
Robert Heath Heating Limited

Equality and Diversity

1. Introduction

1.1 Robert Heath Heating Limited is committed to equality of opportunity and treatment both as a provider of services and as an employer and to the production, implementation, review and monitoring of policies that promote equality for all those who work and come into contact with the Company.

1.2 The Company recognises its commitments under the law. The Company is committed to providing equality of opportunity by aiming to ensure that its practices and procedures follow legal requirements and good practice as recommended by: the Commission for Racial Equality (CRE); the Equal Opportunities Commission (EOC); the Disability Rights Commission (DRC); and the Institute of Personnel and Development (IPD).

It is the Company's policy to treat all members of staff, applicants and clients / tenants fairly and equitably regardless of gender, racial or cultural grounds, disability, age, marital status, religious beliefs, sexual orientation, trade union activity, or any other category where discrimination cannot be reasonably justified. The Company will ensure that no requirement or condition will be imposed without justification that could disadvantage individuals on any of the above grounds.

1.3 This policy sets out how the Company intends to meet those commitments.

2. Our Commitment

2.1 Robert Heath Heating Limited values the diversity of its staff and clients. It recognises that people from diverse backgrounds can bring new ideas and perceptions that help increase organisational efficiency and improve services.

2.2 The Company will strive to create a positive, inclusive atmosphere, based on respect for people's differences, in which staff and clients are actively encouraged to reach their full potential. All staff and clients have rights and responsibilities in relation to the promotion of equality.

2.3 The Board of Directors and all those in management and leadership roles will, through their defined responsibilities, promote diversity and equal opportunities, and will tackle unlawful discrimination.

2.4 The Board of Directors will maintain an overview of the implementation of the Equality and Diversity policy.

3. Aims

3.1 Our commitment is embodied in the following aims:

3.2 The Company as an employer

3.2.1 The Company aims to eliminate discrimination in employment practices by making all staff fully aware of their responsibilities under this Equality and Diversity policy and by regularly monitoring its operation and effectiveness.

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- 3.2.2 Employment policies, practices and procedures will be examined and reviewed regularly by the Director responsible for Human Resources to ensure that they do not discriminate unfairly, either directly or indirectly.
 - 3.2.3 Job advertisements will carry a statement of the Company's Equality Policy.
 - 3.2.4 In the recruitment and selection of employees the Company will seek to ensure that there is the widest possible response to job vacancies.
 - 3.2.5 Objective and justifiable job-related selection criteria will be used in the recruitment of staff. Appointments will be made on relevant ability and, where appropriate, qualification and experience.
 - 3.2.6 All staff will be provided with information on the Company's Equality And Diversity policy
 - 3.2.7 The Company will ensure that terms and conditions of employment are applied fairly and consistently.
 - 3.3 The Company as service provider
 - 3.3.1 The Company's principal aim is to deliver an excellent service, and a flexible, accessible and relevant approach to training.
 - 3.3.2 Recognising the diverse needs of people in London, the Company offers a flexible and responsive structure.
 - 3.3.3 All material published by the Company will seek to avoid the use of offensive and discriminatory language and images.

Publicity materials and exhibitions will include a statement outlining the Company's commitment to equality of opportunity and diversity. Such marketing materials will be directed at encouraging the widest representation of cultural and social groups.
 - 3.3.4 The Company respects the wide diversity of its employees and clients and will endeavour to ensure that systems and practices do not conflict with cultural and religious beliefs. Where there is potential for such conflict staff will be encouraged to take a sympathetic approach and to seek advice where appropriate.
 - 3.3.5 Staff support including learning development will seek to take account of the diversity of the staff body in order that the needs of individuals are provided for in service delivery.
 - 3.3.6 Assessment methods will be reviewed to ensure that work based criteria only are used to determine student progress. Systems will be used to ensure that bias and discrimination are avoided during the assessment process.
 - 3.3.7 The Company recognises the importance of training as a key element in the promotion of equal opportunities. Such training/guidance is viewed as particularly important for those involved in appraising the performance and potential of employees; identifying training needs; and recruitment and selection procedures. Accordingly, the Training and Development programme will seek to ensure that managers and supervisors are given the skills to undertake these activities fairly and consistently.
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4. Monitoring and Assessment of Effectiveness

- 4.1 The Company will collect, analyse and assess relevant data, in order to measure performance and effectiveness and consider how improvements could be made through the setting of targets or other action. The Company is committed to effective action to eliminate all forms of unlawful discrimination.
- 4.2 Employment applications will be monitored at all stages of the recruitment process, from applications to outcomes and, whilst they are employees at the Company, their achievements and progress.
- 4.3 The monitoring of staff will cover all activities that relate to staff recruitment and selection, career development and opportunities for progression.
- 4.4 Monitoring information will be regularly assessed and reported to the Board of Directors to evaluate the progress that the Company is making towards meeting its objectives. These assessments will assist the Company to:
- welcome and encourage diversity,
 - identify and eliminate barriers to diversity,
 - consider why differences exist,
 - take advantage of the positive action provisions of the relevant equality legislation where necessary and appropriate
 - decide what more can be done realistically to improve the progression of employees and to improve the recruitment and progression of staff,
 - reconsider the objectives in our strategic plans.

5. Roles and Responsibilities

- 5.1 The Board of Directors is responsible for ensuring that:
- i. the Company complies with all the anti-discriminatory legislation requirements, in particular the Race Relations (Amendment) Act 2000, the Disability Discrimination Act 1985, Sex Discrimination Acts 1975 and 1985, and the Special Educational Needs and Disability Act 2002.
 - ii. with assistance from the Executive Group Directors and Managers of Departments, the policy and its related action plans, procedures, strategies and arrangements are implemented.
 - iii. the policy is continuously reviewed, and all staff are provided with and attend appropriate training.
- 5.2 The Managing Director is responsible for:
- i. ensuring, with the Board of Directors, that the policy and its related procedures, mechanisms and strategies are implemented effectively.
 - ii. providing a consistently high profile lead on issues covered by the policy.
 - iii. ensuring that all staff are aware of their responsibilities and accountabilities under the policy.
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- iv. ensuring that appropriate action, under the policy, is taken against staff who are found to have acted in any way in an unlawfully discriminatory manner.
- 5.3 The Director responsible for Human Resources is the member of the Board of Directors who has responsibility for the development, co-ordination, dissemination, and monitoring of this policy in respect of staff, with specific responsibility for:
- i. promoting equal opportunities and the management of diversity and raising awareness of equality issues across the Company's core business.
 - ii. providing appropriate training and information opportunities to staff and Directors in support of the policy and adequately supporting them in order for them to fulfill their responsibilities appropriately.
 - iii. providing and publishing monitoring data in respect of staff in support of the policy.
 - iv. identifying and appointing members of staff throughout the Company to deal with reported incidents of racism or harassment.
- 5.4 The Company Secretary is the member of the Board of Directors who has responsibility for ensuring the Company's commitment to equal opportunities and diversity is reflected in the delivery of the services of the Company, and for the development, co-ordination, dissemination and monitoring of this policy in respect of staff with specific responsibility for:
- i. promoting and managing all matters relating to equal opportunities and diversity.
 - ii. providing and publishing monitoring data in support of the policy.
- 5.5 Directors and Managers of Departments have responsibility for:
- i. implementing the policy and its related procedures and strategies, including local policy planning and review.
 - ii. identifying and supporting a person within their area/department who is responsible for co-ordinating and mainstreaming equality work.
 - iii. ensuring that staff are aware of their responsibilities and given appropriate training and support.
 - iv. taking appropriate action against staff who discriminate unlawfully.
 - v. ensuring external partners are aware of the policy.
- 5.6 All staff have a personal responsibility for:
- i. creating and maintaining an environment in which the dignity of individuals is respected.
 - ii. actively implementing the Equality and Diversity policy on a day to day basis.
 - iii. staff are responsible for attending training and information events in order to keep up to date with anti-discrimination legislation.
- 5.7 All visitors and representatives from other organisations attending the Company on any business will be expected to comply with this policy.
- 5.8 The Head of Purchasing Services is responsible for ensuring that contractors and suppliers are aware of, and comply with this policy.
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6. Breaches of the Policy

- 6.1 The Company expects all staff to comply with this policy and will not tolerate any acts of unlawful discrimination or harassment. Any such acts will be investigated and where appropriate dealt with under relevant disciplinary procedures. The outcome of such procedure will be judged according to the circumstances, but a positive outcome will be the aim.

7. Complaints

- 7.1 All staff have the right to make a complaint. This will be dealt with promptly and fairly, and confidentiality will be observed.
- 7.2 The Company will ensure that staff who make a complaint of unlawful discrimination or harassment are fully supported and are not victimised as a result of making a complaint.
- 7.3 Staff who have concerns about discrimination or harassment should contact the Company's harassment advisers, their line manager, Human Resources or a trade union representative.
- 7.4 Staff who consider that they have been subject to harassment have the right to make a complaint under the Company's Harassment Policy and Procedures, details can be found in the Personnel Handbook.

8. Maintenance and Review

- 8.1 The Company will:
- ensure that all staff are made fully aware of their responsibilities under the policy and informed of their obligations under the relevant legislation,
 - ensure that work placement providers are aware of the Company's position in relation to equal opportunities and diversity,
 - provide regular and on-going training to all staff and directors on areas related to the policy and its implementation,
 - assess, review and revise other Company policies for their effectiveness and impact in eliminating discrimination, welcoming diversity and promoting equal opportunities
 - use cross-referencing to ensure clear links between the Equality and Diversity policy and other Company policies and functions,
 - build equal opportunities and diversity impact questions into policy development and planning processes,
 - ensure that staff are involved in the assessment and monitoring procedures and processes and consult with representatives to improve the effectiveness of such procedures and processes,
 - use the assessment and monitoring findings to expand, revise, update, improve and maintain the Equality and Diversity policy and also establish or revise priorities, targets and initiatives in appropriate strategic plans,
 - review the Equality and Diversity policy on a regular basis.
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Michael Heath
Managing Director

8 January 2010
