

Equal Opportunities, Diversity and Inclusion Policy

Section	Contents	Page
1	What is 'equality', 'diversity' and 'inclusion?' (EDI)	2
2	Our values, our mission, our vision, and our commitment	2
2.1	The Coram Group's promise to staff and volunteers	3
2.2	What the Coram Group expects from the people who work for us	3
3	Who does this policy apply to, and when?	4
4	The Law	4
5	Types of unlawful discrimination	5
6	Promoting equal opportunities	7
7	Employment practices	7
7.1	Attracting suitable applicants	7
7.2	Recruitment and selection	8
7.3	Training and development	9
7.4	Appraisals	9
7.5	Promotion	9
7.6	Restructuring processes	10
7.7	Making reasonable adjustments and removing barriers for disabled people	10
7.8	Religious observance during working hours	10
8	Service users, suppliers and other people not employed by the Coram Group	11
9	Individual responsibilities	11
9.1	Management responsibilities	11
9.2	Individual responsibilities	12
9.3	Breaches of policy	12
10	Grievances	12
11	Harassment and bullying	13
12	Monitoring and review	13
13	Other relevant policies and documents	14
	Appendix A: Valuing Diversity Statement	15
	Appendix B: General Glossary	16
	Appendix C: Glossary – Gender / Gender Identity	18
	Appendix D: Glossary – Sexual Orientation	18
	Appendix E: Inclusive language when discussing or writing about disability	20
	Appendix F: Modern Slavery Statement	22
	Appendix G: Amendments Summary	24

1. What is 'equality', 'diversity' and 'inclusion?' (EDI)

People are **diverse**, this is an undisputable truth. Some of us grew up outside of the United Kingdom, some of us grew up in different cultures and some of us have different beliefs. We are all different ages, some of us identify as a different gender from the one that we were assigned at birth, some of us have disabilities, and some do not, some of us are married, or in a civil partnership, some are not. These are just facts.

However, treating someone as our **equal**, and **including** them in our professional and/or social world and experiences are choices. They are choices that we all make every day.

Equality is about treating all workers and job applicants equally, irrespective of: sex, gender/gender identity, gender reassignment, race, religion/belief, age, sexual orientation, marital or civil partnership status, political views, pregnancy and maternity status, or disability. It is about tackling discrimination and dealing with inequality by ensuring fairness, decency, respect and high standards of behaviour between individuals and groups.

Diversity is the mixture of demographics and experiences reflected in the workforce, such as the number of people who identify as a certain group. Demographics might be broken down into: sex, gender/gender identity, gender reassignment, race, religion/belief, age, sexual orientation, marital or civil partnership status, pregnancy and maternity status, disability, political views, or trade union membership, etc.

Inclusion is recognising and valuing all employee perspectives and contributions. It means integration, a true sense of belonging. It has been described as fair and respectful and enabling people to realise their capabilities. It is about acceptance and valuing of differences, whether these relate to personal perspectives, style, approach, etc.

2. Our values, mission, vision and commitment

The **values** of the Coram Group are; committed, respectful, professional, dynamic and credible.

Our **mission** is to develop, deliver and promote best practice in the support of children and young people.

Our **vision** is that every child has the best possible chance to lead a fulfilling life. We champion what matters most for children, creating better chances, and a brighter, happier future.

The Coram Group **values**, **mission** and **vision** directly link into our commitment to providing equal opportunities in employment and to avoiding any kind of discrimination in; our work place, our service provision and delivery, in the our products, such reference materials for sector professionals and practitioners who support children and young people.

Coram believes that having a workforce with a rich mix of backgrounds, knowledge, abilities and skills enhances our ability to deliver high quality services to the broadest range of children, young people and families. We aim to build, and maintain, a diverse workforce that reflects the communities that Coram works within.

At Coram we strive to create a work environment that is free of harassment and bullying and where everyone is treated with dignity and respect. We believe this is vital to ensuring equal opportunities in employment.

2.1 The Coram Group's promise to staff and volunteers

The Coram Group will provide:

- A safe, welcoming and inclusive workplace culture, where individuals are valued, respected and are listened to.
- Equality of opportunity to access, and benefit from, professional and personal development discussions and activities, such as training, workshops, conferences and events.
- Support and guidance on challenging discrimination, prejudice, bullying, harassment or victimisation.
- A range of family friendly and flexible working practices (including hybrid working) that are accessible to all staff regardless of their sex, gender/gender identity, gender reassignment, race, religion/belief, age, sexual orientation, marital or civil partnership status, political views, pregnancy and maternity status, disability, trade union membership or employment status e.g. part-time workers.

2.2 What the Coram Group expects from the people who work for us

All staff must complete the mandatory training on equality, diversity and inclusion and unconscious bias (as a minimum), and engage in self-reflection with the aim of ensuring that you can:

- Recognise and challenge all forms of discrimination and prejudice in the workplace.
- Treat colleagues, children, young people and families, with respect, dignity and fairness.
- Listen to the variety of views and opinions of others, but to constructively challenge those who express views and opinions which may show a lack of respect, sensitivity or regard to others.
- Acknowledge and celebrate diversity, with colleagues, children, young people and families.
- Integrate and work effectively with everyone regardless of their characteristics.
- Ensure that, there is equality of opportunity for all children, young people and families that you work with and are responsible for, to participate and be consulted, listened to and involved in activities designed to benefit them and improve the services they use.

3. Who does this policy apply to, and when?

This policy applies to all staff, workers, volunteers, contractors and third party providers/suppliers who work on behalf of the Coram Group.

It applies to all conduct in the workplace, and also outside of the workplace, that is related to your work (e.g. at meetings, social events, and out of hours interactions with colleagues or service users).

It applies to any situation, piece of work, or representation, which may impact on the Coram Group's reputation (e.g. the expression of views on social media contrary to this **Equal Opportunities, Diversity and Inclusion Policy**, and/or the **Code of Conduct** and/or to the **values, vision** and/or **mission** of the Coram Group, and that could be linked to the Coram Group).

4. The Law

The Equality Act 2010 consolidates most equality law into one Act. It prohibits conduct and creates duties in relation to 'protected characteristics'. The Act prohibits direct and indirect discrimination, and harassment and victimisation. It also prohibits discrimination in relation to something arising from a person's disability, and creates a duty to make reasonable adjustments for disabled people.

The Equality Act 2010 nine protected characteristics;

1. Age
2. Disability
3. Gender reassignment
4. Marriage and civil partnership
5. Pregnancy and maternity
6. Race
7. Religion or belief
8. Sex
9. Sexual orientation

Although Gender Identity is not listed under the nine protected characteristics, The Equality Act 2010 says that you must not be discriminated against because you are transsexual, when your gender identity is different from the sex assigned to you when you were born. For example: a person who was born female decides to spend the rest of their life as a man. The Coram Group recognises all 'sexes' and 'gender identities' as being protected by this policy.

The Gender Recognition Act 2004 is an Act of the Parliament of the United Kingdom that allows people to change their legal sex/gender on legal documents such as birth certificates and passports (this is not 'gender identity' which is a self-declared status, but 'sex'). This legislation came into effect on 4 April 2005.

The Coram Group also recognises that other defining characteristics such as; political views, trade union membership, etc. should also be free from discrimination where they are legal and fit with the Coram Group's **values, mission** and **vision**.

Discrimination after employment may also be unlawful, e.g. refusing to give a reference for a reason related to one of the protected characteristics.

Employees must also not discriminate against or harass a member of the public in the provision of services or goods.

It is unlawful 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.

5. Types of unlawful discrimination

Discrimination in employment and service provision happens because of prejudice, bias (conscious and unconscious), misconception and stereotyping which in turn hinders the proper consideration of an individual's talents, skills, abilities, potential and experience. It can be direct or indirect, intentional or not intentional. What is most important is that certain forms of discrimination are not just unfair they are illegal.

Direct discrimination occurs when someone is treated less favourably than another person because of a protected characteristic they have or are thought to have (see perceptive discrimination below), or because they associate with someone who has a protected characteristic (see associative discrimination below).

Associative discrimination is where an individual is directly discriminated against or harassed because they associate with another individual who possesses a protected characteristic (although it does not cover harassment because of marriage and civil partnership, or pregnancy and maternity).

Perceptive discrimination is direct discrimination or harassment against an individual because others think they possess a particular protected characteristic – whether or not it is actually true. However, the protected characteristics of pregnancy and maternity, as well as marriage and civil partnerships receive exclusion from this. Some discrimination by perception examples include:

- Refusing to hire someone with an Arabic name because you wrongly assume they're Muslim
- Bullying a heterosexual employee for being a homosexual because they appear 'camp' at work
- Failing to promote a member of staff because you wrongly believe they have a disability

Indirect discrimination can occur where there is a condition, rule, policy or practice in the organisation that applies to everyone but particularly disadvantages people who share a protected characteristic (although it does not explicitly include pregnancy and maternity, which is covered by indirect sex discrimination). Indirect discrimination can be justified if it can be shown to be a proportionate means of achieving a legitimate aim. A legitimate aim might be any lawful decision made in running the organisation, but if there is a discriminatory effect, the sole aim of reducing costs is likely to be unlawful. Being proportionate means being fair and reasonable, including showing that you have looked at 'less discriminatory' alternatives to any decision you make.

Harassment is “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.” It does not matter whether or not this effect was intended by the person responsible for the conduct. Harassment applies to all protected characteristics except for pregnancy and maternity and marriage and civil partnership. Employees can complain of behaviour that they find offensive even if it is not directed at them, and the complainant need not possess the relevant characteristic themselves. Employees are also protected from harassment because of perception and association.

Third-party harassment occurs when it is committed by an individual who is not a company employee, such as a client, customer, vendor, delivery person, or anyone who comes to the workplace, or interacts with employees (other than marriage and civil partnership, and pregnancy and maternity).

Victimisation occurs where an employee is treated badly because they have made, or supported a complaint, or raised a grievance, under the Equality Act 2010; or because they are suspected of doing so. An employee is not protected from victimisation if they have acted maliciously or made or supported an untrue complaint. There is no longer a need for a complainant to compare their treatment with someone who has not made or supported a complaint under the Equality Act 2010.

Failure to make **reasonable adjustments** is where a physical feature or a provision, criterion or practice puts a disabled person at a substantial disadvantage 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.

Discrimination arising from disability occurs when a disabled person is treated unfavourably because of something connected with their disability and this unfavourable treatment cannot be justified. Treatment can be justified if it can be shown that it is intended to meet a legitimate objective in a fair, balanced and reasonable way. This form of discrimination can occur only if the employer knows, or can reasonably be expected to know, that the disabled person is disabled.

6. Promoting equal opportunities

In order to promote equal opportunities, the Coram Group:

- Facilitates a regular Equality, Diversity & Inclusion Forum with representatives from across the various departments and entities within the Coram Group.
- Provides a comprehensive and accessible training offer to all staff (including volunteers) on a range of equality, diversity and inclusion subjects.
- Provides a fulsome Wellbeing offer to all staff
- Reports annually on the demographics of the organisation, including current staff and leavers, and candidates within the recruitment and selection process.
- Communicates it's EDI Action Plan and provides regular updates on progress against the plan
- Operates anonymous recruitment ('blind recruitment') to remove bias (conscious or unconscious) from our recruitment process.
- Produces annual gender and ethnicity pay gap monitoring and reporting
- Annually reviews pay to ensure fair and equal pay is maintained

7. Employment practices

Coram will avoid unlawful discrimination in all aspects of employment including recruitment, promotion, opportunities for training, pay and benefits, discipline, and selection for redundancy.

Coram is committed, wherever practicable, to achieving and maintaining a workforce which broadly reflects the local community in which we operate. Coram's commitment to equal opportunities and a diverse workforce can be evidenced in the following specific areas.

7.1 Attracting suitable applicants

Coram will:

- Review person and job descriptions to ensure they are inviting to individuals from diverse backgrounds and do not contain any potentially discriminatory criteria that are not essential for the role.
- Avoid requirements relating to length of experience and residence in the UK
- Where professional qualifications are relevant, make clear that comparable overseas professional qualifications are acceptable, if possible.
- Wherever practicable/possible, to consider (apply) flexible working practices to roles including part-time hours, job-shares, condensed working hours, and hybrid working.
- Ensure all job descriptions include Coram's expectations in relation to equality, diversity and inclusion.
- Place advertisements in publications/media which are likely to reach all potential applicants.
- Feature an equal opportunities statement in all job adverts.
- Ensure that recruitment literature and advertisements avoid stereotypical and gendered images and language and make it clear that applications are welcome from all suitably qualified candidates.

- Ensure that agencies assisting in recruitment operate appropriate diversity policies and procedures when acting on behalf of Coram.
- Consider the accessibility of the application process.
- Ensure that recruitment solely or primarily by word of mouth is kept to an absolute minimum as this might unnecessarily restrict opportunities and could limit the diversity of the organisation.
- Monitor the recruitment process to identify any concerns in failing to attract and appoint a diverse pool of candidates.

7.2 Recruitment and selection

Coram will:

- Operate an anonymous ('blind') recruitment process up to the stage of invite to interview
- Wherever possible, ensure short-listing is done by more than one person.
- Use an application form rather than a CV wherever practicable so that all applicants are competing on the same basis.
- Ensure that selection decisions are based on objective, non-discriminatory, job-related criteria, consistently applied to all candidates.
- Invite applicants to identify any special arrangements they may need at interview.
- Make reasonable adjustments for applicants to attend job interviews to ensure that no applicant is disadvantaged because of their disability e.g. to time, location, tests.
- Ensure that all those involved in recruitment and selection have had appropriate training in recruitment interviewing, diversity and equal opportunities, or receive the appropriate guidance from Human Resources.
- Ensure that selection decisions for any post are taken by more than one person.
- Ensure that membership of any recruitment panels is as diverse as possible.
- Not ask personal or intrusive questions.
- Ensure that questions relating to a person's disability are only asked where relevant to the ability to do the job, with reasonable adjustments where necessary.
- Take particular care not to be influenced by any personal information that may be volunteered.
- Ensure that selection criteria and reasons for the selection or rejection of individual candidates are recorded. Interview notes will be retained securely by HR in line with data protection legislation.
- Ensure that the applicant is clear about what the role entails so that they can fully consider whether the job might conflict with their religious or other beliefs.
- Undertake diversity monitoring of all job applicants

7.3 Training and development

Coram will:

- Ensure that opportunities for training and development are made available to all staff on a fair and equal basis.
- Ensure applications for training courses and sessions are considered fairly.
- Ensure all those responsible for internally delivering training and development across Coram complete the mandatory equal opportunities and diversity training.
- Ensure that diversity and equal opportunities issues are addressed fairly and equitably in all management-related guidance and training such as competency-based interviewing, managing discipline and grievance, managing appraisals, and supervision training.
- Consider whether the times at which training is provided might be discriminatory, particularly if training takes place outside normal working hours.
- Consider the cultural or religious requirements of staff e.g. dietary needs
- Consider whether any special arrangements need to be made e.g. wheelchair access.
- Ensure external training providers are provided with a copy of Coram's diversity statement.

(Please see Training & Development Policy on SharePoint)

7.4 Appraisals

Coram will:

- Ensure that annual appraisals are conducted fairly and are based on objective, written criteria and competencies.
- Ensure that all completed appraisals are reviewed and agreed by another manager (usually the appraiser's line manager).
- Act on learning and development needs identified in personal development plans.
- Retain notes of appraisals and discussions.

(Please see Appraisal Policy & Procedure on SharePoint)

7.5 Promotion

Coram will:

- Ensure that all opportunities are made known to all staff and are made available to everyone on a fair and equal basis.
- Ensure that extended use of temporary promotion is discouraged where it will give one individual an unfair advantage over others.

(Please see Pay Policy on SharePoint)

7.6 Restructuring processes

Coram will:

- Ensure that managers demonstrate ahead of any formal restructuring processes that they have given due regard to equality considerations and the impact on staff with protected characteristics. (Please see Appendix of Pay Policy – Business Case)

7.7 Making reasonable adjustments and removing barriers for disabled people

Coram will:

- Make such adjustments as are reasonable to enable a disabled employee to carry out their duties. These may include, but are not limited to, provision of specialist equipment and training, job redesign, retraining, flexible hours, remote working and/or redeployment to a suitable alternative vacancy. A workstation assessment must be complete and any reasonable adjustments documented (SharePoint / Coram Workspace / Health & Safety / Risk Assessment / Workstation Assessment)
- Work proactively to remove barriers from the working environment for disabled people. This includes physical access to premises; access to benefits of employment; terms and conditions of employment; recruitment; and arrangements for recruitment, performance assessment, promotion, retention, flexible working and Hybrid working.

7.8 Religious observance during working hours

Coram will:

- Endeavour, on request, to alter an employee's working pattern so that breaks can be granted at times that coincide with their needs for religious observance.
- Alternatively, where appropriate, endeavour to grant employees reasonable unpaid time off during working hours for religious observance insofar as this is possible and practicable, taking into account the needs of the organisation and whether or not such arrangements might cause disturbance or disruption to other members of staff and/or their work patterns.
- Reserve the right to refuse to grant some or all of the time off requested, where an employee requests time off at a particularly busy time or at a time when the employee's absence would otherwise cause difficulties for the organisation, or where the amount of time off requested is unreasonable or excessive (taking into account the needs of the organisation).
- Treat all employees, whatever their religion or belief, equally in respect of requests for time off for religious observance or requests for alterations to their working patterns for religious reasons.
- Ask all employees, on a voluntary basis, to disclose their religion or belief to Human Resources so that any religious needs can be assessed and fair consideration given to what facilities and arrangements it might reasonably provide for staff.
- Provide food storage and food heating facilities. These are available to all employees. Employees must ensure that all food placed in the fridges or cupboards provided, is stored in sealed containers at all times. This is for the benefit of all employees, some of whom

may wish to ensure that their food does not come into contact with, for example, pork or other meat products.

8. Service users, suppliers and other people not employed by the Coram Group

Coram will not discriminate unlawfully against service users using, or seeking to use, facilities or services provided by the Group.

As part of Coram's commitment to promoting social equality and justice, we undertake to ensure that our services are available to children, young people and families from the most disadvantaged sections of the community, and are designed to meet their needs.

Coram aims to publicise its services in a relevant languages and through outlets that reach disadvantaged groups within the community. It will also endeavour to ensure that services and products are sensitive to cultural and religious/belief diversity (e.g. not arranging a major event or training course during a sacred religious festival).

Employees should report any bullying or harassment by service users, suppliers, visitors or others to their manager, who will take appropriate action.

Those responsible for contracts (managers/contract managers) with suppliers, as far practicable, will include wording that ensures that those undertaking the contract understand the stance taken by the Coram Group.

9. Individual responsibilities

Coram aims to be an inclusive organisation where everyone is treated with respect and dignity, and where there is equal opportunity for all. The co-operation of all those who work for, or volunteer for the organisation, or who access Coram's services, is essential for the success of this policy.

9.1 Management responsibilities

It is the responsibility of all managers, from directors and heads of service to supervisors, to:

- Ensure that the standards established within this policy are adhered to within their own area of responsibility;
- Familiarise themselves with this policy, any associated documentation and guidance and be able to signpost others to this information;
- Ensure that they are not instructing employees to act in a discriminatory manner;
- Ensure that they are not putting pressure on employees to discriminate;
- Bring the details of the policy and procedure documents to the attention of all staff;
- Ensure that information on equal opportunities is incorporated in all induction processes for new or temporary staff and is supported by ongoing training.
- Respond to allegations of discrimination and harassment fairly, quickly and effectively
- Prioritise their teams attendance at equality training to equip them with the competences needed to comply with this policy

Owner: Human Resources 11
Created: September 2003
Revised: October 2022
Issue: 10

9.2 Individual responsibilities

It is the responsibility of employees, volunteers and all those working on behalf of Coram at all levels to:

- Co-operate with any measure introduced to ensure equality of opportunity and avoid unlawful discrimination;
- Report any discriminatory acts or practices;
- Not induce or attempt to induce others to practice unlawful discrimination;
- Not victimise anyone as a result of them having reported or provided evidence of discrimination;
- Not harass, abuse, bully or intimidate others
- Complete all mandatory Equality & Diversity training within the first month of joining the organisation

9.3 Breaches of policy

- Behaviour or actions against the spirit and/or the letter of the laws on which this policy is based will be treated seriously and appropriate action will be taken.
- 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 service users are disciplinary offences and will be dealt with under the organisation's disciplinary procedure.
- Discrimination, harassment, bullying or victimisation may constitute gross misconduct and could lead to dismissal without notice.

10. Grievances

If an employee considers that they have been unlawfully discriminated against, they may use Coram's grievance procedure to make a complaint. If the complaint involves bullying or harassment, the grievance procedure is modified as set out in the bullying and harassment policy.

If a service user or someone working for Coram in a different capacity believes a Coram employee or agent has unlawfully discriminated against them, they should be encouraged to use the organisation's complaints procedure.

Coram will take any complaint seriously and will seek to resolve any grievance that it upholds. An employee will not be penalised for raising a grievance, even if the grievance is not upheld, unless the complaint is both untrue and made in bad faith.

Use of the organisation's grievance procedure does not affect an employee's right to make a complaint to an employment tribunal. Complaints to an employment tribunal must normally be made within three months beginning with the act of discrimination complained of.

11. Harassment and bullying

Coram has a separate policy concerning issues of bullying and harassment and how complaints of this type will be dealt with. Online training on harassment and bullying is available for staff and managers via the iHASCO online training platform.

12. Monitoring and review

This policy will be monitored periodically by the organisation to judge its effectiveness and will be updated in accordance with changes in the law.

Information provided by job applicants and employees for monitoring purposes will be used only for these purposes and will be dealt with in accordance with the Data Protection Act 1998.

During the recruitment and selection process, the HR team collate diversity monitoring information of candidates, however this is NOT shared with the manager who is driving the recruitment process or making the final selection. Diversity monitoring of job applicants and staff includes the following categories:

- Gender / Gender Identity
- Ethnicity / Race
- Age
- Disability
- Marital or Civil Partnership Status (requested but not monitored or reported on)
- Religion
- Sex
- Sexual Orientation

The information provided will help Coram to:

- Develop and improve practices;
- Build and maintain equality of opportunity and diversity across the organisation, and;
- Demonstrate Coram's commitment to promoting equality and valuing and respecting diversity in all that we do as an employer and service provider.

13. Other relevant policies and documents

Coram's commitment to promoting diversity and equality of opportunity permeates our employment practices and the provision of all our services. This policy may therefore be cross-referenced with other Coram policies and guidance documents, including, but not limited to:

- Bullying and harassment policy and procedure
- Grievance policy and procedure
- Disciplinary policy and procedure
- Whistle-blowing policy and procedure
- Complaints policy and procedure - External
- Recruitment policy and procedure
- Training and development policy
- Redundancy policy and procedure
- Probation policy and procedure
- Appraisal policy, guidance and procedure
- Supervision policy
- Flexible working policy
- Maternity policy and procedure
- Parental leave policy
- Pay policy and procedure
- Hybrid working policy and procedure
- Coram mental health wellbeing guidance
- Code of Conduct
- Workstation Assessment / Health & Safety policy and procedure

Appendix A: Valuing Diversity Statement

Coram is committed to promoting diversity and providing equality of opportunity to its staff, volunteers and services users. Valuing the backgrounds, experiences and strengths of its workforce and clients is integral to the organisation delivering high-quality services.

Coram recognises that having a workforce with a rich mix of backgrounds, knowledge, abilities and skills enhances its ability to deliver high quality services to the broadest range of children, young people and families. Coram aims to build and maintain a workforce that reflects the diversity of the communities it works within by accessing, recruiting and developing people from the widest talent pool possible.

Coram is committed to taking active steps to address and eliminate unfair or unlawful discrimination or prejudice where this is identified in the organisation's procedures or working practices. The organisation does not tolerate unlawful discrimination nor direct or indirect behaviours that are intended to bully, harass, isolate or victimise.

Coram shows respect for all its employees and volunteers, valuing each individual's contribution, regardless of their: sex, gender/gender identity, gender reassignment, race, religion/belief, age, sexual orientation, marital or civil partnership status, political views, pregnancy and maternity status, or disability.

Coram recognises that prejudice and discrimination continue to result in unfair treatment for many people. To address this and ensure the organisation's commitment to promoting diversity and providing equality of opportunity is embedded in its day-to-day working practices, policies and relationships Coram strives to ensure:

- The workforce understands and accepts their personal responsibility to recognise and value differences.
- All new starters attend Equality & Diversity training as part of their induction programme.
- The design and application of employment policies and practices (including recruitment, retention, promotion, training and organisational restructure) uphold and reflect the organisations commitment to valuing diversity and providing equality of opportunity.
- Barriers are proactively removed and reasonable adjustments are made for its disabled workforce and service users
- Services are delivered fairly and designed to suit the needs of the diverse communities it works with
- Services are available to children, young people and families from the most disadvantaged sections of the community. Coram aims to publicise its services in a number of languages and through outlets that reach disadvantaged groups within the community.
- Effective systems of quality and equality monitoring are set up to ensure that action on valuing diversity is continuously evaluated and improved.

Appendix B: General Glossary

Age	This refers to a person belonging to a particular age group, which can mean people of the same age (e.g. 32-year-olds) or range of ages (e.g. 18 – 30-year-olds, or people over 50).
Agent	A person who has authority to act on behalf of Coram but who is not an employee e.g. associate, contractor etc.
Disability	A person has a disability if he or she has 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.
Diversity	Diversity is about recognising, valuing and taking account of people’s different backgrounds, knowledge, skills and experiences, and encouraging and using those differences.
Duty to make reasonable adjustments	Where a disabled person is at a substantial disadvantage in comparison with people who are not disabled, there is a duty to take reasonable steps to remove that disadvantage by: <ul style="list-style-type: none"> i. changing provisions, criteria or practices, ii. altering, removing or providing a reasonable alternative means of avoiding physical features, and iii. providing auxiliary aids.
Gender / Gender Identity	Gender (or Gender Identity) is defined by the ONS (Office for National Statistics) and the UK Government as a social construct relating to behaviours and attributes based on labels of ‘gender identity’. ‘Gender’ so a personal, internal perception of oneself. Someone’s self-declared ‘gender’ may not match their ‘sex’ as defined at birth. There are many categories or labels that Individuals may use to describe themselves. Some examples include: a man, a woman, as transgender, having no gender, being non-binary, or being gender-fluid.
Gender reassignment	The process of changing from one gender to another
Marriage and civil partnership	Marriage is defined as “the legally or formally recognized union of two people as partners in a personal relationship.” A civil partnership is defined as “a legally recognised relationship between two people of the same sex.” Civil partners must not be treated less favourably than married couples.

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 work context, protection against maternity discrimination is for 26 weeks after giving birth, and this includes treating a woman unfavourably because she is breastfeeding.
Race	Refers to the protected characteristic of race. It refers to a group of people defined by their race, colour, nationality (including citizenship), ethnic or national origins
Reasonable	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 has the meaning usually given to it but 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 including in the definition.
Service users	Those accessing or using a particular service.
Sex	This is a protected characteristic. It is defined by the ONS and the UK Government as referring to the biological aspects of an individual as determined by their anatomy, and is something that is assigned at birth. UK law only recognises 2 categories under 'sex' (male / female). 'Sex' should not be used interchangeably with 'gender' or gender identity' in the context of diversity monitoring (although 'gender pay gap reporting' is a national exception).
Sexual orientation	Defines a person's identity in relation to the gender, or genders, to which they are sexually attracted. Some examples include: heterosexual or straight, gay, lesbian, bisexual, pansexual or asexual
Unlawful discrimination	When an employer or service provider has engaged in prohibited conduct against someone with a protected characteristic (discriminated against them) and does not have a valid defence.

Appendix C: Glossary – Gender / Gender Identity	
Man	An individual who identifies as a man
Woman	An individual who identifies as a woman
Bigender	A person who feels they have two gender identities – this could be at the same time, or at different times
Cisgender	A person whose who identifies as the same gender they were assigned at birth
Gender Fluid	A person who feels that their gender is not static and that it changes throughout their life – this could be on a daily/weekly/monthly basis
Agender (or Gender Neutral)	A person who does not identify with any gender
Non-Binary	An umbrella term for gender identities which are not confined by the gender binary of “women” and “men”. Non-binary people may identify with no gender at all or with more than one gender
Transgender	A person whose gender identity is in some way different to the gender they were assigned at birth
Demigender	An umbrella term for non-binary identities that have a partial connection to a certain gender. Demiboy: A gender identity that is both male and genderless. Demigirl: A gender identity that is both female and genderless
Questioning	A person who is uncertain about and/or exploring their own sexual orientation (and/or gender identity).

Appendix D: Glossary – Sexual Orientation	
Heterosexual / Straight	This sexual preference means that an individual feels attraction on an emotional, romantic or sexual level to people of the opposite sex
Homosexual / Gay / Lesbian	Homosexuality refers to those with a sexual preference for people of the same sex. This means a man that's attracted to another man, or a woman that's attracted to another woman
Bisexual	When someone feels emotional, romantic, sexual, or affective attraction towards both men and women
Pansexual	When someone feels emotional, romantic, sexual, or affective attraction towards both men and women, and anyone on the transgender spectrum (including non-binary people and gender-queer people, etc.)
Asexual	Asexuality is the lack of sexual, social, physical, or affective attraction towards others. Meaning that an asexual person

	doesn't feel attracted to any subject, no matter what their sex.
Demisexual	Demisexuality is a sexual preference where the individual needs to establish an emotional bond with someone first before they feel attraction. This means a Demisexual person might not feel sexual or affective desire for someone until they get to know them well and they can trust this person.
Anthrosexual	Anthrosexuality is a non-defined sexual orientation, which means that individuals that identify as anthrosexual make connections with all different types of people. So, some might consider this type of sexual preference a sort of mix between bisexuality and pansexuality, although they don't identify exclusively with either of these
Autosexuality	Autosexuality is when an individual feels sexually attracted to himself or herself, which means that they have autoerotic tendencies
Graysexuality	Graysexuality is the sexual preference that represents the most substantial part of the sexual desire continuum. This is a sexual orientation located between the two poles of desire: asexuality and sexuality. A graysexual person isn't exclusively sexual or asexual. Instead, they move from having sexual feelings to being asexual during different phases of their life.
Hyposexuality	Hyposexuality is practically the same as asexuality (a lack of sexual, emotional, or affective attraction to anyone). The difference is that, while asexuality defines someone's sexual preferences as a norm, hyposexuality is a consequence of external factors like too much stress at work, or even the result of a medical condition. On the same note, in some contexts, it isn't defined as a sexual orientation, but instead, a transitional phase caused by external factors.
Skoliosexuality	Skoliosexual individuals feel attracted to transgender and intersexual people, or other people with more open gender identities. This means that a skoliosexual person doesn't feel attracted to cisgender individuals (people who identify with the gender assigned to them at birth), instead, they are drawn exclusively to people with open sexual identities
Sapiosexuality	The word 'sapio' comes from Latin and means 'wise.' So, the definition of sapiosexuality is a fixed attraction towards people that they consider intelligent. Sapiosexual people feel attracted to others due to their cognitive and emotional abilities, through which they are able to make fundamental intellectual connections.

Appendix E: Inclusive language when discussing or writing about people with a disability

The word 'disabled' is a description, not a group of people. Use **'people with a disability'** not 'the disabled' as the collective term. Many people who need disability benefits and services don't identify with this term. Consider using **'people with health conditions or impairments'** if it seems more appropriate. Individuals are people first, they are not defined by the fact that they happen to have a disability.

Focus on individuals in a positive way. Most people with disabilities are comfortable with the words used to describe daily living. People who use wheelchairs 'go for walks' and people with visual impairments may be very pleased – or not – 'to see you'. An impairment may just mean that some things are done in a different way.

Common phrases that may associate impairments with negative things should be avoided, for example 'deaf to our pleas' or 'blind drunk'.

Many deaf people whose first language is BSL consider themselves part of 'the deaf community' – they may describe themselves as 'Deaf', with a capital D, to emphasise their deaf identity.

Avoid passive, victim words. Use language that respects disabled people as active individuals with control over their own lives.

Avoid	Use
(the) handicapped, (the) disabled	disabled (people)
afflicted by, suffers from, victim of	has [name of condition or impairment]
confined to a wheelchair, wheelchair-bound	wheelchair user

mentally handicapped, mentally defective, retarded, subnormal	with a learning disability (singular) with learning disabilities (plural)
cripple, invalid	disabled person
spastic	person with cerebral palsy
able-bodied	non-disabled
mental patient, insane, mad	person with a mental health condition
deaf and dumb; deaf mute	deaf, user of British Sign Language (BSL), person with a hearing impairment
the blind	people with visual impairments; blind people; blind and partially sighted people
an epileptic, diabetic, depressive, and so on	person with epilepsy, diabetes, depression or someone who has epilepsy, diabetes, depression

dwarf; midget

someone with restricted growth or short stature

fits, spells, attacks

seizures

Some tips on behaviour:

- use a normal tone of voice, don't patronise or talk down
- don't be too precious or too politically correct – being super-sensitive to the right and wrong language and depictions will stop you doing anything
- never attempt to speak or finish a sentence for the person you are talking to (especially if someone has slow speech. The person's thoughts are most likely ahead of yours, they just take longer to express their thought verbally – in truth, they are probably 10 steps ahead of you), be patient and actively listen
- address disabled people in the same way as you talk to everyone else
- speak directly to a disabled person, even if they have an interpreter or companion with them

Appendix F: Coram Group Modern Slavery Statement

Modern Slavery Act Statement

Coram Group of Charities

The Coram Group of Charities actively seeks to prevent modern slavery, and support those children who are victims of modern slavery through education, legal support and advocacy.

Since 1739, we have been supporting children to have better life chances. Our services support children here in the UK, and internationally where our services are provided to professionals and practitioners abroad.

The Coram Group comprises of:

Parent Company

Coram (The Thomas Coram Foundation for Children) <https://www.coram.org.uk/>

Subsidiary Companies

Coram Children's Legal Centre (<https://www.childrenslegalcentre.com/>)

Coram Voice (<https://coramvoice.org.uk/>)

Coram-i (<https://coram-i.org.uk/>)

CoramBAAF (<https://corambaaf.org.uk/>)

Coram Life Education (<https://www.coramlifeeducation.org.uk/>)

Coram Beanstalk (<https://www.coram.org.uk/coram-beanstalk>)

Coram Shakespeare Schools Foundation (<https://www.shakespeareschools.org/>)

Coram Ambitious for Adoption (<https://www.coramadoption.org.uk/>)

Coram Family and Childcare (<https://www.familyandchildcaretrust.org/>)

Supply Chains

Our supply chains include suppliers such as; IT and communication providers, stationers, suppliers of electrical equipment, computer equipment and white goods, building owners and managers and caterers.

We have not identified any high-risk suppliers to date; however, our experience tells us that modern slavery can be well hidden, unexpected and can appear

The Coram Group of Charities is committed to continuously improving its working practices, and to identify and eliminate modern slavery and human trafficking in its business and supply chains.

Reviewing our procurement procedures and policies, and our current and new contracts with suppliers, is an ongoing process which ensures that our core beliefs and values are synergistic with the values and practices of our supply chains, specifically in regards to modern slavery and human trafficking.

Staff and volunteer wellbeing

Our employment procedures ensure that all staff and volunteers can demonstrate their eligibility to work in the UK.

Our induction and training practices ensure that staff and volunteers are aware of our framework of rules and behaviours; identifying and encouraging the reporting of any concerns or breaches so that they can be dealt with appropriately in accordance with our policies and procedures.

We have very strong safeguarding, data protection, health and safety, whistleblowing, supervision/management practices and procedures to identify and eradicate modern slavery within the Coram Group of charities.

We have legal professionals and advocates who are able to provide employees, volunteers and service users with advice about any modern slavery or human trafficking issues that are personally affecting them or their families.

Appendix F: Amendments Summary

Date	Issue	Additions	Deletions	Amendments
December 2010	5			All sections amended in line with the Equality Act 2010.
October 2013	6			All sections reviewed, no amendments needed.
February 2017	7	P5: Requirement for staff to attend mandatory Equality & Diversity training	P3: Organisations liability for third part harassment – in line with provision being abolished in October 2013	P11: Definition of marriage
February 2017	7	P6: Detail of promoting equal opportunities through restructuring processes	P5: removal of reference to job share	
February 2017	7	P7: Further detail of managers responsibilities	P5 Reference of Guaranteed Interview Scheme	
February 2017	7	P10: Valuing Diversity statement	P8: Specific wording to be incorporated in contracts with suppliers	
December 2018	8			No amendments needed
December 2020	9	P1. Defining Equality, Diversity & Inclusion P4. Detail of Promoting equal opportunities: employment practices		

October 2022	10			Significant changes throughout all sections
October 2022	10	Addition of Appendices – B, C, D & E		
October 2022	10	Additional policies and guidance documents listed in section 12		