



## Equality, Diversity and Inclusion Policy

Coaching Direct recognises that discrimination and victimisation is unacceptable and that it is in the interests of Coaching Direct, its employees and associates to utilise the skills of everyone. It is the aim of Coaching Direct to ensure that no employees, associate or job applicant receives less favourable facilities or treatment (either directly or indirectly) in recruitment or employment on grounds of age, disability, gender / gender reassignment, marriage / civil partnership, pregnancy / maternity, race, religion or belief, sex, or sexual orientation (the nine protected characteristics of the Equalities Act 2010).

Our aim is that Coaching Direct will be truly representative of all sections of society and each employee, associate and trainee feels respected and able to give of their best.

We oppose all forms of unlawful and unfair discrimination or victimisation. To that end the purpose of this policy is to provide equality and fairness for all in our employment and operational activities.

All employees, associates and trainees will be treated fairly and with respect. Selection for employment, promotion, training or any other benefit will be on the basis of aptitude and ability. All employees, associates and trainees will be helped and encouraged to develop their full potential and the talents and resources of the workforce will be fully utilised to maximise the efficiency of the organisation.

Our employees and associates will not discriminate directly or indirectly, or harass customers or clients because of age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex, and sexual orientation in the provision of Coaching Directs' services.

This policy and the associated arrangements shall operate in accordance with statutory requirements. In addition, full account will be taken of any guidance or Codes of Practice issued by the Equality and Human Rights Commission, any Government Departments, and any other statutory bodies.

### **OUR COMMITMENT**

To create an environment in which individual differences and the contributions of everybody are recognised and valued.

- Every associate is entitled to a working environment that promotes dignity and respect to all. No form of intimidation, bullying or harassment will be tolerated.
- Training, development and progression opportunities are available to all associates.
- To promote equality in the workplace which we believe is good management practice and makes sound business sense.
- We will review all our employment practices and procedures to ensure fairness.
- Breaches of our equality policy will be regarded as misconduct and could lead to disciplinary proceedings.
- This policy is fully supported by senior management.
- The policy will be monitored and reviewed regularly.

## **RESPONSIBILITIES OF MANAGEMENT**

Responsibility for ensuring the effective implementation and operation of the arrangements will rest with the Director who will ensure that they and their associates operate within this policy and arrangements, and that all reasonable and practical steps are taken to avoid discrimination. Each associate will ensure that:

- all employees and associates are aware of the policy and the arrangements, and the reasons for the policy;
- grievances concerning discrimination are dealt with properly, fairly and as quickly as possible;
- proper records are maintained.

Director will be responsible for monitoring the operation of the policy in respect of employees, associates and job applicants, including periodic departmental audits.

## **RESPONSIBILITIES OF EMPLOYEES AND ASSOCIATES**

Responsibility for ensuring that there is no unlawful discrimination rests with all employees and associates and the attitudes of employees and associates are crucial to the successful operation of fair employment practices. In particular, all employees and associates should:

- comply with the policy and arrangements;
- not discriminate in their day to day activities or induce others to do so;
- not victimise, harass or intimidate other associates or groups who have, or are perceived to have one of the protected characteristics.
- ensure no individual is discriminated against or harassed because of their association with another individual who has a protected characteristic.
- inform Director if they become aware of any discriminatory practice.

## **THIRD PARTIES**

Third-party harassment occurs where a Coaching Direct associate is harassed, and the harassment is related to a protected characteristic, by third parties such as clients or customers. Coaching Direct will not tolerate such actions against its employees and associates, and the employee or associates concerned should inform their supervisor at once that this has occurred. Coaching Direct will fully investigate and take all reasonable steps to ensure such harassment does not happen again.

## **RELATED POLICIES AND ARRANGEMENTS**

All employment policies and arrangements have a bearing on equality of opportunity. Coaching Direct policies will be reviewed regularly, and any identified discriminatory elements removed.

## **RIGHTS OF DISABLED PEOPLE**

Coaching Direct attaches particular importance to the needs of disabled people.

Under the terms of this policy, associates are required to:

- make reasonable adjustment to maintain the services of an employees or associates who becomes disabled, for example, training, provision of special equipment, reduced working hours. (NB: associates are expected to seek advice and guidance from external agencies where appropriate to maintain disabled people in employment),
- include disabled people in training/development programmes,
- give full and proper consideration to disabled people who apply for jobs, having regard to making reasonable adjustments for their particular aptitudes and abilities to allow them to be able to do the job,
- give full and proper consideration to disabled people who require reasonable adjustments to allow them to undertake and complete examinations in our training programmes. An assessment of individual needs will be conducted to establish what support is required support a fair outcome and adjustments made. These adjustments may include an extension to assessment timings, scribing support, availability of technology to support candidate in answering and/or environmental support(visual or sound technology).

## **EQUALITY TRAINING**

A series of regular briefing sessions will be held for employees and associates on equality issues. These will be repeated as necessary. Equality information is also included in induction programmes.

Training will be provided for employees and associates on this policy and the associated arrangements and is included, as standard, in the induction and onboarding process. All employees who have an involvement in the recruitment and selection process will receive training.

## **MONITORING**

Coaching Direct deems it appropriate to state its intention not to discriminate and assumes that this will be translated into practice consistently across the organisation as a whole. Accordingly, a monitoring system will be introduced to measure the effectiveness of the policy and arrangements.

We will maintain information on employees and associates who have been involved in certain key policies: Disciplinary, Grievance and Bullying & Harassment.

Where appropriate, equality impact assessments will be carried out on the results of monitoring to ascertain the effect of Coaching Directs' policies and our services / products may have on those who experience them.

The information collected for monitoring purposes will be treated as confidential and it will not be used for any other purpose.

If monitoring shows that Coaching Direct, or areas within it, are not representative, or that sections of our workforce are not progressing properly within Coaching Direct, then an action plan will be developed to address these issues. This will include a review of recruitment and selection procedures, Company policies and practices as well as consideration of taking legal Positive Action.

## **GRIEVANCES/DISCIPLINE**

Employees and associates have a right to pursue a complaint concerning discrimination or victimisation via Coaching Direct Grievance or Harassment Procedures.

Discrimination and victimisation will be treated as disciplinary offences and they will be dealt with under Coaching Direct Disciplinary Procedure.

## **REVIEW**

The effectiveness of this policy and associated arrangements will be reviewed annually under the direct supervision of the Director.