'.

Jo Shuttlewood – HR Director