



# EQUALITY, DIVERSITY & INCLUSION POLICY

January 2023



**Key individuals involved in developing the process and policy.**

Name	Job Title
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**Circulated to the following individuals for comments and approval.**

Name	Job Title
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Employee Representatives	EDI Committee

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2.0	Jan 22	Update to guidance and policy
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2.1	March 2022	Data Classification added
3.0	Jan 2023	Policy Review – Update to Template

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### 1.0 Introduction

1.1 At Citrus Group, we believe that equality, diversity and inclusion (EDI) is integral to a successful modern workplace. This policy document sets out our continued commitment to developing, maintaining and supporting a culture of equality, diversity and inclusion within our workplace, where people are treated with respect and dignity.

1.2 While the Equality Act 2010 places a legal duty on us, with which we must comply, we strive to go beyond our duty to embed an organisation wide culture of inclusion. It is our belief that true equality, diversity and inclusion is more than just policies and procedures – it is a way of thinking and behaving that must be embedded in all that we do and the way we think about ourselves and our work.

1.3 EDI is a top priority for us. It underpins the actions and expectations of the organisation and everyone – our leadership team, employees, and associates - recognises its value and how important it is in attracting the best people to work with us, retaining our staff and associates and in providing the best, most inclusive and accessible services to our clients.

1.4 Everyone has an important contribution to make to create an environment where our employees, associates, clients, and learners feel valued and are able to be themselves. So, while this policy has been put together with input from, and is fully supported by, both the Senior Leadership Team and Employee Representatives from the EDI Committee, our EDI strategy plan is fluid, and all employees of the Citrus Group are encouraged to keep suggesting new ideas to keep building upon our success as an inclusive employer and service provider.

### 2.0 General Principles

2.1 Citrus Group is committed to developing, maintaining and supporting a culture of equality, diversity and inclusion within our workplace, where people are treated with respect and dignity.

2.2 We recognise that each employee brings their own unique capabilities, experiences and characteristics to their work and we value such diversity in all that we do. By respecting these differences, colleagues, customers, learners and other stakeholders can feel valued and realise their potential.

2.3 We will not tolerate unlawful discrimination on the grounds of any protected characteristic, as set out in the Equality Act 2010. The protected characteristics are age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex (gender) and sexual orientation. Outside of this legal requirement, we will also not tolerate discrimination relating to an individual's caring responsibilities, language, neurodiversity, socio-economic status, or spent criminal convictions.

2.4 We oppose and avoid all forms of unlawful discrimination. This includes in pay and benefits, terms and conditions of employment, dealing with grievances and discipline, dismissal, redundancy, leave for parents, requests for flexible working, and selection for employment, promotion, training or other developmental opportunities.

2.5 We oppose all forms of intimidation, bullying, harassment or victimisation. For more information, please refer to the Bullying and Harassment Policy and Procedure.

2.6 This policy applies to all workers, including employees, consultants, temporary workers, agency staff and other third parties working on behalf of any Citrus Group company, as well as all college-based students, delegates, apprentices, and learners that take part in the training and education services delivered by any Citrus Group company.

### 3.0 Recruitment and Employment

3.1 The Company is committed to equality, diversity and inclusion in all aspects of recruitment and employment. To achieve this aim we will:

3.1.1 Ensure that employees are recruited, trained and promoted on the basis of ability, merit, and the requirements of the job role. Job descriptions will be drawn up for every vacancy and provided to all prospective candidates.

3.1.2 Periodically review selection criteria and procedures to maintain a consistent approach to appointments, and wherever possible adopt measures to attract applications from the wider community.

3.1.3 Provide training about equality, diversity and inclusion to all staff to ensure all staff have an understanding of the law regarding equality, diversity and inclusion and are aware of their individual responsibility to promote a positive culture at work, where all individuals are respected.

3.1.4 Ensure that all staff involved in any recruitment and employment procedures receive training in the application of this policy to these processes to ensure they are aware of its contents and provisions.

3.1.5 Seek to give all employees equal opportunity and encouragement to progress within the organisation and to develop their full potential.

3.1.6 Regularly monitor and review employment records and employee diversity data to ensure that the aims and principles of this policy are being met and that our employment processes are fair, equitable and prevent unlawful discrimination.

### 4.0 Delivery of Services

4.1 Citrus Group are committed to ensuring that services provided by, or on behalf of, any Citrus Group company are made available to all individuals and groups equally. To achieve this aim we will:

4.1.1 Ensure that all service users have an equal opportunity to access services

4.1.2 Ensure that service users receive fair and equitable treatment when accessing services and are treated with dignity and respect.

4.1.3 Make reasonable adjustments to support service users with disabilities or any learning requirements to fully participate in activities related to the services we provide.

4.1.4 Maintain and monitor relevant records to ensure that the principles and aims of this policy are being effectively delivered and are preventing any form of discrimination within our service provision.

4.1.5 Ensure that any third parties that provide services on behalf of any Citrus Group company are aware of this policy and have appropriate policies, procedures and practices in place that meet the aims and principles of this policy

4.2 If a client, candidate, delegate, apprentice, learner, or any other service user, believes that they have not been treated fairly or they have been discriminated against, they should report this using the complaints procedure.

## 5.0 Responsibilities

5.1 The overall responsibility for monitoring the effectiveness of this policy lies with the Managing Director.

5.2 All employees, associates and anyone else acting on behalf of the company, are expected to treat other people with respect and dignity and to set an excellent standard of behaviour for others to follow. Each individual employee has a responsibility to:

- Understand the value and benefits of equality, diversity and inclusion.
- Familiarise themselves with this policy, follow it, comply with it and with any related procedures and ensure that any employee for whom they are responsible does the same.
- Report any instances of discrimination, harassment, bullying or victimisation in relation to employment or the delivery of our services. Any such reports can be made directly to their line manager, any member of the senior leadership team, or by using the online reporting form. More details of our reporting procedure can be found in the Bullying and Harassment Policy and Procedure
- Attend and complete any training provided by the Company in relation to this policy and any other equality, diversity and inclusion topics.

## 6.0 Breaches of Policy

6.1 Citrus Group take seriously any complaints of bullying, harassment, victimisation and unlawful discrimination and any breach of this policy will be dealt with in accordance with the disciplinary procedure, as set out in the Company's Disciplinary Policy. Serious complaints of bullying, harassment, victimisation, or unlawful discrimination could amount to gross misconduct and may lead to dismissal without notice.

6.2 Employees should note that they can be held personally liable for any act of bullying, harassment, victimisation or unlawful discrimination in the course of their employment against colleagues, customers, suppliers and the public.

Signed:



Date: 03/01/2023

**Wayne Taylor**  
(Managing Director)