



Equality & Diversity Policy

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Equality & Diversity Policy

Our Commitment

At TTC we are committed to providing an inclusive working environment where everyone feels valued and respected. We recognise that people from different backgrounds, experiences and abilities can bring fresh ideas and innovations to improve our working practices and business.

Reasons for having an Equality & Diversity Policy

We have a diverse customer base, one that expects to be served by people with whom they can identify, and our aim is to ensure that this expectation is met and maintained. Encouraging everyone who has contact with TTC to celebrate their own diversity and that of their colleagues is key to our values and critical to our business success.

Equally legislation and associated regulations exist to protect employees, customers and clients. TTC recognize our responsibilities and obligations under the **Equalities Act 2010** hence we have a number of policies and procedures in place to ensure a responsive approach.

How does TTC demonstrate this commitment?

In our continuing effort to ensure that diversity is embedded in our culture, reflected in our people and to better serve our customers we will endeavour to:

- continuously strive to understand the impact of our services on our customers and employees and where challenges are identified work to remove or reduce them
- proactively seek best practice outcomes by maximising our partnership with Wave-Length a regional service aimed at 'Disabling Disability'
- remove or reduce barriers through appropriate consideration of reasonable adjustments
- increase our ability to relate to existing and potential customers wherever they exist
- build effective relationships in the wider community through partnerships with community based groups
- fully utilise the talents of all TTC staff
- improve recruitment and retention from all people groups
- ensure that employment decisions are based on business needs and the individual's ability to do a job
- enhance decision making and innovation, by encouraging interaction and involvement

TTC will take the following steps to ensure that this policy is put into practice:-

- managers and employees in key decision-making areas will be trained on the potentially discriminatory effects of imposing practices, conditions, and criteria on minority groups, and the importance of being able to justify decisions
- complaints about discrimination or harassment will be regarded seriously and investigated which may result in disciplinary sanctions, and even dismissal

- opportunities for employment, promotion, transfer and training will be advertised widely, internally and externally, and all applicants will be welcomed, irrespective of age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership, pregnancy and maternity, or any other characteristic protected by national legislation
- all employees will be encouraged to develop their skills and qualifications, and to take advantage of promotion and development opportunities within TTC
- selection criteria will be exclusively related to the job or training opportunity
- ensure that all contracts for goods, facilities or services include a clause prohibiting unlawful discrimination by contractors and their staff, and by any sub-contractors and their staff
- the effectiveness of the policy and strategy will be monitored at regular intervals

The benefits of diversity management

A diverse workforce can offer a wide range of resources, skills, ideas and energy to the business, providing a competitive edge. Organisations that embrace diversity will reap the benefits of resourcing from a wider pool of talent, broaden their markets, improve productivity and raise the community profile.

Diversity management can benefit TTC in a number of ways, i.e.

- Improve opportunities within the organisation through internal promotion
- Utilise the knowledge of different areas of the community
- Understand market segments and consumer behaviour
- Become an employer of choice
- Have a more representative 'balanced' workforce
- Value and respect employees, attracting and retaining a wider talent pool
- Cost benefit of proactively managing health and well being

Who takes responsibility to make sure this policy works?

All Employees

- All employees have a responsibility to ensure that this policy is put into practice. We expect a personal commitment from all employees in making it effective and in setting an exemplary standard for others to follow
- Additional and specific responsibilities apply to those who manage staff and to those who are involved in recruitment, promotion, training and development.
- All individual employees have a responsibility to
 - understand the value and benefits of diversity
 - familiarise themselves with this policy, follow it, and ensure that any staff for whom they are responsible do so as well
 - draw to the attention of their line manager any instances of apparent discrimination or any perceived problem in relation to employment or to the provision of products and services
 - comply with, and promote TTC policy and procedures with regard to managing equality and diversity

All Managers

- Ensure that policies and procedures relating to equality and diversity are implemented and communicated to all existing staff and new staff on their commencement

- Promote a professional and positive work environment by ensuring that this policy is put into practice by challenging behaviour, actions or decisions that breach the policy
- Informing customers of the policy, overseeing requests for reasonable adjustments or managing customer complaints (see Complaints/Dispute Resolution & Escalation Policy)
- Take timely and appropriate action for the resolution of issues relating to bullying and harassment (see Anti-Harassment and Bullying Policy), and discrimination in their work area, in accordance with HR policies and procedures, including the Disciplinary Policy where necessary
- Raise awareness of diversity, act as a role model for others, and develop personal skills in order to handle issues relating to bullying and harassment, and discrimination
- Managers must also ensure that other stakeholders i.e. customers (commissioners); suppliers with whom TTC has service level agreements; and clients (upon request) receive a copy of this policy

The Leadership

- The Board of Directors has corporate responsibility for
 - ensuring that this policy underpins all aspects of our work
 - leading by example, and promoting an organisational culture that is supportive of the benefits of diversity
 - ensuring that the policy is implemented in their particular areas of responsibility, including business plans and objectives for national and regional action
 - developing the organisational culture in which this policy can operate effectively
 - ensuring that this policy is implemented across all areas of the business
- TTC Board of Directors is responsible for ensuring that the Business Plan, team and individual objectives are set by managers that demonstrate policy into practice with respect to equality and diversity e.g. selection & recruitment ; absence monitoring; performance; procurement ;complaint procedures; not only capture but reports upon equality data
- TTC Board of Directors is responsible for reporting on progress against diversity targets on an annual basis and for ensuring that this is communicated to employees, job applicants and customers
- TTC will review this policy on an annual basis

How do we monitor this policy to ensure that it is working?

We will regularly collect, monitor and analyse information on the gender, age, ethnicity, and disabilities of employees and applicants to assess the application and effectiveness of this policy, and highlight areas to be addressed. The information will be held in strictest confidence and will only be used to promote diversity and prevent unlawful discrimination.

Any patterns of under-representation (for example, where one gender or race appears to have a consistently reduced chance of promotion) will be fully analysed in conjunction with HR, and potential discriminatory practices identified and removed.

In terms of customer service we will continue to assess any perceived or real barriers to access experienced by individuals or groups on the grounds of any of the protected characteristics. For example, TTC in partnership with Aston University and a KTP Researcher conducted an independent longitudinal study into the impact of speed awareness on drivers attending the course. Within the body of the research TTC also requested that two mini projects would produce outputs around any access barriers disproportionately experienced by women; Asian women and people with dependent carer responsibilities.

We commit to undertaking a formal review of this policy on an annual basis and to communicate changes to employees and their representatives.

In terms of the above review and best practice TTC will work in partnership with Wave-Length a social enterprise company whose objective is to 'disable disability'. Wave-Length takes a fresh, revolutionary approach to social change and work with employers, individuals and support organisations to ensure that the talent of all individuals are recognized, valued and maximized.

Visit www.wave-length.org.uk contact them on info@wave-length.org

If I have a complaint under this policy what should I do?

Customer Complaints

Customer and client complaints are dealt with under the TTC Complaints/Dispute Resolution and Escalation Policy a hardcopy of which is available upon request but can also be accessed via the TTC website www.ttc-uk.com

A copy of the Equality & Diversity Policy and Statement is also available via the Intranet (staff access only) or the TTC website.

TTC promise to deal with all complaints in a timely, fair and consistent manner.

Complaints are routinely recorded and each is fully investigated. Information is then monitored, collated and evaluated and shared on a quarterly reporting basis with our commissioners in accordance with our ISO 9001 quality assurance procedures.

Employee Complaints

All staff should expect to be treated with dignity and respect whilst at work, and have an equal responsibility to treat their colleagues similarly. Any employee who feels they have not been treated in accordance with this policy is entitled to raise the matter through the Company Grievance Procedure or the Whistleblowing Policy.

All complaints will be dealt with seriously, promptly and confidentially. If a member of staff is found to have breached the Equality & Diversity Policy they may be subject to disciplinary action under the Company Disciplinary Procedure, which could result in dismissal.

TTC will not tolerate any discrimination, bullying, harassment or victimisation of employees who raise concerns, complain or assist in an investigation. If this occurs it could amount to victimisation. Victimisation will result in disciplinary action and may warrant dismissal.

How do we communicate this policy to those that need to know about it?

All employees, including those newly appointed will be made aware of this policy and the responsibilities of both TTC and the individual in promoting diversity.

We will ensure that all employees, job applicants, and customers have access to this policy either via internal Intranet (staff access only) or the website www.ttc-uk.com
All employees upon joining the company will receive a copy as part of their induction.

Subsequent changes or revisions to this policy will be communicated to all employees via internal staff training, briefings or via access to the intranet.

Whenever appropriate this policy will feature in relevant training courses, guidance, booklets and manuals.

We will take steps to ensure that this policy is included with tender information and contracts for work undertaken for us by external organisations and individuals. All our policies, including those relating to equality and diversity, will be monitored for clarity and plain English. We will arrange for them to be made available in translation and/or in another medium where reasonable.

Who is covered by this policy?

This policy covers all employees, contractors, temporary workers and job applicants including any individuals working on TTC premises via a third party. This applies to all aspects of employment, from recruitment and selection through to termination of employment.

If you have any questions or comments about this policy please contact Jenny Wynn, TTC Managing Director.

A hardcopy of this or any associated policy is available upon request.

Please contact Mary de Villiers HR Manager either via e-mail -mary.devilliers@ttcuk.com or telephone 01952 602622

For more detailed information on **The Equality Act 2010** visit:

<http://www.equalityhumanrights.com/advice-and-guidance/new-equality-act-guidance/>

Equality & Human Rights Commission (EHRC) website

www.equalityhumanrights.com

Additional Supplementary Information

The Equality Act 2010 harmonises and replaces previous anti-discrimination legislation. Although responsibilities under the Act will stay largely the same, there are some changes that will affect both employers and business that provide goods and services to the public. These include the introduction of 'protected characteristics' and new forms of

discrimination.

The Equality Act covers exactly the same groups of individuals that were protected by the previous legislation. However, the headings of age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership, and pregnancy and maternity are now to be known as '**protected characteristics**'.

Discrimination – seven different types

The new Act also extends some of these protections to characteristics that previously were not covered by equality legislation. TTC as an employer and service provider now need to be aware of the seven different types of discrimination under the new legislation. These are:

Direct discrimination - where someone is treated less favourably than another person because of a protected characteristic.

Associative discrimination - this is direct discrimination against someone because they are associated with another person who possesses a protected characteristic.

Discrimination by perception - this is direct discrimination against someone because others think that they possess a particular protected characteristic. They do not necessarily have to possess the characteristic, just be perceived to.

Indirect discrimination - this can occur when you have a rule or policy that applies to everyone but disadvantages a person with a particular protected characteristic.

Harassment - this is behaviour that is deemed offensive by the recipient. Employees can now complain of the behaviour they find offensive even if it is not directed at them.

Harassment by a third party - employers are potentially liable for the harassment of their staff or customers by people they don't themselves employ, i.e. a contractor.

Victimisation - this occurs when someone is treated badly because they have made or supported a complaint or grievance under this legislation.

What is diversity?

Diversity encompasses a multitude of areas such as age, gender, race, disability, physical ability, mental capacity, education, sexual orientation, religion or belief, values, personality, experiences, culture and the way each area approaches work. *This list is not exhaustive.* Embracing diversity means acknowledging, understanding, and appreciating the differences between individuals and developing a workplace that enhances their value. By being flexible in our approaches it is then possible to achieve a rewarding environment.

The difference between diversity & equality

Diversity and equal opportunities are often regarded as the same thing. However, there are differences. Valuing diversity is about seeing everyone as individuals, valuing the abilities and skills they can bring to an organisation. It is not about seeing people first

and foremost in terms of their membership of a particular group. Equality of regard for people is about emphasising inclusiveness, openness and fairness, offering a positive outlook on the many differences, as well as similarities that can affect how people interact and perform with each other in the workplace. Diversity is about respecting differences within minority groups and not expecting everyone to conform to the ways of majority groups.

Widening diversity is something that is initiated internally, where a culture for diversity has developed over time. Equal opportunities are usually prompted by external factors such as legislation and codes of practice.

Managing diversity is concerned with improving quality within the organisation, with a focus on qualitative issues and good practice, whereas equal opportunities focuses on improving proportional representation, access and/or removing real or perceived barriers. This might include increasing the number of women in management positions, or increasing the number of ethnic minorities or raising the age profile.

Valuing people, and their many diverse qualities, enhances employee potential, therefore enhancing the business. Equal opportunities aims to ensure that no group receives less favourable treatment because of their differences, ensuring all people are treated equally. This is about adapting to individual needs rather than treating everyone the same.

Diversity focuses on being proactive and finding opportunities to enhance the business. Equal opportunities are reactive and will focus on existing problems while trying to redress the balance.

A diverse culture is something that can develop with support but an equal opportunities culture is socially constructed by specific measures being put into place. Managing diversity encourages people to reflect on and change their own practises and systems, resulting in a diverse culture. Diversity at work is not only concerned with keeping within the confines of the law, but would also gradually seek to educate every staff member so that discrimination would become a thing of the past.

**A hardcopy of this or any associated policy is available upon request.
Please contact Mary de Villiers HR Manager either via e-mail
-mary.devilliers@ttcuk.com or telephone 01952 602622**

For more detailed information on **The Equality Act 2010** visit:
<http://www.equalityhumanrights.com/advice-and-guidance/new-equality-act-guidance/>

Equality & Human Rights Commission (EHRC) website
www.equalityhumanrights.com

From time to time policies and procedures are updated. Please refer to the Intranet for the latest version.

DECLARATION

I have read and understand the Equality and Diversity Policy. I will comply with the guidelines set out in this policy and understand that failure to do so might result in disciplinary or legal action.

Signed:

Print Name:

Date: