



DIVERSITY AND EQUALITY POLICY

Contents

| | | |
|-----|--|---|
| 1. | Overview | 3 |
| 2. | Equal opportunity commitment and aims | 3 |
| 3. | How the law defines discrimination | 4 |
| 4. | Accessibility | 6 |
| 5. | Diversity | 6 |
| 6. | How we carry out our responsibilities and duties | 6 |
| 7. | How we recruit | 6 |
| 8. | How we enforce this policy | 7 |
| 9. | How we monitor this policy | 7 |
| 10. | Additional notes | 8 |

1. OVERVIEW

Burwell Print Centre wholeheartedly supports the provision of equal opportunities. This policy covers all aspects of how everyone treated by the Burwell Print Centre. It covers (but isn't limited) to:

- Recruitment
- Pay and conditions of employment
- Training and continuing professional development
- Promotion
- Appraisals
- Grievances and disciplinary matters
- Ending employment
- Giving references
- How visitors are treated
- How Printers (service users) are treated
- How suppliers are treated
- How any other business contacts and associates are treated

This policy applies

- Service Users/Printers
- Staff
- Volunteers
- Trustees
- Customers
- Visitors

If you are an employee, this policy does not form part of your contract of employment, and we may amend it at any time.

You should read this policy in conjunction with our other policies, including **Harassment and Bullying Policy**, **Recruitment Policy**, and our **Grievance Policy**.

2. EQUAL OPPORTUNITIES COMMITMENT AND AIMS

Burwell Print Centre is a social enterprise charity and limited company which is committed to provided excellent supported work experience and quality print work to the community. We aim to treat all service users, volunteers, staff, and customers equally regardless of their age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

Burwell Print Centre will not tolerate discrimination or harassment and are committed to promoting equal opportunities in all aspects of our work. Those who work for us,

who we work with, and anyone applying for a job with us, will receive fair and equal treatment.

We will never victimise anyone who makes a legitimate complaint to us about harassment or discrimination, or who supports a colleague in their complaint.

3. HOW THE LAW DEFINES DISCRIMINATION

The following list gives you a general description of the types of acts that may both breach this policy and be unlawful. Sometimes actions can be intentional, and sometimes unintentional. We include examples of both types in this list:

- **Direct discrimination:** this is when somebody is treated less favourably because of a protected characteristic than somebody else has been, or would have been, in identical circumstances.
Examples: rejecting a job applicant because of their race or refusing to promote someone because they are pregnant.
- **Indirect discrimination:** this is when a group of people with one of the protected characteristics (subject to a couple of exceptions) is put at a disadvantage by a provision, criterion or practice applied to all staff unless the treatment is justified for a good business reason.
Examples: refusing a request to work part-time without a good business reason (which indirectly discriminates against women, who are more likely to have childcare responsibilities); insisting all staff work Saturdays without a good business reason (which indirectly discriminates against Jewish employees, who may not be able to work on the Jewish Sabbath).
- **Associative discrimination:** this is where somebody is treated less favourably because of the personal characteristics of somebody else.
Example: treating an employee less favourably because their parents are Jehovah's Witnesses.
- **Perceived discrimination:** this occurs where someone is treated less favourably because someone wrongly believes they have a particular protected characteristic.
Example: treating an employee less favourably because someone thinks he is gay, when in fact he isn't gay.
- **Harassment:** this is when a hostile, humiliating, degrading, intimidating or similarly offensive environment is created in relation to a protected characteristic. We also consider it harassment for a worker to be subjected to unwanted conduct related to a protected characteristic that — as an intended or unintended consequence — violates their dignity.
Examples: name calling, lewd comments, excluding colleagues, making insensitive jokes, and displaying pornographic material are all examples of

harassment. We deal in detail with this under our separate policy on Harassment and Bullying.

- **Victimisation:** in a legal context, 'victimisation' has a much more restricted meaning than in real life. It happens when a worker has complained about harassment or discrimination, or has supported a colleague in their complaint, and is then treated less favourably as a result.
Examples: an employee who is 'sent to Coventry' because they spoke up on behalf of one of their colleagues in a harassment investigation, or an employee who is dismissed under a pretext because they have complained of discrimination.

The 'protected characteristics' are:

- Age
- Race (which includes colour and ethnic/national origin)
- Disability
- Religion or similar philosophical belief
- Political opinion
- Sex
- Gender reassignment
- Pregnancy or maternity
- Sexual orientation
- Marital or civil partnership status.

There are other actions which can be unlawful under the equal opportunities' legislation. Examples include:

- Failure to make reasonable adjustments to minimise certain disadvantages suffered by a disabled employee (or job applicant).
- Instructing another person (or applying pressure on them) to discriminate.
- Knowingly assisting somebody else when they carry out a discriminatory act.
- Discriminating against somebody believed to have a protected characteristic, whether or not they do, or because they associate with a third party who does.

4. ACCESSIBILITY

Our premises are fully wheelchair accessible to staff, service users, and members of the public. We are committed to allowing access to our services to all member of the community and will reassess our access requirements regularly.

We can provide information when requested in large format or simplified version.

5. DIVERSITY

Burwell Print Centre has service users, volunteers, and staff with a range of backgrounds and we endeavour to make everyone feel welcome and comfortable. We are always open to new ideas and ways to share our different heritages with one another.

All service users, volunteers, staff and customers should always feel welcome. Sexist, racist, homophobic, transphobic or otherwise offensive and inflammatory remarks and behaviour are not acceptable. These constitute harassment and have no place in at Burwell Print Centre.

6. HOW WE CARRY OUT OUR RESPONSIBILITIES AND DUTIES

Management and the wider workforce are essential to ensuring the success of this policy. We all have a legal responsibility to comply with it, and any of us – however senior or junior we are – may be personally liable for unlawful discrimination if we breach its terms.

Overall responsibility for the effective implementation and operation of the policy lies with management, specifically with the Trustees. Everyone working at managerial level is expected to act in full accordance with this policy, led by example, and attain and maintain appropriate standards of behaviour within the teams they manage.

The ethos and standards covered by this policy can only be achieved and maintained if everyone in our workforce cooperates fully. It is important to understand that you have a legal responsibility to comply. If you breach this policy, you may also make the Company liable for your actions, and we may both have to pay compensation to anyone who claims against us. We expect you to take personal responsibility for adhering to this policy's aims and commitments and for drawing any actual or potential breaches to our attention.

We also encourage everyone who works for us to help promote equal opportunities across the Company. Please contact a member of the management team you have any ideas about how we could do this better, or you would like to be more involved in achieving this policy's aims.

7. HOW WE RECRUIT, PROMOTE, AND MAKE OTHER SELECTIONS

We carry out all recruitment, promotion and other types of selection procedures, such as redundancy selection processes, based on merit, using non-discriminatory and as far as possible, objective criteria.

Advertisements for vacancies must not include wording that may discourage some groups of people from applying, or stereotype in any way, and they must be placed where they can reach as wide and diverse a pool of potential candidates as possible.

Nobody applying for a job with Burwell Print Centre may be asked about their health, attendance record, or whether they have a disability, before a job offer is made - except in very limited situations. It may, for example, be justifiable to ask whether the applicant needs any disability-related measures put in place for the interview, or to check that they can carry out a key part of the job. It is acceptable to make some job offers dependent on a medical examination.

It is unlawful to ask job applicants anything that might suggest an intention to discriminate on the grounds of a protected characteristic. Asking an applicant about their religion when they are applying for a job that involves weekend working would not, for example, be allowed. Nor would asking an applicant whether they have childcare responsibilities be allowed, as that suggests you might be intending to indirectly discriminate on grounds of sex or marital status.

It is fine to include certain health or disability questions in equal opportunities monitoring exercises, but the data gathered must not be used for selecting someone for a role, or in making other employment-related decisions.

8. HOW WE ENFORCE THIS POLICY AND HANDLE BREACHES

We will investigate any complaint or allegation you raise regarding a potential breach of this policy. If you believe you have been harassed or discriminated against you should contact a member of the management team as soon as possible. If you want to take formal action, you will need to follow our grievance procedure (see our Grievance Policy) and read our policy on Harassment and Bullying.

You will face disciplinary action if we find you have harassed or discriminated against anyone else in breach of this policy. Sometimes this type of behaviour may amount to gross misconduct, in which case you may be dismissed without notice.

Occasionally, people make complaints knowing they're not true. They might do this to avoid or deflect disciplinary action. We view any complaint made in bad faith as an act of misconduct and this will normally lead to disciplinary action. In some cases, bad faith complaints may lead to summary dismissal for gross misconduct.

9. HOW WE MONITOR WHETHER THIS POLICY IS WORKING

We may record and analyse information about equal opportunities within the workplace, and when you join the Burwell Print Centre you give us consent to gather and process this data about you. We use the information to make sure this policy is working properly and to refine it where that's needed. We also use the information to review the composition of our workforce, and to promote workplace equality.

10. ADDITIONAL NOTES

| What we want to do | Ways we think we can do this |
|--|---|
| Show a strong commitment to equality and diversity in all that we do | <p>Champion and promote equality and diversity in our recruitment and selection of Staff, Printers, Volunteers and Trustees</p> <p>Continue to develop a critical awareness of how inequality could be perpetuated</p> <p>Ensure that we provide a safe and welcoming environment and that nobody is denied access</p> <p>Use our 'Safeguarding Policy and Procedures' for dealing with any form of harassment, intimidation or discrimination</p> <p>Adopt a consistent approach to embedding equality and diversity in everything we do, and build on our culture that recognises, values and celebrates diversity in the communities we serve</p> <p>Produce information, news and comments in our promotional and publicity materials that reflect our commitment to equality of opportunity and diversity</p> <p>Plan new services that will reflect our commitment to equality of opportunity</p> |
| Ensure that our workforce is responsive to and reflective of this region's diverse communities | <p>Recognise and promote the benefits of a diverse workforce</p> <p>Ensure that employment practices do not discriminate against different groups</p> <p>Ensure that everybody is treated with respect and dignity</p> <p>Ensure that everybody takes a positive attitude towards diversity and promote best practice</p> <p>Ensure that we maintain our 'Disability Confident Employer' award for being positive about employing people with disabilities</p> |
| Promote respect and personal dignity | <p>Work across our services to challenge stereotypes and assumptions, raise aspirations, and challenge inappropriate behaviour</p> <p>Encourage an atmosphere of mutual respect and trust</p> |
| Deliver work experience and training placements that are accessible to each Printer | <p>Develop and maintain an approach which ensures that we are sensitive to the needs and requirements of individuals and are flexible enough to adapt to their needs, including equipment adaptations.</p> |

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