



Trust Mediation Equality Diversity and Inclusion Policy

Principles and resources

Trust Mediation is committed to preventing discrimination and promoting equality and diversity in its own policies, practices and procedures as well as in its professional dealings with directors, mediators and other people within the organisation and with clients, suppliers and other third parties.

Trust Mediation will treat people fairly and with the same attention, courtesy and respect. It will not discriminate because of a person's actual or perceived disability, Age, Gender, Race, Disability, Religion or belief, Sexual orientation, Gender reassignment, Marriage or civil partnerships, Pregnancy and maternity ("protected characteristics" Equality Act 2010). Trust Mediation will not discriminate against a person because of association, for example a parent of a disabled child.

This approach will always apply to recruitment and selection, training and development, terms and conditions of employment, performance management, flexible working, reward, promotion and work allocation.

All people in the organisation will be helped and encouraged to develop their full potential. Our aim is for every person to feel respected and able to give their best and for the talents of everyone in the organisation to be used to the best possible effect.

All people in the organisation are required to access the Equal Treatment Bench Book¹ which Trust Mediation recommends be adopted wherever it is applicable to Trust Mediation's work.

Trust Mediation will follow the guidance in "Bar Council Equality and Diversity Guides Discriminatory Instructions: Guidance for Chambers"² when receiving instructions wherever it is applicable to Trust Mediation's work.

A glossary of terms can be found at the end of this policy.

Aims

To create an environment:

- in which individual differences and the contribution of everyone in the organisation

¹ <https://www.judiciary.uk/guidance-and-resources/equal-treatment-bench-book-new-2024-edition/>

² https://www.barcouncilethics.co.uk/wp-content/uploads/2017/10/Discriminatory-Instructions-Updated-Guidance_Reviewed-Oct-2018.pdf

- are recognised and valued,
- in which intimidation, bullying or harassment are not tolerated, and
- which promotes dignity and respect

Application

Policies, procedures and practice that apply to both employment and commercial relationships will reflect Trust Mediation's commitment to diversity and will be reviewed regularly.

Training and development will be available to everyone in the organisation and decisions about training and development will be based on whether it is appropriate to a person's role, meets a business need or priority and the availability of funding.

Everyone in Trust Mediation has a responsibility under this policy to treat each other, clients and third parties with respect and dignity and is expected to:

- Co-operate with measures introduced to advance equality and diversity and prevent discrimination, including undertaking training.
- Treat colleagues in a fair and non-discriminatory way, respecting differences.
- Not victimise or attempt to victimise anyone who has made complaints of discrimination or provided information about discrimination.
- Not harass, abuse, bully or intimidate others.
- Comply with this policy when undertaking their jobs or representing Trust Mediation. This includes external events organised for, or on behalf of Trust Mediation, or at which Trust Mediation is represented.

Trust Mediation will take active steps to protect employees and partners from third parties who act in a manner that is contrary to this policy and Trust Mediation's principles. An employee encountering such a problem should raise it immediately with Trust Mediation's Diversity champion (Andrew Hannam).

Complaints made under this policy should be raised with a director. Complaints will be dealt with quickly and treated seriously with the objective of taking appropriate action to eliminate the particular behaviour or resolve the problem. Bullying, harassment or victimisation will not be tolerated.

Breaches of this policy will be regarded as misconduct and could lead to disciplinary proceedings; cases of gross misconduct could lead to dismissal without notice or payment in lieu of notice.

Implementation

This policy will be monitored and an action plan devised to implement the policy. The policy and action plan will be reviewed at least annually. Monitoring the action plan will be the responsibility of the Board.

Everyone in Trust Mediation will undertake appropriate Diversity training relevant to their role and responsibilities.

Glossary

Protected Characteristics

Discrimination occurs when someone is treated less favourably than another person in the same or a similar situation, without a legitimate reason, because they have, are perceived to have or are associated with a person with a protected characteristic (Equality Act 2010). These are:

- Age
- Gender
- Race
- Disability
- Religion or belief
- Sexual orientation
- Gender reassignment
- Marriage or civil partnerships
- Pregnancy and maternity

Discrimination

Discrimination can be either direct or indirect.

- **Direct Discrimination** occurs when a person is discriminated against at work because they have, are perceived to have or are associated with persons who have a protected characteristic
- **Indirect Discrimination** can happen when rules, conditions, policies or practices at work apply to everyone but disadvantaged people with a protected characteristic, without a justifiable business reason.

Disability

A disabled person is described in legislation as one who has a physical or mental impairment which has a substantial and long-term adverse effect on his or her 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 to create a productive and effective workforce.

Ethnicity

A strict definition of an ethnic group is a group regarded as a distinct community by virtue of certain essential characteristics - a shared history which distinguishes it from other groups and a cultural tradition of its own.

Gender

The word 'gender' is often used in place of the word 'sex' in equality issues; 'sex discrimination' and 'gender discrimination' are generally interchangeable.

Gender Reassignment

Gender re-assignment is a process undertaken under medical supervision for the purpose of reassigning a person's sex by changing physiological or other characteristics of sex. It is unlawful to discriminate in employment on the grounds of an employee intending to, undergo or having undergone, gender reassignment.

Occupational Requirements

Equality legislation allows for circumstances where a person's sex, racial group, religion, sexual orientation or age is an occupational requirement for a particular job.

Bullying

Bullying may be characterised as offensive, intimidating, malicious or insulting behaviour, an abuse or misuse of power through means intended to undermine, humiliate, denigrate, cause stress or injure the recipient.

Harassment

Harassment is behaviour that is unwelcome or unacceptable, may be related to one or more of the grounds for discrimination, has the effect of violating the dignity of a person and which results in the creation of a stressful or intimidating environment for the victim. It can consist of verbal abuse, racist jokes, insensitive comments, leering, gestures, physical contact, unwanted sexual advances including from people of the same sex, ridicule or isolation. The abuse may be verbal or written, including emails or texts. The behaviour may not be intended to harass, it is the effect of the behaviour on the individual that is important.

Sexual Orientation

Whether a person is attracted to people of their own sex, the opposite sex or both sexes. Assumptions and perceptions of a person's sexual orientation are also covered by law.

Transsexual

See 'Gender Reassignment'

Victimisation

If a person has made or is making an accusation of discrimination in good faith, it is unlawful to discriminate against them for having done so, or because they intend to do so or it is suspected that they intend to do so.

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