



## Equality, Diversity and Equal Rights

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Opt Healthcare is an Equal Opportunity Employer, dedicated to a policy of non-discrimination in matters involving our service users and our employees.

Opt Healthcare does not condition, exclude or deny its services, nor assign personnel or services based on race, colour, age, religion, nationality, citizenship, creed, marital status, sexuality, gender, medical condition, disability, handicap, political affiliation, or any other basis protected by the law of England and Wales.

Our policy aligns with the Equality Act 2010, which legally protects people from discrimination in the workplace and in wider society.

### 1. Policy Statement

We are committed to creating an environment where **equality, diversity and inclusion** are actively promoted. We value the unique contributions of every individual and strive to ensure that all employees, clients, partners and visitors are treated with **dignity and respect**.

We oppose all forms of unlawful discrimination, harassment and victimisation. Our aim is to build a workplace culture where everyone feels safe, supported and able to thrive.

### 2. Legal Framework

This policy aligns with the **Equality Act 2010**, which protects individuals from discrimination based on the following **protected characteristics**:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race (including colour, nationality and ethnic or national origins)
- Religion or belief
- Sex
- Sexual orientation

We also follow relevant UK employment law, ACAS guidance and sector-specific regulatory requirements.

### 3. Scope

This policy applies to:

- All employees (permanent, temporary, part-time, full-time)
- Contractors, agency workers and consultants
- Job applicants and interview candidates
- Volunteers and interns
- Clients, customers and visitors interacting with our organisation

### 4. Our Commitments

We commit to:

- Providing equal opportunities in recruitment, promotion, training and development
- Ensuring fair and transparent decision-making processes
- Making reasonable adjustments for disabled employees and applicants
- Creating an inclusive culture where diverse perspectives are welcomed
- Preventing and addressing bullying, harassment and discrimination
- Monitoring workforce diversity and taking action to improve representation
- Providing regular EDI training for managers and staff

### 5. Responsibilities

**Managers** are responsible for:

- Leading by example
- Ensuring their teams understand and follow this policy
- Addressing inappropriate behaviour promptly
- Supporting reasonable adjustments

**Employees** are responsible for:

- Treating others with respect
- Challenging discriminatory behaviour
- Reporting concerns or incidents
- Contributing to an inclusive workplace

### 6. Recruitment and Selection

We ensure that:

- Job adverts use inclusive, nonbiased language
- Selection criteria are relevant, objective and job-related
- Shortlisting and interviews are conducted fairly
- Reasonable adjustments are offered to candidates
- Decisions are based solely on merit and capability

## 7. Training and Development

We provide:

- Mandatory EDI (Equality, Diversity and Inclusion) awareness training
- Inclusive leadership training for managers
- Opportunities for career progression
- Support for underrepresented groups where appropriate

## 8. Reporting Concerns

Anyone who experiences or witnesses discrimination, harassment or victimisation is encouraged to report it. Reports can be made to either the:

- Managing Director
- The Operations Manager
- The Registered Manager
- Care Coordinators

All concerns will be taken seriously, investigated promptly and handled confidentially.

There will be no retaliation against anyone who raises a genuine concern.

## 9. Monitoring and Review

We regularly:

- Review workforce data to identify inequalities
- Assess the effectiveness of this policy
- Update the policy in line with legal or organisational change

This policy is reviewed annually and approved by senior leadership.

**Approved by:** *Rosny* Managing Director

**OPT HEALTHCARE LIMITED**