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Change Record form

Version	Date of Change	Date of Release	Changed by	Reason for Change
001		28/06/2024	ZG	New policy. Previous policy ACPHR1027

This policy is applicable to all employees, workers and contractors of Ambulnz UK (hereinafter 'Ambulnz' or the 'Group') and its three subsidiary companies; Ambulnz Community Partners Limited, Community Ambulance Service Limited and Location Medical Services Limited, unless expressly stated otherwise.

Classified information can be in different forms and types of media, e.g.:	Confidential (top confidentiality level)	Restricted (medium confidentiality level)	Internal use (lowest level of confidentiality)	Public (everyone can see the information)
Electronic documents			X	
Information systems / databases				
Paper documents			X	
Storage media (e.g., disks, memory cards, etc.)				
Information transmitted verbally				
Email				



1. Introduction

1. The purpose of a policy on equality and diversity is to make sure that Ambulnz UK (AUK) is fully committed to these principles and values, and to communicate this commitment to all stakeholders.
2. The Policy outlines how the Organisation will adhere to the Equality Act 2010.

2. Definitions

2.1 Equality and diversity is about accepting and embracing people's differences and creating an environment in which people can thrive. Harnessing differences creates a productive environment in which everyone feels valued, where talents are fully utilised and Organisational goals are met.

- Equality is the state of everyone being equal, especially in status, rights, or opportunities.
- Diversity is simply human qualities present in other individuals or groups that are different from our own and outside the groups to which we belong and can consist of visible and non-visible differences.

It includes characteristics such as age, ethnicity, gender, physical abilities, qualities, disabilities, race, and sexual orientation.

- Equal opportunities and diversity work together by addressing the inequalities and barriers faced by people in under-presented groups and by valuing, learning, and benefiting from the diverse cultures in society and our staff.

3. Equality Delivery System 2 (EDS2)

AUK is aware of the NHS Equality Delivery System (EDS2) which provides the NHS with a framework to ensure that services are delivered in a proportionate and relevant manner that meets the needs of all service communities.

AUK will work with its client organisations to deliver better outcomes for patients and staff within the framework of EDS2, wherever possible, to provide an opportunity to ensure the four key goals set within EDS2 are met. The four goals being:

- Better health outcomes
- Improved patient access and experience
- A representative and supported workforce
- Inclusive leadership

At AUK, our core values are intrinsically linked to equality, diversity, inclusion, and human rights and will continue to embrace the requirements of Section 149 of the Equality Act 2010, the Public Sector Equality Duty which, specifically requires public bodies to:

- Eliminate unlawful discrimination, harassment, victimisation, and any other conduct under the Act.
- Advance equality of opportunity between people who share a protected characteristic and people who do not share it.
- Foster good relations between people who share a protected characteristic and people who do not share it.

4. The Equality Act 2010

The Equality Act came into effect on 1st October 2010 as UK legislation to legally protect people from discrimination in the workplace and in wider society. The Equality Act affords legal protection from discrimination to 9 specific groups known as “Protected Characteristics”.



5. Policy Statement

AUK is committed to equality and diversity principles and subscribes to the view that equality and diversity are all encompassing principles. By following them it ensures that every person employed and/or receiving a service by this agency has their individual needs comprehensively addressed and is treated equally and without discrimination. This takes place regardless of the individual's disability, race, language, culture, faith, gender, gender reassignment, age, marital status, sexual orientation or by virtue of being pregnant or any other aspect that could result in their being discriminated against purely because they have such characteristics.

AUK recognises that discrimination can take place in several ways and at different levels. It can result from conscious or unconscious attitudes and behaviour. For example, discrimination can result from:

- Staff abusing their position and power over service users
- Staff holding and communicating prejudicial views and attitudes
- Service users being made to feel ashamed by suggesting they might be unworthy or undeserving in some way
- Staff forming attitudes, perceptions and behaviour based on inaccurate or incomplete knowledge, information or understanding of people who are different from themselves.
- Inappropriate selection, retention and recruitment policies and procedures

AUK therefore seeks to avoid any form of discrimination by careful monitoring, supervising, and training in these issues.

AUK does not assume that equality and diversity principles and policies apply only to the service's staff, but to service users, contractors and anyone associated to the service or acting on behalf of the service.

6. Policy Aims

AUK approach to equality and diversity aims:

- To ensure that no person applying for a service will be refused admission on discriminatory grounds, e.g., because of their ethnicity, sexual orientation etc., when they meet all other admission criteria.
- To ensure its services are not of an inferior quality on account of a service user's ethnicity, sexual orientation or any grounds on which discrimination can occur.
- To work out with each service user and their representatives what they want and need and how she or he will be provided with the required service. This will be influenced by



the individual's gender, culture, personal choices and other characteristics and it should not be assumed everyone's needs and/or wants are the same.

- To encourage service users and staff to relate to one another on the basis of equality and respect for individual differences.
- To develop an attitude of self-awareness amongst the organisation's staff and service users to ensure any form of discriminatory behaviour such as offensive or abusive language does not occur, and to communicate that it is unacceptable in whatever form it might take and from whichever person.
- To ensure that service users and the organisation's staff are continuously aware of the procedures for dealing with complaints and allegations of discriminatory or oppressive language or behaviour.
- To ensure that all complaints and allegations both by employee and service users are addressed properly and in non-discriminatory ways.

7. Policy in Practice

AUK expresses its commitment to equality and diversity by:

- Respecting service people's ethnic, cultural, and religious practices.
- Accepting people as individuals.
- Encouraging people to express their individuality and to follow their preferred lifestyle.
- Showing positive leadership and having management and human resources practices that actively demonstrate a commitment to equality and diversity principles.
- Developing an ethos throughout the service that reflects these values and principles.
- Incorporating a 'culture club' to enable all employees to participate in promoting equality, diversity and inclusion within the workplace by getting involved in current and upcoming events within the community to raise awareness.
- Expecting all the service's staff to work to equality and diversity principles and policies and to behave at all times in non-discriminatory ways.
- Providing specialist training to all levels of management including directors to equip them with the knowledge and skills to create inclusive teams and address diversity-related challenges.
- Having a code of conduct that makes any form of discriminatory behaviour unacceptable and deemed as potential gross misconduct. This is applicable to both staff and service users and is rigorously observed and monitored accordingly.
- AUK recognises the importance of providing employee wellbeing and has therefore implemented support networks and mental health resources by the use of an EAP service.



- Making resources available such as online learning and reading materials through Bluestream (on-line training facility) to support employees' personal development and deepen their understanding of EDI concepts.
- Regularly assessing the impact and effectiveness of training initiatives through feedback, surveys and evaluations, and making necessary adjustments based on the feedback received.

8. Equality and Diversity in Service Provision

Service users and potential service users can expect AUK to aim to: Design and deliver appropriate, accessible, and effective services and facilities to all members of the community.

- Provide clear and accessible information about our services, in a variety of appropriate formats and languages which meet the needs of all members of the community.
- Use effective systems for challenging, reviewing and monitoring our service delivery and to ensure that quality and equality are continuously evaluated and improved and to ensure that all sections of the community are receiving fair access and outcomes.
- Ensure that all our employees understand what equality in service provision means by providing specific training.
- Engage with and listen to all sections of the community in identifying needs and in decisions on the way the AUK plan and deliver its services.
- Monitor and evaluate service up-take in relation to age, disability, gender, and race.

9. Equality and Diversity in Procurement and Contracting

- AUK will ensure that contractors, service users and staff are aware of our position on equality and are clear about their obligation to provide services that are free from discrimination, harassment, or victimisation.
- Recognise and promote the application of guidelines and advice, in line with our own contracting procedures.
- Make sure that our selection and tendering processes positively address and include equality considerations that are in line with the procedures mentioned above.
- Provide training for relevant staff in equalities issues for procurement.

10. What we expect from our Employees

Whilst the responsibility for creating and monitoring a culture of equality of opportunity rests with AUK, its success relies on each employee playing their part.

Employees have several responsibilities; many of which are directly related to their jobs, but the following are general instructions that apply to everyone:

- Every employee shall comply with measures that are introduced to ensure equality of opportunity and non-discrimination. Training appropriate to each employee's role will be provided.



- Those individuals responsible for other employees are not to discriminate when applying processes relating to the training, advancement, performance management, transfer, discipline, resignation, dismissal or redundancy, benefits, facilities, and services.
- No employee shall induce or attempt to induce other employees or trade unions or management to discriminate.
- No employee shall victimise an individual on the grounds that they have made complaints or provided information about discrimination or harassment.
- No employee shall harass, abuse, or intimidate another employee on any grounds.

11. Publicising and Advertising Vacancies

All vacancies will usually be advertised internally and externally.

All recruitment material and processes, including advertisements will be available, or be offered, in a variety of media that reflects the basic requirements of the post. Use shall be made of local media, and job centres.

Potential applicants shall be given clear and accurate information about posts through a job description and person specification that includes only requirements that are necessary and justifiable for the effective performance for the job.

Advertisements in printed media shall adhere to clear print guidelines and all recruitment advertisements shall draw attention to AUK being an equal opportunity employer.

12. Recruitment

Recruitment practice and procedures shall be as open and as barrier free as possible as per Recruitment and Selection Policy Document ref: AMZHR1001.

Application forms and other supporting material shall be free of personal questions or requests for information from which inferences could be drawn as to the status of an individual that are irrelevant to the job description.

Selection criteria shall be kept under review to ensure that they are justifiable for the effective execution of the job.

More than one person shall be involved in shortlisting and selection for interview, and all involved shall have received training in equality and diversity.

No applicant shall be disadvantaged by an interview's timing, location, or facilities.

Reasons for selection or rejection of applicants shall be recorded.



Any applicant for a post who wishes to declare that they have a disability and who satisfies the job description and person specification will be offered an interview.

13. Training

AUK's policy of equality extends to training; this covers its general training programme and training in disability awareness and equality and diversity training.

Each employee has the right to expect not to be unreasonably discriminated against, either directly or indirectly, in the opportunities to be trained, in how it is provided, where it is provided and through what medium.

All new employees shall receive training to give them a good understanding of the organisation and its policies and practices.

Appropriate training will be provided to all staff to enable them to perform their jobs effectively and to ensure that they have the best opportunities for advancement.

All staff involved in selection or interviewing shall be required to ensure that appointments are made on an objective basis.

Personnel involved in management, selection and dealing with staff members and the public shall be objective and receive guidance in the law, best practice and Organisational policy, their own personal responsibilities and corporate liability under the law and the nature and effect of both reasonable and unreasonable discrimination.

14. Terms and Conditions of Employment

AUK complies with the Equal Pay Act and is committed to ensuring that they do not discriminate against any individual in the terms and conditions, both contractual and implied, within which they offer and provide employment.

Contracts and Terms and Conditions of employment shall be made available in a variety of formats and positive consideration will always be given to requests.

15. Monitoring

The Group Director of HR & Recruitment is responsible for monitoring the effective implementation of the Equality & Diversity Policy with responsibility for its implementation and supervision within AUK.

All applicants' details will be maintained in accordance with the organisations Data Protection Policy Document ref: AMZIMT1028.



Employees are entitled to access, check, correct and up-date their own record of these details. Otherwise access to this information shall be restricted and controlled by the HR team.

Equality impact assessment will be implemented, and all policies will be checked to ensure equality and diversity.

16. Responsibility

All staff have a responsibility to guard against any form of discrimination and avoid any action which goes against the spirit of this policy. Thus, staff at all levels must ensure that there is no discrimination in any of their decisions or behaviour. This includes the provision that all staff must:

- Report any suspected discriminatory acts or practices.
- Not induce or attempt to induce others to practice unlawful discrimination.
- Co-operate with any measures introduced to ensure equality of opportunity.
- Not victimise anyone because of them having complained about, reported, or provided evidence of discrimination.
- Not harass, abuse, or intimidate others.

17. Complaints

If any service user, public or member of staff feels that they have been, or are being discriminated against in any way, such complaint will be taken seriously and dealt with in a timely and sensitive manner.

Any such complaint should be brought to the attention of the local manager or Head of Operations. The Group Director of HR & Recruitment or Managing Director are available, if escalation is required, for confidential consultation on any issues that concern a client, member of staff or public, relating to discrimination, bullying, harassment, or victimisation.