

Euro Lifts

Specialist Installation & Refurbishment

Euro Lifts Limited, PO Box 73, Plymouth, Devon PL2 1YT Tel. 01752 559000

Web site : www.euro-lifts.co.uk email : sales@euro-lifts.co.uk



Euro Lifts Corporate Equalities Policy

1. Our Vision for Equalities

1.1. Euro Lifts is committed to valuing, promoting and celebrating equality, diversity and community cohesion in order to ensure that our customers, employees and visitors enjoy an outstanding quality of life. We are committed to ensuring that all have equal access to high quality services and the right to live, learn and work, free from unlawful discrimination.

1.2. Our commitment to equalities applies to everything we do and to all employees and customers alike.

2. Commitments

2.1. We are committed to providing fair and equal access to our services and employment, to meeting our statutory obligations under equalities legislation 1.

2.2. We adopted the McPherson definition 2 of institutional racism and believe that this applies to all forms of unlawful discrimination including the six equality strands of age, race, sexual orientation, disability, gender, faith and belief.

2.3. No person or group whether accessing services, applying for a job, or through employment, will be treated unfairly by Euro Lifts because of their: -

- Age
- Colour
- Disability
- Employment status
- Ethnic or national origin
- Faith, religion or belief (or non religion/belief)
- Gender or gender identity
- Marital status
- Nationality
- Political affiliation.
- Race
- Responsibility for dependants
- Sexual orientation
- Trade union affiliation

2.4. We will promote equality and community cohesion, celebrate diversity and promote good relations between people of different backgrounds and abilities.

2.5. By working in partnership with a range of other organisations, individuals and communities we will work towards eliminating unlawful discrimination (including harassment and victimisation) and prevent any adverse impact on our customers and wider communities.

3. Scope and Responsibilities

3.1. All Euro Lift employees have a vital role in promoting equality and tackling unlawful discrimination.

¹ See Appendix A

² Institutional Racism is “ The collective failure of an organisation to provide an appropriate and professional service to people because of their colour, culture or ethnic origin. It can be seen or detected in processes, attitudes and behaviour which amount to discrimination through unwitting prejudice, ignorance, thoughtlessness and racist stereotyping which disadvantage minority ethnic people.” (Stephen Lawrence Enquiry)

3.2. Employees are expected to: -

- Engage with and understand the diverse needs of the communities they serve in line with their job specifications
- Treat people with respect and promote equality in their work
- Take up learning and development opportunities on the full range of equality strands
- Take personal responsibility to keep their behaviour and actions within this policy
- Address inappropriate service delivery or behaviour through the channels provided
- Be fully aware of policies and guidelines relating to equalities.

3.3. Managers will, in addition:-

- Challenge oppressive and unhelpful cultures and traditions
- Ensure that workers understand and uphold this policy
- Promote and celebrate best practice
- Ensure service delivery is underpinned by this policy

3.4. The Euro Lift management team will, in particular: -

- Lead and drive all employees’ work in relation to this policy and associated plans ³
- Ensure that all work is delivered within the equality requirements
- Monitor their own performance
- Continuously promote equality across the company and in all policies and procedures

4 Objectives

4.1. By implementing this policy, Euro Lifts will aim to make:-

- Services reflect equalities requirements
- Certain there is fair and equal access to, and information about, our services
- Recruitment and employment practices transparent and fair
- Equality and diversity an integrated part of all companies activity including strategic planning, performance management and business practices
- Sure that there is no place for unlawful discrimination against or by our customers
- Innovation and sharing of best practice about equalities key to our further development.

5 Implementation

5.1. We will identify and make resources available to support the effective implementation of this policy, as part of our service planning.

5.2. We will assess the impact of our work on equalities, take learning and development opportunities and use corporate and employee performance management processes to eliminate unlawful discrimination and develop good practice in equalities.

6 Employment Practices and People Strategy

6.1. We value the diversity of our employees and customers and want our workforce to be representative of the community it serves.

6.2. Our employment practices will be fair, transparent, and free from unlawful discrimination. To help achieve this, we will monitor:-

- Vacancies and recruitment
- Grievance processes
- Harassment processes
- Complaints
- Disciplinary action
- Promotions, and secondments
- Exit Interviews
- Learning and development programmes.

6.3. We are committed to fair employment, equal pay practices and flexible working and will ensure that:-

- Skills specified for jobs will be strictly relevant to the requirements of the job
- Entry requirements will be clearly and objectively stated, and reflect the principal functions of the post
- Interviewers will be trained to ensure that the process is undertaken in a fair and consistent way and within this policy and equality legislation (see Appendix A)
- At least one member of each interview panels has a robust understanding of equal opportunities
- Employees are inducted into the values and policies of the company regarding equalities.

6.4. Employees who believe that they have suffered unfair treatment and or unlawful discrimination will have their concerns taken seriously and be given advice regarding the agreed procedures and support which may be available.

7. Learning and Development

7.1. Learning and development has a key role to play in building a foundation for equality practices. We recognise that employees have varying needs and a comprehensive training and learning programme will, over time, be developed linked to our employee appraisal process.

7.2. We will monitor access to learning and gather, and act on, employees' feedback about the effectiveness of the opportunities offered and attended. Any resulting action will aim to ensure that opportunities remain useful and relevant to the needs of employees and service delivery.

8. Access to Information and Services

8.1. We will monitor our information and services in relation to this policy and remove any identified barriers to access and information eg by providing translators and interpreters to ensure that our services remain responsive to people's needs.

9. Compliments, complaints and representations

12.1. We positively welcome feedback from employees and customers on all aspects of our work. Customers, and those not currently using our services, who believe that they have suffered unfair treatment or unlawful discrimination will have their concerns taken seriously through our complaints procedure. This also takes specific account of racist and homophobic incidents recording and appropriate confidentiality requirements.

APPENDIX A – Legislation

Euro Lifts will fulfil codes of practice requirements and our statutory duties to meet the: -

- Human Rights Act 1998
- Disability Discrimination Act 1995
- Disability Discrimination Act 1995 (Amendment) 2003
- Disability Discrimination Act 2005
- Sex Discrimination Act 1975
- Race Relations (Amendment) Act 2000
- Race Relations 1976 (Amendment) Act 2003
- Equal Pay Act 1970
- Employment Equality (Religion or Belief) Regulations 2003.
- Employment Equality (Sexual Orientation) Regulations 2003
- EC Code of Practice on the protection of the dignity of men and women at work (Directive 92/131/ECC)
- Employment Equality Act 1998
- Data Protection Act 1998

(This is not an exhaustive list and the Company will meet its duties and requirements in relation to all relevant legislation)

APPENDIX B- Definitions

Community Cohesion. - A cohesive community is one where:

- There is a common vision and a sense of belonging for all communities
- The diversity of people's different background and circumstance is appreciated and positively valued
- Those from different backgrounds have similar life opportunities
- Strong and positive relationships are developed between people from different backgrounds in the workplace, in schools and within neighbourhoods.

Discrimination - Any situation in which a group or individual is treated unfavourably based on prejudice, usually against their membership of a socially distinct group or category. Such categories include race, gender, sexual orientation, religion or belief age, and disability, or any personal characteristic of an individual. It may be directed at one person or many people. Discrimination applying to the equal availability of employment opportunities, housing, and goods and services is widely legislated against.

Harassment - Harassment includes any unwanted conduct that has the effect of violating dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment, for men or women and may amount to unlawful discrimination. Harassment can relate to age, sex, race, disability, religion or belief/non-belief, sexual orientation or any personal characteristic of an individual. It may be directed at one person or many people. It can be behaviour over a period of time, but a serious one-off act, may also amount to harassment.

Victimisation - Individuals who suffer unfavourable treatment because they have in good faith taken part in a "protected activity" under one of the unlawful discrimination Acts. An example is giving evidence in connection with an unlawful discrimination claim brought by another person. It can also apply to where a relationship has ended, where the relationship can be referred to as a period of employment.

Equal Opportunities - This is an ongoing process to give everyone a fair chance to fulfil his or her potential and is backed up by various legislation.

Partnership - This is defined as working with organisations that already have relationships with, and experience of, specific groups, and/or related interest in achieving a specific aim or common goal.

Diversity - Recognises the differences that are a natural part of society, and focuses on how to harness differences between people to drive forward creativity and excellence in performance. In the workplace this means recognising individual and group differences, which means more creativity and continuous improvement.

Equality - This can be understood from three perspectives:

- Moral – Equality is based on fairness, no one should suffer detriment on the basis of his or her external characteristics
- Legal - Legislation imposes a minimum standard of behaviour on service providers, employers and individuals
- Change – Embracing change by valuing and encouraging the diversity of employees, customers and partners.