

TfGM EQUALITY AND DIVERSITY POLICY

POLICY STATEMENT

TfGM strives to be recognised as an equality and diversity champion and leader. We are committed to the promotion of equality and diversity and the eradication of discrimination. This commitment underpins our organisational vision and values and our activities as an employer, provider and commissioner of services.

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Date Prepared:	230209	Document Reference no.	
Version No.	DRAFT v1.4	Prepared by:	Muhammad A Karim- Diversity Coordinator
<u>Equality Impact Assessment</u>	<u>Validation of Initial Screening</u> Diversity Coordinator Date: 07.10.11	<u>Full Impact Assessment completed:</u> NO Validated by Diversity Coordinator signature: Muhammad Karim Date: 07.10.11	
Authorisation Level required:	EXECUTIVE GROUP/DIRECTOR Approved on 11 Oct 2011	Staff Applicable to: All Staff	
Authorised by:	Head of HR	Implementation date: 12 Oct 11	
Date:	12 Oct 11	Annual review date: March 2012	

Corporate Equality and Diversity Policy

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POLICY AIMS

TfGM is proud to serve Greater Manchester which is one of the most diverse communities in the United Kingdom - in terms of age, disability status, gender, race, religion and belief, sexual orientation, socio-economic status, and urban and rural populations. TfGM views this as an exciting environment in which to operate, whilst recognising that particular characteristics or combinations of characteristics may result in unequal outcomes if the needs of individuals are not understood and met.

This policy sets out our commitment to the promotion of equality and diversity and the eradication of discrimination in our roles as: an employer, provider and commissioner of services.

POLICY SCOPE /CONTEXT

TFGM welcomes the current equality legislation framework set out in appendix A and this policy has been developed within this context, however, we regard these as minimum requirements and where possible we strive to go further to promote equality and eradicate discrimination.

POLICY DELIVERY

To deliver our policy objectives we commit to the following activities.

As an Employer

- TfGM is committed to being a supportive, fair, inclusive and legislatively compliant employer that seeks to attract a workforce, which reflects the diversity of the population of Greater Manchester at all levels of the organisation. Achieving this goal will ensure that we have a workforce with the broad range of skills and experience who meet the needs and interests of all the communities that we serve.
- TfGM is committed to promoting equal opportunities for all, irrespective of colour, race, religion or belief, ethnic or national origins, gender or gender identity, marital or civil partnership status, caring responsibilities, sexuality, disability, age, political affiliation or trade union membership.
- We consider our staff to be our greatest asset and believe that everyone has the right to be free from humiliating or hostile working environments. We are committed to the active promotion of a working environment, which is free from discrimination through the implementation of clear policies and procedures. We reinforce our expectation that everyone is treated with dignity and respect at all times through training for employees of all grades.

As a Service Provider

- Our vision is 'to make public transport the preferred choice in Greater Manchester'. In order to achieve this we are committed to the delivery of high quality services, which are appropriate for all members of the community that we serve.
- We recognise that we will not achieve our vision unless we understand the needs of all our communities and we are committed to developing a sound evidence base thorough research and open and honest dialogue with individuals and partner organisations. We will use this intelligence to help us to plan, deliver and monitor services.
- TfGM aspires to be a high performance organisation, which seeks to continually improve the services we provide. To ensure that this is inclusive of the needs of our diverse communities, we set equality and diversity priorities within the annual business planning cycle. Progress is monitored through robust performance management of targets and actions. We see this process as a positive opportunity to review

existing service provision, celebrate success and to refocus our plans to drive improvements where we are not satisfied with progress.

- We are committed to the use of Equality Impact Assessments to assess the likely equality impact of new or revised policies, procedures, functions or services on different equality groups. We will use the results of these assessments to help us to identify gaps, eliminate discrimination and to implement improvements to services and our practice as an employer.
- TfGM is a major purchaser and commissioner of goods and services and is committed to using its influence to ensure that organisations providing services on our behalf or from whom we purchase goods and services do so in accordance with our equality and diversity policy.
- TfGM is involved in a range of informal and formal partnership arrangements with private, public and voluntary sector organisations at a local, regional and national level. TFGM ensures that it works with partner organisations that share its desire to be equality and diversity champions and is committed to encouraging the development and sharing of equality and diversity best practice.

ACCOUNTABILITY

- Responsible to the Executive Group: Head of Human Resources
- Compliance: All Staff
- Awareness: All Staff

POLICY MONITORING AND COMPLIANCE

All TfGM employees are responsible for the promotion of equality and diversity and the eradication of discrimination. We provide support and training to empower all our employees so that they are able to meet these legal and moral requirements. Specific accountabilities and responsibilities in relation to monitoring compliance with this policy can be summarised as follows:

Executive Group:

- The Executive Group is made up of the Chief Executive and Corporate Directors from each Directorate. It is responsible for the overall management and direction of our equality and diversity commitments.

Departmental Managers:

- Are responsible for ensuring that equality and diversity issues are core to service delivery and staff management.

Employees:

- Are responsible for ensuring that the objectives of this Policy are met in their work and relationships with customers, colleagues and partners.

TfGM recognises that there may be occasions when breaches of this policy occur and we will need to take corrective action to reinforce our expectations of employees. It is a condition of service that employees adhere to this policy and failure to do so will provide grounds for disciplinary action. Where breaches occur, we will take disciplinary action within the scope of our Disciplinary Policy and Procedure.

POLICY REVIEW

Our Equality and Diversity policy is not static, it is updated and modified as new legislation is introduced and our understanding of the needs of our employees and customers develops.

Appendix A - Equality Legislation

We welcome current equality legislation including:

Acts of Parliament

- Equality Act 2010

Definition of forms of discrimination

Direct Discrimination

Direct discrimination in services and public functions happens when someone is treated less favourably than another person because of a protected characteristic. This may take place in the workplace or in the provision of goods/services.

Direct discrimination can also occur when a person is treated less favourably because of a protected characteristic even though that person does not have the characteristic. For example, it includes a person being treated less favourably because they are linked or associated with someone who has a protected characteristic.

Associative discrimination – that is, discrimination based upon a person's association with another person who has the protected characteristic. For example, refusing to employ someone because they care for an elderly relative. Certain strands of discrimination already had this protection, but the Act extends to sex, marital and civil partnership status, gender re-assignment and age for the first time;

Perceptive discrimination – that is, discrimination based upon the (wrong) perception that someone has a protected characteristic. For example, refusing to recruit someone because you think they are Muslim (but in fact they're not). Certain strands of discrimination already had this protection, but the Act extends to sex, marital and civil partnership status, gender re-assignment and age for the first time;

Refusal to discriminate cases – for example, disciplining a mechanic because he has refused to discriminate against female customers by charging them more than men for the same car repairs.

Indirect Discrimination

Indirect discrimination happens when there is a rule, a policy or even a practice that applies to everyone but which particularly disadvantages people who share a particular protected characteristic. Indirect discrimination can be justified if it can be shown that the rule, policy or practice is intended to

meet a legitimate objective in a fair, balanced and reasonable way. This may take place in the workplace or in the provision of goods/services.

Harassment (Race, Gender, Disability and Age)

Harassment covers a wide range of offensive behaviour which is commonly understood as behaviour intended to disturb or upset. It is an attack on a person which can be verbal or physical including uninvited and unwanted comments, looks, suggestions and physical contact of a nature, causing embarrassment, intimidation, offence or distress. .

There is no specific prohibition on harassment related to religion or belief or to sexual orientation. However, if you harass someone because of their religion or belief or their sexual orientation, and consequently treat them less favourably than you would treat someone else, a court would count this as direct discrimination, which is unlawful.

Harassment by third parties

Previously, only the Sex Discrimination Act has express provisions making employers liable, in some circumstances, for harassment by third parties such as customers/visitors. The Equality Act extends these provisions across all the protected characteristics. An employer is not liable unless it knows that the employee has been harassed on at least two previous occasions (not necessarily by the same third party). However, the special protection for people who 'reject' or 'submit to' conduct such as unwanted sexual advances, as previously set out in the SDA, will continue to be restricted to claims based on sex or gender re-assignment.

Victimisation

Victimisation occurs when someone is treated badly because they have done something in relation to the Equality Act, such as making or supporting a complaint or raising a grievance about discrimination, or because it is suspected that they have done or may do these things. A person is not protected from victimisation if they have maliciously made or supported an untrue complaint.

Hate Crime

Is an offence committed against people, on the basis of their race, religion, gender, disability or sexuality.

Homophobia

Is behaviour or attitudes directed at people on the basis of their sexuality. It is an irrational fear of or prejudice against lesbians and gay men.

Institutional Racism

The collective failure of an organisation to provide an appropriate and professional service to people because of their colour, culture or ethnic origin. It can be seen or detected in processes, attitudes and behaviour which amount to discrimination through unwitting prejudice, ignorance, thoughtlessness and racist stereotyping which disadvantage minority ethnic people. This term may be broadened out to that of institutional discrimination, incorporating other kinds of discrimination beyond that of race.

Prejudice

Forming an opinion of an individual or group without having sufficient information upon which to base such an opinion. Prejudice may be the result of fear or mistrust and usually results in harm to the individual or group subjected to decisions based upon it.

Stereotype

A set of characteristics or behaviour patterns wrongly believed to be shared by all members of the same group. Acting on a stereotypical view leads to judgments and decisions being taken without regard to personal qualities, characteristics or behaviour of individual members of that group.

Policy/Procedure: Equality and Diversity Policy				
Version	Change	Reason for change	Date	Name
1.0	Minor amendments	Owning Director comments	040209	AB
1.1	Minor amendments	Corporate Diversity Steering Group and	090209	AB

		Departmental Manager Comments		
1.2	No changes	Corporate Directors	230209	AB
1.3	Minor amendment	Feed back from colleagues	310309	MK
1.4	Amendments	Equality Act 2010	150911	MK