

# Equal Opportunities and Diversity Policy

We believe that the continued success of Easaway is a direct result of the experience and quality of our people. We are therefore fully committed to focusing our employment procedures and practices on maximising the potential of each unique contribution and this is best achieved by recognising and embracing the talents, but also the differences, in our employees. In conjunction with our employment practices, we also recognise the diversity within our customer base and clients and are focussed on providing our products and services in an inclusive and equal manner.

**Date Reviewed: 9<sup>th</sup> July 2020**

**Revision number: 8**

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## **1 Policy Statement**

Easaway Draincare Limited (“the Company”) is committed to achieving a working environment which provides equality of opportunity and freedom from unlawful discrimination on the grounds of race, sex, pregnancy and maternity, marital or civil partnership status, gender reassignment, disability, religion or beliefs, age or sexual orientation. The Company will actively oppose all forms of unlawful and unfair discrimination and this policy aims to remove any such practices from within the business.

- The Company encourages principles of tolerance, understanding and respect for others as it is within the Company’s best interest to promote diversity and eliminate discrimination in the workplace.
- The Company also aims to provide a service that does not discriminate against its clients and customers in the means by which they can access the services and goods supplied by the Company.
- The Company is committed to encouraging other organisations, with which we deal, to recognise the benefits of investing in achieving equality of opportunity, as part of their wider corporate social responsibility.

Any and all personal data used in connection with this Policy shall be collected, held, and processed in accordance with the Company’s Data Protection Policy.

## **2 Objectives of this Policy**

- To prevent, reduce and stop all forms of unlawful and unfair discrimination in line with the Equality Act 2010.
- To ensure that recruitment and all selection processes, training and development, and pay and benefits are determined on the basis of capability, qualifications, experience, skills and productivity.
- To ensure that all customers are treated with respect and dignity.
- To ensure that the Company works with suppliers who recognise their responsibilities and the benefits of equality.

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### **3 Definition of Discrimination**

Discrimination is unequal or differential treatment which leads to one person being treated more or less favourably than others are, or would be, treated in the same or similar circumstances on the grounds of race, sex, pregnancy and maternity, marital or civil partnership status, gender reassignment, disability, religion or beliefs, age or sexual orientation or hours of work. Discrimination may be direct or indirect and includes discrimination by perception and association.

### **4 Policy Implementation**

It is the policy of the Company that no person acting on our behalf shall discriminate in any situation against another individual or group, directly or indirectly, on the grounds of race, sex, pregnancy and maternity, marital or civil partnership status, gender reassignment, disability, religion or beliefs, age or sexual orientation or hours of work.

Our aims for embedding this policy across our organisation include:

- Work with external organisations and advisory bodies to keep up to date and aware of the necessary issues and best practice surrounding Equal Opportunities and Diversity.
- Ensure that all procedures are regularly reviewed and 'diversity-proofed' and that the principles of this policy are embedded into all areas of employment and service delivery.
- Challenge behaviour and enforce the disciplinary procedure when this is considered unacceptable.

The Company has identified three key stakeholders that this policy is relevant to.

#### **4.1 Employees**

The principles of this policy apply to recruitment and all selection processes, training and development, and pay and benefits, in addition to all terms and conditions of employment.

#### **Recruitment and Selection**

Our recruitment policy is based solely on the necessary and justifiable job requirements and the individual's ability and fitness for the role. Selection methods, including interviews, are conducted in accordance with documented checklists, and are designed to ensure that discrimination forms

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no part of the recruitment process. The selection criteria for all roles are free from discrimination and are always based on objective assessments of competence ensuring people are assessed on skill, aptitude and abilities relevant to the role.

As a further safeguard, we also analyse the results of the selection process, monitoring gender, ethnic origin and disability in all applicants.

### Positive Actions in Recruitment

Under the Equality Act 2010, positive action in recruitment and promotion applies as of 6 April 2011. 'Positive action' means the steps that the Company can take to encourage people from groups with different needs or with a past record of disadvantage or low participation, to apply for positions within the Company.

If the Company chooses to utilise positive action in recruitment, this will not be used to treat people with a protected characteristic more favourably, it will be used only in tie-break situations, when there are two candidates of equal merit applying for the same position.

### Training and Development

All employees will be given help and encouragement to develop to their full potential and utilise their unique talents. Through our performance management and appraisal process we ensure that all staff are given an opportunity to take part in both job specific training and have an individual development plan designed to promote their opportunities and career advancement within the Company. All training and development opportunities within the company are based on job requirements and merit and no other factors are taken into consideration.

### Equal Pay and Benefits

The Company uses its Employee Pay Policy to standardise pay rates and reviews across the business. All pay awards are based on objective criteria free from discrimination and have due regard to the principle of equal pay for work of equal value, regardless of race, sex, pregnancy and maternity, marital or civil partnership status, gender reassignment, disability, religion or beliefs, age or sexual orientation or hours of work. Employee benefits are awarded based on merit alone.

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### Reasonable Adjustments

The Company has a duty to make reasonable adjustments to facilitate the employment of a disabled person. These may include:

- Making adjustments to premises;
- Re-allocating some or all of a disabled employee's duties;
- Transferring a disabled employee to a role better suited to their disability;
- Relocating a disabled employee to a more suitable office;
- Giving a disabled employee time off work for medical treatment or rehabilitation;
- Providing training or mentoring for a disabled employee;
- Supplying or modifying equipment, instruction and training manuals for disabled employees; or
- Any other adjustments that the Company considers reasonable and necessary provided such adjustments are within the financial means of the Company.

If an employee has a disability and feels that any such adjustments could be made by the Company, they should contact the Director.

### 4.2 Customers

We are committed to providing an efficient and inclusive service to all areas of the community and will instruct all of our staff, subcontractors and associates in the following, to:

- Demonstrate consideration, respect and understanding to all customers and individuals, recognising the value of people as individuals, and respond positively to their diversity. Apply the principles of accessible communication to all, by ensuring regular contact with the public and customers using means such as: Telephone calls, letters, emails, marketing communications, and public meetings.
- Consider the special needs of certain groups and communities within society, in particular, we will specifically consider:
  - Disability – We are committed to removing as many physical barriers to dealing with us that are possible, making any reasonable adjustments and providing information in the most accessible ways.
  - Age – We recognise that older people often have particular needs and concerns in dealing with us. We will provide reassurance that the people they are dealing with are reputable and safe, and will avoid making any changes in agreed arrival times or routine, that can be disturbing and reduce confidence in us.
  - Ethnicity – Language can be a barrier to customer satisfaction.

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People with limited English may have more difficulty in dealing with our customer service team or our operatives, or understanding what is required of them. In order to avoid this we will try to provide information in the clearest way and where possible plain English.

- Faith – We understand and recognise that our customers have a range of religious observances and we will seek to continuously develop and support a culture of growing religious awareness and tolerance by training and educating our staff to show respect for the beliefs of others.
- Gender – As the vast majority of our operatives are men, we recognise that women customers may have particular priorities, in terms of safety and security in their homes, and will ensure that all of our employees have clear identification and are trained in the correct contact and access procedures.
- Sexual orientation – In common with faith and disability groups, an individual's sexual orientation is not always immediately visible or easy to recognise and consequently inadvertent discrimination may occur. We will therefore raise awareness and respect amongst our employees.

#### 4.3 Suppliers

The Company will not work with other organisations that are known to breach the principles of this policy and will encourage these organisations to revisit their own policies and implementation of equal opportunities and diversity.

### 5 **Responsibility for the Implementation of this Policy**

All employees, subcontractors and agents of the Company are required to act in a way that does not subject any other employees or clients to direct or indirect discrimination, harassment or victimisation on the grounds of their race, sex, pregnancy or maternity, marital or civil partnership status, gender reassignment, disability, religion or beliefs, age or sexual orientation.

The co-operation of all employees is essential for the success of this Policy and whilst we all have a collective responsibility to ensure that this policy is successfully implemented the Company believes that this responsibility particularly rests with our Directors and Managers to enforce.

Employees may be held independently and individually liable for their discriminatory acts by the Company and in some circumstances an Employment Tribunal may order them to pay compensation to the person who has suffered as a result of discriminatory acts.

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The Company takes responsibility for achieving the objectives of this Policy, and endeavours to ensure compliance with relevant Legislation and Codes of Practice.

## **6 Acting on Discriminatory Behaviour**

While it is hoped and intended that most problems relating to employment can be resolved on an informal basis, our grievance procedure exists so that causes of genuine concern can be dealt with equitably.

In the event that an employee is the subject or perpetrator of, or witness to, discriminatory behaviour, the employee should raise this matter under the Grievance Procedure, or where appropriate the Harassment Procedure, please refer to the company handbook.

The Company takes a serious view of any and all discrimination and breaches of this Policy are deemed as misconduct or, depending on severity gross misconduct. Any such actions will be investigated as possible disciplinary offences and dealt with in accordance with our Disciplinary Procedure.

## **7 Training and Communication**

The Company will ensure that managers and staff throughout the organisation are provided with sufficient training to understand the importance of equal opportunities and diversity.

- All employees will, at minimum, partake in an annual toolbox talk on Equal Opportunities and Diversity.
- In addition to this all managers will complete a recognised Equality and Diversity training programme.
- All new employees are provided with a copy of this policy at induction and is available for employees to read at any time.

## **8 Measurement/Monitoring**

To ensure that this policy and our related procedures are operating effectively we will continue to monitor and measure the records of our employees, for equal opportunities and patterns or trends.

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## 9 Amendments

A director of the Company must approve all amendments to this policy at the first instance on any changes or amendments required, before incorporating into the documentations.

Comments by staff as to the content and any suggested improvements should be addressed to management in the first instance.

This policy has been approved & authorised by:

**Name:** Paul Beswick

**Position:** Director

**Date:** 09/07/20

**Signature:** 



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