

Equality Policy



**Classic
Elegance Cars**

Travel in luxury, arrive with style

1. Introduction

Classic Elegance Cars Ltd is committed to providing a high-quality private hire vehicle service to the public in Bury, Greater Manchester, without discrimination. We believe that all passengers and staff should be treated with dignity and respect. This policy outlines our commitment to equality and diversity and our responsibilities under the Equality Act 2010.

2. Policy statement

Classic Elegance Cars Ltd will not tolerate discrimination, harassment, or victimisation on the grounds of any of the nine protected characteristics defined by the Equality Act 2010:

- **Age:** We will not discriminate against any passenger or employee based on their age.
- **Disability:** We will take reasonable steps to ensure our services are accessible to disabled passengers. Drivers will provide assistance where required by the Equality Act 2010, including carrying assistance animals and properly securing wheelchairs.
- **Gender reassignment:** We will respect and support all individuals who are transitioning gender.
- **Marriage and civil partnership:** We will not discriminate against anyone based on their marital or civil partnership status.
- **Pregnancy and maternity:** We will ensure that pregnant passengers and staff are treated fairly and with respect.
- **Race:** We will not tolerate discrimination on the grounds of race, colour, nationality, or ethnic or national origins.
- **Religion or belief:** We will respect and accommodate the religious or philosophical beliefs of all passengers and employees.
- **Sex:** We will not discriminate on the basis of gender.
- **Sexual orientation:** We will not discriminate against anyone based on their sexual orientation.

3. Operator responsibilities

As a private hire operator licensed by Bury Council, we commit to the following:

- **Training and awareness:** We will ensure all staff and contracted drivers are aware of this policy and their legal obligations under the Equality Act 2010. Drivers will receive training on disability awareness and assistance animals.

Equality Policy



Classic
Elegance Cars

Travel in luxury, arrive with style

- **Record keeping:** We will maintain accurate and confidential records of all bookings, including any specific requirements relating to accessibility, in line with our data protection policy.
- **Booking procedures:** We will not refuse or fail to accept a booking requested by or on behalf of a disabled person for a reason related to their disability or because they are travelling with an assistance animal. We will not charge extra for such services.
- **Complaints handling:** We will have a clear and accessible complaints procedure that includes how to report any discriminatory behaviour. We will thoroughly investigate any reports of a driver's discriminatory conduct and take appropriate action.
- **Communication:** We will ensure our customer service and booking processes are accessible to everyone. Information on how to make a complaint to the Licensing Authority will be prominently displayed.

4. Driver responsibilities

All drivers associated with Classic Elegance Cars Ltd must:

- **Carry assistance animals:** Unless medically exempt, drivers must carry a passenger's guide, hearing, or other assistance dog at no extra charge. The animal must be allowed to remain with the passenger.
- **Assist wheelchair users:** Drivers of designated wheelchair-accessible vehicles must carry and provide assistance to passengers in wheelchairs at no additional charge. This includes helping the passenger to get into and out of the vehicle and securing the wheelchair safely.
- **Provide appropriate assistance:** Drivers of pre-booked vehicles must take reasonable steps to assist a disabled passenger to find the vehicle they have booked, provided they were informed of this need in advance.
- **Refrain from discrimination:** Drivers must not discriminate against any passenger based on their protected characteristics. This includes verbal harassment, inappropriate behaviour, or refusal of service.

5. Monitoring and review

This policy will be reviewed and updated as necessary to ensure it remains compliant with the law and Bury Council's licensing conditions. All changes will be submitted to the Council as part of the operator licensing requirements.