

### **Aims**

The JGA Group (JGA) recognises the importance of the Equality Act 2010 and the related Public sector Equality Duty. JGA aims to create a culture that supports equality, diversity and inclusion. JGA recognises that we must all contribute towards the culture through our actions and words. We aim to address any barriers to equality in our systems, policies and decision making as well as in our behaviour and ways of working. Our aim is that our workforce will be truly representative of all sections of society and that each team member feels respected and able to give of their best.

### **Policy Statement**

JGA recognises that discrimination and victimisation is unacceptable and that it is in the interests of JGA and its team members to utilise the skills of the total workforce. It is the JGA aim to ensure that no team member or job applicant receives less favourable facilities or treatment (either directly or indirectly) in recruitment or employment on grounds of age, disability, gender identity/gender reassignment, marriage/civil partnership, pregnancy/maternity, race, religion or belief, sex or sexual orientation.

This policy applies to all team members, delivery team, customers, learners and candidates of JGA, whether full-time, part-time, permanent, temporary or casual, on fixed-term contracts or part-time or job applicants.

Selection for employment, promotion, training or any other benefit will be on the basis of aptitude and ability. All employees will be helped and encouraged to develop their full potential, and the talents and resources of the workforce will be fully utilised to maximise the efficiency of the organisation.

Our team members will not discriminate directly or indirectly, or harass customers, learners, candidates because of age, disability, gender identity/gender reassignment, marriage/civil partnership, pregnancy/maternity, race, religion or belief, sex or sexual orientation when providing goods and services.

### **Commitment**

The JGA Group is committed to fostering a positive environment in which the individual differences and contributions of all our team members are recognised and valued.

Every team member is entitled to a working environment that promotes dignity and respect to all. No form of intimidation, bullying, harassment, or victimisation will be tolerated.

Training, development, and progression opportunities are available to all team members.

Breaches of our equality policy will be regarded as misconduct and will be dealt with under the JGA grievance and disciplinary procedures.

### **Responsibilities of Management**

Responsibility for ensuring the effective implementation and operation of the arrangements will rest with the senior management. Each team manager will ensure that:

- All their team members are aware of the policy and the arrangements, and the reasons for the policy.
- Grievances concerning discrimination are dealt with properly, fairly and as quickly as possible.

- Ensure that slavery and human trafficking are not taking place anywhere in our supply chain.
- Make reasonable adjustment to maintain the services of an employee who becomes disabled.
- Give full and proper consideration to disabled people 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.
- Review employment practices and procedures when necessary to ensure fairness and to take into account any changes in the law.
- Ensure proper records are kept.

### **Responsibilities of Staff**

Responsibility for ensuring that there are no unlawful discrimination rests with all staff and the attitudes of staff are crucial to the successful operation of fair employment practices. In particular, all team members should:

- Comply with the policy and arrangements.
- Not discriminate in their day-to-day activities or induce others to do so.
- Not victimise, harass, or intimidate other staff or groups who have, or are perceived to have one of the protected characteristics.
- Ensure no individual is discriminated against or harassed because of their association with another individual who has a protected characteristic.
- Inform their team manager if they become aware of any discriminatory practice or victimisation.

### **Responsibilities to Customers**

- Ensure equal access to services for all.
- Identify and remove any barriers people face accessing services.
- Actively promote and support the recruitment of people from diverse backgrounds with our employers in areas where this is low.
- Ensure our communications and documents are available in a number of alternative and easy to understand formats which reflect the diverse needs of our customers.
- Develop ongoing and open communications with our customers to ensure that our services are known, understood and accessible to all our customers, regardless of their communication needs.
- Revise working practices and service delivery to ensure equal access for all including actively consulting and engaging with team members, customers, partners and other stakeholders to help shape policies and improve the service we offer, including identifying and working with underrepresented groups whose needs may not be met.
- Ensure a robust equality framework and action plans are in place.
- Collect customer profile information and identify new opportunities to improve data collection and use to inform how we provide our services.
- Review Equality Impact Assessments for all policies and services.
- Comply with current and future legislation.

### **Equality Impact Assessments**

Equality Impact Assessment is a tool to improve the work done by an organisation by checking it does not discriminate either directly or indirectly in policies, procedure, and the way we deliver our service.

All employment policies and arrangements have a bearing on equality of opportunity. The JGA Group policies will be reviewed regularly, and any discriminatory elements removed.

### Third Parties

Third-party harassment occurs when an employee is harassed, or the harassment is related to a protected characteristic, by third parties such as customers, learners or candidates. JGA will not tolerate such actions against its staff, and the employee concerned should inform their team manager at once that this has occurred. JGA will fully investigate and take all reasonable steps to ensure such harassment does not happen again.

### Equality Training

A series of regular briefing sessions will be held for team members on equality issues. These will be repeated as necessary. Equality information is also included in induction programmes. Training will be provided for team managers on this policy and associated arrangements. All team managers who have an involvement in the recruitment and selection process will receive specialist training. Organisation-wide CPD opportunities for delivery staff covering specialist topics, such as how to raise and embed EDI topics in teaching and coaching sessions, are delivered, recorded and stored on our Staff Zone.

### Monitoring

Checks, regular monitoring, and analysis of records provide the basis for appropriate action to eliminate any unlawful direct and indirect discrimination and to promote equality of opportunities and to ensure that the Equality, Diversity and Inclusion policy is adhered to. Actions include: observation visits to training sessions, Equality, Diversity and Inclusion surveys carried out within the organisation which include monitoring and evaluating achievement rates of candidates in relation to their gender, race, and disability status so that action could be taken if appropriate.

Any comments or complaints arising under the JGA Equality, Diversity and Inclusion policy and its application should be addressed in writing to the JGA Managing Director, Richard Goodwin. Any complaint will be dealt with within five working days of receipt.

### Related Policies:

- Bullying & Harassment
- DBS and Safer Recruitment
- Whistleblowing
- Disciplinary
- Grievance Policy & Procedure

<b>Policy Issued</b>	2018
<b>Version No</b>	V13
<b>Last Review</b>	August 2025
<b>Next Review</b>	August 2026
<b>Policy Owner</b>	Lisa MacCormac, Director of Quality and Performance