

Document Name: Equality Diversity and Inclusion Policy

Issue Date: October 2023

Version: 1

Document Information

The Equality Act 2010 sets out the legislation around equality, including what is required of organisations in the United Kingdom.

This policy describes how The Sales Lady Ltd will embed equality, diversity and inclusion (EDI) in our service delivery and the management of our organisation. Which will benefit our clients, Director, potential future employees and the community as a whole.

This policy will ensure that The Sales Lady Ltd operates in line with this legislation and that no client, future job applicant / employee, contractor or other stakeholder is unfairly or unlawfully discriminated against in any way, in their dealings with The Sales Lady Ltd.

Introduction

- The Sales Lady Ltd as a sales coaching, mentorship and training services organisation is committed to embedding a culture of equality, diversity and inclusion within the business and in the delivery of our services to clients.
- Currently as an “owner-operator” business, wherever the policy refers to “employee(s)” it includes the Director and future potential employees depending on the context.

Policy Statement

1. As a provider of services to others, we are committed to the principles of equality, diversity and inclusion.
2. We acknowledge that discrimination and victimisation can occur, and we firmly reject such behaviors. We understand that this stance is in the best interests of our organisation, clients, employees, and the broader community.
3. We oppose all forms of unlawful and unfair discrimination or victimisation. To that end, the purpose of this policy is to provide equality and fairness for all as a business and in the delivery of our services.
4. We aim to provide services to all with respect and fairness irrespective of gender, race, disability, age, sexual orientation, religion or belief, gender reassignment, pregnancy and maternity or marital / civil partnership status.
5. We aim to ensure that no client, third-party supplier, employee or future job applicant receives less favourable facilities or treatment (either directly or indirectly) in the delivery of our services, recruitment, or employment on grounds of their protected characteristics including, age, disability, gender, gender reassignment, marriage / civil partnership, pregnancy / maternity, race, religion or belief, sex or sexual orientation.
6. All employees, whether part-time, full-time or temporary, will be treated fairly and with respect. Where applicable, selection for employment, promotion, training or any other benefit will be based on skill and competence.
7. Our employees will not discriminate directly or indirectly, or harass clients because of age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex, or sexual orientation in the provision of our services.
8. This policy aims to align with the statutory requirements of The Equality Act 2010. **Appendix 1** lists a key summary of legislation relating to equality, diversity and inclusion.

Definitions

9. **Equality** is about creating a fairer society where everyone has the opportunity to fulfill their potential.
10. **Diversity** is about recognising and valuing difference in its broadest sense.
11. **Inclusion** is about ensuring that everyone, regardless of their differences, is treated with fairness and acceptance.
12. **Neurodiversity** means recognising and respecting the natural variations in the way people's brains work.
13. **Neurodivergent** means having a brain that functions in a way that is different from the typical or expected pattern. For example, neurodivergent individuals may have conditions like autism, ADHD, or dyslexia.

Our Commitment

14. To create an environment in which individual differences and the contributions of all our clients and employees are recognised and valued.
15. Every client and employee will be treated with fairness and respect. No form of intimidation, bullying or harassment will be tolerated.
16. We will wherever practicable, consider the accessibility of our services particularly where it pertains to people who are neurodivergent.
17. Where possible, we aim to regularly consider the impact of the delivery of our services on the 9 protected characteristics as defined by The Equality Act 2010. **Appendix 1** lists a key summary of legislation relating to equality, diversity and inclusion.
18. To promote equality, diversity and inclusion in the workplace which we believe is good practice and makes sound business sense.
19. We will regularly review all our service delivery practices to ensure fairness and respect.
20. We will monitor language, both spoken, written and non-verbal, for inadvertent discrimination.
21. Where we identify shortcomings or they are brought to our attention, we will tailor our approach to correcting these and ensure insights gained are put into practice.

22. Where applicable in the future, we will regularly review our employment practices and procedures to ensure fairness.
23. Breaches of our equality, diversity and inclusion policy will be regarded as misconduct and could lead to disciplinary proceedings.
24. We aim to challenge any clients, participants, third parties, employees or whom we perceive to be displaying discriminatory behaviour.

Responsibilities of the Director

25. Responsibility for ensuring the effective implementation and operation of the policy will rest with the Director. Who will ensure that they and employees adhere to this policy and take all reasonable and practical steps to prevent discrimination.

Responsibilities of Employees

26. Responsibility for ensuring that there is no unlawful discrimination rests with all employees and the attitudes of employees are crucial to the successful operation of inclusive practices. In particular, all employees should:
 - comply with the policy;
 - not discriminate in their day-to-day activities or induce others to do so;
 - not victimise, harass or intimidate clients or other employees or groups who have or are perceived to have a protected characteristic.
 - ensure no individual is discriminated against or harassed because of their association with another person with a protected characteristic.
 - inform the Director if they become aware of any discriminatory practice.

Third Parties

27. We also expect any consultants, advisers or third parties working with us to likewise, conduct their activities in ways that reflect the same values and follow the same practices.

28. Third-party harassment occurs when an employee of The Sales Lady is harassed, and the harassment is related to a protected characteristic, by third parties such as clients, contractors, participants or third-party suppliers. We will not tolerate such actions against our employee, and the employee concerned should inform the Director at once that this has occurred. We will fully investigate and take all reasonable steps to ensure such harassment does not happen again.

Rights of Disabled People

29. We are focused on the needs of people with a disability.
30. Under the terms of this policy, we are required to:
- give due consideration to clients with a disability in the delivery of our services, for example during training, coaching or mentoring services;
 - request 'specific requirements' from clients who have disclosed a disability to customise our services for their full engagement and benefit;
 - where practicable, make reasonable adjustments to maintain the services of any employee who is or becomes disabled, for example, training, provision of special equipment and flexible working hours. The Director will seek advice and guidance from external agencies where appropriate to maintain disabled people in employment;
 - give full and proper consideration to people with a disability who apply for jobs, having regard to making reasonable adjustments for their particular aptitudes and abilities to allow them to be able to do the job.

Equality, Diversity and Inclusion Awareness

31. We aim to regularly seek to enhance our knowledge of equality, diversity and inclusion by engaging in training where possible.

Monitoring

32. Where appropriate Equality Impact Assessments will be carried out to ascertain the effect our policies, processes and services may have on those who experience them according to their protected characteristics. For example, accessibility of our training materials by people who are neurodivergent.

Grievances and Complaints

33. Clients have a right to pursue a complaint concerning discrimination or victimisation by informing the Director via email at helen@saleslady.co.uk in the first instance regardless of the person(s) involved.
34. If a complaint remains unresolved, clients have the option to reach out to the International Coaching Federation (ICF) through their website, which is www.coachingfederation.org.uk. Additionally, clients can seek assistance from the Equality Advisory Support Service (EASS) via their website - www.equalityadvisoryservice.com/app/home.
35. Employees have a right to pursue a grievance or complaint concerning discrimination or victimisation by informing the Director via any method they are comfortable with.
36. Discrimination and victimisation will be treated as disciplinary offences.

Communication of This Policy

37. This policy will be communicated to clients, potential clients, third parties and employees via the company website: www.helentebay.com/
38. A copy of this policy will also be available to all upon request.

Review

39. This policy will be reviewed every 3 years or more frequently, in accordance with regulatory changes, emerging developments, or best practices. As the responsibility of the Director.

Appendix 1: Key Summary of Legislation Relating to Equality, Diversity and Inclusion

The Equality Act 2010

The Equality Act sets a UK-wide legal framework for protecting the rights of individuals and for advancing equality of opportunity for all. It replaces previous “stand-alone” legislation on issues such as sex discrimination, equal pay, disability discrimination and race relations to provide a single legal framework. The UK-wide Equality and Human Rights Commission (EHRC) publishes a range of statutory codes of practice as well as non-statutory guidance, to help ensure the Act is put into practice effectively.

The Equality Act uses the term “protected characteristics” to describe the groups that have legal protection from discrimination. The protected characteristics listed in the Equality Act are as follows, along with a brief description of each according to the Act:

Age

This refers to a particular age group, whether this is a particular age (for example 39-year-olds) or a range of ages (for example 21 to 24-year-olds).

Disability

This covers people who have or have had a physical or mental difficulty which has a substantial and long-term negative effect on their ability to carry out normal day-to-day activities or would have such an effect if measures were not being taken to treat or control the difficulty.

Gender reassignment

This covers people who propose to undergo, are undergoing or have undergone a process or part of a process for the purpose of reassigning their sex by changing physiological or other attributes of sex. The process is a personal one not a medical one: it is not necessary for the person to be undergoing medical treatment.

Marriage and civil partnership

This covers people who are either married or in a civil partnership.

Race

A racial group is a group of persons who are defined by reference to race. Race includes colour, nationality and ethnic or national origins.

Religion or belief

This includes any religion, religious belief or philosophical belief. It also includes any lack of religion, religious belief or philosophical belief.

Sex

This covers men and women.

Sexual orientation

This means a person's sexual orientation towards persons of the same sex, persons of the opposite sex, or persons of either sex.

Pregnancy and maternity

Pregnancy refers to the condition of being pregnant or expecting a baby, and maternity refers to the period of 26 weeks after birth.

Under the Act, it is unlawful to discriminate against, harass or victimise another person because they have one or more of the protected characteristics. This applies to:

How The Sales Lady - as a provider of sales coaching, mentoring and training services - treats anyone who receives or seeks access to our services;

How The Sales Lady - as an employer - treats our employees and people seeking employment with us.

Discrimination, Harassment and Victimisation are defined as follows:

Direct Discrimination

This is where someone treats another person less favourably than others because of a protected characteristic. Direct discrimination can occur when a person is treated less favourably because that person is linked or associated with someone who has a protected characteristic. It can also occur where a person is treated less favourably because it is wrongly thought that the person has a particular protected characteristic or is treated as if that person does.

Indirect Discrimination

This is where a rule or policy is applied to everybody but would put people with a relevant protected characteristic at a particular disadvantage. However, there is no discrimination if the rule or policy can be justified as a proportionate means of achieving a legitimate aim.

Discrimination arising from Disability

This is a particular form of discrimination where someone treats another person less favourably because of something arising as a consequence of their disability. However, there is no discrimination if the treatment can be justified as a proportionate means of achieving a legitimate aim.

Harassment

This is where unwanted conduct related to a relevant protected characteristic (or unwanted conduct of a sexual nature) has the purpose or effect of violating another person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for another person.

Victimisation

This is where someone is subjected to a detriment because that person does a protected act, or it is believed that that person has done, or may do, a protected act. A protected act means bringing proceedings under the Equality Act 2010, giving evidence or information in connection with proceedings under the Act, doing any other thing for the purposes of or in connection with the Act and alleging that someone has contravened the Act.

If you do treat someone less favourably because they have taken such action, then this could be unlawful victimisation. There must be a link between what the person did and your treatment of them. The less favourable treatment does not need to be linked to a protected characteristic. This only applies where the person subject to detriment is an individual.

However, giving false evidence or information, or making a false allegation, is not a protected act if the evidence given or the allegation is made in bad faith. Any allegations or information provided in bad faith may result in disciplinary action being taken against the individual(s) who made such claims.