

Equal Opportunities Policy

The owners have a strong commitment to provide a family-based business environment, furnishing a physically and morally safe and happy environment. OnSite Support is an equal opportunities employer who value people as individuals with diverse opinions, cultures, lifestyles and circumstances. We are committed to equality and fairness of opportunity and to providing a service and following practices which are free from unfair and unlawful discrimination. The goal is for our workforce to be truly representative of all sections of society and our customers, and for each team member to feel respected and able to give their best.

The aim of this policy is to ensure no applicant or team member receives less favourable treatment on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation, or is disadvantaged by conditions or requirements which cannot be shown to be relevant to performance. It seeks also to ensure that no person is victimised or subjected to any form of bullying or harassment.

All team members are covered by this policy and it applies to all areas of employment including recruitment, selection, training, deployment, career development, and promotion. These policies and practices are amended if necessary to ensure no unfair or unlawful discrimination, intentional, unintentional, direct or indirect, overt or latent exists.

Our commitment as an employer

The Company is committed to:

- creating an environment in which individual differences and the contributions of our staff are recognised and valued
- every team member, worker or self-employed contractor is entitled to a working environment that promotes dignity and tolerance to all
- no form of intimidation, bullying or harassment will be tolerated
- providing training, development and progression opportunities to all staff
- understanding equality and diversity in the workplace is good management practice and makes sound business sense
- reviewing all our employment practices and procedures on at least an annual basis to ensure fairness

Our commitment as a service provider

The Company is committed to:

- providing services to which all clients are entitled regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation, offending past, caring responsibilities or social class
- monitoring and reviewing this policy annually

- having clear procedures that enable our clients, candidates for jobs and team members to raise a grievance or make a complaint if they feel they have been unfairly treated
- treating breaches of our equality and diversity policy as misconduct which could lead to disciplinary proceedings

The law

It is unlawful to discriminate directly or indirectly in recruitment or employment because of age, disability, sex, gender reassignment, pregnancy, maternity, race (which includes colour, nationality and ethnic or national origins), sexual orientation, religion or belief, or because someone is married or in a civil partnership. These are known as "protected characteristics".

Discrimination after employment may also be unlawful, e.g. refusing to give a reference for a reason related to one of the protected characteristics.

Staff should not discriminate against or harass a member of the public in the provision of services or goods. It is unlawful to fail to make reasonable adjustments to overcome barriers to using services caused by disability. The duty to make reasonable adjustments includes the removal, adaptation or alteration of physical features, if the physical features make it impossible or unreasonably difficult for disabled people to make use of services. In addition, service providers have an obligation to think ahead and address any barriers that may impede disabled people from accessing a service.

Equal opportunities in employment

The organisation will avoid unlawful discrimination and unfair practices in all aspects of employment including recruitment, promotion, opportunities for training, pay and benefits, discipline and selection for redundancy.

Person and job specifications will be limited to those requirements that are necessary for the effective performance of the job. Candidates for employment or promotion will be assessed objectively against the requirements for the job, taking account of any reasonable adjustments that may be required for candidates with a disability. Disability and personal or home commitments will not form the basis of employment decisions except where necessary.

The organisation will consider any possible indirectly discriminatory effect of its standard working practices, including the number of hours to be worked, the times at which these are to be worked and the place at which work is to be done, when considering requests for variations to these standard working practices and will refuse such requests only if the organisation considers it has good reasons, unrelated to any protected characteristic, for doing so. The organisation will comply with its obligations in relation to statutory requests for contract variations. The organisation will also make reasonable adjustments to its standard working practices to overcome barriers caused by disability.

Dignity at work

The organisation believes everyone has the right to be treated with dignity and respect and has a separate Anti Bullying and Harassment policy concerning issues of bullying and harassment on any ground, and how complaints of this type will be dealt with.

Customers, suppliers and other people not employed by the organisation

The organisation will not discriminate unlawfully against customers using or seeking to use goods, facilities or services provided by the organisation. Team members should report any bullying or harassment by customers, suppliers, visitors or others to their manager who will take appropriate action.

Training

The organisation will provide training in equal opportunities as appropriate to managers and others likely to be involved in recruitment or other decision making where equal opportunities issues are likely to arise.

Your responsibilities

Every team member is required to assist the organisation to meet its commitment to provide equal opportunities in employment and avoid unlawful discrimination. Team members can be held personally liable as well as, or instead of, the organisation for any act of unlawful discrimination. Team members who commit serious acts of harassment may be guilty of a criminal offence.

Acts of discrimination, harassment, bullying or victimisation against team members or customers are disciplinary offences and will be dealt with under the organisation's disciplinary procedure. Discrimination, harassment, bullying or victimisation may constitute gross misconduct and could lead to dismissal without notice.

Grievances

If you consider that you may have been unlawfully discriminated against or treated unfairly in anyway, you may use the organisation's grievance procedure to make a complaint. If your complaint involves bullying or harassment, the grievance procedure is modified as set out in the Anti Bullying and Harassment policy.


The organisation will take any complaint seriously and will seek to resolve any grievance that it upholds. You will not be penalised for raising a grievance, even if your grievance is not upheld, unless your complaint is both untrue and made in bad faith.

Use of the organisation's grievance procedure does not affect your right to make a complaint to an employment tribunal. Complaints to an employment tribunal must normally be made within three months beginning with the act of discrimination complained of.

Monitoring and review

This policy will be monitored by the Company to judge its effectiveness and will be reviewed and updated on at least annual basis in accordance with changes in the law and also to ensure it continues to meet our commitment to being an equal opportunities employer.

Signed:

A handwritten signature in black ink, consisting of a stylized, cursive 'A' followed by a horizontal line extending to the right.

Dated: 10th May 2023