



The Printed Word

...More than just ink on paper

Equality and Diversity Policy

Version 1.0

Equality and Diversity Policy

Contents

Version Control	2
Introduction	3
Purpose	3
Scope.....	3
Definitions	4
Legal Framework	5
Roles and Responsibilities	6
Policy	7
Equality, Diversity, and Inclusion for our Colleagues.....	7
Diversity within Management	7
Equality, Diversity, and Inclusion and Our Clients and Business Partners	7
Procedures for Making a Complaint About Discrimination	8
Making a Complaint.....	8
Managing Complaints	8
Victimisation	8
Failure to Abide by This Policy.....	8
Confidentiality	9
Monitoring and Reviewing	9

Equality and Diversity Policy

Version Control

VERSION	REVIEWER NAME	DATE	NEXT REVIEW	COMMENTS
1.0	Policy Pros	Nov 2023	Nov 2024	First Policy.

Equality and Diversity Policy

Introduction

The Printed Word is fully committed to promoting equality and diversity in all activities and is proud of the actions we take to eliminate discrimination and prejudice and ensure inclusion and engagement for all.

For our colleagues, suppliers, partners, clients, and all stakeholders, this means not discriminating against anyone based on their protected characteristics.

Furthermore, as a business, we truly believe that every individual provides value and brings their own unique skills, attributes, knowledge, experience, and beliefs that enable both our business and the communities we operate in to thrive.

Encouraging equality, diversity and inclusion in the workplace is not only good practice but makes good business sense.

This document provides a brief overview of the UK laws on Equality and Diversity and sets out how we, as an organisation, implement the Equality Act 2010 in practice.

Purpose

The policy's purpose is to:

- Ensure equality of opportunity for all colleagues.
- Provide a framework that ensures that we do not unlawfully discriminate.

Scope

This policy applies to all full-time and part-time The Printed Word colleagues, including but not limited to directors, employees, agency workers, and apprentices.

Equality and Diversity Policy

Definitions

Equality means ensuring everyone has equal opportunities, regardless of their protected characteristics.

Diversity means appreciating the differences between people and respecting people's values, beliefs, cultures, backgrounds, and lifestyle choices.

Inclusion is the idea that all types of people, for whatever differences, must be included as much as possible in work and other institutions.

The Protected Characteristics – Covered under the Equality Act 2010 consist of age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race (including colour, nationality, and ethnic or national origin), religion or belief, sex, and sexual orientation.

Direct discrimination – excluding or treating an individual or group less favourably due to a protected characteristic, e.g., excluding a person from applying for a role unfairly and/or unlawfully because of a disability that has no bearing on their ability to perform in the role or harassing an individual (see below).

Indirect discrimination – excluding or treating an individual or group less favourably by putting those with a protected characteristic at a disadvantage, e.g., making a policy where a dress code negatively affects some staff who are unable or unwilling to adhere to the policy due to religious beliefs.

Indirect discrimination is less obvious than direct discrimination and may happen unintentionally.

Discrimination is not just treating one person less favourably than another. It can take place because:

- Someone associates with a person with a protected characteristic, which is known as discrimination by association.
- Someone is believed to possess a protected characteristic (even though they do not), which is known as discrimination by perception.

Harassment is unwanted conduct that violates a person's dignity or creates an intimidating, hostile, degrading, humiliating or offensive working environment. It is related to discrimination as the harassing behaviour is related to the protected characteristics.

Victimisation refers to unfair treatment or adverse action taken against an individual because they have made a complaint, raised a grievance, or supported someone else in raising an issue related to discrimination, harassment, or similar illegal or unethical activity.

Equality and Diversity Policy

Legal Framework

The Equality Act 2010 provides the legislative framework to protect the rights of individuals and advance equality of opportunity for all, bringing into one act all existing discrimination laws, including:

- The Equal Pay Act 1970
- The Sex Discrimination Act 1975
- The Race Relations Act 1976
- The Disability Discrimination Act 1995
- The Equality Act 2006
- The Employment Equality (Religion or Belief) Regulations 2003
- The Employment Equality (Sexual Orientation) Regulations 2003
- The Employment Equality (Age) Regulations 2006
- The Equality Act (Sexual Orientation) Regulations 2007

Equality and Diversity Policy

Roles and Responsibilities

Our Senior Management Team will:

- Embed this policy into daily operations and ensure its timely review and update as necessary.
- In a timely manner, appropriately investigate and manage complaints and incidents related to discrimination.
- Support individuals who have been discriminated against.
- Work with all colleagues and stakeholders to promote equality, diversity, and inclusion through partnership and problem-solving.

Every colleague will:

- Treat all individuals encountered during their work as an individual, fairly, with dignity and respect.
- Never take part in any form of discriminatory behaviour.
- Step in to stop and eliminate discriminatory behaviour when it occurs, reporting any and all incidents where they feel that they have witnessed or have been a victim of discriminatory behaviour.
- Promote the values of equality and diversity amongst clients, partners, suppliers, and other stakeholders.
- Cooperate with investigations into breaches of this policy.

The Printed Word expects that our clients and all stakeholders will:

- Treat others with dignity and respect.
- Never take part in any form of discriminatory behaviour.
- Report any breach of this policy.

Equality and Diversity Policy

Policy

Equality, Diversity, and Inclusion for our Colleagues

The Printed Word will:

- Ensure that decisions concerning recruitment and selection are based on merit alone, except in the matter of offending background and/or inability to hold a position of trust.
- Ensure that decisions related to recruitment, selection, promotion, etc., are open to peer review to ensure transparency.
- Ensure that access to supplementary training and/or role enhancement opportunities is fair and that such opportunities are allocated in a non-discriminatory manner.
- Ensure that family leave and pay benefits are brought to the attention of all eligible colleagues.
- Ensure that colleagues are paid fairly and equally for the same job or equivalent jobs and ensure that employment benefits are applied in a non-discriminatory manner.
- Make reasonable adjustments for disabled job applicants and existing colleagues wherever possible. However, if we are not able to make such adjustments, we will:
 - Inform the individual of why the reasonable adjustment is not practicable.
 - Where possible, discuss alternative arrangements which could be offered.

Diversity within Management

The Printed Word is committed to ensuring that we promote from within and give the right person the job regardless of their protected characteristics.

Equality, Diversity, and Inclusion and Our Clients and Business Partners

The Printed Word will ensure that our clients and business partners are not unfairly or unlawfully discriminated against on the grounds of the protected characteristics.

We do not tolerate any form of discrimination and will sanction any individual who discriminates against our clients and/or business partners.

Equality and Diversity Policy

Procedures for Making a Complaint About Discrimination

Making a Complaint

Complaints concerning breach of this policy where unlawful discrimination has occurred should be addressed to Rob Pryer, Managing Director, or any of The Printed Word's directors in their absence.

Managing Complaints

Most complaints will warrant an investigation, the size of which depends on the circumstances; however, all complaints will be taken seriously.

The complaints manager will, during and after the investigation, consider the feelings of the complainant when determining the severity of the action and harm caused, not merely how they, as individuals, would feel in that situation.

Victimisation

Should any colleague or stakeholder have complained and suffered retribution, we encourage this to be reported to The Printed Word, as victimisation will not be tolerated.

Failure to Abide by This Policy

Breaches of this policy by colleagues will be regarded as misconduct, which may warrant dismissal.

Agency workers and other non-employees who breach this policy will be warned about their behaviour and, in serious cases, have their contractual agreement terminated.

Stakeholders (clients, suppliers, and business partners) who breach policy will initially be warned about their conduct, and in severe cases, we will withdraw our services or end business relationships.

We will report the perpetrator(s) to the authorities where a crime has been committed.

Equality and Diversity Policy

Confidentiality

All personal and sensitive data collected by The Printed Word relating to the protected characteristics must be stored securely and not processed nor shared without due regard for the UK GDPR.

Monitoring and Reviewing

The Printed Word is committed to ensuring our policies are effective and up-to-date. To do this, we have a process for regularly monitoring and reviewing them.

The Senior Management Team is responsible for this process and will review this policy at least once a year or more frequently if needed due to changes in laws or our practices.

The Printed Word may collect and process any of the following data to guide us in future policy to enable us, as an organisation, to benchmark ourselves, look for trends, and determine where we can learn and improve:

- Colleague, client, and stakeholder feedback.
- Complaints raised in relation to discrimination.
- The makeup of our colleagues and clients according to their protected characteristics.