

Cycle Confident Ltd
Equality and Diversity Policy

Service Providers Key Personnel:

Name and Position	Contact Details	Area of Responsibility
Mark Rayner Group Head of Operations Equality and Diversity Officer	LG04, Lincoln House, 1 -3 Brixton Road, Kennington SW9 6DE 07841678664	Group Head of Operations Be Confident Group

Overview

Equality, Diversity and Inclusiveness, our vision and strategy

Our Vision

Be Confident Group aims to create a varied workforce that reflects the diversity of an area which allows easy integration of staff into those areas in which they are working.

Embedding a sustainable, inclusive culture in the way we operate will enable our people to achieve their potential and make a difference, wherever they come from and whatever their characteristics.

A sustainable, inclusive culture will better enable Be Confident Group to deliver high quality service to our clients, create competitive advantage and drive market leadership.

Organisations have different ways of defining equality, diversity and inclusiveness, and different names for it. Our definition is:

Equality and diversity is the mix of our people including differences in gender, ethnicity, national cultures, sub-cultures within countries, sexual orientation, disability, generation all working together in a non discriminatory environment. Inclusiveness is how we make the mix work. It is about creating an environment where all people feel valued, are part of the community and are able to perform at their best and achieve their potential.

Our strategy

Attract

Source skills and experience from the widest pool.

Develop and retain

Engage, develop and retain our people by 'levelling the playing field' so that they:

- Feel respected and included,
- Genuinely believe that development opportunity and career advancement are based on merit,
- Receive equitable opportunities to develop and advance via processes and programmes that are free from unconscious bias,
- Connect to the industry

Leverage E,D&I activity to enhance business relationships by:

- Harnessing the power of our networks to connect to clients and targets,
- Enhancing the Be Confident Group brand internally and externally
- Educate the business
- Educate our people to articulate the business case and Cycle Confident's approach to Equality, Diversity and inclusiveness to internal and external audiences.

Be Confident Group Ltd Equality Policy

Be Confident Group Ltd is committed to provide equal opportunities in employment. This means that all job applicants and employees will receive equal treatment regardless of gender, sexual orientation, marital status, race, colour, nationality, religion, ethnic or national origins, age or disability.

This policy covers all aspects of employment, from vacancy advertising, selection recruitment and training to conditions of service and reasons for termination of employment.

Be Confident Group's long term aim is that the composition of our workforce should reflect that of the community.

Be Confident Group's EOP, and the measures to implement it, have been devised on the basis of advice from the relevant bodies as well as in consultation with staff, instructors and trainers.

The co-operation of all staff, instructors and trainers is essential for the success of this policy. However, ultimate responsibility for achieving the policy's objectives and for ensuring compliance with the relevant Acts of Parliament as well as the various Codes of Practice, lies with Be Confident Group.

Behavior or actions against the spirit and/or the letter of the laws on which this policy is based will be considered serious disciplinary matters, and could lead to dismissal.

Legislation

It is unlawful to discriminate against individuals either directly or indirectly in respect of their religion, race, sex or disability. The Race Relations Act 1976, the Sex Discrimination Act 1975, Disability Discrimination Act 1995 and the Employment Equality (Age) Regulations 2006 are currently the relevant Acts. This policy aims to cover all relevant legislation as it is update or introduced from time to time.

Codes of Practice relating to sex and race discrimination have been produced by the Equal Opportunities Commission and the Commission for Racial Equality and have been used as a basis for this policy.

Forms of Discrimination

The following are the kinds of discrimination that are against Be Confident Group policy:

- a) Direct discrimination, where a person is less favourably treated because of gender, sexual orientation, race or disability.
- b) Indirect discrimination, where a requirement or condition which cannot be justified is applied equally to all groups but has a disproportionately adverse effect on one particular group.
- c) Victimisation, where someone is treated less favourably than others because he or she has taken action against the Employer under one of the relevant Acts, or he/she has made a complaint of discrimination on the basis of Sexual Orientation.

Vacancy advertising

Wherever possible, all vacancies will be advertised simultaneously internally and externally. Be Confident Group will actively engage with local

employment agencies and local unemployment programmes so that, as vacancies arise local people are made aware of these opportunities.

Be Confident Group will take steps to ensure that applications are attracted from both sexes and all races and from disabled people.

All job advertisements, wherever placed, will include the following statement: "Be Confident Group welcomes applications from all sections of the community irrespective of race, gender, sexual orientation or disability" or words to that effect.

Selection and recruitment

Selection criteria (job description and employee specification) will be kept under constant review to ensure that they are justifiable on non-discriminatory grounds as being essential for the effective performance of the job.

Wherever possible, more than one person must be involved in the selection interview and recruitment process. Where appropriate, staff responsible for recruitment will receive training in equal opportunities, and guidance will be available to all staff.

Reasons for selection and rejection of applicants for vacancies must be recorded.

Positive Action

Although it is unlawful, and against Be Confident Group policy, positively to discriminate in favour of certain groups on the grounds of their age, race or sex, positive action to enable greater representation of under-represented groups is permitted by law and encouraged by Be Confident Group. However, actual recruitment to all jobs will be strictly on merit.

Wherever necessary, use will be made of lawful exemptions to recruit suitably qualified people to cater for the special needs of particular groups.

Wherever possible, efforts will be made to identify and remove unnecessary/unjustifiable barriers and provide appropriate facilities and conditions of service to meet the special needs of disadvantaged and/or under-represented groups.

Promotion

Promotion within Be Confident Group is based solely on merit, and without regard to age, race, sex or disability.

Monitoring and Review

This policy will be monitored by Be Confident Group to judge its effectiveness. In particular, Be Confident Group will monitor the age, ethnic and sexual composition of its staff, and of applicants for jobs and the number of disabled people within these groups, and will review its equal opportunities policy in accordance with the results shown by the monitoring. If changes are required, Be Confident Group will implement them.

Disciplinary and Grievance Procedures

Be Confident Group will treat seriously and take appropriate action when any of the staff, instructors or trainers has a grievance as a result of discrimination or harassment on age, sexual or racial grounds or on grounds of disability. This process is dealt with by David Showell, Director of Be Confident Group

Ltd.

Positive disclosure Policy

Be Confident Group aims to empower everyone to cycle confidently and safely. The role of cycle instructor is to deliver cycle training activities to adults and children, including those with additional needs. The role of mechanic is to carry out bike checks and make necessary adjustments in a range of settings, including public events, schools and businesses. These roles are exempt from The Rehabilitation of Offenders Act 1974 under the ROA 1974 (Exceptions) Order 1975¹.

We recognise the contribution that ex-offenders can make as employees, suppliers and volunteers. A person's criminal record will not, in itself, debar that person from being invited to supply services to the Be Confident Group or be employed by the Be Confident Group. Suitable applicants will not be refused posts/roles because of offences which are not relevant to, and do not place them at or make them a risk in, the role for which they are applying.

The role of instructor and mechanic is lightly supervised and as such we emphasise the integrity of our suppliers to inform us of important information, whether relating to their personal circumstances or activities they undertake on our behalf.

All cases will be examined on an individual basis and will take the following into consideration:

1. Whether the conviction(s) is/are relevant to the role
2. The seriousness of any offence revealed
3. The age of the applicant at the time of the offence(s)
4. The length of time since the offence(s) occurred
5. Whether the applicant has a pattern of offending behaviour
6. The circumstances surrounding the offence(s) and the explanation(s) offered by the person concerned
7. Whether the applicant's circumstances have changed since the offending behaviour

It is important that (potential) suppliers understand that failure to disclose any disclosures or changes to their check could result in no longer being removed

¹ 14. Any employment by a youth club, local authority or other body which is concerned with the promotion of leisure or recreational activities for persons under the age of 18, being employment which is of such a kind as to enable the holder to have access to such persons in the course of his normal duties.

<http://www.legislation.gov.uk/ukxi/1975/1023/schedule/1/made>

from Cycle Confident list of suppliers or disciplinary proceedings.

Access to Assessment Arrangements

Be Confident Group is committed to providing ongoing support to learners with particular requirements to prevent any discrimination. We provide accessible services to learners through reasonable adjustments to assessment and applying for special consideration where these are required, to empower learners completing each course to their full ability.

Access arrangements ensure that the conduct of reasonable adjustments and special considerations reduce substantial disadvantage caused due to a learner's disability or difficulty. In accordance with the Equality Act 2010, we have a commitment to provide access for learners with particular needs to prevent discrimination in the delivery of qualifications and the assessment of learners.

Reasonable Adjustments

Reasonable adjustments to assessment are adjustments made prior to the delivery of a qualification and are in place before a learner takes an assessment to enable a learner with particular needs to demonstrate their knowledge, skills and understanding to the levels of attainment required by the specification for that qualification.

It is the learner's responsibility to make the centre aware of any required reasonable adjustments to assessment. The centre will then apply for approval from the 1st4sport Qualifications Compliance and Risk Team.

Special Considerations

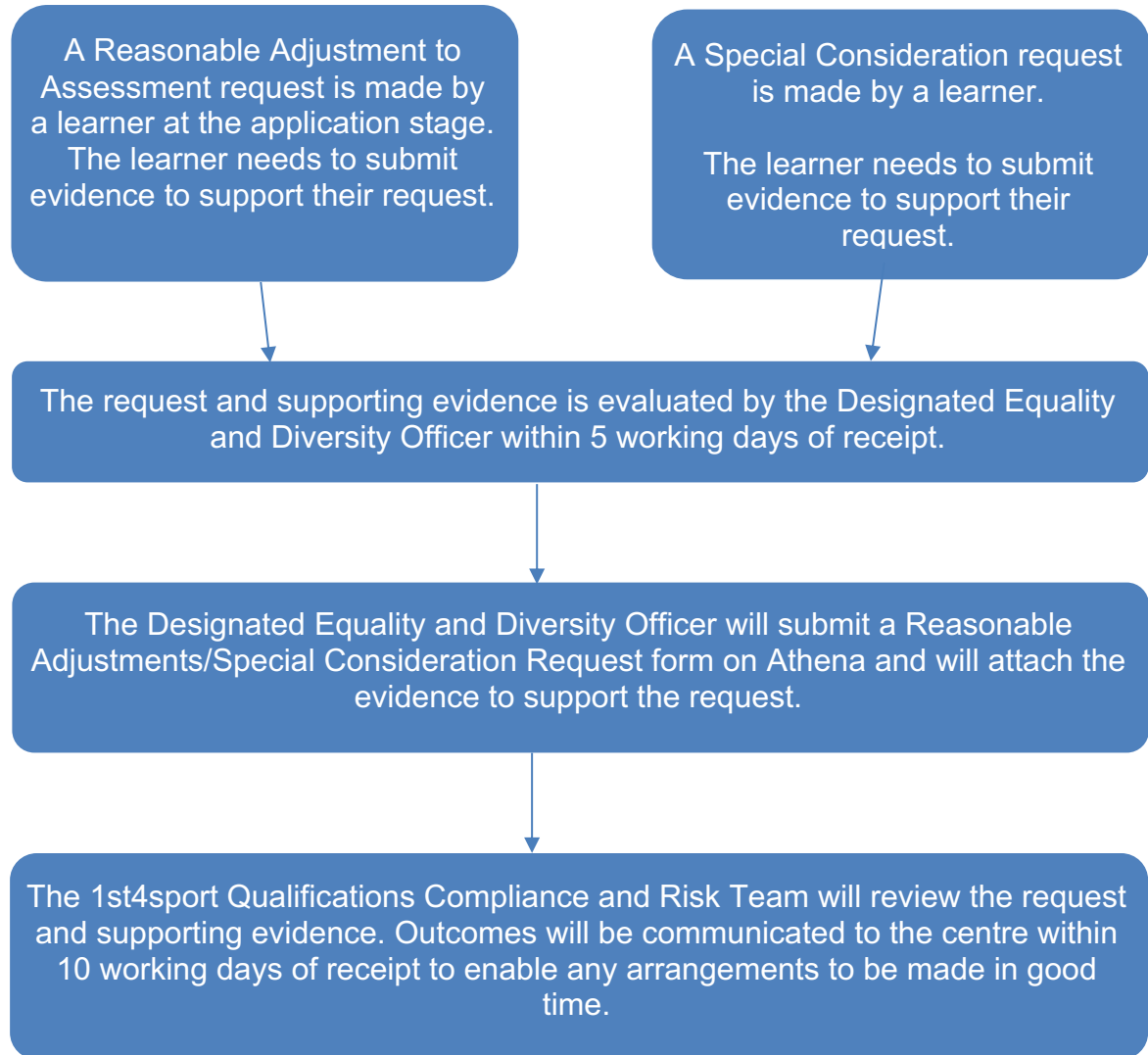
Special Considerations are an arrangement put in place at the time of an assessment to allow competence to be demonstrated by learners who have been disadvantaged due to a temporarily experienced illness, injury or an adverse effect outside of the learners control.

To ensure that we can assist learners in managing their individual situation and create an accessible learning and assessment environment for all we intend to:

- ensure this equality and diversity policy is understood and complied with by any personnel involved in assessment and also by learners.
- promote equality within of each learning programme and in the conduct of all qualification assessments.
- adhere to related procedures and regulations regarding reasonable adjustments and special consideration; requesting permission to grant these for each learner from 1st4sport Qualifications.
- ensure buildings and assessment sites used for delivery and assessment are accessible to all learners, as far as is practicable.

- ensure appropriate equipment/personnel (including technological equipment or any assistant personnel, i.e. reader, scribe, practical assistant, etc.) is available for selected adjustments to delivery and/or assessment.
- use assistive equipment and personnel within the reasonable adjustments framework, as outlined by 1st4sport Qualifications, without disadvantaging others who are not affected by particular requirements.

Procedure to Request a Reasonable Adjustment or Special Consideration



Be Confident Group Harassment and Bullying Policy

1 Introduction

- 1.1 Harassment and Bullying are totally unacceptable forms of behaviour and as such will not be tolerated by Be Confident Group Ltd.
- 1.2 It is vital that an environment exists where it is clear that any complaints of discrimination, harassment or bullying will be taken seriously and will be addressed fairly and confidentially.
- 1.3 To this effect the aim of this policy is to ensure that all members and employees are aware that they have the right not to be harassed and the right to complain should it occur.
- 1.4 Harassment and bullying can damage a person's dignity and self respect. It can lead to feelings of isolation and inadequacy and in some cases can have a detrimental effect on health leading to anxiety, depression, loss of confidence and stress related illnesses. At the very least this can have an adverse effect on the organisation, including
 - Poor morale and poor employee relations
 - Loss of respect for managers and supervisors
 - Poor performance
 - Lost productivity
 - Absence
 - Resignations
 - Damage to organisation's reputation
 - Tribunal and other court cases, which can lead to payment of unlimited compensation
- 1.5 Where harassment or bullying is proven following thorough investigation it may be necessary to take disciplinary action, which may result in dismissal.

2 Harassment

- 2.1 Clearly harassment and bullying can be sensitive issues. Be Confident Group recognises that harassment can take many forms.
- 2.2 Harassment is defined as unwanted conduct affecting the dignity of men and women in the workplace. It may be related to age, sex, race, disability, religion, nationality or any personal characteristic of the individual, and may be persistent or an isolated incident.

3 Bullying

- 3.1 Bullying is a form of harassment. Bullying can be characterised as offensive, intimidating, offensive, malicious or insulting behaviour, an abuse or misuse of power through means intended to undermine, humiliate, denigrate or injure the recipient. Abuse of power can be experienced from manager to subordinate, peer to peer or one group of staff to another individual.

4 Unacceptable Behaviour

- 4.1 Behaviour that is considered bullying by one person may be considered firm management by another. Most people will agree on extreme cases of bullying and harassment but it is sometimes the 'grey' areas that cause most problems. The following examples are deemed to forms of unacceptable behaviour

- Spreading malicious rumours, or insulting someone (particularly on the grounds of race, sex, age, disability, sexual orientation and religion or belief)
- Copying memos that are critical about someone to others who do not need to know
- Ridiculing or demeaning someone – picking on them or setting them up to fail
- Jokes and offensive language
- Exclusion or victimisation
- Unfair treatment
- Overbearing supervision or other misuse of power or position
- Unwelcome sexual advances – touching, standing too close, display of offensive materials
- Making threats or comments about job security without foundation
- Deliberately undermining competent working by overloading and constant criticism
- Preventing individuals progressing by intentionally blocking promotion or training opportunities

5 Responsibilities

5.1 Harassment and bullying can often be hard to recognise. They may not be obvious to others, and may be insidious. The recipient may think 'perhaps this is normal behaviour in this organisation'. They may be anxious that others will consider them weak, or not up to the job, if they find the actions of others intimidating. They may be accused of 'over reacting', and worry that they won't be believed if they do report incidents.

5.2 People being bullied or harassed may sometimes appear to over react to something that seems relatively trivial but which may be the 'last straw' following a series of incidents. There is often fear of retribution if they do make a complaint. Colleagues may be reluctant to come forward as witnesses, as they too may fear the consequences for themselves. They may be so relieved not to be the subject of the bully themselves that they collude with the bully as a way of avoiding attention.

5.3 Managers Responsibilities

Managers have a legal and contractual obligation to prevent harassment and bullying from taking place.

In particular they are responsible for:-

- ensuring that their own behaviour does not constitute harassment or bullying
- to create and maintain a working environment free from harassment and bullying
- to inform staff clearly of what is and is not acceptable workplace behaviour
- to inform staff of the actions they can take if they feel they are being bullied or harassed and of the support available to them
- to inform staff that harassment and bullying or victimisation of an individual complaining of harassment are disciplinary offences
- to treat any complaint seriously and take prompt action to stop harassment and bullying as soon as it is identified
- to implement this policy and ensure staff are aware of it and understand it

- where bullying/harassment is alleged, any such allegation must be reported immediately to the Managing Director, David Showell.

5.4 Employee's Responsibilities

All employees have a duty of care for themselves and others in the workplace. Each person is responsible for their own behaviour and its impact on others. Employees should:-

- not participate in any form of harassment or bullying
- make colleagues aware that they do not support this kind of behaviour
- encourage colleagues to respect each other
- provide support to anyone being harassed or bullied
- report any incidents of harassment or bullying in the workplace they are aware of

5.5 Employee Rights

Employees have the right to expect:-

- to be treated with dignity and respect and to work in an environment free from harassment, bullying or victimisation
- to make a complaint of harassment and bullying and receive appropriate support in doing so without fear of victimisation
- to have any complaint treated seriously and appropriate action taken by management to resolve the problem
- to be made aware of any harassment or bullying claim made against them
- to have any complaint of harassment or bullying treated as confidentially as possible

Victimisation of any employee who has complained of harassment (whether successfully proven or not) shall be treated as a serious disciplinary offence.

6 Procedure

- 6.1 Every employee has the right to expect to be treated with respect and consideration, regardless of the situation or pressures the organisation may be under. In resolving a complaint of harassment this policy consists of informal and formal stages. It is in the interest of Be Confident Group and individuals concerned that any complaints of harassment and bullying are dealt with internally and as quickly as possible. Where employees feel confident and comfortable that an informal approach may be sufficient to stop the harassment or bullying from happening then this should be tried in the first instance. However, employees maintain the right to request a formal investigation or to use the grievance procedure.
- 6.2 Be Confident Group recognises that it is the right of employees to determine for themselves whether the behaviour of another is unacceptable to them and to bring a complaint in respect of harassment. The determination of whether a complaint of harassment is justified and if so, what disciplinary action should apply shall be for management to decide.
- 6.3 Any employees who feel they have a complaint will have access to someone who can give sympathetic and impartial advice and/or counselling. Employees should contact a member of the HR team for further advice and support in this area.
- 6.4 Throughout this procedure, employees complaining of harassment, and those against whom it is alleged, have the right to be accompanied by a representative or supporter. It is vital employees are made aware of the importance of maintaining confidentiality throughout any complaint or consequential investigation.

7 Informal Resolution

- 7.1 The main aim of informal resolution is to tell the harasser that their behaviour is unacceptable and that it must stop. In some cases the harasser may not be aware that their behaviour is causing offence. The individual may choose to speak to the harasser face to face, on the telephone or to write a letter. In some situations the individual may not feel confident enough to do this, particularly if their complaint is against a superior. In this case they should ask a colleague or representative to speak to the harasser on their behalf. Alternatively employees can speak to their Manager or if they wish a senior manager whom they trust, ideally within their own department, but if necessary in another department, or a member of Human Resources section to try to resolve the matter. Details of any meetings should be kept.

- 7.2 Where an employee raises an allegation of bullying with a manager in another department this manager must report the allegation to Human Resources to take appropriate action.

8 Mediation

- 8.1 In many cases the employee may not wish to put in a formal complaint for fear of reprisal and just wants the behaviour to stop. Mediation is another option open to the parties concerned to reach a resolution. The employee can request a mediation meeting through the Human Resources section.
- 8.2 In effect the mediator will manage the process of bringing two parties together to reach mutual agreement.
- 8.3 The mediator should be someone who is impartial and trusted by all concerned, should ideally be distanced from the work situation and be trained in conflict resolution. In most situations The Managing Director will undertake this role, however, in some cases a mediator may be sought from an external organisation. A meeting must be arranged within 14 days or as soon as practically possible after the initial request. The alleged perpetrator will also be informed within that timescale.
- 8.4 Ideally the mediator should meet separately with each party and then bring them together in a neutral location to reach a positive solution acceptable to both parties. The format of the meetings will depend on the situation and personalities involved. Sometimes several mediation sessions may be required.
- 8.5 Meetings should be non-threatening and allow each party to discuss their perception of events and have their say. The ultimate aim of the meeting should be to develop an action plan to make clear required behaviors for future relationships.

9 Formal Resolution

- 9.1 Where a complaint is of a sufficiently serious nature or where informal resolution / mediation is unsuccessful or inappropriate the employee should put their complaint in writing to their manager, a senior manager or to the Human Resources Section.
- 9.2 Sometimes employees may feel that the line management structure in their own department may be too flat or relationships between the senior management structure of their own department and the alleged bully too close to ensure impartiality and fair treatment. In such cases the employee/s may write directly to the David Showell who will nominate an

investigating officer acceptable to the employee concerned.

10 **Investigation**

- 10.1 An investigating officer will be nominated by David Showell.
- 10.2 Where a complaint is made against a David Showell an independent external investigating Officer will be appointed as soon as possible.
- 10.3 An investigation will normally commence within 5 working days, or as soon as practically possible, after receiving the complaint. The complaint will be acknowledged in writing and at the same time the accused will be given written notification with details of the allegations made against them.
- 10.4 All parties should be informed about the harassment policy and the importance of not discussing the case with other people. Initially an interview will take place with the complainant and then other parties to establish details of the case. A work colleague or counsellor may accompany both the complainant and alleged harasser.

11 **Suspension**

- 11.1 Where both parties work in close proximity to each other it may be necessary to ensure that they do not continue to do so during the investigation and any consequent disciplinary proceedings. This may necessitate the accused being moved to a different area or suspended on full pay. Under no circumstances should the complainant be moved unless they expressly request to do so.

12 **Outcome**

- 12.1 Following investigation the Managing Director must decide whether the complaint is upheld and if so what action will be taken.
- 12.2 Both parties must be informed in writing within 3 working days, or as soon as practically possible, of the decision being made. If the case is not proven the Investigating officer will exercise judgment about what happened on the balance of probability. Both parties (the complainant and the alleged harasser) will be seen (separately) to advise them on the outcome. There is the option of returning to the informal approach including mediation and/or counselling, training on managerial and/or interpersonal skills, or behavioural counselling.
- 12.3 If the case is proved then it will be dealt with via Be Confident

Group's Disciplinary Policy and this should be initiated as soon as possible. Serious cases of bullying may lead to dismissal. In less serious cases the accused may also be moved to a different area on a permanent basis to avoid further harassment, combined perhaps with managerial/interpersonal skills training or behavioural counselling.

- 12.4 A complaint of harassment can be very stressful for all parties concerned. Support should be offered in terms of training and/or counselling and should form the basis of future relationships. The Managing Director must ensure that where a complaint is not proven the person complained about is not subsequently treated in a detrimental manner.
- 12.5 Be Confident Group's will not tolerate any retaliation against or victimisation of any employee involved in bringing a complaint of harassment under this procedure. This in itself will constitute a disciplinary offence, which may, in appropriate circumstances lead to dismissal.

13 Monitoring

- 13.1 A month after the outcome of the complaint/mediation, a mediator or member of the management team, initially involved in the investigation will arrange to meet with the complainant to ascertain whether the situation has improved. If it has not, further mediation or action must be taken.
- 13.2 Heads of Service/Directors must also monitor the situation, particularly when employees return to the work environment to ensure that further harassment does not take place.
- 13.3 Complaints by members of the public (or contractor or other agent working for Be Confident Group):-

Where a complaint is received from a member of the public it should be recorded by the Officer receiving the complaint and referred to the Managing Director who will investigate the allegations as outlined earlier.

14 Malicious Complaints

It is fully expected that employees will act responsibly regarding this issue. False accusations can have a serious effect on innocent individuals. Therefore should an investigation show that a false accusation has been made in bad faith, appropriate disciplinary action, which could include dismissal will follow.

15 Conclusion

- 15.1 Management have a responsibility to enforce and communicate

this policy and to set standards of behaviour and conduct that are acceptable in the workplace. Any occurrences of bullying or harassment must be challenged and stopped by management. Complaints must be taken seriously and addressed appropriately.

16 Review

16.1 This policy will be reviewed in line with organisation and statutory requirements.

17 Records

17.1 It is important to keep written records during this process. An annual report will be produced by Be Confident Group's Ltd outlining progress in eliminating discrimination and harassment in both employment and service delivery. These will be kept confidential, and retained in accordance with the Data Protection Act 2018



David Showell
Director

Date: Dec 2018

Review Date: Dec 2019