

# SUNDRIDGE PARK

## TENNIS • PADEL • SQUASH

### Diversity and Inclusion Policy

Including Code of Conduct and Reporting Procedure

Diversity and Inclusion Policy, including Code of Conduct and Reporting Procedure	Last Review Date: July 2022 (review/amendments by A. Rose, R Jones, H Maynard-Slade)
Written by Hilary Powell, Annabelle Rose	Next Review Date: July 2024

# Reporting a concern relating to diversity and inclusion

Under the Equality Act 2010, nine characteristics are protected from discrimination by law: age, disability, gender reassignment, marital and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.

Discrimination can come in one of the following forms:

- **Direct discrimination** – treating someone with a protected characteristic less favourably than others.
- **Indirect discrimination** – putting rules or arrangements in place that apply to everyone, but that put someone with a protected characteristic at a disadvantage.
- **Harassment** – unwanted behaviour linked to a protected characteristic that violates someone’s dignity or creates an offensive environment for them.
- **Victimisation** – treating someone unfairly because they’ve complained about discrimination or harassment.
- **Microaggressions**, micro-assaults or micro-insults.

Anyone who has concerns that they or someone else is being discriminated against or has been a victim of discriminatory language or behaviour should:

## 1. Respond

- Listen carefully to what the person is telling you.
- Do not interrupt.
- Keep questions to a minimum.
- Do not promise to keep the information secret.

## 2. Refer

**Is someone in immediate danger?**

**If YES:**

- Call the police (999), then **Record** (see below).

**If NO:**

- Talk to one of the Club’s Welfare Officers in confidence:  
Hannah Maynard-Slade – 07703 483775 or [hmaynard@btinternet.com](mailto:hmaynard@btinternet.com); or  
Rob Jones – 07786 927224 or [rpjonesuk@yahoo.co.uk](mailto:rpjonesuk@yahoo.co.uk).
- Talk to the LTA Safe and Inclusive Tennis Team as soon as possible:  
020 8487 7000, Mon-Fri, 9am-5pm. You can also email:  
[safeguarding@lta.org.uk](mailto:safeguarding@lta.org.uk).

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- If the Safe and Inclusive Tennis Team is unavailable and you want advice before the next working day, call the NSPCC (0808 800 5000) if your concern is about a child.
- If your concern is about an adult, ask Safe and Inclusive Tennis Team for details of your Local Authority Adult Social Care Services.
- Hate crime can be reported through True Vision at [www.reportit.org.uk](http://www.reportit.org.uk).

### 3. Record

- Write an objective account of your concerns immediately using the [Registering a Concern form on the LTA's website](#).
- Send it to the LTA Safe and Inclusive Tennis Team within 48 hours of the concern/disclosure ([safeguarding@lta.org.uk](mailto:safeguarding@lta.org.uk)).
- Handling a concern/disclosure can be emotionally difficult. If you would like to talk to someone after making a concern/disclosure, contact the LTA Safe and Inclusive Tennis Team by phone 020 8487 7000 or email [safeguarding@lta.org.uk](mailto:safeguarding@lta.org.uk).

For more information on what to do if a disclosure from a child or adult at risk is made to you, please find information on the following LTA Safeguarding pages:

- [Safeguarding](#)
- [What's The Score? Safe And Inclusive Tennis](#)

*For more information on types of discrimination, see Appendix A and Appendix B.*

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# Diversity and Inclusion at Sundridge Park Tennis and Squash Ltd

This Policy sets out our commitment and includes our Safe and Inclusive Standards, Code of Conduct (page 10) and Reporting Procedure (page 2). It supports our overall aims for diversity and inclusion, which are to ensure that:

- tennis, squash and padel are diverse and inclusive
- diversity and inclusion are embedded in our Club's culture and our behaviour
- we create a culture where inclusive leadership thrives
- we take a proactive approach using positive action to ensure that communities and individuals are valued and able to achieve their potential.

To achieve these aims, we believe that everyone involved in tennis, squash and padel has a vital role to play in promoting diversity and inclusion and we ask everyone to become Safe and Inclusive Tennis/Squash/Padel Champions – proactively promoting safe and inclusive tennis, squash and padel, and taking action against all forms of discrimination.

We are proud to have a Diversity and Inclusion Policy that demonstrates our commitment to making tennis, squash and padel diverse and inclusive.

The commitment to Diversity and Inclusion is upheld by all: Lawn Tennis Association (LTA), Tennis Scotland, Tennis Wales and the Tennis Foundation.

These commitments are fully supported by the Board of Sundridge Park Tennis and Squash Ltd.

Together, we can make a positive difference to people from different backgrounds to participate in tennis, squash and padel at our Club.

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# Diversity and Inclusion Policy

## 1. Policy statement

This Diversity and Inclusion Policy, Standards, Code of Conduct and Reporting Procedure are applicable to Sundridge Park Tennis and Squash Ltd and is based on similar policies of:

- The Lawn Tennis Association (LTA)
- Tennis Scotland
- Tennis Wales
- The Tennis Foundation.

As a Club, we contribute actively to enable more people to play tennis, squash and padel more often, in a manner that is safe, inclusive and fair. This applies regardless of a person's age, race, disability, sex, gender, sexual orientation, gender reassignment status, marital or civil partnership status, pregnancy or maternity, religion, socio-economic status or any other background.

We recognise that many concerns and/or disclosures may have both safeguarding and diversity and inclusion elements to them. This policy reflects this through its reporting procedures, which replicate the reporting procedures for a safeguarding concern.

This Policy strives to minimise risk and support our venue, programmes, events and individuals to deliver and experience a positive tennis and squash experience for everyone.

The Reporting Procedure on page 2 outlines how to respond to safeguarding or discrimination concerns/disclosures.

## 2. Use of terminology

We have adopted the following definitions to explain our approach to diversity and inclusion in tennis, squash and padel.

**Discrimination** – treating someone in a less favourable way and causing them harm because of a protected characteristic, such as age, race, disability, sex, gender, sexual orientation, gender reassignment status, marital or civil partnership status, pregnancy or maternity, religion or socio-economic status.

**Diversity** – acknowledging, celebrating and respecting the differences between groups of people and between individuals. We will work to ensure that people can be assured of an environment in which their rights, dignity and individual worth are

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respected and, in particular, they are able to enjoy their sport without the threat of intimidation, victimisation, harassment or abuse.

**Harassment** – unwanted conduct related to a relevant protected characteristic, which has the purpose or effect of violating an individual’s dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual. The focus is on the perception of the complainant and not the intent of the perpetrator. Employees, members and visitors can complain of behaviour they find offensive even if it is not directed at them.

**Inclusion** – ensuring that tennis, squash and padel are equally accessible to any member of the community so they can be fully involved in whatever capacity they choose; and that they are supported to achieve their potential in any capacity, e.g. player, employee, volunteer, coach or official. We will work to ensure that people have a genuine and equal opportunity to participate to the full extent of their own ambitions and abilities, that they feel respected and valued and are not singled out, with regard to their age, race, disability, sex, gender, sexual orientation, gender reassignment status, marital or civil partnership status, pregnancy or maternity, religion or socio-economic status.

**Positive action** – Sundridge Park Tennis and Squash Ltd is committed to taking positive steps to counteract the effects of physical or cultural barriers – whether real or perceived – that restrict the opportunity for all sections of the community to participate equally and fully.

We will ensure that we introduce, support or contribute to appropriate measures or initiatives that enable access to tennis, squash and padel, and participation in associated activities, by people from any group that is under-represented in tennis, squash or padel or has difficulty accessing any of these sports and that they can do so with dignity or without being singled out.

*See Appendix A for a full glossary of terms.*

### 3. Scope

Sundridge Park Tennis and Squash Ltd has direct safe and inclusive responsibility for:

- staff, consultants, coaches and officials they employ
- members
- volunteers, including Board members and Committee members they recruit
- venues they own
- events and programmes they run
- ensuring all accreditation requirements are met by accredited coaches, officials and venues.

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We recommend and support the development of good diversity and inclusion practice in relation to club events, and to:

- accredited coaches, officials and venues
- players, parents and carers
- volunteers recruited by other organisations
- venues hired by or on our behalf

This Policy is in line with national legislation (see Appendix B for details of the relevant legislation) and is applicable to our Club, specifically to every person and place that we have direct safe and inclusive responsibility for.

#### 4. Responsibility for implementation of the Diversity and Inclusion Policy

Diversity and inclusion is everyone’s responsibility; not responding to discriminatory or unacceptable language and behaviour is not an option.

- The Club’s Board and Chairman of Tennis have overall accountability for this Policy and Reporting Procedure, for being the strategic lead on diversity and inclusion and for ensuring compliance with the relevant legislation (see Appendix B for details).
- The Club’s Chairman of Tennis Mark Braden and Welfare Officers Rob Jones and Hannah Maynard-Slade have overall responsibility for implementation of the policy.
- The Chairman of Tennis and Welfare Officers of the Club are responsible for updating this Policy and Reporting Procedure in line with legislative and organisational developments; and developing a strategic and proactive approach to diversity and inclusion and responding to discrimination concerns.
- The Sundridge Park Tennis and Squash Ltd Welfare Officers are responsible for supporting the Club to identify where diversity and inclusion support is required; to implement safe and inclusive procedures; promote diversity and inclusion principles, including the Safeguarding policy and *Reporting a Concern* procedure, to all the venues they manage, programmes, events and individuals including players, parents and carers.
- All staff, consultants, coaches, officials and volunteers involved in tennis and squash are responsible for raising diversity and inclusion concerns with one of the Club’s Welfare Officers to start with; then the LTA’s Safe and Inclusive Tennis/ Squash/Padel team if applicable, as outlined in the *Reporting a Concern* procedure (see page 3).
- Players, parents and guardians are responsible for upholding the Code of Conduct and *Reporting a Concern* procedure.
- Sundridge Park Tennis and Squash Ltd is committed to:
  - formally adopt this policy
  - take steps to ensure that our committee, members, participants and volunteers behave in accordance with the policy, including, where appropriate, taking disciplinary action under our constitution

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- ensure that access to membership, as well as access to participation, is open and inclusive
- publish accurate information about the location and accessibility of our facilities
- support measures and initiatives that British Tennis may initiate or take part in to advance the aims of this policy as part of our commitment to our LTA membership.

Where there is a diversity and inclusion concern/disclosure, the individual who is told about, hears or is made aware of the concern/disclosure is responsible for following the [Register A Concern procedure](#).

## 5. Breaches of the Diversity and Inclusion Policy, Standards, Code of Conduct and Reporting Procedure

Where there are concerns that diversity and inclusion good practice has not been followed, all staff are encouraged to follow the Club's whistleblowing policy. Consultants, coaches, officials, volunteers and players are encouraged to:

**1. Complain directly to the person or organisation they feel has acted unfairly and seek resolution.** In the first instance, this can often resolve many disputes or concerns.

**2. Talk to one of the Club's Welfare Officers in confidence:**  
Hannah Maynard-Slade – 07703 483775 or [hmaynard@btinternet.com](mailto:hmaynard@btinternet.com); or  
Rob Jones – 07786 927224 or [rpjonesuk@yahoo.co.uk](mailto:rpjonesuk@yahoo.co.uk).

**3. If required, you can contact the LTA Safe and Inclusive Tennis Team:** [safeguarding@lta.org.uk](mailto:safeguarding@lta.org.uk) – they can assist in liaising with the club and investigating the matter. Alternatively, the NSPCC Whistleblowing advice line can be contacted on 0800 028 0285 or [help@nspcc.org.uk](mailto:help@nspcc.org.uk).

**4. Seek further advice from the Equality Advisory Support Service** by calling 0808 800 0082. For further information, visit [www.equalityadvisoryservice.com/app/ask](http://www.equalityadvisoryservice.com/app/ask)

If someone comes to you with a concern around discrimination, listen to their complaint, reassure them and advise them of the routes listed above.

Breaches of this Policy and/or failure to comply with the outlined responsibilities may result in the following action taken towards venues and individuals by the LTA, Tennis Scotland, Tennis Wales and/or the Tennis Foundation:

- Venues – potential removal of LTA accreditation
- Staff – disciplinary action leading to possible dismissal and legal action
- Contracted consultants, officials and coaches – termination of current and future roles within all four organisations and possible legal action

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- Recruited volunteers, including Board and Committee members – termination of current and future roles within all four organisations and possible legal action

Actions taken by staff, consultants, volunteers, officials, coaches, venues, clubs and/or events outside of the LTA, Tennis Scotland, Tennis Wales and/or the Tennis Foundation that are seen to contradict this Policy may be considered a violation of this Policy.

Where an appeal is lodged in response to a safeguarding decision made by the LTA Safe and Inclusive Tennis Team and Safeguarding and Protection Committee and/or Licensing and Registration Committee, an independent appeal body such as Sport Resolutions may be used. Their decision is final.

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## Sundridge Park Tennis and Squash Ltd Code of Conduct

- Prioritise the wellbeing of all children and adults at all times.
- Be a positive role model. Act with integrity, even when no one is looking.
- Help to create a safe and inclusive environment both on and off court and promote the Fair Play values: enjoy and respect.
- Value and celebrate diversity and make all reasonable efforts to meet individual needs.
- Keep clear boundaries between your professional and personal life, including on social media.
- Check you have the relevant consent from parents/carers, children and adults before taking or using photos and videos.
- Ensure your own roles and responsibilities, and those of everyone you are responsible for, are clearly outlined and everyone has the necessary information, training and support to carry them out.
- Where possible, do not be alone with a child or adult at risk; if you have to be alone with a child or adult at risk, inform someone, such as a carer, official Club representative or volunteer.
- Do not abuse, neglect, harm or discriminate against anyone or act in a way that may be interpreted as such.
- Doing nothing is not an option: report all concerns and disclosures as soon as possible, following the Reporting Procedure (page 2). If someone is in immediate danger, dial 999.

It is illegal to have a relationship with someone who is under 18 years old if you are in a position of trust. It is illegal to have a sexual relationship with anyone under the age of 16 whether they give consent or not.

This Code of Conduct should be interpreted in a spirit of integrity, transparency and common sense, with the best interests of children and adults at risk as the primary consideration.

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## Related policies

Sundridge Park Tennis and Squash Ltd has several Safeguarding policies. Those most relevant to this policy and available on our website are:

- Safeguarding Policy Statement
- Safeguarding Policy
- Recording and Publishing Images Policy
- Online Safety and Communication Policy, including Social Media Policy
- Policy for Use of Changing Rooms and Showering Facilities
- Whistleblowing Policy

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## Appendix A: Glossary of terms

**Age:** A person belonging to a particular age group, which can mean people of the same age (e.g. 32 years old) or range of ages (e.g. 18–30 years old, or people over 50).

**Bisexual or Bi:** A person who has an emotional and/or sexual orientation towards more than one gender.

**Bullying:** Bullying can involve any form of physical, emotional, sexual or discriminatory abuse. It can also include cyber-bullying – using social media or mobile phones to perpetrate bullying.

**Direct discrimination:** Treating someone less favourably than another person because of a protected characteristic.

**Disability:** A person having a physical or mental impairment that has a substantial and long-term adverse effect on that person’s ability to carry out normal day-to-day activities.

**Discrimination:** Treating someone in a less favourable way and causing them harm, because of their age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation.

**Discrimination by association:** Discrimination against someone because they are associated with another person who possesses a protected characteristic.

**Discrimination by perception:** Discrimination against someone because of the belief that someone possesses a protected characteristic.

**Diversity:** Acknowledging and celebrating the differences between groups of people, and between individuals.

**Equality:** Treating everyone with fairness and respect and recognising and responding to the needs of individuals. Taking positive actions to address existing disadvantages and barriers affecting how people engage with and participate in tennis, squash or padel.

**Ethnicity:** The social group a person belongs to and either identifies with or is identified with by others, as a result of a mix of cultural and other factors including language, diet, religion, ancestry and physical features traditionally associated with race. Ethnicity is essentially self-defined and may change over time.

**Gay:** Refers to a man who has an emotional, romantic and/or sexual orientation towards men. Also, a generic term for lesbian and gay sexuality – some women define themselves as gay rather than lesbian.

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**Gender equality:** This is when people – adults and children – of all genders have equal rights, responsibilities and opportunities.

**Gender identity:** This is an individual's internal self-perception of their own gender. A person may identify as a man, as a woman, as neither man nor woman (non-binary) or as androgyne/polygender.

**Gender reassignment:** The process of changing or transitioning from one gender to another.

**Harassment:** Unwanted conduct related to a relevant protected characteristic, which has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual. The focus is on the perception of the complainant, not the intent of the perpetrator. Employees can complain of behaviour they find offensive even if it is not directed at them.

**Hate crime:** Crime that is targeted at a person because of hostility or prejudice towards that person's disability, race or ethnicity, religion or belief, sexual orientation or transgender identity. This can be committed against a person or property.

**Homophobia:** The fear, unreasonable anger, intolerance or/and hatred towards homosexuality, lesbian, gay and bisexual people whether that person is homosexual or not.

**Inclusive leadership:** Leaders who are aware of their own biases and preferences, actively seek out and consider different views and perspectives to inform better decision-making. They see diverse talent as a source of competitive advantage and inspire diverse people to drive organisational and individual performance towards a shared vision. An Inclusive Leader is a role model of inclusive behaviour, who listens to and seeks out the views of diverse people and takes account of these views, without bias, in the decisions they make; appreciates that a diverse group of people will generate more creative solutions to problems and encourages this; inspires people through a shared vision of future success and motivates them to deliver it; leverages difference for high performance and provides responsive excellence to the needs of customers, clients and service users; provides positive feedback to boost people's self-efficacy; puts effort into helping diverse people identify their talents and develop them for performance now and in the future; and communicates authentically and honestly in a way that inspires trust, loyalty and wellbeing.

**Inclusion:** Recognition that people from different backgrounds may have different needs and expectations and may experience barriers in trying to access tennis, squash or padel. An inclusive venue is one that takes steps to attract and engage with people from many different backgrounds and meet their needs so that everyone has a positive experience and has the opportunity to achieve their potential.

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**Indirect discrimination:** A practice, policy or rule that applies to everyone in the same way, but that has a more negative effect on some people than others.

**LGBTQ:** An acronym for Lesbian, Gay, Bisexual, Trans and Questioning.

**Lesbian:** A woman who has an emotional romantic and/or sexual orientation towards women.

**Microaggressions:** Comments and actions that negatively target and marginalise specific groups. Common examples tend to be commenting on the way someone speaks – even if you think it’s a compliment; giving someone a nickname because you find it difficult to pronounce their name; talking over certain people. Additionally:

- **Micro-assaults** are when a person intentionally behaves in a discriminatory way – even though their intention is not to be offensive – for example describing someone’s race out of context or telling a homophobic joke and defending it.
- **Micro-insults** are unintentional behaviours and verbal comments that convey rudeness. For example, telling someone they “speak well” for a Black person, telling a gay person they “don’t seem gay”, or conveying surprise when you hear someone has a certain job because they don’t fit your stereotypical image of what a person in that role should look like.

**Monitoring equality:** Refers to data collection and analysis to check if people with protected characteristics are participating and being treated equally – for example, monitoring the number of people with a disability who play tennis, squash or padel at our venue.

**Non-binary:** An umbrella term for a person who does not identify as only male or only female, or who may identify as both.

**Positive action:** A range of lawful actions that seek to overcome or minimise disadvantages (for example in employment opportunities) that people who share a protected characteristic have experienced, or to meet their different needs.

**Pregnancy and maternity:** Pregnancy is the condition of being pregnant or expecting a baby. Maternity refers to the period after the birth and is linked to maternity leave in the employment context. In the non-work context, protection against maternity discrimination is for 26 weeks after giving birth, and this includes treating a woman unfavourably because she is breastfeeding.

**Pronouns:** Gender pronouns refer to a named person, such as “he” and “him”, “her” and “she”, or “them” and “they”. For members of the LGBTQ community, including non-binary, commonly used pronouns of he/she may not fit and can create discomfort and stress and cause depression. Using a person’s preferred pronoun affirms their gender identity and makes them feel included.

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**Protected characteristic:** Under the Equality Act 2010, nine characteristics are protected from discrimination by law: age, disability, gender reassignment, marital and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.

**Questioning:** This refers to the process of exploring your own sexual orientation and/or gender identity.

**Race:** This refers to the protected characteristic of race. It refers to a group of people defined by their race, colour, nationality (including citizenship) and ethnic or national origins.

**Radicalisation, extremism and terrorist behaviour:** Radicalisation is the process by which a person comes to support terrorism and/or forms of extremism. Extremism is vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs. There is no single way to identify an individual who is likely to be susceptible to extremist ideology. The internet and the use of social media can be a major factor in the radicalisation of people.

**Racism:** Prejudice, discrimination or antagonism by an individual, community or institution against a person or people because of their racial or ethnic group, typically one that is a minority or marginalised.

**Reasonable adjustment:** What is considered reasonable will depend on all the circumstances of the case, including the size of an organisation and its resources, what is practicable, the effectiveness of what is being proposed and the likely disruption that would be caused by taking the measure in question as well as the availability of financial assistance.

**Religion or belief:** Religion is the service, worship of and devotion to God, a god or the supernatural; belief includes religious and philosophical beliefs, including lack of belief (e.g. atheism). Generally, a belief should affect your life choices or the way you live for it to be included in the definition.

**Sex:** This refers to biological make-up, such as primary and secondary sexual characteristics, genes, and hormones. The legal sex is usually assigned at birth and has traditionally been understood as consisting of two mutually exclusive groups, namely men and women.

**Sexual orientation:** A person's emotional, romantic and/or sexual attraction to another person.

**Trans:** An umbrella term to describe people whose gender is not the same as, or does not sit comfortably with, the sex they were assigned at birth. Trans people may describe themselves using one or more of a wide variety of terms, including (but not limited to) transgender, cross dresser, non-binary, genderqueer (GQ).

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**Transphobia:** The fear, unreasonable anger, dislike, intolerance or/and hatred towards trans people, whether that person has undergone gender reassignment or is perceived to have done that.

**Transsexual person:** Someone who has started the process of changing their gender identity or is undergoing or has undergone gender reassignment.

**Unconscious bias or implicit bias:** This refers to a bias that we are unaware of and which happens outside of our control. It is a bias that happens automatically and is triggered by our brain making quick judgments and assessments of people and situations, influenced by our background, cultural environment and personal experiences.

**Victimisation:** When someone is treated badly because they have made or supported a complaint or grievance.

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## Appendix B: Legislation

The Equality Act 2010 legally protects people from discrimination in the workplace and in wider society. It replaced previous anti-discrimination laws with a single Act, making the law easier to understand and strengthening protection in some situations. It sets out the different ways in which it's unlawful to treat someone.

It is against the law to discriminate against anyone because of:

- age
- being or becoming a transsexual person
- being married or in a civil partnership
- being pregnant or on maternity leave
- disability
- race, including colour, nationality, ethnicity and national origin
- religion, belief or lack of religion/belief
- sex
- sexual orientation.

These are called protected characteristics.

People should be protected from discrimination:

- at work
- in education
- as a consumer
- when using public services
- when buying or renting property
- as a member or guest of a private club or association.

People are also protected from discrimination if:

- they are associated with someone who has a protected characteristic, e.g. a family member or friend
- they have complained about discrimination or supported someone else's claim.

Discrimination can come in one of the following forms:

- **Direct discrimination** – treating someone with a protected characteristic less favourably than others.
- **Indirect discrimination** – putting rules or arrangements in place that apply to everyone, but that put someone with a protected characteristic at a disadvantage.
- **Harassment** – unwanted behaviour linked to a protected characteristic that violates someone's dignity or creates an offensive environment for them.
- **Victimisation** – treating someone unfairly because they've complained about discrimination or harassment.
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