



The
Specialist
Property
Law
Regulator

Equality – Example Policy

Introduction

Principle 6 of the CLC Code of Conduct requires you to promote equality of access and service. The Policy template aims to help you comply with that principle. Whilst you are not required to have a written policy, we expect you to act in a way which is consistent with the Example Policy. Should you use the provided example as your starting point it is likely that you would need to amend this policy to ensure that it matches your particular circumstances. The policy you adopt should take into account the number of employees, the nature of your work and your Clients.

Equality & Diversity Policy [Example]

1. Our commitment

We are committed to:

- recognising diversity;
- preventing and tackling unlawful discrimination;
- promoting equality of opportunity for all our clients and staff; and
- providing an equally high standard of service to all clients, irrespective of their age, disability, marital status, race, religion or belief, sex (including people who have had gender reassignment), or sexual orientation;
- making reasonable adjustments so a person with a disability is not placed at a substantial disadvantage to a person without a disability;
- all stakeholders and employees complying with the commitments of this policy.

2. We will comply with Principle 6 of the CLC Code of Conduct which requires us to promote equality and diversity, and with the duties of the Equality Act 2010.

3. We will neither enable nor tolerate any of the following:

Direct discrimination

A person is treated less favourably than another person due to their age, disability, marital status, race, religion or belief, sex, or sexual orientation.

Indirect discrimination

A requirement or condition has a disproportionately adverse effect on a particular equalities group and said requirement/condition cannot be justified.

Victimisation

A person is treated less favourably than other persons because they have made allegations of discrimination.

Harassment

A person feels that the behaviour of another has violated their dignity, or created an intimidating, hostile, degrading, humiliating or offensive environment for them.

4. Clients

4.1 We will ensure that no individual client, or a client group, is discriminated against in accessing our services and functions or in the quality of service provided.

4.2 Instructions will not be refused on the basis of unlawful discrimination.

4.3 Our complaints handling-process is responsive to Client's individual needs (particularly those that are vulnerable or have disabilities).

5. Employees

5.1 We will ensure that all partners, employees and applicants have equal employment opportunities. Our recruitment, appointment, appointment terms and conditions, promotion, training and benefits opportunities will not be discriminatory.

6. Policy Implementation & Evaluation

6.1 A senior member of staff is responsible for the implementation of this policy and ensuring all employees are aware of their duties under it, providing training and information as appropriate.

6.2 This member of staff will monitor the extent of compliance with this policy across the organisation. Appropriate data will be collected to inform this review.

6.3 Allegations of discrimination will be investigated under our grievance procedures. We will take such allegations very seriously and where an employee or stakeholder is found not to have complied with the policy we will take disciplinary action against them.

6.4 We will provide training to ensure staff are aware of their responsibilities under this Policy.

6.5 This policy will be updated as legislative and regulatory requirements are revised, in light of lessons learned by the business and in view of any good practice identified.