



## **Policy statement**

1. This policy applies to all contractors, employees, trustees, members and anyone who represents TROCA.
2. TROCA is committed to promoting equality, diversity and inclusion both as an employer and as a service provider. We are committed to reflecting the communities we serve by bringing people together from different backgrounds and experiences and recognize the benefits this will bring.
3. We believe:
  - That equality provides equal opportunity and access for all, for those who work for or represent TROCA and for our service users.
  - That wider diversity can enrich our understanding of others' perspectives, enhance our workplace and the services we provide and make a positive difference to the lives of the people we work with.
  - In a fully inclusive environment as we are a supportive and respectful organization that believes each person is unique and we encourage all individuals to contribute as fully as possible and feel valued by others.
4. The company's purpose is to create sustainable change within the workplace. We aim to achieve this through open, appreciative discussion and the delivery of agreed, strategized, implemented and reinforced actions.
5. TROCA aims to tackle workplace issues proactively and eliminate unlawful discrimination, harassment and victimization and other conduct prohibited by the [Equal Opportunity Act 2000](#), and, or not aligned to TROCA's Code of Conduct or Values.

In doing so, we strive to:

- Ensure that no one is treated less favourably than any other on any grounds of any characteristic protected by the Act, or other non protected characteristic and can work in an environment of dignity and respect
- Adopt positive action or the use of occupational requirements only when there is a genuine and legitimate reason for doing so
- Help people understand productive workplace behaviours that will lead to them fulfilling their potential at work whilst finding the right work/life balance, through our services

- Ensure everyone understands we do not tolerate or encourage processes, attitudes and behaviours that amount to any form of bullying, victimization, harassment and or discrimination including that by a third party
- Investigate all concerns of bullying, harassment or discrimination that are raised through TROCA's grievance procedures or by our service users'.
- Make our employment, services and training welcoming and open to all members of the community
- Ensure our services meet the diverse needs of the varying cultures, industries, and age groups we serve by consulting with them on service reviews and development of services
- Work towards attaining and reflecting the diverse communities we serve
- Be aware of local demographic profiles and respond accordingly to ensure we remain accessible by accommodating the requirements of others
- Make our services accessible wherever possible
- Provide appropriate training and encouraging feedback so that we have the necessary knowledge and skills to deliver our commitment to quality, equality, diversity and inclusion

