

# STARTRIGHT EQUALITY AND DIVERSITY POLICY



## Underlying Principle

Everyone is different and has something unique to offer. Startright wants to respect and understand these differences and to make the most of everyone's talents.

## Definitions

Diversity is about understanding, recognising, respecting and valuing differences.

Equality is about managing differences so that everyone has equality of opportunity through a fair and consistent approach to the application of rules, policies and procedures. We recognise that sometimes this will mean treating people differently. This commitment is relevant to all we do, how we manage ourselves and how we deliver our services.

We will promote equality and diversity across all areas. Our Vision pledges state:

- We aim to offer a fair, unbiased and professional service
- Our priority is to meet client's needs
- We are committed to and promote equality and diversity
- We are proud of our staff, respect their views and invest in helping them meet their potential
- At all times we are accountable for our performance
- We are one organisation, no matter where we are based or what job we do

## Summary statement

We will not tolerate discrimination because of a protected characteristic, including Age, Race, Sex, Gender Reassignment, Disability, Sexual Orientation, religion or Belief, Pregnancy or Maternity and Civil Partnership or Marriage We will also not discriminate because of working patterns or trade union membership nor will we tolerate harassment or bullying on these or any other grounds.

We will ensure that everyone at Startright is respected and can give of their best, irrespective of who they are or what job they do.

We will work hard to ensure that our services are accessible to a diverse community.

## **Leadership and management**

The Directors takes overall responsibility for the development of equality and diversity, leads by example and ensures that progress is reviewed and further actions instigated as necessary.

All Startright managers will demonstrate their commitment to promoting equality and diversity, and take responsibility for progress, and all staff have personal responsibilities to treat everyone with respect, consideration and without prejudice and to promote the same levels of behaviour in colleagues.

## **Accessibility of our services**

We will continue to review service provision to ensure accessibility for all, and that inadvertent discrimination against any community does not arise.

We are committed to reach the position where with everything we do equality and diversity considerations are built in from the beginning. To do this we will need to understand the different and diverse requirements of our customers and of our staff and to involve them in the planning stages of new initiatives.

## **Communication**

We will ensure that this policy is accessible and understood by everyone at Startright

## **When things go wrong**

Employees who feel they have been unfairly treated contrary to this policy should raise their concerns with managers in order to get them addressed. If matters are not addressed the individual can raise a grievance using the normal grievance procedure. All complaints will be investigated thoroughly and without delay.

Contravention of this policy by way of harassment of or discrimination against a colleague will be considered a disciplinary offence and dealt with under the disciplinary procedure.

## **Policy Review**

We are committed to keeping this policy current and relevant. It will be monitored and reviewed annually.

This is the current copy - Next Review: January 2026