



# Equality and Diversity Policy

## *Introduction*

The Flipper Club Ltd (“the Company”) is firmly committed to the principles and practice of equality, diversity and inclusion in all its functions and following practices which are free from unfair and unlawful discrimination. The aim of this Equality and Diversity Policy (“the policy”) is to ensure that no job applicants, employees, contractors, volunteers and learners or other persons within its workforce or using its services (together “Stakeholders”) receives less favourable treatment on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation (“Protected Characteristics” those in the Equality Act 2010 (as may be amended)), or is disadvantaged by conditions or requirements which cannot be shown to be relevant to performance. It seeks also to ensure that no person is victimised or subjected to any form of bullying or harassment. The Flipper Club shall strive to positively promote equality of opportunity for all.

We value people as individuals with diverse opinions, cultures, lifestyles and circumstances. All employees are covered by this policy and it applies to all areas of employment including recruitment, selection, training, deployment, career development, and promotion. These areas are monitored and policies and practices are amended if necessary to ensure that no unfair or unlawful discrimination, intentional, unintentional, direct or indirect, overt or latent exists.

Amanda Sharples (“the Director”) has particular responsibility for implementing and monitoring the policy and, as part of this process, all personnel policies and procedures are administered with the objective of promoting equality of opportunity and eliminating unfair or unlawful discrimination.

All employees, workers or self-employed contractors whether part time, full time or temporary, 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 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 Company.

Equality of opportunity, valuing diversity and compliance with the law is to the benefit of all individuals in our Company as it seeks to develop the skills and abilities of its people. While specific responsibility for eliminating discrimination and providing equality of opportunity lies with managers and supervisors, individuals at all levels have a responsibility to treat others with dignity and respect. The personal commitment of every employee to this policy and application of its principles are essential to eliminate discrimination and provide equality throughout the Company.

## *Our commitment as an employer*

The Company is committed to:

- creating an environment in which individual differences and the contributions of our staff are recognised and valued
- entitling every employee, worker or self-employed contractor to a working environment that promotes dignity and respect to all. No form of intimidation, bullying or harassment will be tolerated
- providing training, development and progression opportunities to all staff
- understanding equality in the workplace is good management practice and makes sound business sense
- reviewing all our employment practices and procedures to ensure fairness.

## *Our commitment as a service provider*

The Company is committed to:

- providing services to which all clients are entitled regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation, offending past, caring responsibilities or social class
- making sure our services are delivered equally and meet the diverse needs of our service users and clients by assessing and meeting the diverse needs of our clients
- fully supporting this policy by senior management and ensuring agreement has been reached with employee representatives
- selecting those for employment, promotion, training, or any other benefit purely on the basis of aptitude and ability
- monitoring and reviewing this policy annually
- having clear procedures that enable our clients, candidates for jobs and employees to raise a grievance or make a complaint if they feel they have been unfairly treated
- treating breaches of our equality and diversity policy as misconduct which could lead to disciplinary proceedings
- encouraging all staff to come forward with any issues they need Company assistance and understanding with, no matter their background, identity or circumstances, such as if they are victims of domestic abuse or have caring commitments.

## *Equal opportunity policy statements*

### **Age**

We will:

- ensure that people of all ages are treated with respect and dignity
- ensure that people of working age are given equal access to our employment, training, development and promotion opportunities and
- challenge discriminatory assumptions about younger and older people.

### **Disability**

We will:

- provide any reasonable adjustments to ensure disabled people have access to our services and employment opportunities
- challenge discriminatory assumptions about disabled people and
- seek to continue to improve access to information by ensuring availability of loop systems, braille facilities, alternative formatting and sign language interpretation.

### **Race**

We will:

- challenge racism wherever it occurs
- respond swiftly and sensitively to racist incidents and
- actively promote race equality in the Company.

### **Sex**

We will:

- challenge discriminatory assumptions about women and men
- take positive action to redress the negative effects of discrimination against women and men
- offer equal access for women and men to representation, services, employment, training and pay and encourage other organisations to do the same.

### **Gender reassignment**

We will:

- provide support to prevent discrimination against transsexual people who have or who are about to undergo gender reassignment

- prohibit and respond to all instances of discrimination, both from colleagues and externally.

### **Sexual orientation**

We will:

- ensure that we take account of the needs of lesbians, gay men and bisexuals and
- promote positive images of lesbians, gay men and bisexuals.

### **Religion or belief**

We will:

- ensure that employees' religion or beliefs and related observances are respected and accommodated wherever possible and
- respect people's beliefs where the expression of those beliefs does not impinge on the legitimate rights of others.

### **Pregnancy or maternity**

We will:

- ensure that people are treated with respect and dignity and that a positive image is promoted regardless of pregnancy or maternity
- challenge discriminatory assumptions about the pregnancy or maternity of our employees and
- ensure that no individual is disadvantaged and that we take account of the needs of our employees' pregnancy or maternity.

### **Marriage or civil partnership**

We will:

- ensure that people are treated with respect and dignity and that a positive image is promoted regardless of marriage or civil partnership;
- challenge discriminatory assumptions about the marriage or civil partnership of our employees and
- ensure that no individual is disadvantaged and that we take account the needs of our employees' marriage or civil partnership.

### **Ex-offenders**

We will prevent discrimination against our employees regardless of their offending background (except where there is a known risk to children or vulnerable adults).

## **Equal pay**

We will ensure that all employees, male or female, have the right to the same contractual pay and benefits for carrying out the same work, work rated as equivalent work or work of equal value.

## **Unconscious bias**

The Company recognises the dangers of unconscious bias arising at work, which is where an opinion is formed on an individual by a manager or colleague without them necessarily being aware they have formed it.

There are many different forms of unconscious bias, ranging from an affinity towards those of a similar background to placing too much significance on what has been identified as a negative trait.

The organisation will work against forms of unconscious bias in all decisions taken for employment, including recruitment, promotion and training opportunities, with a focus on promoting diversity and inclusion.

## ***Discrimination, harassment, bullying and victimisation***

Discrimination, harassment, bullying and victimisation take that definition in the Equality Act 2010 (as may be amended), namely:

**Direct Discrimination:** Treating someone less favourably than others because of a Protected Characteristic.

**Indirect Discrimination:** Applying a provision, criterion or practice which, on the face of it, applies equally to all but which, in practice can disadvantage individuals with a particular Protected Characteristic. Such requirements or conditions are lawful only if they can be objectively justified.

**Harassment:** Engaging in unwanted conduct relating to a relevant Protected Characteristic or unwanted conduct of a sexual nature where the conduct has the purpose or effect of violating the recipient's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for the recipient, or any other individual affected by such conduct. The Flipper Club is committed to ensuring that its Stakeholders are able to conduct their activities free from harassment.

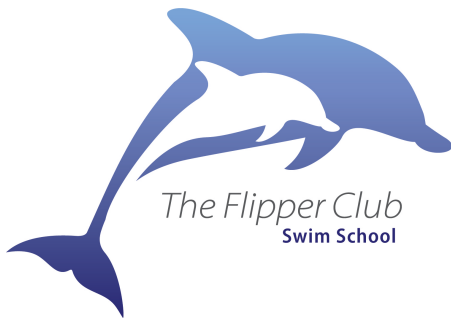
**Bullying:** The misuse of power or position to criticise persistently or to humiliate and undermine an individual's confidence.

**Victimisation:** Subjecting someone to a detriment because he or she has in good faith taken action under the Equality Act 2010 (or equivalent legislation) by bringing proceedings, giving evidence or information in relation to proceedings, making an allegation that a person has contravened the Equality Act 2010 (or equivalent legislation) or doing any other thing for the purpose of or in connection with the Equality Act 2010 (or any equivalent legislation).

The Flipper Club regards discrimination, harassment, bullying or victimisation, as described above, as serious misconduct. All complaints will be taken seriously and appropriate measures, including disciplinary action, may be brought against any Stakeholder who unlawfully discriminates against, harasses, bullies or victimises any other person.

### **Reasonable Adjustments**

- When any decision is made about an individual, the only personal characteristics that may be taken into account are those that are consistent with any relevant legislation and are relevant to the substance of the decision being made.
- The Flipper Club recognises that it has a duty to make reasonable adjustments for relevant persons. For learners, an opportunity to disclose additional learning support needs due to disabilities and/or learning difficulties will be offered as part of the application process to enable reasonable adjustments to be made where appropriate.
- The duty to make reasonable adjustments includes, where practicable, the removal, adaptation or alteration of physical features, if the physical features make it impossible or unreasonably difficult for disabled people to make use of services. In addition, The Flipper Club has an obligation to think ahead and address any barriers that may impede disabled people from accessing its service.
- The Flipper Club will consider all requests for adjustments and where possible will accommodate reasonable requests and will work with disabled Stakeholders to implement any adjustments that will enable them to participate more fully.



# Commitment to Dignity in the Workplace

## *Introduction*

The Flipper Club is committed to creating a work environment free of harassment and bullying, where everyone is treated with dignity and respect.

Harassment in the workplace is unacceptable and may result in disciplinary procedures. Furthermore, some harassment may constitute unlawful discrimination and / or be a criminal offence and therefore result in external action being taken against an individual.

The Flipper Club has implemented an Equality and Diversity Policy and this Commitment supplements that policy, albeit it also represents a stand-alone policy too.

- **Bullying** is offensive, intimidating, malicious or insulting behaviour, and/or an abuse or misuse of power that is meant to undermine, humiliate or injure the person on the receiving end. Examples of bullying would include picking on someone or setting him/her up to fail or making threats or comments about someone's job security without good reason.
- **Harassment** is unwanted conduct related to relevant protected characteristics, which are sex, gender reassignment, race, disability, sexual orientation, religion or belief and age that:
  - Has the purpose of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that person  
Or
  - Is reasonably considered by that person to have the effect of violating his/her dignity or of creating an intimidating, hostile, degrading, humiliating or offensive environment for him/her, even if this effect was not intended by the person responsible for the conduct.

Examples of harassment include:

- Unwelcome and unreciprocated behaviour of a sexual nature
- Demeaning comments about a person's appearance
- Innuendo with sexual references
- References that sexual favours will help to further a person's career
- Chatting with racist, sexist and/or anti-gay suggestions or references
- Unwelcome jokes of a sexual or racial nature or about an individual's age

- Laughing along with other people's offensive jokes
- Comments aimed at people because of their age or disability
- Offensive remarks with racial overtones
- Excluding an individual because he/she is associated or connected with someone with a protected characteristic
- Repeated name calling related to an individual's religion or belief
- Ignoring an individual because he/she is perceived to have a protected characteristic, whether or not he/she does, in fact, have that protected characteristic
- The use of obscene gestures
- The open display of pictures or objects with sexual or racial overtones, even if not directed at any particular person
- Displaying sexually offensive material on the internet
  - Conduct may be harassment whether or not the person behaving in that way intends to offend. Something intended as a "joke" may offend another person. Everyone has the right to decide what behaviour is acceptable to him/her and to have his/her feelings respected by others. Behaviour that any reasonable person would realise would be likely to offend will be harassment without the recipient having to make it clear in advance that behaviour of that type is not acceptable to him/her (for example, sexual touching). It may not be so clear in advance that some other forms of behaviour would be unwelcome to, or could offend, a particular person (for example, certain "banter", flirting or asking someone for a private drink after work). In these cases, first-time conduct that unintentionally causes offence will not be harassment but it will become harassment if the conduct continues after the recipient has made it clear, by words or conduct, that such behaviour is unacceptable to him/her.
  - A single incident can be harassment if it is sufficiently serious.
  - If you think you are being bullied or harassed, you may be able to sort out matters informally. The person may not know that his or her behaviour is unwelcome or upsetting. You may feel able to approach the person yourself, or with the help of someone else in The Flipper Club. You should tell the person what behaviour you find offensive and unwelcome, and say that you would like it to stop immediately.
  - If an informal approach does not resolve matters, or you think the situation is too serious to be dealt with informally, you can make a formal complaint directly to the Owner.
  - The Flipper Club will treat complaints of bullying and harassment sensitively and maintain confidentiality to the maximum extent possible.
  - You have a right not to be victimised for making a complaint in good faith, even if the complaint is not upheld. However, making a complaint that you



know to be untrue may lead to disciplinary action being taken against you.

- Responsibilities

- Every member of The Flipper Club workforce is required to assist in meeting this commitment under the Equality and Diversity Policy which includes providing equal opportunities in employment and avoid unlawful discrimination.
- Individuals can be held personally liable as well as, or instead of, The Flipper Club, for any act of unlawful discrimination. Persons who commit serious acts of harassment may also be guilty of a criminal offence.
- Acts of discrimination, harassment, bullying or victimisation against employees or other Stakeholders are disciplinary offences and will be dealt with via The Flipper Club disciplinary procedure. Conduct of this type will often be gross misconduct which may lead to dismissal without notice.