

# EQUALITY, DIVERSITY & INCLUSION POLICY

## Our Commitment

We are committed to providing equal opportunities in employment and volunteering and to avoiding unlawful discrimination. This policy is intended to assist putting this commitment into practice.

Our aim is that the charity/work environment is free of harassment and bullying and that everyone is treated with dignity and respect, which is an important aspect of ensuring equal opportunities in employment and volunteering. We have a separate Anti-Harassment & Bullying Policy, which deals with these issues.

## Policy Statement

Burning Nights CRPS Support values diversity. By respecting and using diversity it can maximise its impact through meeting individual needs and staying in touch with the changing societies in which it works.

Staff and volunteers recognise and fulfil their personal role in making Burning Nights CRPS Support a genuinely inviting and inclusive organisation.

## Burning Nights CRPS Support has a commitment to diversity, which is about:

- Recognising and valuing difference
- Recognising and seeking to redress inequality and disadvantage
- Treating all in a fair, open and honest manner
- Recognising the right of volunteers, employees and service users to be treated with dignity and respect

## Burning Nights CRPS Support is committed to:

- Equality of opportunity
- Tackling discrimination and disadvantage
- Tackling harassment and intimidation
- Making its workforce and the organisation as a whole more representative of the diverse communities that make up the United Kingdom
- Encouraging other organisations to adopt similar policies on equality and diversity



## The Law

It is unlawful to discriminate directly or indirectly in recruitment or employment because of a 'protected characteristic'. The Equality Act 2010 defines the protected characteristics as being age, disability, sex, gender reassignment, pregnancy, maternity, race (which includes colour, nationality, caste and ethnic or national origins), sexual orientation, religion or belief, or because someone is married or in a civil partnership.

Discrimination after employment or volunteering may also be unlawful, e.g. refusing to give a reference for a reason related to one of the protected characteristics. It is also unlawful to discriminate against or harass a member of the public or service user in the provision of services or goods or to fail to make reasonable adjustments to overcome barriers to using services caused by disability.

The duty to make reasonable adjustments includes the removal, adaptation or alteration of physical features, if the physical features make it impossible or unreasonably difficult for disabled people to make use of services. In addition, service providers have an obligation to think ahead and address any barriers that may impede disabled people from accessing a service.

## Accessibility

All our meetings and events are held in venues that are accessible to wheelchair users and those with mobility issues. When there are more than 40 people at an event, we aim to use a PA system and a hearing loop where possible. We are committed to ensuring that any service user of Burning Nights CRPS Support is able to attend our activities, so we will reassess our access requirements to meet the needs of new service users.

## Diversity

Burning Nights CRPS Support is a charity supporting anyone affected by Complex Regional Pain Syndrome. We aim to organise a range of events and activities to suit the interests and meet the needs of a wide variety of people. For example, we hold events for patients, family members, friends and carers as well as health and legal professionals and the general public. All of whom have different needs and expectations.

Burning Nights CRPS Support should be open to new ideas, and particularly prioritise opportunities for anyone in the CRPS community.

## Inclusion and Respect

Every service user of Burning Nights CRPS Support should be made to feel equally welcome and included at all Burning Nights CRPS Support meetings, fundraisers and events. Sexist, racist, homophobic, transphobic or otherwise offensive and inflammatory remarks and behaviour are not acceptable. These constitute harassment, and have no place in Burning Nights CRPS Support.

**Burning Nights CRPS Support** (Working to improve life for all those affected by Complex Regional Pain Syndrome (CRPS))

**Registered Address:** 1 Alder Brook, Chinley, High Peak, Derbyshire SK23 6DN

**Tel:** 01663 795055

**Email:** [support@burningnightscrps.org](mailto:support@burningnightscrps.org)

**Web:** [www.burningnightscrps.org](http://www.burningnightscrps.org)

**Charity Registration Number 1166522** (England & Wales)



Burning Nights CRPS Support is committed to actively promoting equality, diversity and inclusion. To support this, we have developed a code of conduct for the behaviours and management we would like to foster at our events and meetings. This applies to organisers, panellists, guests, speakers, participants, volunteers, staff and audience members.

## Expected Behaviour

- Treat everyone with respect and consideration.
- Communicate openly and thoughtfully with others and be considerate of the multitude of views and opinions that are different from your own.
- Be respectful and mindful in your critique of ideas.
- Be mindful of your surroundings and of you're the people around you. Alert Burning Nights CRPS Support staff/trustees if you notice a dangerous situation or someone in distress.
- Respect the rules and policies of Burning Nights CRPS Support and, where applicable, the venue of a given situation.

## Unacceptable Behaviour

- Harassment and intimidation, including any verbal, written, or physical conduct designed to threaten, intimidate, or coerce another delegate, event organisers, or staff.
- Discrimination based on gender or gender identity, sexual orientation, age, disability, physical appearance, body size, race, religion, national origin, or culture.
- Physical or verbal abuse of any service user, volunteer, staff, trustee, attendee, speaker exhibitor, Burning Nights CRPS Support's member, service provider or other.
- Examples of unacceptable behaviour also include, but are not limited to: inappropriate use of nudity and/or sexual images in public spaces or in presentations; threatening or stalking those engaging with the charity; sexual harassment.
- Disrespectful disruption of charity events or services including, but are not limited to: presentations, discussions, talks, webinars, activities and speeches.

## Consequences

- Anyone requested to stop unacceptable behaviour is expected to comply immediately.
- Burning Nights CRPS Support (or their designee) or security may take any action deemed necessary and appropriate, including immediate removal from a given situation without warning and, where applicable, potentially without refund.
- Burning Nights CRPS Support reserves the right to prohibit involvement or attendance at any future event.

**Burning Nights CRPS Support** (Working to improve life for all those affected by Complex Regional Pain Syndrome (CRPS))

**Registered Address:** 1 Alder Brook, Chinley, High Peak, Derbyshire SK23 6DN

**Tel:** 01663 795055

**Email:** [support@burningnightscrps.org](mailto:support@burningnightscrps.org)

**Web:** [www.burningnightscrps.org](http://www.burningnightscrps.org)

**Charity Registration Number 1166522** (England & Wales)

## Reporting Unacceptable Behaviour

If you are the subject of unacceptable behaviour or have witnessed any such behaviour, please immediately notify the event organisers (where relevant) or speak to the Chair of Trustees. Reporting should never be done via social media.

## Types Of Unlawful Discrimination

- **Direct discrimination** is where a person is treated less favourably than another because of a protected characteristic. However, discrimination may be lawful if there is an occupational requirement which is core to a job/volunteering role and a proportionate means of achieving a legitimate aim.
- **Indirect discrimination** means putting in place, a rule or policy or way of doing things that has a worse impact on someone with a protected characteristic than someone without one, when this cannot be objectively justified.
- **Harassment** is where there is unwanted behaviour related to a protected characteristic (other than marriage and civil partnership, and pregnancy and maternity) which has the purpose or effect of violating someone's dignity or which creates a hostile, degrading, humiliating or offensive environment. It does not matter whether or not this effect was intended by the person responsible for the conduct.
- **Associative discrimination** is where the individual treated less favourably does not have a protected characteristic but is discriminated against because of their association with someone who does, e.g. the parent of a disabled child.
- **Perceptive discrimination** is where the individual discriminated against or harassed does not have a protected characteristic but they are perceived to have a protected characteristic.
- **Third-party harassment** occurs where an employee/volunteer is harassed by third parties, such as service users, due to a protected characteristic.
- **Victimisation** is treating someone unfavourably because they have taken some form of action relating to the Equality Act, i.e. because they have supported a complaint or raised a grievance under the Equality Act 2010, or because they are suspected of doing so. However, an employee is not protected from victimisation if they acted maliciously or made or supported an untrue complaint.
- **Failure to make reasonable adjustments** is where a rule or policy or way of doing things has a worse impact on someone with a protected characteristic compared with someone who does not have that protected characteristic and the employer has failed to make reasonable adjustments to enable the disabled person to overcome the disadvantage.





## Equal Opportunities In Employment

Burning Nights CRPS Support will avoid unlawful discrimination in all aspects of employment or volunteering including recruitment, promotion, opportunities for training, pay and benefits, discipline and selection for redundancy.

Job descriptions and volunteer role descriptions will avoid any unnecessary requirements (those unrelated to effective performance) that may otherwise have deterred applicants. We will base decisions on objective criteria. We will consider making reasonable adjustments in recruitment as well as in day-to-day employment.

## Service Users, Suppliers And Others

We will not discriminate unlawfully against service users using or seeking to use the services we provide. If you are bullied or harassed by a service user, supplier, contractor, visitor or others, or if you witness someone else being bullied or harassed, you are asked to report this to your named contact who will take appropriate action.

## Training

We will provide information and guidance to those involved in recruitment or other decision making where equal opportunities issues are likely to arise to help them understand their responsibilities and to avoid the risk of discrimination.

## Your Responsibilities

All staff and volunteers are responsible to support the organisation to meet its commitment and avoid unlawful discrimination. If you believe that you have been discriminated against you should report this to your line manager/named contact or the Chair of Trustees under the grievance procedure.

If your complaint involves bullying or harassment, please refer to the Anti-Harassment & Bullying Policy and Grievance Policy and Procedure. We take any complaint seriously and you will not be penalised for raising a grievance, even if your grievance is not upheld, unless your complaint is both untrue and made in bad faith.

If you witness what you believe to be discrimination you should report this to your line manager/named contact or the Chair of Trustees as soon as possible.

Employees can be held personally liable as well as, or instead of, the organisation for any act of unlawful discrimination. Employees who commit serious acts of harassment may be guilty of a criminal offence. Acts of discrimination, harassment, bullying or victimisation against employees or customers are disciplinary offences and will be dealt with under our disciplinary procedure. Discrimination, harassment, bullying or victimisation may constitute gross misconduct and could lead to dismissal without notice.



## Code Of Conduct

People will be treated with dignity and respect regardless of race, nationality, sex, sexual orientation, gender reassignment, disability and/or age.

At all times people's feelings will be valued and respected. Language or humour that people find offensive will not be used, e.g. sexist or racist jokes or terminology which is derogatory to someone with a disability.

No one will be harassed, abused or intimidated on the grounds of their race, nationality, sex, sexual orientation, gender reassignment, disability or age. Incidents of harassment will be taken seriously.

## Dealing With Complaints

The Board of Trustees will take complaints of discrimination and harassment very seriously. They will investigate them thoroughly, and provide opportunities for the person making the complaint to speak in a safe environment about their experience.

If the complaint is against a particular individual, the Board will hear their point of view.

The Board will decide the action to take based on the principle of ensuring the continued inclusion and safety of anyone who has experienced discrimination or harassment.

For more information and guidance relating to complaints, please refer to the Comments & Complaints Policy and Procedure.

## Monitoring and Review

This policy will be monitored periodically to judge its effectiveness and will be updated in accordance with changes in the law. However, a full review will take place every 2 years.

The Board of Trustees will undertake any actions or activities to improve equality of opportunity. Any information provided by job applicants, volunteers and employees for monitoring purposes will be used only for these purposes and will be dealt with in accordance with the Data Protection legislation.

