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## **Equality and Diversity Policy**

### **Aim**

Identifying and working with underrepresented groups whose needs may not be met and ensure a robust equality framework and action plans are in place. Collect customer profile information and identify new opportunities to improve data and how we provide our services. Review Equality Impact Assessments for all policies and services. Comply with current and future legislation

### **Statement**

This policy applies to all staff, delivery team, customers, learners and candidates o, whether full-time, part-time, permanent, temporary or casual, on fixed-term contracts or part-time or job applicants. Kilberry Computing Ltd. trading as iAccess recognises that discrimination and victimisation is unacceptable and that it is in the interests of iAccess and its employees to utilise the skills of the total workforce. It is iAccess aim to ensure that no employee or job applicant receives less favourable facilities or treatment (either directly or indirectly) in recruitment or employment on grounds of age, disability, gender identity/gender reassignment, marriage/civil partnership, pregnancy/maternity, race, religion or belief, sex or sexual orientation. Selection for employment, promotion, training or any other benefit will be on the basis of aptitude and ability. All employees will be helped and encouraged to develop their full potential, and the talents and resources of the workforce will be fully utilised to maximise the efficiency of the organisation.

Our staff will not discriminate directly or indirectly, or harass customers, learners, candidates because of age, disability, gender identity/gender reassignment, marriage/civil partnership, pregnancy/maternity, race, religion or belief, sex or sexual orientation when providing goods and services.

### **Commitment**

iAccess is committed to fostering a positive environment in which the individual differences and contributions of all our staff are recognised and valued.

Every employee is entitled to a working environment that promotes dignity and respect to all.

No form of intimidation, bullying, harassment or victimisation will be tolerated.

Training, development and progression opportunities are available to all staff.

Breaches of our equality policy will be regarded as misconduct and will be dealt with under iAccess grievance and disciplinary procedures.

### **Responsibilities of Management**

Responsibility for ensuring the effective implementation and operation of the arrangements will rest with the senior management and ensure that

- All their staff are aware of the policy and the arrangements, and the reasons for the policy. Grievances concerning discrimination are dealt with properly, fairly and as quickly as possible.
- Ensure that slavery and human trafficking are not taking place anywhere in our supply chain.
- Make reasonable adjustment to maintain the services of an employee who becomes disabled.
- Give full and proper consideration to disabled people who apply for jobs, having regard to making reasonable adjustments for their particular aptitudes and abilities to allow them to be able to do the job.
- Review employment practices and procedures when necessary to ensure fairness and to take into account any changes in the law.
- Ensure proper records are kept.

### **Responsibilities of Staff**

Responsibility for ensuring that there are no unlawful discrimination rests with all staff and the attitudes of staff are crucial to the successful operation of fair employment practices. In particular, all members of staff should:

- Comply with the policy and arrangements.
- Not discriminate in their day-to-day activities or induce others to do so.
- Not victimise, harass or intimidate other staff or groups who have, or are perceived to have one of the protected characteristics.
- Ensure no individual is discriminated against or harassed because of their association with another individual who has a protected characteristic.
- Inform their team manager if they become aware of any discriminatory practice or victimisation.

### **Responsibilities to Customers**

- Ensure equal access to services for all
- Identify and remove any barriers people face accessing services
- Ensure our communications and documents are available in a number of alternative and easy to understand formats which reflect the diverse needs of our customers
- Develop ongoing and open communications with our customers to ensure that our services are known, understood and accessible to all our customers, regardless of their communication needs
- Revise working practices and service delivery to ensure equal access for all including actively consulting and engaging with staff, customers, partners and other stakeholders to help shape policies and improve the service we offer, including identifying and working with underrepresented groups whose needs may not be met
- Ensure a robust equality framework and action plans are in place
- Collect customer profile information and identify new opportunities to improve data collection and use to inform how we provide our services



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- Review Equality Impact Assessments for all policies and services
- Comply with current and future legislation

## **Equality Impact Assessments**

Equality Impact Assessment is a tool to improve the work done by an organisation by checking it does not discriminate either directly or indirectly in policies, procedure and the way we deliver our service.

All employment policies and arrangements have a bearing on equality of opportunity. iAccess policies will be reviewed regularly and any discriminatory elements removed.

### **Third Parties**

Third-party harassment occurs when an employee is harassed, or the harassment is related to a protected characteristic, by third parties such as customers, learners or candidates. iAccess will not tolerate such actions against its staff, and the employee concerned should inform their team manager at once that this has occurred. iAccess will fully investigate and take all reasonable steps to ensure such harassment does not happen again.

## **Equality Training**

A series of regular briefing sessions will be held for staff on equality issues. These will be repeated as necessary. Equality information is also included in induction programmes.

Training will be provided for team managers on this policy and associated arrangements. All managers who have an involvement in the recruitment and selection process will receive specialist training.

## **Monitoring**

Checks, regular monitoring and analysis of records provide the basis for appropriate action to eliminate any unlawful direct and indirect discrimination and to promote equality of opportunities and to ensure that the Equality, Diversity and Inclusion policy is adhered to.

Actions include: observation visits to training sessions, Equality, Diversity and Inclusion surveys carried out within the organisation which include monitoring and evaluating achievement rates of candidates in relation to their gender, race, and disability status so that action could be taken if appropriate.

Any comments or complaints arising under the iAccess Equality and Diversity policy and its application should be addressed in writing to the iAccess Managing Director, Arafat Hossain. Any complaint will be dealt with within five working days of receipt.

## **Review**

This policy is reviewed annually by  
Kilberry Computing Ltd. trading as iAccess management Team  
Equality and Diversity Policy 0.8



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