

Equality, Diversity and Inclusion Policy

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Our Vision

Makers is committed to making equality, diversity and inclusion part of everything we do, from building our team right through to the products and services we offer.

We're committed to equality and diversity of opportunity for all and are opposed to any form of discrimination, harassment or less favourable treatment based on any protected characteristic (see below), both with regards to attitudes and behaviours. As part of this

commitment, we'll ensure that diversity is valued and that inclusion and equality of opportunity are promoted at all times. We'll also promote actions that make a real difference to people both in our role as an employer and as a training provider.

As we continue to grow as an organisation we'll scale our equality, diversity and inclusion initiatives in line with our growth.

Our aims in implementing this policy are as follows:

1. All staff members being full-time and part-time employees, contractors, consultants, agency workers, other service providers and potential staff members are treated fairly and respectfully throughout their employment or engagement with Makers.
2. All staff members have the right to be free from discrimination, harassment, retaliation and bullying of any kind.
3. All staff members are given an equal chance to contribute and to achieve their potential irrespective of any protected characteristic or defining feature that may give rise to discrimination.
4. No staff member or potential staff member should suffer any kind of disadvantage by the imposition of restrictions or conditions or any provision, criteria or practice which cannot be shown to be justified on objective grounds unrelated to a person's sex, orientation, race, age, disability or other protected characteristic.
5. To avoid any unjustifiable or unnecessary policies, criteria or practices which restrict equality, diversity or inclusion.
6. To ensure that all staff members understand and comply with this policy and develop the necessary skills to avoid implicit bias or discrimination in any selection process and/or appraisal of performance or skills, or otherwise, in their day-to-day work.

Scope

The principles of non-discrimination and equal opportunities apply not only to how our staff members should be treated by Makers and by each other, but also to the way in which staff treat our students, apprentices, clients, visitors, suppliers, hiring partners, applicants, former staff members and other third parties.

This policy covers equality, diversity and inclusion within the workplace. It also extends to all work-related social events, off-sites and any other event hosted by or attended on behalf of Makers Academy. Employees should be aware of breaching this policy, whether on purpose or inadvertently, both inside and outside of the workplace including but not limited to the use of social media, video sharing and blogs.

This policy extends to all aspects of the working relationship including:

- Recruitment and selection procedures
- Terms of employment, including pay, conditions and benefits

- Work practices, conduct issues and task allocation
- Disciplinary and grievances procedures
- Training, promotion, appraisals and career development
- Work-related social events
- Termination of employment, redundancy selection and references

This policy should be read in conjunction with our [Workplace concerns policy](#).

This is a statement of policy only and does not form part of your employment contract or contract for services. This policy may be amended at any time by Makers in its absolute discretion.

Promoting this policy

All Makers staff will be made aware of this policy upon joining the organisation. This policy is made available to all staff, students, employers and other stakeholders via our website. Makers will also be reminded of their obligations under this policy at key events such as recruitment, selection, hiring and redundancy processes.

When updating this policy we'll aim to consult as many individuals and groups including the People Council to ensure we produce the best possible policy for our Makers and engage as many staff as possible. Key changes to this policy will be communicated to staff via Slack and announcements at All-Hands meetings. We welcome feedback and suggestions on this policy which will help us improve our approach to equality, diversity and inclusion at Makers.

Our Approach to Equality, Diversity and Inclusion

Makers seeks to access, recruit and develop talent from the widest possible talent pool. By doing so, we'll continue to build a diverse and multicultural team drawing on different perspectives and experiences. Our goal is to create an inclusive environment and culture which is both representative and responsive to people of different backgrounds and groups.

We're committed to ensuring that everyone has an equal opportunity to succeed at Makers. In setting out this policy our intention is to enable our staff to work in an environment which allows them to fulfil their full potential without fear of harassment, discrimination or victimisation of any kind.

Makers does not discriminate on the basis of race, colour, nationality, ethnicity, national origin, sex, gender reassignment, sexual orientation, marital or civil partner status, pregnancy, maternity, disability, religion or belief, age or any other ground on which it is or becomes unlawful to discriminate under the laws of England and Wales.

Roles and Responsibilities

It's the responsibility of all Makers staff to work together to combat all forms of discrimination. All employees have a responsibility to make sure that we continue to challenge any behaviours or attitudes that might prevent us from achieving this in any way. This includes reporting any incidents of discrimination, harassment, bullying, victimisation or other detrimental or unfair treatment that come to your attention, whether between staff, students or other third parties connected to Makers.

All staff are expected to fully cooperate, take part in and support any investigation into allegations of discrimination, harassment, bullying, victimisation or other detrimental or unfair treatment to help us resolve them as quickly as possible. Concerns should be reported and investigated through the proper channels (see our [Workplace concerns policy](#)).

All staff have a personal responsibility to ensure compliance with this policy, to treat colleagues with dignity at all times and not to discriminate against, harass, victimise or bully other members of staff, visitors, applicants, students, hiring partners, suppliers, former staff members or other third parties.

All of our staff are responsible for supporting the development and fostering of our open and inclusive culture in which all staff, students and hiring partners feel able to report incidents of discrimination, harassment, bullying, victimisation or other detrimental or unfair treatment.

In addition to this, staff who take part in management, recruitment, selection, promotion, training or other elements of career development have special responsibilities for leading by example and ensuring compliance with this policy.

Managers and staff with additional responsibilities (as outlined above), must take all necessary steps to:

- Promote the objective of equal opportunities and the values set out in this policy
- Ensure that their own behaviour and those of the staff they manage comply in full with this policy
- Ensure that any complaints of discrimination, harassment, bullying, victimisation or other detrimental or unfair treatment (including against themselves) are dealt with appropriately and are not suppressed or disregarded

Our managers are expected to actively support staff who choose to raise a concern and ensure that all allegations are thoroughly investigated and dealt with in a timely and professional manner.

Overall responsibility for the implementation of this policy and our equality, diversity and inclusion initiatives rests with Makers' People Team.

The Legal Framework

It's against the law to discriminate against somebody because of or related to one or more protected characteristics whether that protected characteristic is actual or perceived and can even include where the protected characteristic belongs to a third party (e.g., a staff member's disabled child) including:

- Age
- Disability
- Race
- Religion or belief
- Gender
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Sexual Orientation

Discrimination on the grounds of any of the protected characteristics set out above is prohibited by law, even if it is unintentional, unless a particular exception applies. Discrimination may be direct or indirect.

Direct Discrimination

Direct discrimination is when somebody treats you differently or less favourably than somebody else because of, or based on a protected characteristic, somebody thinking you have a protected characteristic (discrimination by perception) or because you are connected to someone with that protected characteristic (discrimination by association). For example, rejecting a job applicant because they are gay.

Indirect Discrimination

Indirect discrimination is where a policy, criteria or practice applies in the same way for everybody and, as a result, it adversely affects a group of people who share a protected characteristic and is not justified.

Harassment

Harassment is unwelcome conduct (physical, verbal or non-verbal) that violates a person's dignity or creates an environment that is intimidating, hostile, degrading, offensive or abusive or a situation where enduring such conduct is a condition of employment.

Harassment can be one single incident or a series of incidents. It also includes treating someone less favourably because they have submitted or refused to submit to in the past. Harassment can include physical gestures, spoken abuse, insensitive language, offensive emails, inappropriate jokes, tweets or social media interactions. See our [Workplace Concerns policy](#) for more information about harassment.

Victimisation

Victimisation is when you're treated less favourably because you, or someone you have supported, has made, or is believed to have made a complaint either related to discriminatory behaviour or harassment or otherwise. Victimisation can include cases where a complaint hasn't yet been made, but a person is treated badly based on a suspicion that a complaint will be made. See our [Workplace Concerns policy](#) for more information about victimisation and retaliation.

Discrimination arising from a disability

This means treating a person with a disability less favourably not because of their disability but because of something that arises from their disability. An example would be somebody with Tourette syndrome being given a written warning for swearing.

Failure to make reasonable adjustments

Makers has a duty to make reasonable changes or adjustments to ensure that people with a disability are not placed at a substantial disadvantage based on their disability. Reasonable adjustments can include changes to working practices, policies or physical layouts.

What's considered 'reasonable' will depend on each different situation. Makers will consider its obligations to make reasonable adjustments on a case-by-case basis taking into account factors such as whether:

- The adjustment will remove or reduce the disadvantage for the person in question
- It is practical to make
- It is reasonably affordable for Makers to make the changes
- The adjustment could affect the health and safety of other staff

We will seek to accommodate the needs of our staff with disabilities as far as is reasonably possible. If we consider a particular adjustment to be unreasonable we will explain why and try to find an alternative solution that works for all parties.

Whilst it is our responsibility to make reasonable adjustments when required, you may also request a reasonable adjustment at any time. If you wish to do so, please speak to your manager or to a member of the People Team.

Harassment and Discrimination

Makers will deal with all incidents of harassment and discrimination promptly and effectively whether they concern our staff, students, hiring partners or applicants. We've put together a number of policies for our Makers outlining how to raise concerns of [harassment, bullying](#) and [whistleblowing](#).

Equal Opportunities in Employment

Makers are committed to avoiding unlawful discrimination in all aspects of our employment procedures and processes including: recruitment, promotion, opportunities for training, pay and benefits, discipline and redundancy.

It is our policy to base all employment decisions on merit and the legitimate business needs of the company. These principles extend to the following areas:

Recruitment, selection and redundancy

When advertising for vacant job roles, the person and job specification will be limited only to requirements that are necessary for an individual to succeed in the role. Applicants for employment or promotion with Makers will be assessed objectively against these requirements with decisions being made on the basis of merit.

Other selection exercises such as redundancy selection will also be conducted against objective criteria. Home commitments or personal circumstances won't form the basis of our employment decisions except where it is truly justified and necessary based on a business need.

When recruiting we'll advertise our vacancies to a diverse section of the labour market using a range of different methods wherever possible. Our job adverts should avoid any kind of stereotyping or wording that may discourage particular groups of people from applying.

We'll never ask our applicants questions which suggest an intention to discriminate based on the grounds of a protected characteristic. For example, asking an applicant questions about their plans for children, their age or disabilities.

As an employer, we're legally required to verify that our employees have the right to work in the UK. Before taking up employment with us all employees must produce original documents that meet our onboarding requirements, irrespective of nationality. Information on the required documentation can be obtained from the People Team.

Our working practices

As an employer we try to keep our working practices as flexible as possible whilst balancing this with business needs. We regularly review our working practices to check for any indirectly discriminatory effects such as the number of hours to be worked, the times at which these are to be worked and the place at which the work is to be carried out or other workplace policies, criteria or practices which could have the result of unfairly disadvantaging a certain group of people who share a protected characteristic.

If our standard working practices do not work for you we'd encourage you to reach out to the People Team to discuss possible variations to these working practices. We will listen to your concerns and do our best to accommodate them, within reason. We'll only refuse a reasonable variation if we have fair business reasons for doing so.

Part-time and temporary employees

Our part-time and temporary employees are treated the same as comparable full-time or permanent employees. We'll ensure that all of our employees, regardless of their working patterns or status, are treated equally. No group should enjoy less favourable terms and conditions of employment (albeit on a pro-rata basis where appropriate) unless differential treatment is justified by a true business need.

Disability

We won't ask applicants about their health or disability before an offer of employment is made except in very limited circumstances (such as checking to see if we need to make any accommodation arrangements for interviews). We may include health or disability questions in equal opportunities monitoring forms but any answers given won't form part of the decision-making process and will be treated confidentially.

If you are disabled or become disabled during your employment at Makers or during the selection process we encourage you to speak to the People Team in confidence so that we can support you wherever possible and discuss any reasonable adjustments which may make your experience with us better. For the purposes of this policy, a disability includes any physical or mental impairment which substantially affects your ability to perform day to day activities and has lasted (or is likely to last) for more than 12 months.

Positive Action

We recognise that in society, not everyone is treated equally. There are individuals and groups that can be wrongfully excluded or face barriers to employment or opportunity for a variety of reasons. To overcome these barriers to fairness and to ensure equality of opportunity for all we may choose to take lawful positive action in relation to recruitment and promotion.

Positive action can include:

- Enabling or encouraging people who share a protected characteristic to overcome a disadvantage connected to the characteristic.
- Meeting the needs of people who share a protected characteristic where those needs are different to those of people who do not have the characteristic.
- Enabling or encouraging people who share a protected characteristic to participate in an activity in which their participation or representation is disproportionately low.

If and when the need arises we may encourage people from disadvantaged or underrepresented groups to apply for vacancies with Makers. Although we may choose to use positive action to encourage applications, Makers will never positively discriminate against a candidate - the actual decision to recruit will always be made on merit.

Learning and Development

We encourage all of our Makers to engage in learning around equality, diversity and inclusion. We maintain the #inclusivity channel on Slack for staff to share articles, resources and to foster conversations around topics relating to equality, diversity and inclusion. We also upload any useful learning resources we come across to CharlieHR so they can be accessed and used at any time by our staff.

Non-Staff Complaints

We treat all complaints of discrimination seriously and we'll make sure we deal with them promptly and fairly.

Any individual who is not an employee of Makers, whether they are a student, hiring partner, or a visitor (including applicants) can use our [complaints procedure](#) to raise a complaint if they believe they have been treated unfavourably on the grounds of any protected characteristic or they have witnessed any other form of discrimination.

Anybody who believes that they have suffered discrimination or witnessed discrimination may choose to take either informal or formal action to resolve the issues raised.

Informal action includes speaking directly to the person they believe has discriminated against them, or another person, explaining why they object to their actions or behaviour. Sometimes the person whose conduct is causing offence may be genuinely unaware that their behaviour is objectionable. Often concerns can be resolved this way but we understand that not everybody will feel comfortable speaking directly to the person who has caused offence or that sometimes even if you do speak to them you may not reach a mutually agreeable outcome. In that case, you can choose to raise a complaint formally.

Formal complaints should be raised to the People Team following Makers' complaints procedure as outlined in the [complaints policy](#). Complaints will be treated in confidence and investigated as appropriate.

Non-Compliance with this Policy

Any breach of equal opportunity rules or a failure to comply with this policy will be taken very seriously and can result in disciplinary action against any member of staff. As well as a disciplinary action staff should be aware that in some cases they may be personally liable for their acts of discrimination and that legal action may be taken against them directly by the victim of discrimination.

If you are unsure of anything outlined in this policy or have any questions relating to its content we strongly encourage you to speak to your manager or a member of the People Team at the earliest possible opportunity.

Review

This policy will be reviewed on an annual basis or in line with statutory and legislative requirements.

Last reviewed: 6th September 2021

Approved by: Jess Redfern (People Manager)

Version: V1.1 20210906

Version Control

Version #	Date	Updated by	Description
V1_1	6/09/2021	Danny Maxwell	Updated points of contact



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