

SA/15 -

Equal Opportunities & Diversity Policy

“Our policies establish boundaries, set guidelines and are best practice documents for the Group’s decision making.”

Policy Statement

In accordance with the Equality Act 2010, this policy outlines ateb’s commitment to providing equality of opportunity in the way it interacts with its customers, team members and partners.

The aim of this policy is to:

- Demonstrate an ongoing and determined commitment to improving equality of opportunity, embedding our DNA principle of **#AccessAllAreas** for everyone throughout our organisation
- To ensure we abide by regulatory and legislative requirements in relation to equal opportunities

This policy will apply to ateb, West Wales Care & Repair and Mill Bay Homes Limited the “Group”). All employees and contractors working on our behalf have a responsibility for understanding, promoting, and implementing this policy.

Approval Date	Lead Contact	Review Date
30 th September 2021	People & Communications Manager	August 2022

Policy Contents

1. Policy Statement
2. Principles
3. Responsibilities
4. Control
5. Links to other documents

2. Principles

This policy document sets out how the Group will manage and meet both, legal obligations under The Equality Act 2010 and identified best practice.

This policy applies to all Board Members and employees in the Group and to all activities undertaken by the Group and any appointed contractors.

The Group is fully committed to the principles of non-discrimination and equality opportunities to all aspects of:

- recruitment and selection
- people management,
- all customer facing activities
- procurement of all activities/services on behalf of the Group

This policy is aimed at eliminating discrimination and harassment, advancing equality of opportunity, and fostering good relations, the principles underlying The Equality Act 2010. We will provide equality of opportunity regardless of any of the following protected characteristics:

- age
- disability
- gender reassignment
- marriage and civil partnership
- pregnancy and maternity
- race
- religion and belief
- sex and sexual orientation

The Group will embed its DNA of #AccessAllAreas for everyone across the organisation. We will be inclusive in everything we do as a diversity of background, experiences, skills and views enrich our work and services.

We will actively oppose unlawful or unfair discrimination or harassment and believe in best practice in all aspects of our work. We will not tolerate any form of harassment, discrimination, victimisation or intimidation by our Board Members, employees, consultants, contractors, suppliers, visitors, tenants, customers and service users, and will take appropriate action against any perpetrators of discrimination or harassment.

The following forms of discrimination are prohibited under this policy and are deemed unlawful:

- **Direct discrimination:** treating someone less favourably because of a Protected Characteristic.
- **Indirect discrimination:** a provision or criterion which disadvantages one group of people more than another.
- **Harassment:** this includes sexual harassment and other unwanted conducted related to a Protected Characteristic, which has the purpose of violating someone's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for them.
- **Victimisation:** retaliation against someone who has complained or has supported someone else's complaint about discrimination or harassment.
- **Disability discrimination:** this includes direct or indirect discrimination, any unjustified less favourable treatment because of the effects of a disability, and failure to make reasonable adjustments to alleviate disadvantages caused by a disability.

The Group takes a strict approach to breaches of this policy, which will be dealt with in accordance with our Disciplinary Procedure for employees. Serious cases of deliberate discrimination may amount to gross misconduct resulting in dismissal.

If anyone believes that they have suffered discrimination by the Group or those acting on behalf of the Group, they can raise this through the:

- the Grievance Procedure or Positive Work Environment Procedure (employees)
- Customer Feedback Policy (customers/prospective customers)

Complaints will be treated in confidence and investigated in accordance with the relevant procedure/policy. Individuals raising a complaint will not be victimised or retaliated against for complaining about discrimination.

We will ensure that adequate equal opportunities/diversity training, development and guidance and support is provided for all our Board Members and employees. New

Board Members and employees will be provided with this training as part of their induction.

Board Members and employees involved in recruitment and selection will receive training in fair selection procedures.

As an organisation we will review and revise this policy annually.

3. Responsibilities

Group

This is a Group Policy which applies to all companies within the Group structure. All Companies within the Group are responsible for ensuring the policy is available to their customers, stakeholders and employees and for ensuring appropriate training, support and guidance is given on its application and use.

Board of Management/ Board of Directors

Responsibilities:

- Effectively challenge strategic plans made by management to ensure the principles of this policy are adhered to.
- Ensure key business leadership positions within the company have the relevant skills, knowledge and experience to manage equality of opportunity.
- Ensure that equal opportunity targets are met by the management team.
- Monitor the performance of the Executive management team in embedding equality of opportunity across the Group.

Chief Executive

Responsibilities:

- Effective implementation of the Equal Opportunities & Diversity Policy across the Group as a whole.
- Ensure all consultants (legal, financial and technical) and contractors the Group engages with have in operation an equal opportunities policy or comply with the requirements of this policy.
- Ensure the physical features of the office premises are monitored to consider whether they place disabled employees, job applicants, customers, visitors at a substantial disadvantage compare to other non- disabled people, Where reasonable, ensure all steps are taken to improve disabled access.
- Ensure responsibilities of Equal Opportunities are effectively delegated
- Ensure that the structure, processes, competency, leadership and resources required to deliver these aims and objectives, are in place.

- Ensure that equal opportunities are fully considered, promoted and resourced through the Strategic Plan, Service Delivery Plans, Budgets and Business Plans.
- Ensure all operational policies consider issues that relate to equality and diversity through the implementation of Equality Impact Assessments.
- Ensure equal opportunities performance data is considered and debated at Board and Director Level.
- Have formal training to ensure they are fully aware of their legal and moral responsibilities towards equality of opportunity.

Executive Directors

Responsibilities:

- Demonstrate leadership of equal opportunities through a total commitment to the aims and objectives of this policy.
- Ensure all consultants (legal, financial and technical) and contractors the Group engages with have in operation an equal opportunities policy or comply with the requirements of this policy.
- Assist in the review of this policy.
- Review performance against targets and take corrective action as required.
- Ensure all operational policies consider issues that relate to equality and diversity through the implementation of Equality Impact Assessments.
- Know and understand applicable legislation, best practice guidance, policy and procedures covering equal opportunities at work which is applicable to all functions which are the Manager's responsibility.
- Ensure all Managers are trained in and understand their equal opportunities responsibilities.
- Report breaches of this policy to the Board and initiate action on their behalf.
- Be held accountable by the Chief Executive on their directorate's equal opportunities performance.
- Have formal training to ensure they are fully aware of their legal and moral responsibilities towards equality of opportunity.

Managers

Responsibilities:

- Know and understand applicable legislation, best practice guidance, policy and procedures covering equality of opportunity which is applicable to all functions which are the Manager's responsibility.
- Ensure all consultants (legal, financial and technical) and contractors the Group engages with have in operation an equal opportunities policy or comply with the requirements of this policy.

- Ensure all operational policies consider issues that relate to equality and diversity by undertaking Equality Impact Assessments.
- Demonstrate leadership of equality of opportunity through a total commitment to the aims and objectives of this Policy.
- Set an example to all employees, promoting equality of opportunity.
- Ensure activities of work and working practices meet the policy requirements.
- Ensure adequate training of employees, including compliance with induction procedures.
- Facilitate and evaluate investigations into any complaints within his/her responsibility to ensure appropriate action is taken.
- Ensure the Leadership Team members, employees and volunteers under his/her direction, are competent and suitably trained in equal opportunities appropriate to their job/activity.
- Be held accountable by the Directors on their department's equal opportunities performance.
- Have formal training to ensure they are fully aware of their legal and moral responsibilities towards equality of opportunity.

Service or Team Leaders

Responsibilities:

- Know and understand applicable legislation, best practice guidance, policy and procedures covering equal opportunities which is applicable to all functions which are the Manager's responsibility.
- Ensure all consultants (legal, financial and technical) and contractors the Group engages with have in operation an equal opportunities policy or comply with the requirements of this policy.
- Be aware of and enforce the appropriate equal opportunities standards applicable to their area of responsibility.
- Demonstrate leadership of equal opportunities through a total commitment to the aims and objectives of this policy.
- Set an example to all employees, promoting equality of opportunity.
- Ensure activities of work and working practices meet the policy requirements.
- Ensure employees and volunteers under his/her direction are competent and suitably trained in equal opportunities appropriate to their job/activity.
- Plan, implement and maintain adequate training of employees, including compliance with induction procedures.
- Complete investigations into any complaints within his/her responsibility to ensure appropriate action is taken.
- Be held accountable by the Heads of on their department's equal opportunities performance.
- Have formal training to ensure they are fully aware of their legal and moral responsibilities towards equality of opportunity.

Employees

All employees (permanent and temporary) regardless of whether they have managerial or supervisory responsibilities and Volunteers.

Responsibilities:

ALL employees while at work must: -

- Understand and own their responsibilities under this policy.
- Comply with and actively promote this policy in all dealings with colleagues, customers, visitors and anyone else who they would come into contact with during the course of their employment. This policy applies not only when employees are working on the Group's premises or those of any customer or contact, but also includes work related social or hospitality events.
- Report all concerns relating to a breach of this policy to an appropriate person (Line Manager).
- Have formal training to ensure they are fully aware of their legal and moral responsibilities towards equality of opportunity.

Partners

All consultants, contractors, volunteers, or any other partner that engages with/acts on behalf of the Group.

Responsibilities:

- Understand and own their responsibilities under this policy.
- Comply with and actively promote this policy in all dealings with colleagues, customers, visitors, and anyone else who they would come into contact with during the course of their partnership with the Group. This policy applies not only when partners are working on the Group's premises or those of any customer or contact, but also includes work related social or hospitality events.
- Report all concerns relating to a breach of this policy to an appropriate person within the Group (Manager).
- Have formal training to ensure they are fully aware of their legal and moral responsibilities towards equality of opportunity.

Additional Role Responsibilities

In addition to the responsibilities listed above the following key roles have additional responsibilities for the operational delivery of equal opportunities across the Group.

Executive Director – Customer

Responsibilities:

- Ensure that no person, or groups of persons, in receipt of services will be treated less favourably than any other person or groups of persons.
- Ensure the Group adopts practices to ensure that discrimination does not occur in the provision of its services.
- Ensure that all applicants for accommodation with the Group are required to complete an equal opportunity monitoring form.
- Ensure monitoring of housing allocations on the basis of the Protected Characteristics is undertaken.
- Ensure all operational policies consider issues that relate to equality and diversity by undertaking Equality Impact Assessments.

Customer Support Manager

Responsibilities:

- Develop policies and procedures in relation to customer support, ensuring they promote equality of opportunity and comply with this policy.
- Ensure that no person, or groups of persons, in receipt of support will be treated less favourably than any other person or groups of persons.
- Ensure that all applicants for accommodation with the Group are required to complete an equal opportunity monitoring form.
- Ensure monitoring of housing allocations on the basis of the Protected Characteristics is undertaken

Customer Services Manager

Responsibilities:

- Develop policies and procedures in relation to customer services, ensuring they promote equality of opportunity and comply with this policy.
- Ensure that no person, or groups of persons, in receipt of services will be treated less favourably than any other person or groups of persons.

Agency Manager West Wales Care & Repair

Responsibilities:

- Develop policies and procedures in relation to West Wales Care & Repair ensuring they promote equality of opportunity and comply with this policy.
- Ensure that no person, or groups of persons, in receipt of services will be treated less favourably than any other person or groups of persons.

Procurement Manager

Responsibilities:

- Develop policies and procedures in relation to procurement ensuring they promote equality of opportunity and comply with this policy.
- Ensure that no person, or groups of persons, during procurement services will be treated less favourably than any other person or groups of persons.
- Ensure discrimination does not occur during procurement of services.
- Ensure all consultants (legal, financial and technical) and contractors the Group engages with have in operation an equal opportunities policy or comply with the requirements of this policy.

People & Communications Manager

Responsibilities:

- Develop policies and procedures in relation to recruitment, selection and people management, ensuring they promote equality of opportunity and comply with this policy.
- Ensure an equal opportunities policy statement is provided to all job applicants.
- Ensure that no job applicant suffers discrimination because of any protected characteristic.
- Ensure all job applicants are asked to complete an equal opportunity monitoring form covering the protected characteristics. Provision of this information is voluntary, and it will not adversely affect an individual's chances of recruitment, or any other decision related to their employment. This form is kept separate from all other application documents in an anonymised format and will not form part of the selection process.
- Ensure our conditions of service, benefits and facilities are reviewed regularly to ensure that they are available to all employees who should have access to them and that there are no unlawful obstacles to accessing them.
- Ensure that redundancy criteria and procedures are fair and objective and are not directly or indirectly discriminatory.
- Ensure that disciplinary procedures and sanctions are applied without discrimination, whether they result in disciplinary warnings, dismissal or other disciplinary action.
- Oversight of the training needs of employees across the Group and oversight over the delivery of appropriate induction procedures.

Company Solicitor

Responsibilities:

- Oversight of the training needs of Board members across the Group and oversight over the delivery of appropriate induction procedures.

4. Control

The People & Communications Manager is the lead contact for this policy and for ensuring it remains operationally effective. The People & Communications Manager will review this policy annually. This policy is a dynamic document and will be amended as

required following service reviews or changes to the operating environment.

Any non-compliance resulting from monitoring will be reported to the Board and appropriate action will be taken.

This policy will be reviewed in line with feedback from complaints and changes to regulatory or legislative requirements.

Board approval will be obtained before any amendments are published and Board Members and employees will receive refresher training as applicable.

5. Links to other documents

This policy is the overarching policy for equality of opportunity and is underpinned by additional policies and procedures.

Internal

[Disciplinary Procedure](#)

[Grievance Procedure](#)

[Positive Work Environment Procedure](#)

[Customer Feedback Policy](#)

External

[Equality Act 2010](#)

[ACAS Best Practice Guidance](#)

[Tai Pawb - Deeds Not Words Pledge](#)



PN: 13



SA/15 – Equal Opportunities Policy

Additional help

Contact our People & Communications team quoting the policy reference: PN13

Tel: **01437 763688**
Email: **hello@atebgroup.com**
Facebook: **@atebgroup**
Face to Face: **Meyler House, Haverfordwest, SA61 1QP**

Version History

Ver	Date	Changes
5	27/08/2020	Policy reviewed
6	30/09/2021	Policy Reviewed and approved by Board