

EQUALITY AND DIVERSITY POLICY AND PROCEDURE

Please note that if you have disability and require this document in any other format or another language, please contact us via email, writing or telephone.

RRR Consulting Ltd is committed to eliminating discrimination and embracing and providing diversity in all of its business activities, including the provision of services and employment practices. Our aim is that our employee, service users and clients will be representative of all sections of the society in which we operate, and are treated fairly. We seek to develop a culture that reflects these beliefs and values and strive to maintain a positive working environment in which respect from each other is paramount. We strive to ensure our clients meet their own diversity targets.

The purpose of this policy is to provide equality and fairness for all in our employment and the provision of our services and not to discriminate on the grounds of:

- Marital or civil partnership status
- Gender reassignment
- Disability
- Race, ethnic origin, colour, nationality and national origin
- Sex
- Sexual orientation
- Religion or belief
- Age
- Pregnancy or maternity

We will not tolerate and form of discrimination, harassment or bullying.

RRR Consulting's commitment will be led by the Director and will be supported by the Senior Leadership Team who, in turn will support and communicate with their staff in relation to equality and diversity. RRR Consulting will continue to work in partnership with its service users to ensure that there is a shared approach to equality of opportunity in employment and in the avoidance of unlawful discrimination.

Purpose and Scope

This document sets out RRR Consulting's policy on equality and diversity methods that will be used to achieve the objectives set out in this policy. It will ensure that RRR Consulting's Directors, employees and service users are aware of, and understand, their responsibilities in line with the policy.

The Equality Act and Types of Discrimination

On 1st October 2010, The Equality Act 2010 became law. The Act encompasses all the previous equality legislation such as The Equal Pay Act and the Disability Discrimination Act and gives protection against the discrimination for the following protected characteristics:

- Age
- Disability
- Gender Reassignment
- Race
- Religion and Belief
- Sex
- Sexual Orientation
- Marriage and Civil Partnership
- Pregnancy and Maternity

The following types of discrimination are outlined within the Act:

Direct discrimination – a person is treated less favourably than another person because of a protected characteristic;

Associative discrimination – direct discrimination against a person because they associate with another person who has a protected characteristic;

Discrimination by Perception – direct discrimination against a person because others think that they possess a particular protected characteristic;

Indirect Discrimination – this may occur when a rule or policy applies to everyone but disadvantages a particular protected characteristic;

Harassment – employees and clients can complain if they think they are being harassed and also of behaviour they find offensive even if it is not directed at them;

Harassment by a third party – where a person feels that they are being harassed by a person who is not employed by the Employer;

Victimisation – where a person is treated badly because they have made or supported a complaint or grievance.

To discriminate means to classify individuals and people into groups and to treat them differently accordingly. Discrimination is unlawful where it is practiced against a particular individual/group that has been protected by law and is unjustified.

We oppose all forms of unlawful and unfair discrimination.

Our Commitment to our staff and service users

- We will create and maintain a working environment in which individuals feel respected and valued.
- All service users will be treated fairly, and with respect.
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- We strive to widen the media in which we recruit to ensure the diversity of our employees and service users reflects the diversity of the society in which we operate.
- We will work with our clients to help them meet their own diversity targets.
- We will not accept instructions from clients that indicate an intention to discriminate unlawfully.
- We will not discriminate unlawfully when short-listing service users for a vacancy with a client or helping to negotiate terms of employment. All service users will be assessed and selected on the grounds of merit alone.
- Our policies and procedures will be reviewed annually to ensure fairness, encourage diversity, and eradicate any unlawful discrimination.
- Breaches of our equality and diversity policy will be treated seriously, resulting in investigation and disciplinary proceedings for employees and the withdrawal of services for service users.

Our equality and diversity objectives

- The implementation of this policy to all staff and service users through various methods including signing of agreements with service users.
- Development of services that are accessible and useable by all people, including those with disabilities.
- Ensuring that all staff and service users understand and work towards equality and diversity.
- The agreement and implementation of an equality and diversity training plan.
- Analysing and monitoring of:
 - Complaints (who raises a complaint, against whom, who is involved in decisions and the outcomes)
 - Disciplinary and grievance procedures
 - Pay and benefits

Disabled Persons

RRR Consulting Ltd will not discriminate against a disabled person on the grounds of disability. We will make opportunities available to all people with disabilities and every practicable effort will be made to provide the needs of clients, candidates and staff.

Where a provision, criterion or practice applied by or on behalf of an employer, or any physical feature of the employer's premises, places a disabled person at a substantial disadvantage in comparison with persons who are not disabled, it will be the duty of an employer to take such steps as are reasonable, in all the circumstances of the case, to remove the provision, criterion, practice or physical feature.

Wherever possible, RRR Consulting Ltd will make reasonable adjustments to premises in order to provide and improve means of access for disabled persons. However, this may not always be feasible, due to circumstances creating such difficulties as to render such adjustments as being beyond what is reasonable in all the circumstances.

Age

RRR Consulting Ltd will not discriminate directly or indirectly, harass, or victimise any person on the grounds of their age. We recruit and deliver services based on competence and skills and not age.

Part-time workers

This policy covers the treatment of those employees, subcontractors and workers who work on a part-time basis. Renovo recognises that it is an essential part of this policy that part-time employees and subcontractors are treated on the same terms, with no detriment, as full-time employees in matters such as rates of pay, holiday entitlement, maternity leave, parental and domestic incident leave.

Gender Reassignment

RRR Consulting will support anyone through the reassignment and will make every effort to try to protect the person who has undergone, is undergoing or intends to undergo gender reassignment, from discrimination or harassment within the workplace.

All employees will be expected to comply with the policy on harassment and bullying in the workplace. Any breach of that policy will lead to the appropriate disciplinary sanction.

Any employee or worker suffering discrimination on the grounds of gender reassignment should make recourse to the grievance procedure.

Selection and Recruitment of staff

RRR Consulting will ensure that this will result in the best applicant for the position, regardless of gender, gender reassignment, race, marital status, disability, religion or belief, sexual orientation or age and will ensure that the structure, design and requirements of individual job roles is not unlawfully discriminatory.

Training and development

RRR Consulting will ensure that all training is designed and regularly reviewed to ensure that it supports this policy.

All employees and workers will have equal access to training to ensure that they can fulfil their roles to the best of their ability.

All employees and workers will receive training in equality and diversity to ensure that they understand RRR Consulting's expectations as an employer.

All service users will receive RRR Consulting's equality and diversity policy to ensure they understand RRR Consulting's expectations.

Complaints Procedure

For service users

If you believe you have been subjected to any form of discrimination, harassment or bullying and it cannot be resolved informally by raising the matter with the individual concerned, or it is not appropriate to do so, you are encouraged to raise a formal complaint using the following procedure.

- In the first instance you should write to Neil McDonagh, Director, setting out your complaint in writing.
- We will send you a letter acknowledging your complaint and confirm the name of the person who will be dealing with your complaint, what will happen next and expected timescales. We may need to request additional information to help us carry out the investigation.
- We will commence an investigation into your complaint. Investigations will be carried out with sensitivity and with due respect to your rights and the person you are making the allegations against. This is likely to involve the following steps;
 - review of the information you have provided
 - asking the staff member against whom you are making the complaint to provide a response
 - examining all of the information and evidence, including our internal records.
- On completion of the investigation, you will be invited to attend a meeting with the investigating manager to discuss the findings of the investigation and how it will be resolved.
- If you do not wish to attend a meeting or it is not possible to attend, the investigating manager will send you a detailed response to your complaint including how we intend to resolve the matter. This will be done at the earliest opportunity.
- It is our aim to complete all investigation and to resolve allegations of discrimination, harassment and bullying within 15 working days of receiving a formal complaint.

How to contact us:

In writing to the following address:

RRR Consulting Ltd
3rd Floor
86-90 Paul Street
London, EC2A 4NE

Approval, amendment and review

Document prepared by Neil McDonagh (Director)

Signed:

January 2024

