

Equality and Diversity & Dignity at Work Policy

All words in bold are explained in Appendix 1.

Policy Statement

Tyneside Training Services Ltd is committed to **equality** and **diversity** and aims to create an environment in which people treat each other with mutual respect, regardless of age, disability, gender, race, religion, sexual orientation, criminal convictions or any other irrelevant criteria.

The Company believes that every individual should have an **equal opportunity** to participate in activities that allow them to develop their skills and abilities. In our commitment to promoting **equality of opportunity** we will not accept **prejudice** or **discrimination**. An environment where **equality of opportunity** exists is more rewarding for employees and learners and will enhance performance and achievement.

Purpose of the Policy

Tyneside Training Services Ltd believes that all employees, learners, placement providers, associates, contractors and visitors are responsible for the promotion of **equality**. This policy establishes clear guidance regarding **equality** and **diversity**.

The Company promotes a positive setting where everyone has a shared commitment to respecting **diversity** and difference. All forms of **prejudice** and **discrimination** are unacceptable. **Prejudice** and **discrimination** on the grounds of:

- Age
- Disability
- Gender
- Race
- Religion
- Sexual Orientation

may also be unlawful.

Tyneside Training Services Ltd will not tolerate any behaviour that would result in any individual:

- being treated unfairly based on one or more of the above personal characteristics (**direct discrimination**);

- being disadvantaged or treated less favourably, in relation to one or more of the above personal characteristics, because of requirements that are not related to the job or course of learning (**indirect discrimination**);
- being humiliated, embarrassed, ridiculed or intimidated based on one or more of the above personal characteristics (**harassment**)*; or
- being treated less favourable because they have made, or intend to make, a complaint of direct discrimination, indirect discrimination or harassment, or because they will be supporting another person's complain of discrimination or harassment (**victimisation**).

*Please refer to the Dignity at Work Policy for more detailed guidelines about harassment and bullying.

Promotion of Equality and Diversity

Tyneside Training Services will promote **equality** and **diversity** through:

The recruitment and selection process

All job applicants, employees and those seeking a training opportunity will be treated fairly, with respect and given equal consideration during the selection process. Any assessments or aptitude tests will not be discriminatory and shall only be used to confirm the applicant's ability to take advantage of the employment or training opportunity.

Age - Tyneside Training Services Ltd recognises that people can develop throughout their lives and that an individual's life experiences can add value to their role as either an employee or a learner. However, there may be times when legislation limits our work, for example the age targets applied to holders of appropriate categories of driving licence.

Disability – Tyneside Training Services Ltd will make reasonable adjustments to arrangements, facilities and support to ensure that each individual can actively participate in all aspects of their employment or learning.

Gender – Tyneside Training Services Ltd provides a supportive environment for men and women, actively encouraging the development of individuals in non-traditional employment.

Race – Tyneside Training Services Ltd seeks to create a working and learning environment based on positive relationships between members of different racial groups.

Religion – Tyneside Training Service Ltd respects the rights of individuals to hold different religious beliefs.

Sexual Orientation – Tyneside Training Services Ltd believes that a person's sexuality does not have any bearing on their ability or suitability for employment or learning opportunities.

Inductions and Training

Tyneside Training Services recognises the need for all employees and learners to be aware of the behaviours that could be classed as discriminatory and be prepared to challenge discriminatory behaviours.

A copy of this policy will be issued to and discussed with all new employees and learners.

All induction training will include an introduction to **equality** and **diversity**, and further training and guidance will be available through the provision of workshops, workbooks and other communications.

Support provided to placement providers

Placement Providers contracted with the company are required to make an active commitment to **equality, diversity** and **equality of opportunity**. Tyneside Training Services Ltd will provide advice on how to implement such commitment where necessary.

Training staff will carry out a programme of visits with Placement Providers or other subcontractor training locations, where necessary action will be taken to ensure that no **discrimination** takes place during the period of training. Training staff shall also ensure that the equipment and facilities do not discriminate.

Monitoring and analysis of data

Tyneside Training Services Ltd is committed to the collection of statistics and analysis of data to allow ongoing monitoring of our provision.

Profiles will be developed in relation to age, disability, gender, race and religion. Trends will be identified and explored to guarantee the removal of any barriers caused by the Company's policies or practices.

Responsibilities

In your role with Tyneside Training Services you have a duty to:

- co-operate and comply with the measures set out in this policy;
- challenge or report inappropriate behaviour, including **harassment** or **bullying**, whether intentional or unintentional whenever it occurs;
- behave with respect toward all members of Tyneside Training Services Ltd, including employees, learners, placement providers, contractors and visitors;
- attend Equality and Diversity training as required;

- adhere to the expectations set out in this policy.

You must not:

- encourage or allow others by omission to carry out any discriminatory act;
- induce or attempt to induce others to practice **discrimination**.

You may be subject to disciplinary action for failure to adhere to this policy.

Taking Action

Any employee or learner who considers they have been subject to **discrimination** or have been treated in a way that breaches this policy is encouraged to report the matter to the manager Allan McNaught in accordance with the Company's Dignity at Work Policy.

Whenever a complaint of discrimination is received the Company will:

- take the complaint seriously;
- carry out an immediate investigation into the complaint;
- take steps to make the investigation fair, objective and independent by allocating the investigation to a person who is not involved in the complaint.

Where an investigation identifies that there has been a case of **discrimination** the investigation will cease and a disciplinary investigation under the Disciplinary Procedure will take over and will be dealt with at the appropriate stage of the procedure.

Review

The Equality and Diversity Policy and the way it is operated will form part of the annual management review in accordance with ISO 9001:2008 as identified in the Company's quality procedures.

Appendix 1 – Glossary

Bullying	Offensive, intimidating, malicious or insulting behaviour; an abuse or misuse of power through means intended to undermine, humiliate, denigrate or injure the recipient. Refer to the Dignity at Work Policy for examples of the behaviours that would be classed as bullying.
Direct Discrimination	When you are treated less favourably than someone else in the same situation based on a personal characteristic, for example because of your age, sex/gender, race, disability, religion, sexual orientation. Example - A woman being denied a placement in a garage based on her gender rather than her abilities.
Discrimination	Discrimination is the unfair or unequal treatment of an individual or group
Diversity	Diverse means different and varied; diversity means that everybody is different and that these differences should be embraced and celebrated.
Equal Opportunity / Equality of Opportunity	Equal opportunities means that every person should be given the same chance to improve their life through access to education, training, work, healthcare, housing and many other things that are often taken for granted.
Equality	Equal means to have the same value; equality means that everyone is valued equally as individuals and should be treated fairly and with an equal level of respect.
Harassment	Unwanted conduct that violates a person's dignity or creates an intimidating, hostile, degrading, humiliating or offensive environment. Refer to the Dignity at Work Policy for examples of the behaviours that would be classed as harassment.
Indirect Discrimination	Where there are rules or conditions that apply to everyone, but affect one group of people more than others without good reason. Example - A company rule that says all men must be clean shaven would exclude men whose religious practices discourage shaving.
Prejudice	Prejudice means to be biased, to have a preconceived opinion.
Victimisation	Where a person is treated less favourable because they have made, or intend to make, a complaint of discrimination. Example A young apprentice has been bullied by her colleagues. She complains to her manager about the bullying, but the manager tells her colleagues and they all start to ignore her. She then loses her apprenticeship with the company because she is seen as a trouble maker
Stereotyping	To make everything or everyone the same. When we stereotype

	people, we make them all the same based on one characteristic or assumption about the group.
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Dignity at Work Policy

Policy Statement

Tyneside Training Services Ltd considers that everybody has the right to be treated with dignity and respect and will not tolerate any form of bullying and harassment.

The Company aims to provide a working and learning environment which will enable all employees and learners to fulfil their personal potential. In order to achieve this, Tyneside Training Services Ltd is committed to providing a stimulating and supportive environment free from prejudice*, discrimination*, and harassment and bullying.

*Please refer to the Equality and Diversity policy for more detailed guidelines about prejudice and discrimination.

Purpose

The purpose of this policy is to establish clear guidance about the unacceptable behaviours that would be classed as harassment and bullying. The guidance will be applicable to all employees and potential employees, learners and potential learners, placement providers, contractors, associates and visitors.

This policy applies to harassment and bullying within the workplace and the learning environment, as well as incidents that occur at work/learning-related events, for example parties or days out arranged by Tyneside Training Services Ltd.

What is harassment?

Harassment means words or behaviour which:

- are based on the sex, race, colour, ethnic origin, gender, disability, religion, belief, sexual orientation, age or other personal characteristic of another person;
- are unwanted; and
- create an intimidating, hostile, degrading, humiliating, or offensive working environment for the person who is the target of the words or behaviour.

Harassment can take many forms. Examples of harassment prohibited by this policy include:

- verbal abuse or offensive jokes or pranks related to a person's sex, age, race, gender reassignment, disability, sexual orientation, religious beliefs, etc;

- lewd or suggestive comments; requests for sexual favours or repeated requests for dates;
- unnecessary body contact;
- threatened or actual assault or violence;
- deliberate exclusion from conversations or work activities on the basis of race, gender, age, disability, sexual orientation etc;
- display of 'pin-ups, pornography, inflammatory or abusive literature or graffiti;
- using e-mail or the Internet for the purpose of bullying or making abusive or offensive remarks related to a person's race, gender, age, disability, sexual orientation, religious beliefs, etc or to send pornography or inflammatory literature.

This is not an exhaustive list. Some forms of harassment may constitute gross misconduct for the purposes of the Company's disciplinary procedure, such as

- threatened or actual sexual or racial assaults; and
- suggestions or threats by managers or supervisors that sexual favours, age or racial origins could affect someone's job security or prospects.

Other forms of harassment may constitute gross misconduct depending on the circumstances of the case.

You should be aware that, as well as committing a disciplinary offence, an individual found by an employment tribunal to have harassed a fellow employee on the grounds of sex, sexual orientation, race, religious beliefs, gender reassignment, age or disability in the course of their employment may be personally liable to compensate the victim. In addition, harassment for whatever reason may constitute a crime punishable by up to 6 months' imprisonment or a fine of up to £5,000.

What is bullying?

Bullying is persistent behaviour directed against an individual or group of individuals which creates a threatening or intimidating work environment that undermines the confidence and self-esteem of the recipient(s).

Bullying can take many forms. Examples prohibited by this policy are provided but this should not be viewed as an exhaustive list:

- threatening or insulting colleagues;
- abusing power or using unfair penal sanctions;
- practical jokes, initiation ceremonies or birthday rituals;
- physical abuse such as hitting, pushing or jostling;

- rifling through, hiding or damaging personal property;
- constant fault-finding and criticism of a trivial nature
- constant attempts to undermine another person's position and potential
- isolating, ignoring and excluding a colleague;
- humiliating, shouting at and threatening, someone in front of others

Bullying does not include appropriately conducted criticism of an employee's behaviour or job performance by management.

It is important to recognise that what one employee may find acceptable, another may find totally unacceptable and that the essence of harassment and bullying is that the words or behaviour are unwelcome to the particular person who is the target of the words or behaviour. All employees must treat their colleagues with respect and appropriate sensitivity.

Responsibility of employees, supervisors and managers

It is the responsibility of all employees to comply with this policy and the particular responsibility of supervisors and managers to ensure it is carried out, with a view to developing and maintaining a working environment at Tyneside Training Services Ltd in which harassment and bullying are understood by all to be unacceptable.

To this end, a copy of this Policy is displayed for all employees, who are expected to familiarise themselves with it and abide by its provisions. The Policy does not, however, confer contractual rights on individuals.

It is fully expected that all employees will act responsibly regarding this issue. False accusations of harassment or bullying can have a serious effect on innocent individuals. Therefore, should investigation show that a false accusation has been made in bad faith, appropriate disciplinary action, which could include dismissal, will follow. However, an employee who brings a complaint in good faith will not be subject to any detriment by the company.

Complaints / Grievance

All complaints in relation to this dignity at work policy will be handled by the company sensitively & in a timely and confidential manner.



The company acknowledges that in some cases satisfactory resolution of such matters can be reached informally, by explaining to the perpetrator that their words or actions are inappropriate or via mediation from another employee.

Where informal resolution is not possible or the nature of the harassment or bullying is considered to be at a level where informal steps are not adequate the companies disciplinary and grievance procedure will be instigated.

If you require any information advice or guidance in relation to any aspect of this policy, or feel that you have been discriminated against or received unfair treatment please speak in confidence to:

Paul Snaith – Centre Co-ordinator 0191 2862919 ext 204.
Tracey Summers – Training Manager 01912862919 ext 210.

Or for independent advice contact:

Equality & Human Rights Commission (helpline): 08456046610
www.equalityhumanrights.com

This policy will be reviewed no later than June 2010

Signed.....Allan McNaught – Company Manager

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