



**Equal Opportunities, Dignity at Work and Diversity
policy**

20th June 2026

1. Introduction

REMEDY SUPPORT AND RECRUITMENT GROUP LTD is committed to providing equal opportunities for the flexible workforce and values the difference that a diverse workforce brings to the organisation and to the services provided to our partner NHS Trusts. Remedy support is also committed to promoting dignity at work and in the care provided by our flexible workers to patients and clients of NHS Trusts.

These guidelines apply to all Remedy support workers. They are intended to supplement the terms on Equal Opportunities of the Flexible Worker Registration Document

2. Purpose

The purpose of this document is to provide equality and fairness for all our flexible workers and not to discriminate on grounds of gender (including gender reassignment), marital status, race, ethnic origin, colour, nationality, disability, age, sexual orientation and religion or beliefs. Remedy support is opposed to any form of unlawful and unfair discrimination.

3. Scope

All workers are required to comply with equality law and with the Equal Opportunities, Diversity and /or Dignity at Work policies of the Trust(s) to whom they are assigned.

In the event that a flexible worker fails to comply with the relevant policies and /or commits an act of discrimination and/or harassment, during the period of any assignment, on the basis of a person's gender (including gender reassignment) race, nationality, ethnic or national origin, disability, religion, beliefs, sexual orientation or age, they will be subject to disciplinary procedures and disciplinary action may be taken against them.

4. Key Definitions:

Equality	Equality is about ensuring everybody has an equal opportunity, and is not treated differently or discriminated against because of their characteristics.
Equal opportunities policies	These policies cover the legal requirements to promote equality and fair treatment. The Equality Act 2010 is the key legislation concerned with treating people equally and fairly. It protects people with certain protected characteristics from discrimination at work.
Discrimination	Discrimination is treating an individual with a protected characteristic less favorably or worse than other people. For Remedy support flexible workers this therefore includes: <ul style="list-style-type: none">• People who work for Remedy support• People who remedy support workers come in to contact with as a result of assignments worked via Remedy support e.g., Trust employees, patients, service users or members of the general public

	<ul style="list-style-type: none"> • People who used to work for Remedy support and • People who want to work for Remedy support
Diversity	is about recognising and valuing differences and placing a positive value on those differences, through inclusion, regardless of age, disability, gender, racial origin, religion, belief, sexual orientation, commitments outside of work, part-time or shift work, language, union activity, HIV status, perspectives, opinions and person value.
Diversity policies	Is about valuing and reaping the benefits of a varied workforce, with many different types of protected characteristics. These policies aim to make the best of people's talents, whatever their backgrounds, and to respect individual differences.
Dignity at work policies	these policies aim to create a work environment free of harassment and bullying, where everyone is treated with dignity and respect.

5. Equality Act 2010: Protected characteristics and discrimination

The protected characteristics covered by the Equality Act are:

- **Age** – all age groups are protected from discrimination based on age
- **Disability** – all people with a disability are protected (defined as having a physical or mental impairment which has a substantial and long-term adverse effect on ability to carry out normal day to day activities).
- **Gender or sex** – discrimination based on whether a person is a woman or a man (of any age) is protected
- **Marriage and civil partnership** – discrimination on the grounds of marriage or civil partnership is specifically covered in the Equality Act 2010. It is unlawful to discriminate because someone is married or in a civil partnership.
- **Gender reassignment** – this is the process of changing or transitioning from one gender to another. The Equality Act prohibits discrimination against a person who is proposing to undergo, is undergoing or has undergone a process, or part of a process for the purposes of reassigning their sex.
- **Pregnancy and maternity** – it is unlawful to treat a woman less favourably because of her pregnancy (defined as the condition of being pregnant or expecting a baby) or because she is on maternity leave.
- **Race** – this refers to the protected characteristic of Race. It refers to a group of people defined by their race, colour, and nationality (including citizenship) ethnic or national origins.
- **Sexual orientation** – this refers to whether a person's sexual attraction is towards their own sex, the opposite sex, or to both sexes
- **Religion or belief** – Religion includes any religion or a lack of religion, and belief includes religious and philosophical beliefs e.g., veganism

It is unlawful to discriminate or treat someone less favourably on any of the above grounds.

6. Types of discrimination

This section describes the different types of discrimination which are unlawful under the Equality Act in relation to people with the protected characteristics. Note that there are some minor differences in the way discrimination law applies to some of the protected characteristics. However, for the purposes of policy, flexible workers must not commit an act of discrimination as defined below.

Direct discrimination: is when a person is treated less favourably than another because they have a protected characteristic.

Discrimination by perception is where an individual is treated less favourably based on a perception that he/she has a protected characteristic, whether or not they have that characteristic.

Discrimination by association is where an individual is treated less favourably than other people because of someone they know or because of a family member who has a protected characteristic.

Indirect discrimination: is where an apparently neutral practice, provision, or criterion is applied which puts people with a particular protected characteristic at a disadvantage compared with others who do not share that characteristic, unless applying the practice, provision or criterion can be objectively justified.

Discrimination arising from a disability is unlawful, and is defined as when a person is treated unfairly because of something arising in consequence of their disability. The Equality Act 2010 also places a duty on all employers to make reasonable adjustments to accommodate the needs of any flexible workers who are disabled.

7. Exceptions, reasonable adjustments and positive action

There are certain **exceptions** or specific circumstances where a provision of the Equality Act does not apply. For example:

- An employer can make a decision based on a person's age, but only if they can prove they have a very good reason
- Some jobs might have to be done by certain people
- When another law applies
- If there is a danger to national security
- Training some people to do a job if only people in a particular field can perform the role

Reasonable adjustments are only required to be made where Remedy support has been made aware – or should reasonably be aware - of the need to accommodate flexible workers who are disabled. What is deemed reasonable is dependent upon many factors and will be reviewed on a case-by-case basis.

If an employer reasonably thinks that people sharing a particular protected characteristic or have different needs, or if their participation in work or other activity is disproportionately low, in certain circumstances they can take positive action to increase that participation.

8. Dignity at work

All Remedy support workers must treat everyone they meet in the course of an Assignment with dignity and respect.

In particular, they must not bully or discriminate against:

- another person at work with a protected characteristic, namely gender (including gender reassignment) race, nationality, ethnic or national origin, disability, religion, beliefs, sexual orientation or age
- another person at work because someone tells them to, or
- try to get someone else to bully or discriminate against another person at work

Bullying is defined as offensive, intimidating, malicious or insulting behaviour and /or abuse or misuse of power that is meant to undermine, humiliate or injure the other person.

Harassment is where there is unwanted conduct that has the purpose or effect of violating a person's dignity; or creating an intimidating, hostile, degrading, humiliating or offensive environment. It does not matter whether or not this effect was intended by the person responsible for the conduct.

Third-party harassment occurs where a worker is harassed because of a protected characteristic by third parties such as clients or customers.

Victimisation means treating someone unfairly because they have complained or spoken up about something covered by the Equality Act. However, a person is not protected from victimisation if he/she acted maliciously or made or supported an untrue complaint.

Bullying and harassment may be physical, verbal or non-verbal (e.g. by letter or email or social media) and examples include:

- physical conduct including unwelcome touching and assault
- unwelcome sexual advances or demeaning comments about a person's appearance
- unwelcome comments about an individual's age, disability, sexual orientation, race or religion or of a sexual or of a sexual or racial nature
- ignoring someone because they are perceived to have a protected characteristic, or are connected/associated with someone with a protected characteristic

Remedy support workers must read and comply with the Dignity at Work policy of the Trust where they are working, and ensure they do not engage in any examples of unacceptable behaviour listed in the Trust policy.

9. Discrimination against service users

Service providers are not allowed to discriminate unlawfully when providing goods or services to people, including in health and social care. Discrimination when providing services includes:

- refusing to provide a service
- providing a lower standard of service
- Offering a service on different terms than you would to other people.

It is unlawful to discriminate in providing goods, facilities or services to the public on the grounds of sex, race, disability, gender, sexual orientation, and religion or belief. There is no law to protect people from age discrimination in health and social care services. However, as a matter of policy, all flexible workers must not discriminate against service users on grounds of age.

10. Flexible Worker responsibilities

Remedy support workers must comply with the relevant policies and not commit an act of discrimination and / or harassment during the period of any assignment worked with Remedy support

If a remedy support worker considers that they themselves may have been unlawfully discriminated against, or have been subject to bullying or harassment or may have witnessed discrimination by others, or bullying or harassment, they should inform Remedy in writing in accordance with the paragraph on Concerns and Conduct Procedures of the Flexible Worker Registration Document.

You can do this by emailing: elizabeth@remedysupport.co.uk

You can also raise any queries or comments on these guidelines by emailing:
info@remedysupport.co.uk

Review

This policy statement will be reviewed annually as part of our commitment to upholding professional standards. It may be altered from time to time in the light of legislative changes, operational procedures or other prevailing circumstances.

Approved, Signed and Dated 20/06/2026

Elizabeth Ndegwa

Review date 20/06/2027