



uWatch Ltd

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## Equality, Diversity and Human Rights Policy

### Policy Statement

uWatch Ltd recognises the benefits of having a diverse staff and respecting and promoting human rights. We endeavour to be fair, sensitive and respectful in our engagements with others.

uWatch is committed to the promotion of equal opportunities for all staff and an environment free from unlawful discrimination as required by the Equality Act 2010 and the Human Rights Act 1988.

We aim to ensure that staff are recruited, trained, appraised and promoted on the basis of their merits and abilities regardless of age, disability, ethnic origin, gender reassignment, marital or civil partnership status, nationality (subject to work-permit restrictions), pregnancy or maternity status, religious belief, sex or sexual orientation. Staff, applicants or others who have, have had, or acquire a disability will be provided with the necessary reasonable adjustments at all stages with their contact with us.

Any discrimination, harassment or victimisation of staff or others with whom we have contact will not be tolerated we will take steps to ensure that all staff are aware of their responsibilities to prevent this.

### Service Delivery

uWatch endeavours to achieve high standards in our service delivery. We are committed to fair practice and to meeting the needs of our service users. As a minimum we will meet our statutory obligations with regard to service provision and protected groups under the Equality Act 2010. In pursuit of this we will:

- Develop and design services sensitive to the requirements of our service users.
- Consider impacts on protected groups, addressing adverse impacts and safeguarding positive impacts.
- Address any barriers that may make access to services difficult.
- Ensure employees understand what equality in service provision means.
- Ensure that customer complaints, queries and comments are handled in a fair, sensitive and consistent manner, where people feel comfortable expressing their views.
- Actively support, promote and celebrate respect for others and valuing differences.

These commitments underpin and inform our approach to service delivery.

### Responsibility for Implementation

Responsibility for ensuring the effective implementation and communication of this policy lies with the Managing Director.

Wherever possible we will act to support this policy. The management team will ensure that they and their staff are aware of and operate within this policy and take all reasonable and practical steps to avoid unlawful discrimination.

uWatch Work Alongside



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Any complaints or grievances that come within the scope of this policy will be dealt with and investigated fairly, confidentially and in accordance with all relevant company policies. Anyone who, in good faith, raises a complaint or grievance under this policy will not be penalised for doing so.

This policy is to be implemented in conjunction with other relevant company policies and information.

### **Review**

This policy will be reviewed every two years as a minimum and/or in line with legislative changes.

Beryl Guiver.

Managing Director

Created December 2017

Last Reviewed October 2022