



# **Equality, Diversity, and Inclusion Policy**

## 1. PURPOSE OF THIS POLICY

Royal Voluntary Service is committed to supporting and promoting Equality, Diversity, and Inclusion (EDI) and this commitment means we are **stronger together**. This includes tackling all forms of discrimination and inequality in both the workplace and the services the Charity provides. This commitment is embraced by our Board of Trustees and informs all our activities and their impact on our service users, employees, volunteers, and other stakeholders.

We recognise that we are on a journey to achieving our ambition to be a fully inclusive organisation that reflects the diversity of the communities we serve. This policy, and the accompanying guidance document, set out a framework to ensure we have a collective understanding of the legal and policy requirements that underpin our commitment.

### The aim of the Policy is to:

- Create a positive culture throughout Royal Voluntary Service, where equality, diversity, inclusion, and respect are core values and at the centre of all our activities.
- Work towards the elimination of all forms of discrimination.
- Ensure staff, volunteers and trustees have a good understanding of expected inclusive behaviours.

### The aim of the Policy Guidance is to:

- Encourage positive action to overcome disadvantage and discrimination.
- Ensure the highest possible standards are achieved in the delivery of our services and employment practices.
- Ensure equality, diversity, and inclusion is promoted through our work, both internally and externally.

## 2. DEFINITIONS

### Protected Characteristics

Protected Characteristics refer to the nine characteristics that are protected in the Equality Act (2010): age, disability, gender reassignment<sup>1</sup>, marriage/civil partnership, pregnancy and maternity, race, religion and belief, sex, and sexual orientation.

### Equality

Equality is about fairness, it is not about treating everyone in the same way, but it recognises that everyone's needs are met in different ways. It is based on the legal obligation to comply with anti-discrimination legislation. Equality protects people from being discriminated against on the grounds of the Protected Characteristics.

### Equity

Equity acknowledges that each person has unique and different circumstances and requires specific resources and opportunities to reach an equal outcome.

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<sup>1</sup> 'Gender reassignment' is the legal term used within the Equality Act to refer to people that don't identify with their sex assigned at birth. The term 'trans' is more inclusive of all trans people, including those that identify as non-binary and is less focussed on medical transition and so throughout the rest of this document the term trans or trans identity is used.

## **Diversity**

Diversity is about valuing all visible and non-visible differences and recognising and accepting that harnessing these differences creates an environment where everyone feels valued. A diverse approach aims to recognise value and manage differences to enable all employees to contribute and realise their full potential.

## **Inclusion**

Inclusion is about positively striving to meet the needs of different people and taking deliberate action to create environments where everyone feels respected and able to achieve their full potential.

## **Positive Action**

Positive Action means the steps that an employer can take to encourage people from specific groups with different needs or with a past track record of disadvantage or low participation to apply for jobs. An employer can use Positive Action where they reasonably think (based on evidence) that:

- People who share a Protected Characteristic suffer a disadvantage connected to that characteristic.
- People who share a Protected Characteristic have needs that are different from the needs of people who do not share it.
- Participation in an activity by people who share a Protected Characteristic is disproportionately low.

Positive Action can also be taken regarding service delivery when the one or more of three specific conditions are met. You must reasonably think that a group of people who share a Protected Characteristic and who are, or could be, using your services:

1. Suffer a disadvantage linked to that characteristic.
2. Have a disproportionately low level of participation in this type of service or activity. Or
3. Need different things from this service from other groups.

The intention of Positive Action is to:

- Meet the group's different needs.
- Enable or encourage the group to overcome or minimise that disadvantage. Or
- Enable or encourage the group to participate in that activity.

## **3. THE SCOPE OF THIS POLICY**

This policy applies to all our people - volunteers, including our Trustees, permanent, temporary, fixed-term, full- and part-time staff. The policy also applies to clients, service-users, customers, suppliers, and other stakeholders.

## **4. DOCUMENT HELP**

If, after reading this document, you need further help, please contact your line manager or the HR Team.

## 5. GENERAL PRINCIPLES

### **Royal Voluntary Service is committed to:**

- Creating an inclusive environment in which individual differences and the contributions of our volunteers and employees are recognised and valued.
- Creating an environment that promotes dignity and respect for all.
- A zero-tolerance approach to discrimination, bullying and harassment, including but not limited to the Protected Characteristics in employment, volunteering, and service delivery.
- Providing information and training to all employees and volunteers to ensure that they are fully aware of EDI issues and their responsibilities relating to these areas.
- Ensuring that no person or group of people will suffer detrimentally in promotion or dismissal.
- Embedding EDI into our policies, procedures, and everyday practice.
- Ensuring the importance of equality, diversity, and inclusion is communicated throughout the employee and volunteer lifecycle.
- Regularly monitoring and reviewing this policy to ensure that inclusive practice is embedded.

Royal Voluntary Service is committed to developing and maintaining a culture of inclusivity and respect. Any discriminatory behaviour demonstrated by employees, volunteers, service users or trustees will be appropriately challenged in a polite and constructive manner and where necessary further action will be taken.

Royal Voluntary Service is committed to equal opportunity in employment, volunteer management and service delivery. We will take every possible step to ensure that no-one working or volunteering with the organisation, or seeking employment or a voluntary opportunity with us, or anyone using our services, receives less favourable treatment, or is disadvantaged by requirements or conditions that cannot be shown to be justifiable, on the grounds of a Protected Characteristic. Further, we commit not to discriminate on the grounds of trade union membership or political activity, socio-economic status, responsibility for dependents, part-time or fixed-term contract status or any other reason which cannot be shown to be justified. Selection criteria and procedures are reviewed regularly to ensure that individuals are selected and treated based on their relevant merits and abilities.

**Our aim is that our Charity is truly representative of all sections of society. Everyone should feel respected and valued and able to achieve their full potential.**

Royal Voluntary Service aims to ensure it values and represents the diversity of communities both locally and nationally. Royal Voluntary Service is aware of the intersecting and multiple forms of discrimination people can face because of having multiple marginalised identities and that often this intersection is linked with poverty. We endeavour to acknowledge and understand the diverse experiences of our staff, volunteers, and service users. We aim to provide services that are free of judgement and that are tailored to the needs of everyone.

## 6. LEGAL REQUIREMENTS

In valuing EDI, Royal Voluntary Service is committed to going beyond the legal minimum regarding equality and to working towards best and exemplary practice. However, current equality legislation and associated codes of practice are considered, including, but not limited to:

Equality Act 2010	Employment Rights Act 1996
Part Time Working Regulations 2000	Rehabilitation of Offenders Act
Equal Pay Act 1970	Employment Equal Treatment Framework Directive 2000 (as amended)

The above legislation protects individuals against all forms of discrimination because of a particular Protected Characteristic. Under Equality legislation, it is unlawful to:

- Discriminate directly against anyone and treat them less favourably than others on the grounds of one or more of the Protected Characteristics. This also includes discrimination based on perception of the person e.g., a belief that someone is gay or that someone is disabled, even if this is not actually true.
- Discriminate against someone for reasons relating to their association with a person on the grounds of one or more of the Protected Characteristics.
- Discriminate indirectly against anyone by applying a criterion, provision or practice which disadvantages people with a Protected Characteristic, unless the person applying the provision can justify it as a proportionate means of achieving a legitimate aim.
- Subject someone to harassment for reasons relating to a Protected Characteristic. This includes behaviour that an individual finds offensive on these grounds even if the behaviour is not directed at the individual. It is unlawful to treat a person less favourably because they either submit to, or reject, sexual harassment or harassment related to their sex.
- Victimise someone because they have made, or intend to make, a complaint or allegation or have given or intend to give evidence in relation to a complaint of discrimination in line with the Equality Act.

**See the EDI Policy Guidance document for further information regarding direct discrimination, harassment, and victimisation.**

## 7. RAISING CONCERNS

For concerns related to staff, please refer to the Dignity at Work Procedure regarding how to deal with grievances (complaints) of bullying, harassment, and/or victimisation.

For concerns related to volunteers, please see the Volunteer Handbook and Volunteer Management Policy & Procedures for details of how complaints raised by and in relation to volunteers are handled.

For concerns related to or by service users, please refer to our website and how to make a complaint, including those related to discrimination and harassment based on a Protected Characteristic.

## 8. RELATED POLICIES

All RVS policies and procedures support and embed our EDI Policy. Please also see the following relevant documents:

- Code of Conduct.
- Complaints Policy and Procedure.
- Dignity at Work Procedure.
- Whistleblowing Policy.
- Volunteer Handbook.
- Grievance Procedure.
- Volunteer Management Policy and Procedures.
- Behavioural Competencies Framework.

The Inclusion page on the Employee Portal contains further guidance, and resources covering a range of EDI topics.

## 9. REASONABLE ADJUSTMENTS

Under the Equality Act 2010, employers and organisations have a responsibility to make sure that disabled people can access employment and services as easily as non-disabled people. This is known as the 'duty to make reasonable adjustments'. Disabled people can experience discrimination if an employer or organisation doesn't make a reasonable adjustment. This is known as a 'failure to make reasonable adjustments'. Royal Voluntary Service is committed to supporting disabled staff, volunteers, and service users and wherever possible will ensure reasonable adjustments are put in place for those that need them. Royal Voluntary Service uses the [Social Model of Disability](#) in its approach to supporting disabled employees, volunteers, and service users. The Social Model of Disability acknowledges that people are disabled by barriers in society, not by their impairment or difference.

## 10. BREACHES IN POLICY

All complaints of discrimination will be sensitively investigated and, if proven, will result in appropriate action for the perpetrator. Any employee or volunteer found to be in breach of this policy could be subject to disciplinary action and will be managed through the relevant disciplinary procedure.

## 11. STATUS OF THIS POLICY

This policy is not a contractual term of employment. It is intended to act as a general framework only. It may be varied in any way and at any time where Royal Voluntary Service reasonably deems this to be necessary.

# DOCUMENT CONTROL

This table outlines changes to this document. Always make sure you are working from the latest version.

Version	Date of issue	Section reference	Reason for change	Owner of change
1.0	March-23	All	New policy introduced	Director of People

## **Equality, Diversity, and Inclusion Policy Guidance**



## 1. INTRODUCTION

The Royal Voluntary Service Equality, Diversity, and Inclusion (EDI) Policy sets out the Charity's commitment towards the development of inclusive and supportive working environments for all volunteers and staff, where every individual can thrive and be their best. We understand that while policies are not the whole solution, they are a valuable tool to support the inclusive culture we want to achieve. We believe that our people are key to realising this culture. We aspire to support the Policy's implementation with this guidance document, to bring our expectations to life, emphasise how inclusion underpins our Stella Values, and offer inclusive good practice advice and examples.

## 2. RESPONSIBILITIES

All staff, volunteers and trustees must adhere to the Royal Voluntary Service Equality, Diversity, and Inclusion Policy. Royal Voluntary Service Leadership Team and the Chair of the Board of Trustees are accountable for ensuring the policy is implemented. Below are some specific actions for individuals and departments to work towards.

### **Board of Trustees**

- The Board has a clear responsibility to support equality, diversity, and inclusion throughout the organisation and in its own practice. This approach supports good governance and the delivery of the organisation's charitable purposes.

### **Role of all employees, volunteers, and trustees**

- Act in ways that respect and value the diversity of others.
- Not discriminate unfairly against our clients or customers or other members of the organisation.
- Challenge and report any behaviour towards a colleague, client or customer that could be interpreted as discriminatory.
- Understand what is expected of them in terms of their role, performance, behaviour, and their conduct towards others.
- Always set a positive example.
- Complete appropriate mandatory EDI learning.

Royal Voluntary Service also encourages all staff to provide their anonymous diversity data on the HR system. This data enables organisational understanding of how our teams represent the communities we serve and any actions that need to be taken to better represent these communities through our people.

### **Role of line managers**

Every line manager has a responsibility to:

- Set a positive example by ensuring that their actions and behaviours promote EDI.
- Stop inappropriate behaviour as soon as they become aware of it.
- Support and implement action that Royal Voluntary Service takes to improve diversity, inclusion, and equal opportunities, where that action has been agreed as national policy or as a specific local initiative.
- Encourage employees to maximise their contribution to the work of Royal Voluntary Service and support them to reach their full potential.
- Provide appropriate learning opportunities for staff and volunteers to put the EDI Policy into practice.
- Ensure that mandatory EDI learning is completed by all staff and volunteers.

- Encourage all staff and volunteers to provide their EDI monitoring data.
- Ensure staff and volunteers are aware of, and carry out, their responsibilities under the law and this Policy.

**Departments and services have further EDI responsibilities that are specific to their functions:**

#### **Volunteering Team**

- Understand how discrimination impacts on people from different communities in different ways.
- Actively engage with underrepresented and marginalised communities to ensure that they feel able to offer their time to volunteer.
- Ensure volunteers complete Inclusion training and understand how they can contribute to ensuring services are delivered inclusively.
- Promote the importance of gathering volunteer diversity data.

#### **Health and Community Services**

- Understand how discrimination impacts people from different communities in different ways.
- Actively engage with underrepresented and marginalised communities to ensure that they feel able to access RVS services.
- Ensure services are provided in a way that is tailored to the individual needs of each client and are accessible.
- Tailor volunteering opportunities to ensure these are accessible and optimise engagement with underrepresented groups.

#### **Safeguarding**

- Ensure staff have a satisfactory level of cultural awareness to understand how cultural differences can impact on safeguarding concerns.
- Ensure inclusion is central to advice surgeries and safeguarding support.

#### **Retail Services**

- Complete inclusive customer service training.
- Conduct accessibility assessments and ensure that wherever possible outlets are accessible.
- Tailor volunteering opportunities to ensure these are accessible and optimise engagement with underrepresented groups.
- Where possible, tailor products for sale to the local communities.

#### **Business Development**

- Ensure EDI and accessibility is considered from the outset and throughout the bidding process for contracts.

#### **Communications**

- Produce all communications with accessibility in mind and always using inclusive language.
- Use diverse imagery where relevant to represent the diverse communities we serve.

#### **Finance**

- Ensure that persons engaged in any aspect of procurement on behalf of Royal Voluntary Service work in accordance with our Stella Values and standards as outlined in this Policy.

#### **Fundraising**

- Ensure fundraising opportunities and activities are accessible to all and reflect the values of Royal Voluntary Service.

## **Technology**

- Ensure that technology enables and empowers staff and volunteers to be able to carry out their roles to the best of their abilities.
- Make available accessible technology wherever possible to those that need it to carry out their duties.

## **Research and Insight**

- Produce research that takes consideration of the adverse impact of health inequalities on minority and marginalised communities.
- Amplify the voices of people from minority and marginalised communities, influence policy and change makers to ensure that health inequalities are understood.

## **People Directorate**

- Ensure that mandatory EDI learning is provided and completed by all staff and volunteers.
- Provide additional EDI-related learning and development opportunities to ensure that all staff and volunteers are equipped with the tools to provide support to a diverse range of clients and customers.
- Support the collection and analysis of EDI data to enhance recruitment practices for staff and volunteers to ensure we are representative of the communities we serve.
- Embed equality, diversity, and inclusivity into all employment and volunteering practices.

# **3. TYPES OF DISCRIMINATION**

## **Direct discrimination**

This occurs where someone is treated less favourably directly because of one or more of the following:

- A Protected Characteristic they possess.
- A Protected Characteristic of someone they are associated with, such as a friend, family member or colleague – this is direct discrimination by association.
- A Protected Characteristic they are thought to have, regardless of whether this perception by others is correct or not – this is direct discrimination by perception.

## **Indirect discrimination**

This occurs when a policy, rule or procedure applies to everyone but has a disproportionate impact on people with a Protected Characteristic. It is usually less obvious than direct discrimination and can often be unintentional.

## **Associative discrimination**

This means treating someone less favourably than another person because they are associated with a person who has a Protected Characteristic.

## **Perceptive discrimination**

This means direct discrimination against an individual because others think they possess a particular Protected Characteristic. It applies even if the person doesn't possess that characteristic.

## **Harassment**

Harassment is defined as 'unwanted conduct' and must be related to a relevant Protected Characteristic or be 'of a sexual nature'. It must also have the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual. Generally, harassment:

- Includes bullying, nicknames, threats, jokes, 'banter', gossip, inappropriate questions, excluding someone, insults, or unwanted physical contact.
- Can be verbal, written, or physical.

- Is based on the victim's perception of the unwanted behaviour rather than that of the harasser, and whether it is reasonable for the victim to feel that way.
- Can apply to a person who is harassed because they are perceived to have a Protected Characteristic, whether they have it or not.
- Can also apply to a person who is harassed because they are associated with someone with a Protected Characteristic.
- Can apply to a person who witnesses harassment because of a Protected Characteristic, and which has a negative impact on their dignity at work or the working environment, irrespective of whether they share the Protected Characteristic of the person who is being harassed.

### **Victimisation**

Victimisation is when a person is treated less favourably than others for:

- Making an allegation of discrimination.
- Supporting a complaint of discrimination.
- Giving evidence relating to a complaint about discrimination.
- Raising a grievance concerning equality or discrimination.
- And/or, doing anything else for the purposes of (or in connection to) the Equality Act.

Victimisation may also occur because a person is suspected of doing one or more of these things. A person is protected under the Equality Act if they make, or support, an allegation of victimisation in good faith – even if the information or evidence they give proves to be inaccurate. However, a person is not protected if they give, or support, information, or evidence in bad faith – in other words maliciously. The Equality Act generally applies all these types of discrimination to each of the Protected Characteristics, but there are a few exceptions.

## **Examples of discrimination, harassment and victimisation based on Protected Characteristics**

Below are examples of behaviours and actions that could constitute discrimination, harassment, and victimisation on the grounds of a Protected Characteristic. This list is by no means exhaustive but illustrates actions and behaviours that could be unlawful.

### **Age**

#### **Direct Discrimination on the grounds of age:**

- An employer refuses to allow an employee to do a training course because they think the employee is 'too old' but allows younger colleagues to do the training.

#### **Indirect discrimination on the grounds of age:**

- A 22-year-old employee finds out they are not eligible to be promoted because their employer has a policy that only workers with a post graduate qualification (such as a Masters) can be promoted. Although this applies to everyone it disadvantages people of their age because they are less likely to have that qualification.

#### **Harassment on the grounds of age:**

- During a training session at work, the trainer keeps commenting how slow an older employee is at learning how to use a new software package because of their age. The employee finds this distressing.

#### **Victimisation on the grounds of age:**

- A colleague complains of being called an 'OAP' at work. You help them complain to your manager. Your

manager treats you badly because of getting involved.

## Disability

### Direct discrimination on the grounds of disability:

- During an interview, a job applicant tells the potential employer that they have multiple sclerosis. The employer decides not to appoint them even though they are the best candidate they have interviewed, because they assume they will need a lot of time off sick.

### Indirect discrimination on the grounds of disability:

- A job advert states that all applicants must have a driving licence. This puts some disabled people at a disadvantage because they may not have a licence because, for example, they have epilepsy. If the advert is for a bus driver job, the requirement will be justified. If it is for a teacher to work across two schools, it will be more difficult to justify.

### Harassment on the grounds of disability:

- A disabled person is regularly sworn at and called names by colleagues at work because of their disability.

### Victimisation on the grounds of disability:

- An employee has made a complaint of disability discrimination. The employer threatens to sack them unless they withdraw the complaint.

## Gender Reassignment/Trans Identity

### Direct discrimination on the grounds of trans identity:

- An employee informs their manager that they intend to transition. Their employer then transfers them from their current role against their wishes because they don't want the employee to have client contact.

### Indirect discrimination on the grounds of trans identity:

- Staff are required to wear an I.D card with their photograph on it. In the last couple of months a colleague has come out as a Trans Woman and is living this identity openly. They cannot get their I.D photo changed as the HR policy is that these can only be updated on an annual basis.

### Harassment on the grounds of trans identity:

- A trans man is a volunteer driver with one of our services; a client keeps misgendering the volunteer, calling him 'Miss' and 'she' when driving them to and from their appointment, despite him complaining about it.

### Victimisation on the grounds of trans identity:

- A non-binary person is being harassed by a colleague at work, they make a complaint about the way their colleague is treating them and is then sacked.

## Marriage and Civil Partnership

### Direct discrimination on the grounds of marriage and civil partnership:

- A woman works night shifts in a distribution warehouse but is dismissed when she gets married because her employer thinks a married woman should be at home in the evening.

### Indirect discrimination on the grounds of marriage and civil partnership:

- Indirect discrimination happens when an employer has a policy or way of working that puts people who are married or in a civil partnership at a disadvantage.

### Victimisation on the grounds of marriage and civil partnership:

- This is when you are treated badly because you have made a complaint of marriage or civil partnership related discrimination. It can also occur if you are supporting someone who has made a complaint of marriage or civil partnership related discrimination.

## Pregnancy and Maternity

### Direct discrimination on the grounds of pregnancy and maternity:

- Refusing to promote a pregnant employee because the employer assumes they will not be able to take on the additional duties.

### Victimisation on the grounds of pregnancy and maternity:

- A pregnant employee is fired because of filing a complaint after getting demoted once they informed their employer they were pregnant.

## Race

### Direct discrimination on the grounds of race:

- A letting agency will not let a flat to a prospective tenant because of their race.

### Indirect discrimination on the grounds of race:

- Indirect discrimination happens when an employer has a policy or way of working that puts people of a particular race at a disadvantage.

### Harassment on the grounds of race:

- A young British Asian man keeps being called a racist name by colleagues. His colleagues say it is just banter, but the employee is insulted and offended by it.

### Victimisation on the grounds of race:

- The young man in the example above wants to make a formal complaint about his treatment. His manager threatens to sack him unless he drops the complaint.

## Religion or Belief

### Direct discrimination on the ground of religion or belief:

- A manager who interviews two people for a job as a café assistant. One is a Rastafarian and wears their hair in dreadlocks and the other has no outward signs of their religious beliefs. The Rastafarian is the best candidate at interview but the manager gives the job to the person without dreadlocks because they think customers will be offended by the Rastafarians hair. This is direct discrimination because of religion or belief

### Indirect discrimination on the grounds of religion or faith

- Sarah is Jewish and finishes early on Fridays in order to observe the Sabbath. Your manager has changed the weekly team meetings from Wednesday afternoons to Friday afternoons and Sarah is therefore often absent and misses out on participating in the meetings and connecting with the rest of the team.

### Harassment on the grounds of religion or faith:

- A Muslim person visits their local takeaway regularly. Every time they go in, one of the staff makes comments about them being a terrorist. They find this offensive and upsetting

### Victimisation on the grounds of religion or faith

- You complain that you have witnessed a colleague being harassed at work because of their Christian beliefs by your line manager. Your line manager finds out about your complaint and gives you a poor appraisal because of your complaint, rather than because of your actual performance. This could constitute victimisation

## Sex

### Direct discrimination on the grounds of sex:

- Offering a male employee a higher salary than their female counterpart who is equally qualified and holds the same post in the organisation.

#### **Indirect discrimination on the grounds of sex:**

- An employer decides to change shift patterns for staff so that they finish at 5pm instead of 3pm. Female employees with caring responsibilities could be at a disadvantage if the new shift pattern means they cannot collect their children from school or childcare.

There are three types of harassment relating to sex. The first type of harassment is the same as for all the Protected Characteristics. It is when someone makes you feel humiliated, offended, or degraded. For example:

- A manager makes comments that there is no point promoting women because they go off to have children. Even though he doesn't direct these comments at a particular female employee, one of his staff is very upset by this and worries about her career. This could be considered harassment.

The second type of harassment is called sexual harassment. This is when someone makes you feel humiliated, offended, or degraded because they treat you in a sexual way. This is known as 'unwanted conduct of a sexual nature' and covers verbal and physical treatment, like sexual comments or jokes, touching, or assault. It also covers sending emails of a sexual nature or putting up pornographic pictures. For example:

- A university lecturer makes sexual jokes to one of his female students and implies that she will pass her exams if she sleeps with him.

The third type of harassment is when someone treats you unfairly because you refused to put up with sexual harassment. For example:

- A manager invites one of his female employees home after they have been out for a drink. She declines. A couple of weeks later she is turned down for a promotion. She believes this is because she turned down her boss's proposition.

It can also cover unfair treatment even if you had previously accepted sexual conduct. For example:

- The employee above did have a brief relationship with her boss. After it ended, she applied for a promotion but was turned down. She believes this is because the relationship with her manager had ended.

## **Sexual Orientation**

#### **Direct discrimination on the grounds of sexual orientation:**

- At a job interview, a man makes a reference to his husband. The employer decides not to offer him the job, even though he is the best candidate they have interviewed.

#### **Indirect discrimination on the grounds of sexual orientation:**

- On the invite to a staff annual party, it states female employees' plus one should wear formal wear, dinner jacket and tie, assuming that all female staff have a male partner.

#### **Harassment on the grounds of sexual orientation:**

- Colleagues keep referring to an employee as 'the only gay in the office' although he has asked them to not keep referring to his sexual orientation. The colleagues say this is just banter but the worker is upset and offended by it.
- An employee has recently come out as bi and members of their team repeatedly call them 'greedy' and say that they 'just haven't made their mind up yet'.

## **4. PUTTING INCLUSION INTO PRACTICE**

We understand that to create an inclusive and welcoming environment, every member of Royal Voluntary Service has a part to play in contributing to our work in this area. Whilst each department is uniquely different and will encounter a whole range of diverse challenges there are also some fantastic examples of good practice across the

Charity. By understanding your responsibilities and using the examples shared in this guidance, you might find it useful to reflect on some of the relevant EDI issues or good practice that occur within your team or department and consider how you can help make a positive contribution to tackle some of these issues, as well as sharing when things are going well so we can continue to learn and celebrate our achievements.

This guidance along with the EDI policy will be communicated widely within the organisation to all employees, volunteers and trustees and made available on the Employee Portal.

If you have any questions about this guidance or you would like to discuss any Inclusion related issues please contact:

[Inclusion@royalvoluntaryservice.org.uk](mailto:Inclusion@royalvoluntaryservice.org.uk)