

1. Context

- 1.1 Just Communication Ltd is committed to creating a culture in which diversity and equality of opportunity are actively promoted and in which unlawful discrimination is not tolerated. We recognise the benefit of employing and serving a diverse community, whilst fostering an environment of equality.
- 1.2 The principles of social justice acknowledge that discrimination affects people in complex ways and we are committed to challenging all forms of inequality. Thus, we aim to ensure that:
- individuals are treated fairly, with dignity and respect regardless of their age, creed, disability, faith, gender, language, marital status, nationality (including citizenship and ethnic or national origins), race, sexual orientation, social/ economical background or visual difference;
 - we promote an inclusive environment for all individuals, employees and customers;
 - we recognise that in order to achieve an inclusive environment we may have to amend policies or working practices and/or provide reasonable adjustments based on individual circumstances;
 - we afford all individuals, employees and customers the opportunity to fulfill their potential;
 - we recognise the contribution made to our continued success by individuals from diverse backgrounds and with a wide range of experiences.
- 1.3 Through this policy we acknowledge our corporate responsibility for:
- promoting equality of opportunity;
 - fostering good relations;
 - eliminating unlawful discrimination;
 - preventing discrimination, harassment or bullying
 - implementing positive action initiatives to redress inequalities
- 1.4 This policy aims to meet our duty of care under the following legislation / codes of practice:
- EU Anti-Discrimination Directives (which currently include the Race Relations Act 1976 (Amendment) Regulations 2003, Religion and Belief Regulation 2003 and Sexual Orientation Regulation 2003
 - Special Educational Needs and Disability Rights in Education Act 2001
 - Race Relations Amendment Act 2000
 - Human Rights Act 1998
 - Disability Discrimination Act 1995
 - Race Relations Act 1976
 - Sex Discrimination Act 1975
 - Equal Pay Act 1970 and Amendment 1983

2. Principles

- 2.1 We are aware that the communities in which we work include people who experience prejudice or discrimination.
- 2.2 People can experience different forms of discrimination:
 - 2.2.1 By *direct discrimination* - by this we mean that a person is treated less favourably than another person would be treated in the same circumstances;
 - 2.2.2 By *indirect discrimination* - by this we mean that conditions of employment or participation exclude some people or mean they are treated less favourably without any justifiable reason;
 - 2.2.3 By *harassment* - by this we mean offensive or objectionable behaviour which is directed at one person or persistently abuses or mistreats that person;
 - 2.2.4 By *victimisation* - by this we mean that a person is treated less favourably because s/he has made a complaint or protested about unequal treatment.

3. Scope

- 3.1 It is our intention that the policy should apply to all parts of our work, especially to:
 - 3.1.1 Access to the benefits, facilities and services we provide;
 - 3.1.2 Employment and leadership within the organisation;
 - 3.1.3 Recruitment, selection, training, consideration for promotion and treatment at work;
 - 3.1.4 Conditions of service for employees in similar positions and grades throughout the organisation.
- 3.2 The aim of this policy is to avoid discrimination and promote good practice. We do not merely aim to eradicate bad practice but to do all we can to promote good practice.
- 3.3 We recognise that merely writing a policy does not change the environment. However, we have developed a written policy so that:
 - 3.3.1 Everyone involved in Just Communication Ltd is aware of the policy, understands our aims and objectives and their individual responsibility;
 - 3.3.2 Our employees, providers, consumers and the public can see that we are serious about equality and what we are working towards a better quality of life for all people;
 - 3.3.3 People who work for or with Just Communication Ltd know their rights and responsibilities;
 - 3.3.4 Someone who feels that they have suffered discrimination understands their right to complain;
 - 3.3.5 We have a written statement and targets against which we can monitor and evaluate our performance.

4. Implementation

- 4.1 The Managing Director is responsible for the implementation of this policy.
- 4.2 The ethos of this policy will be incorporated into other documents, including Recruitment & Selection, Professional Development, Leave (Including Time off for Dependents) and Conduct policies.
- 4.3 This policy will be incorporated into the Employee Induction and the Employee Handbook.

4.4 The requirement to adhere to and support this policy will be written into the Employment Contract and Job Descriptions.

4.5 All employees, sub contracted personnel, consumers of the service and client companies are required to comply with this policy.

5. Complaints

5.1 Any complaint under this policy shall be treated seriously and will be the subject of an investigation by the Managing Director using the Complaints Policy, Grievance Policy or Disciplinary Policy.

5.2 A complaint may be made using a Complaint Form (an A4, self seal, freepost form), by letter or video letter.

5.3 The results of such an investigation and the action taken to deal with the complaint may invoke the Disciplinary Policy or a refusal of service and/or reporting to the appropriate external authority.

5.4 Any person who feels that such an investigation has not dealt with the issue in a satisfactory manner has the right to raise the issue with an external authority.

6. Monitoring

6.1 The Managing Director will monitor the implementation and review the performance of this policy at least once per year.

6.2 The Managing Director will seek the opinion of employees and customers regarding the effectiveness of this policy.

6.3 The Managing Director will review relevant material, new legislation and identify best practice in order to develop this policy.