



# Equality & Diversity

## Eastern Region Roof Training Group

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### **Introduction**

Eastern Region Roof Training Group (ERRTG) welcomes people from diverse backgrounds in its commitment to develop their knowledge and skills to their full potential. ERRTG is committed to a working environment which provides equal and fair opportunity, regardless of gender, sexual orientation, pregnancy, marital status, race, colour, religion, belief, disability, mental status, age, national or ethnic status.

ERRTG will encourage high performance and cooperation from individuals, whilst recognising and accepting needs and differences. ERRTG will utilise the talents of a diverse workforce to maximise the performance of the Group.

ERRTG will strive to ensure that the company is free of harassment and bullying and that everyone is treated with dignity and respect.

### **Aims of the policy**

To challenge inequality, prejudice and discrimination against learners, customers and employees, from other employers, or members of the public.

To notify employees and learners that reasonable adjustments will be made to meet learning and working arrangements to ensure equal access for those with different needs.

To establish and use good practice in promoting and booking courses, in the development and dissemination of learning materials, in the writing and dissemination of health and safety documentation within the Group.

To establish and use good practice when communicating with Group members, potential Group members and their staff, learners and fellow and potential employees.

To identify and use a method of recording and monitoring the ethnic, gender and disability composition of our workforce and our learners.

### **Responsibilities of the Company Director**

To ensure that all employees and learners are treated without discrimination according to the details and the spirit of this policy. To monitor the Groups actual compliance with the policy through the Self Assessment Report and to ensure that any identified actions are carried through.

To act as chairman in the disciplinary or grievance process where a learner or employee has failed to comply with the responsibilities outlined in this policy.

To maintain an up to date Equality and Diversity Policy that reflects equal opportunities law.

### **Company Responsibilities**

ERRTG will monitor the ethnic and gender composition of its existing workforce and learners. ERRTG will monitor people with disabilities and learning needs within the same groups. ERRTG will report its findings through the annual Self-Assessment Report and via this process identify any actions that need to be taken in order to identify any problems.

ERRTG will provide an employee training programme so that everyone within the company understands their rights and responsibilities and what they can do to create an environment free of bullying and harassment.

ERRTG will inform learners of the appeals procedure at the start of their training so that if they feel they are being discriminated against they understand how to make a complaint or a suggestion for improvement. These will be monitored and reported via the Self Assessment Report along with any identified actions that are needed.

Ensure that during the recruitment process each candidate receives equal treatment.

ERRTG will review the effect of its working practices annually and whether these could be considered discriminatory. This includes the number of hours to be worked, the times of working and the places at which the work is carried out.

Acts of discrimination, bullying, harassment or victimisation against employees, learners or customers are treated as disciplinary offences and are dealt with under the Group's disciplinary and grievance procedure.

Any marketing, course information, training material, information produced for customers/ Group members will be accessible, impartial and free from bias or stereotypes.

Booking forms will allow learners with disabilities, learning difficulties or for whom English is not a first language to provide information about their needs. Reasonable adjustments will be made to meet their needs.

ERRTG will review all company policies and procedures to ensure that it does not contravene the Equality and Diversity Policy, whilst ensuring that health and safety are not compromised.

## **Staff responsibilities**

To identify any issues relating to discrimination, harassment, bullying or victimisation whether to themselves or to our customers and report them to the Group Manager.

To attend training relating to the implementation of this policy and to comply with its guidance and the spirit with which it is meant to be applied – to create an agreeable and productive working and learning environment.

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## **Harassment Procedure**

The Group has a zero-tolerance policy to sexual harassment. If an employee, learner or customer feels that there is a problem with harassment then they are encouraged to first speak with the person involved. This is often enough to stop the problem, however, if the problem persists or if the employee, learner or customer feels unable to deal with the issue then the disciplinary and grievance procedure will be used accordingly.

## **Compliments, Complaints, Suggestions, Queries Procedures**

All employees and learners will be made aware of how they can give a compliment, make a complaint, raise a query or make a suggestion. They can use company e-mail, phone the office or speak with a member of staff by phone or in person. They can text to staff mobiles or use a fax. The information will then be passed to the Company Director for action. Any issues will be identified via a self assessment report (SAR)

## **Disability**

The Disability Discrimination Act (DDA) defines disability as a “physical or mental impairment” which has the substantial and long-term effect on a person’s ability to carry out normal day to day activities. ERRTG recognises it is unlawful to discriminate in matters of employment and training / assessment opportunities on the basis of learning difficulties and disabilities. More so ERRTG recognises the fact that it must be more committed to helping society which is tolerant and inclusive.

ERRTG is committed to broadening the rights of people with disabilities and ensuring no person is treated less favourable whether they are the learner, a customer, a member of staff or a visitor. ERRTG will make reasonable adjustments where practical to meet the needs of disabled employees and learners (ERRTG will preserve the confidentiality of the learners, employees as to the reasons for adaption unless authorised by learners/employees to do so). ERRTG will check and monitor any publicity and training material presents appropriate and positive messages.

All prospective work placement providers will be informed of the ERRTG policies on Equal opportunities. Employees of the ERTTG should do everything reasonably practical to ensure visitors are aware of the ERRTG disability policies and procedures.

Our performance regarding Disability will be reviewed and reported via the Self-Assessment Report (SAR) ERRTG will monitor complaints, appeals, employees and learner numbers, achievement and employer feedback to identify if ERRTG’s procedures are having a detrimental effect on its workforce and learners.

## **Racial Equality**

ERRTG values the diversity brought into its workforce by individuals and believes that the company will benefit from engaging staff and learners from a variety of racial, ethnic and national backgrounds, thus allowing it to meet the needs of a multicultural society. We aim to fulfil the public duties on race equality set out in the Race Relations Act 1976, as amended by the Race Relations (Amendment) Act 2000.

ERRTG will treat all employees, clients, learners with respect and dignity. ERRTG will seek to provide a positive working and learning environment, free from racial discrimination or victimisation. ERRTG aims to also include equality of opportunity, promote good relations between people of different racial groups and encourage minority groups to participate in all types of learning activities. ERRTG will check that any publicity and training material presents appropriate and positive messages.

ERRTG's performance regarding Racial Equality will be reviewed and reported via Self Assessment Report (SAR) ERRTG will monitor complaints, appeals, staff and learner numbers, achievements and employer feedback to identify if its procedures are having a detrimental effect on its workforce or learners.

## **Complaints Policy and Procedures**

ERRTG values complaints as it provides valuable feedback in its continuing bid to develop high quality services that helps customers, staff, learners and visitors. It instills confidence that the complaint will be treated professionally, timely and efficiently without any repercussions. The ERRTG has in place a Complaints Policy and Procedure which is available on request.

## **Sexual Orientation**

Alongside its commitment to equality and diversity, ERRTG will challenge homophobic attitudes and will ensure that the same sex partners are not made to feel uncomfortable within the Group. No person will be discriminated against on the grounds of sexuality in terms of employees or learner recruitment, support and achievement.

## **Sexual Harassment**

ERRTG will not tolerate sexual harassment which is a form of discrimination. The Group deems sexual harassment as unwelcome sexual attention, unnecessary touching or unwanted physical contact, being lewd, over suggestive or over familiar, any suggestions or remarks that sexual favours may further one's career or refusal may hinder that. It also includes insults or joke of a sexual nature, refusal to cooperate or a lack of cooperation with other persons because of their gender.

ERRTG takes allegations over sexual harassment very seriously and all allegations will be investigated, impartially and confidentially. Discipline will be taken against any person found to be in breach of this policy on sexual harassment. ERRTG will provide support for the victim should they wish, and support will remain confidential.

It is important that if a learner, employee, customer or visitor become alleged victims of sexual harassment the behaviour, time, place and details of the occurrence is noted for future reference. Once a complaint has been made an independent and objective investigation will be carried out by a senior manager of ERRTG.

## **Religion**

ERRTG will ensure that no person is discriminated against on the grounds of their belief or religion. The company welcomes employees, learners, clients and visitors from a broad encompassing background relating to religion. As is reasonably practical the ERRTG will endeavour to assist those learners, employees, clients, visitors, with complying with the rituals such as afternoon prayer.

## **Ageism**

From the 1<sup>st</sup> October 2006, the Employment Equality (Age) regulations came into effect. ERRTG will not discriminate against any employee or potential employee and or learners based on their age. This consideration includes employee training and being open to discussion of not forcing employees to retire before the age of 65 (although ERRTG is not bound to accept such requests) There is no upper age limit on unfair dismissal and redundancy rights. All employees should be aware that it is a breach of disciplinary rules to discriminate, harass or victimise on the grounds of age.