

EQUALITY, DIVERSITY, DISABILITY & INCLUSION POLICY

1.0 BASIC INTRODUCTION

Purpose:

We value diversity by providing equality of opportunity to applicants, staff and learners by following working practices that are free from unfair and unlawful discrimination and encourage mutual trust and respect for individuals.

Scope:

The aim of Engaging Safety Limited policy is to ensure that no applicant or staff member receives less favourable treatment on the grounds of:

- Age
- Disability
- Gender, including Transgender and Gender reassignment
- Race, colour, nationality, ethnic or national origins
- Marriage, paternity or civil partnership
- Sexual Orientation
- Those living in or leaving care
- Young carers (young parents or those caring for a family member)
- Young offenders or ex-offenders
- Those from low socio-economic backgrounds (for example entrenched unemployment) or is disadvantaged by conditions or requirements which cannot be shown to be relevant to performance

The policy also seeks to ensure that no staff member or learner is victimised or subjected to any form of bullying or harassment in the workplace.

Related Documents:

IOSH Assessment Admin document Managing Safely v5.0
 IOSH Assessment Admin document Managing Safely Refresher v2.0
 EUSR Trainer Terms & Conditions

Definitions:

Equality	the right of different groups of people to have a similar social position and receive the same treatment
Diversity	the fact of many different types of things or people being included in something; a range of different things or people
Disability	an illness, injury, or condition that makes it difficult for someone to do the things that other people do
Inclusion	the act of including someone or something as part of a group, list, etc., or a person or thing that is included

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2.0 EQUALITY AND DIVERSITY STATEMENT

Engaging Safety Limited is committed to positive action to promote equality of opportunity in employment and training and to regularly monitor the results of this commitment. It is the responsibility of all Engaging Safety Limited staff, employers and learners to work together towards combating all forms of discrimination by ensuring the Equality and Diversity policy is adhered to and all incidents of discrimination are reported through the appropriate channels to ensure a positive impact.

3.0 RESPONSIBILITY

Engaging Safety Limited Directors take responsibility for endorsing the Equality and Diversity Policy Compliance and Development Manager takes responsibility for the communication of policies and actions to staff, employers, learners, subcontractors and stakeholders.

All staff take responsibility for ensuring the Equality and Diversity policies are consistent themes across all areas of work. Reading, understanding and applying the policy with all potential acts of discrimination being dealt with appropriately. Promoting equality and diversity to the wider community.

The Client Relationship Director will, as part of the internal audit process;

- Monitor the effectiveness of the policy in relation to equality and diversity
- The Company will ensure that elevated complaints record will be kept up to date with progress of the complaint investigation
- Providing a formal response to the complainant if required
- Reviewing the complaint log to identify any service improvement opportunities
- Investigating and ensuring implementation of any post-complaint service improvement initiatives and/or corrective actions, where appropriate
- Providing a report and copies of the complaint correspondence to the Directors, for complaints escalated to them
- A complaint record has been created and progress of the complaint investigation is fully documented
- The complaint log has been updated
- Responses have been provided in the defined timescales
- Any subsequent service improvement or corrective actions have been considered and implemented where necessary

4.0 RECEIVING A COMPLAINT BY ANY MEANS

Once a major complaint has been made it must be logged and followed through to a conclusion. A Complaint record form must be kept and a complaints number assigned.

A response to the complainant will be written within 48hrs of receiving the complaint. The Company will then investigate the complaint and send a written response to the complainer and a copy held on file.

If a learner is still not satisfied with the outcome of their complaint after following the procedure as set out above.

A learner can complain to the appropriate awarding organisation of which their qualification is registered. Engaging Safety Limited will provide information to enable the learner to submit their complaint to the relevant awarding organisation.

Complaints will be handled:

Confidentially, fairly, and promptly