



## People–102–Equality and Diversity Policy

Version No: 2.0

Effective date: 01/06/2020

### 1.0 Policy & Eligibility

#### 1.1 Purpose

The purpose of this policy is to outline The Air Ambulance Service’s approach and commitment to equality, diversity and inclusion and eliminating unlawful discrimination.

#### 1.2 Scope

This policy applies to employees and volunteers of TAAS. All individuals representing TAAS (employees, volunteers, supporters, contractors, etc.) are responsible for the promotion and advancement of this policy. The policy applies to all processes relating to employment and training and to any dealings with patients, supporters and volunteers.

#### 1.3 Requirements

The Equality Act (2010)

### 2.0 Process Admin

#### 2.1 Approval

Process Author	Hannah Barr, Head of HR
Process Owner	Hannah Barr, Head of HR
Issuing Authority	Nigel Calladine, Quality Manager

#### 2.2 Reason for issue

Effective Date	Version No	Reason for issue
01/08/2015	1.0	Initial issue
01/10/2018	1.1	Version Control Added
01/06/2020	2.0	Policy Reviewed, Amended and New Template Used

### 3.0 List of Contents

- Overview
- TAAS’s Commitment to Equality, Diversity and Inclusion
- Training, Development and Progression



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- Grievances/Complaints
- Review

### 4.0 Policy

#### 4.1. Overview

TAAS is committed to promoting equality and diversity and promoting a culture that actively values difference and recognises that people from different backgrounds and experiences can bring valuable insights to TAAS and enhance the way we work. TAAS aims to be an inclusive organisation, committed to providing equal opportunities throughout employment including in the recruitment, training and development of employees, and to pro-actively tackling and eliminating discrimination. TAAS is fully committed to the elimination of unlawful and unfair discrimination.

The organisation will not discriminate unlawfully against employees, patients, supporters or volunteers seeking to use goods, facilities or services provided by TAAS.

#### 4.2. TAAS’s Commitment to Equality, Diversity and Inclusion

The Air Ambulance Service commits to:

- Encourage equality, diversity and inclusion at TAAS as they are good practice and make business sense
- Create a working and volunteering environment free of bullying, harassment, victimisation and unlawful discrimination, promoting dignity and respect for all, and where individual differences and everyone’s contributions are recognised and valued.
- This commitment includes training managers and all other employees about their rights and responsibilities under the equality and diversity policy.

TAAS will not tolerate any acts of unlawful or unfair discrimination (including harassment) committed against an employee, volunteer, contractor, job applicant or visitor because of a protected characteristic:

- Sex
- Gender Reassignment
- Marriage and Civil Partnership
- Pregnancy and Maternity
- Race (Including Ethnic Origin, Colour, Nationality and National Origin)
- Disability
- Sexual Orientation



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- Religion and or Belief
- Age

Individuals should conduct themselves in a way that helps the organisation provide equal opportunities in employment and volunteering, and prevent bullying, harassment, victimisation and unlawful discrimination. Employees should understand they, as well as TAAS, can be held liable for acts of bullying, harassment, victimisation and unlawful discrimination, in the course of their employment, against fellow employees, volunteers, customers, suppliers and the public.

### 4.3. Training, Development and Progression

TAAS will ensure there are opportunities for training, development and progress available to all employees, who will be helped and encouraged to develop their full potential, so their talents and resources can be fully utilised to maximise the efficiency of the organisation. Decisions concerning staff will be based on merit (apart from in any necessary and limited exemptions and exceptions allowed under the Equality Act).

TAAS will provide equality and diversity training to all employees to ensure they understand their rights and responsibilities under this policy.

TAAS will consider any possible indirectly discriminatory effect of its standard working practices, including the number of hours to be worked, the times at which these are to be worked and the place at which work is to be done, when considering requests for variations to these standard working practices and will refuse such requests only if TAAS considers it has good reasons, unrelated to any protected characteristic, for doing so. TAAS will comply with its obligations in relation to statutory requests for contract variations. TAAS will also make reasonable adjustments to its standard working practices to overcome barriers caused by disability.

### 4.4. Grievances/Complaints

TAAS will take all complaints of bullying, harassment, victimisation and unlawful discrimination by fellow employees, volunteers, customers, suppliers, visitors, the public and any others in the course of the organisation's activities seriously. If an employee considers that they may have been unlawfully discriminated against, they should speak to their line manager and use the People-201-Grievance Procedure. Volunteers should speak to their key contact and follow the VOL-202-Complaint made by a Volunteer Procedure.

Sexual harassment may amount to both an employment rights matter and a criminal matter, such as sexual



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assault allegations. In addition, harassment under the Protection from Harassment Act 1997 – which is not limited to circumstances where harassment relates to a protected characteristic – is a criminal offence. You should report any bullying, harassment or victimisation by employees, patients, supporters, volunteers, suppliers, visitors or others to their manager or key contact who will take appropriate action.

TAAS will take any allegations regarding potential breaches of this policy seriously and will seek to resolve any grievance or complaint that it upholds. TAAS will ensure that individuals who make such allegations in good faith will not be victimised or treated less favourably by TAAS as a result.

An employee found to have breached this policy may be subject to disciplinary action under the People-202-Disciplinary Procedure and the VOL-203-Complaints about a Volunteer Procedure will be followed for any volunteer found to have breached this policy.

False allegations of a breach of this policy which are found to have been made in bad faith will be dealt with under the People-202-Disciplinary Procedure or VOL-203-Complaints about a Volunteer Procedure.

**4.5. Review**

This policy will be monitored periodically by TAAS to ensure fairness, judge its effectiveness and will be updated in accordance with changes in the law.

**5.0 Supporting information**

**5.1 Definitions / Acronyms**

Abbreviations/Acronym	Definitions
TAAS	The Air Ambulance Service (Including The Air Ambulance Service Trading Ltd)

**5.2 Supporting Documentation**

- People-202-Disciplinary Procedure
- People-201-Grievance Procedure
- VOL – 202 – Complaint made by a Volunteer Procedure
- VOL – 203 – Complaint about a Volunteer Procedure
- VOL – 404 – Volunteer Handbook (Code of Conduct)



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### 5.3 References

Document Reference Number	Document Title

### 5.4 ISO Clause cross reference