



<b>Resource Title:</b>	<b>Equality, Diversity &amp; Inclusion (EDI) Policy Handbook</b>
<b>Review Date:</b>	<b>November 2022</b>
<b>Version Date:</b>	<b>1<sup>st</sup> December 2022</b>

### Summary Record of Changes and/or Additions to EDI Policy Handbook

- **Review of entire content of the EDI Policy Handbook**
- **Corrections to a handful of Typos**
- **Front cover and document headers** updated to **Version December 2022**
- All **Review & Updated** - at end of each policy - updated to **December 2022**
- **Indexes and Page Numbers** updated throughout to account for new content added in this update
- Addition of a new section detailing **Version Control** and **Summary Record of Changes** since last version update
- Updates to **Commitment to Achieving Equality** - to reference the added focus on **Mental Health and Wellbeing**
- Updates in **Commitment to Achieving Equality** - to reference the fact that the **Equality Audit findings** and **EDI Monitoring Report** will **inform the Equality Action Plan**
- Updates to **Commitment to Achieving Equality** - to make clear that **accountability for EDI sits with both the Board and CEO**
- Additions of a **signature box for the CEO** in **Commitment to Achieving Equality**
- Updates to **Equality Statement** - to reference the added focus on **Mental Health and Wellbeing**
- Updates to **Equality Statement** - to note the details of the **EDI Management Lead** and to make reference to the **EDI Working Group**
- Updates to **EDI Leads** - where this is requested by client
- Updates to **Equality, Diversity & Inclusion Charter** - to reference the added focus on **Mental Health and Wellbeing**
- Updates to **Equality, Diversity & Inclusion Charter** - to reference the **commitment to publish an Annual Achievement Report to showcase the organisations EDI work**
- Updates to **Equal Opportunities Policy** - to reference the added focus on **Mental Health and Wellbeing**
- Addition of all new **Menopause Policy**
- Updates to **Transgender Policy** - to include reference to **people identifying as Intersex**
- Addition of all new **Mental Health & Wellbeing Policy**
- Updates to **Reporting Complaints Policy & Procedure** - to incorporate reference to **complaints of abuse**
- Additions to **Reporting Complaints Policy & Procedure** - to make reference to an **Incident Management System**

## **Equality, Diversity & Inclusion Policies and Procedures Handbook**

The **Policies & Procedures** contained within this **Equality, Diversity & Inclusion Handbook** are intended to demonstrate Leyton Orient Trust's (LOT) commitment to equality, diversity, inclusion and anti-discrimination in all areas of our work. This Handbook also provides clarity on how we will deliver our operations, activities and services to ensure that that no one is excluded.

Furthermore, these policies & procedures detail your own responsibilities and duties - as well as the standards expected from you - in relation to equality, diversity & inclusion.

Please ensure that you carefully read all that follows - and retain the complete **Equality, Diversity & Inclusion Policies and Procedures Handbook** in a safe place for future reference.

<b>1. Commitment to Achieving Equality .....</b>	<b>1</b>
<b>2. LOT's Equality Statement.....</b>	<b>4</b>
<b>3. Equality, Diversity &amp; Inclusion Charter .....</b>	<b>5</b>
<b>4. Equal Opportunities Policy .....</b>	<b>7</b>
<b>5. Dignity at Work Policy .....</b>	<b>10</b>
<b>6. Anti-Bullying Policy .....</b>	<b>12</b>
<b>7. Ethical Working Policy .....</b>	<b>14</b>
<b>8. Family Friendly Policy .....</b>	<b>16</b>
<b>9. Advertising, Recruitment &amp; Selection Equality Policy.....</b>	<b>17</b>
<b>10. Access to Work Policy .....</b>	<b>19</b>
<b>11. Training, Promotion &amp; Terms of Employment Equality Policy.....</b>	<b>20</b>
<b>12. Religious Observance Policy .....</b>	<b>21</b>
<b>13. Menopause Policy .....</b>	<b>22</b>
<b>14. Transgender Equality Policy.....</b>	<b>25</b>
<b>15. Mental Health &amp; Wellbeing Policy .....</b>	<b>29</b>
<b>16. Reporting Complaints Policy .....</b>	<b>32</b>
<b>17. Reporting Complaints Procedure .....</b>	<b>33</b>

**An up to date version of this Equality, Diversity & Inclusion Policies and Procedures Handbook is available from the LOT person responsible for HR.**

## 1. Commitment to Achieving Equality

The Board of LOT firmly believes that Equality can only be achieved by working in partnership across all elements of the community we serve. Furthermore, the goals of Equality, Diversity, Inclusion and Anti-Discrimination - including Mental Health and Wellbeing - will only be truly progressed if everyone that represents LOT (our Trustees, our Staff and our Volunteers) believe in - and are committed to - the same goals.

### Step 1

The first steps in the journey of achieving Equality, Diversity, Inclusion and Anti-Discrimination was to establish our stance on what we understand by the term Equality. **For LOT this is articulated as follows:**

Equality is not about treating everyone the same; it's about ensuring that everyone has Equal Access to Opportunities - through taking into account the Differing Needs and Capabilities of People.

### Step 2

Next, it was a case of appreciating and valuing diversity - which was achieved by LOT reflecting upon how legislation seeks to protect the differences that people exhibit. **From here we were able to include reference to protected characteristics which helped create the following:**

Diversity is about recognising and valuing differences through the inclusion of as many people as possible, regardless of whether those differences relate to protected characteristics such as age, disability, gender reassignment, marriage & civil partnership, pregnancy & maternity, race (which includes colour, nationality, citizenship and ethnic or national origin), sex (or gender identity) and/or sexual orientation. Whilst mental health is already included within the definition of the protected characteristic of disability - and as such is already an implicit part of LOT's approach and stance on equality, diversity, inclusion and anti-discrimination - LOT acknowledges that many people with mental health concerns do not identify this way. Accordingly, throughout this Equality, Diversity & Inclusion Policies and Procedures Handbook, LOT also aims to focus on positive wellbeing outcomes, as well as supporting people with mental health concerns.

### Step 3

For LOT, step 3 was about building in the acknowledgement (and the valuing) of other differences that were not afforded the protection of legislation. **This allowed the following element of our Equality Statement to be developed:**

Diversity and inclusion also includes valuing other differences linked to such things as homelessness, income levels, having previous criminal convictions, commitments outside of work, working part-time or shift work, language, union activity, health status, perspectives, opinions and/or an individual's personal values etc.

### Step 4

From here we began thinking about how LOT could be seen to be practicing equality. **This was achieved by developing the following statement about Equal Opportunity:**

For LOT, practicing equality is about ensuring that every individual has an equal opportunity to make the most of their lives and their talent; and a belief that no one should have a poorer life chance because of such things as the way they were born, where they come from, what they believe - or whether they have a disability etc. And equality is also about recognising that certain groups of people have historically experienced discrimination.

## Commitment to Achieving Equality continued...

### Step 5

The next step was to develop LOT's commitment statement to be able to publicly communicate the organisations commitment to Equality, Diversity, Inclusion and Anti-Discrimination. **This focus allowed LOT to produce the following:**

**LOT are fully committed to equality, diversity, inclusion and anti-discrimination - including mental health and wellbeing. We will work to address areas of under-representation and disadvantage in all aspects of our operations, activities and services. In practice, this means that we will respect the needs of each and every individual regardless of their differences; and to this end we will deliver our operations, activities and services in such a way so as to ensure that that no one is excluded.**

### Step 6

Having gotten this far, LOT appreciated the need to have key people with responsibility for promoting and implementing LOT's commitment to Equality, Diversity, Inclusion and Anti-Discrimination. Without this focus and accountability there would be no leadership to turn LOT's **Equality Statement** into reality.

LOT identified a Board Lead and a Staff Lead for Equality Diversity and Inclusion and we call these people our Equality Champions.

**LOT's Equality Statement is detailed in Section 2 of this Equality, Diversity & Inclusion Policies and Procedures Handbook - which is Part 1 of our EDI Toolkit.**

### Step 7

LOT understood the importance of creating a suite of Equality, Diversity and Inclusion Policies & Procedures that would simply articulate where we stood on various matters related to Equality.

This became Part 1 of our Toolkit - and which we firmly believe will support our journey to achieving better Equality, Diversity, Inclusion and Anti-Discrimination across all areas of our operations, activities and services.

### Step 8

As stated in the introduction to this Commitment to Achieving Equality section, progress can only be made when all of LOT's Trustees, Staff and Volunteers believe in and are committed to our goals. The way that LOT believes this can best be achieved is by supporting Trustees, Staff and Volunteers to develop their knowledge and awareness of diversity and what equality means.

LOT aims to do this by providing the appropriate guidance, induction and refresher training so they can be the best examples of what it means to practice equality and be truly inclusive towards diversity in all its guises.

**LOT has developed an Equality, Diversity & Inclusion Staff Guidance Handbook to deliver on this element of our commitment - and this resource makes up Part 2 of our EDI Toolkit.**

### Step 9

Notwithstanding all of the above, LOT will still not deliver on its commitment to Equality, Diversity and Inclusion unless we ensure that our Trustees, Staff, Volunteers and Participants reflect the diversity of the community that we serve.

The only way that we can know for sure what further work is required in this area (and know where to more accurately focus our attention) is by conducting diversity audits - and which are then repeated at regular intervals to measure progress and monitor any changes that have occurred in our local community.

**LOT has developed an Equality, Diversity & Inclusion - Action Plan: From Policy to Practice Handbook to outline and support the practical steps that will be taken to conduct Equality Audits and develop LOT's SMART Equality Action Plan. This guidance (as well as all of the associated resources) are Parts 3, 4 & 5 of our EDI Toolkit.**

## Commitment to Achieving Equality continued...

### Step 10

Through LOT undertaking Equality Audits - and then by producing an annual EDI Monitoring Report - LOT will be able to analyse the audit findings, the segmented data, as well as the resulting conclusions, all of which will then underpin its clear recommendations for change.

**The Board will discuss the Equality Audit findings and EDI Monitoring Report, as well as reviewing the accessibility and inclusivity of LOT's activities and communications. The resulting data will be used to inform LOT's three-year Equality Action Plan. The Equality Action Plan will cover all areas of LOT's activities and operations and will be reviewed and approved by the Board at least once every three years.**

### Step 11

Finally, LOT appreciates the importance of ensuring that everything around the periphery of this very specific focus and commitment to Equality, Diversity, Inclusion and Anti-Discrimination holistically underpins our Equality Statement. To this end, LOT has made a commitment to undertake regular reviews of all of its existing Policies and Procedures (including when developing new Policies and Procedures) to ensure that Equality, Diversity, Inclusion and Anti-Discrimination are always adequately addressed and imbedded throughout every area of our work.

**LOT accepts that the accountability for Equality, Diversity, Inclusion and Anti-Discrimination (including Mental Health and Wellbeing) sits with the Board and the CEO. Accordingly, we confirm that LOT's approach to Equality, Diversity, Inclusion and Anti-Discrimination (including Mental Health and Wellbeing) - as well as its Equality Statement - have been Reviewed, Approved and Adopted by LOT's Trustees and LOT's Management Team.**



Tejpal Sahota | Chair of Trustees  
25<sup>th</sup> January 2023



Neil Taylor | CEO  
25<sup>th</sup> January 2023

**Reviewed & Updated: December 2022**

LOT will review this **Commitment to Achieving Equality** at least annually. In addition, more frequent reviews will be undertaken following any relevant change in legislation; as part of a process following the outcomes of our equality audits; following implementation of a new activity or service; and/or following any major equality, diversity, inclusion and/or discrimination incidents within LOT or the affiliated Club.

## 2. LOT's Equality Statement

### Equality Statement

For Leyton Orient Trust (LOT), **equality** is not about treating everyone the same; it's about ensuring that everyone has **equal access to opportunities** - through taking into account the **differing needs and capabilities** of people.

### Protected Characteristics

**Diversity** is about recognising and valuing differences through the **inclusion** of as many people as possible, regardless of whether those differences relate to **protected characteristics** such as **age, disability, gender reassignment, marriage & civil partnership, pregnancy & maternity, race** (which includes **colour, nationality, citizenship** and **ethnic or national origin**), **religion or belief, sex** (or **gender identity**) and/or **sexual orientation**.

### Valuing All Differences

However, **diversity** and **inclusion** also includes **valuing other differences** linked to such things as **homelessness, income levels**, having previous **criminal convictions, commitments outside of work, working part-time or shift work, language, union activity, health status, perspectives, opinions** and/or an individual's **personal values etc.**

### Equal Opportunity

Therefore, for LOT, **practicing equality** is about ensuring that every individual has an **equal opportunity** to make the most of their lives and their talent; and a belief that no one should have a poorer life chance because of such things as **the way they were born, where they come from, what they believe** - or whether they have a **disability etc.** And equality is also about recognising that certain groups of people have historically experienced discrimination. **It is because of this belief and understanding that LOT is committed to the following:**

**"LOT are fully committed to equality, diversity, inclusion and anti-discrimination - including mental health and wellbeing. We will work to address areas of under-representation and disadvantage in all aspects of our operations, activities and services. In practice, this means that we will respect the needs of each and every individual regardless of their differences; and to this end we will deliver our operations, activities and services in such a way so as to ensure that that no one is excluded."**

### Equality Champions

LOT have appointed an **Equality, Diversity & Inclusion Lead** at **Board** and **Management level** who have responsibility for **promoting** equality, diversity and inclusion - including mental health and wellbeing - within LOT and in the delivery of our services. LOT has also appointed an **Equality, Diversity & Inclusion Lead** at **Staff level** who has responsibility for **implementing** and **monitoring** equality, diversity and inclusion - including mental health and wellbeing - within LOT and in the delivery of its services.

<b>Equality, Diversity &amp; Inclusion Working Group   Equality Leads</b>			
	<b>Board Lead</b>	<b>Management Lead</b>	<b>Staff Lead</b>
<b>Name</b>	Cllr Richard Sweden	Neil Taylor	Carla Laws
<b>Email</b>	<a href="mailto:enquiries@leytonorienttrust.org.uk">enquiries@leytonorienttrust.org.uk</a>	<a href="mailto:neil.taylor@leytonorienttrust.org.uk">neil.taylor@leytonorienttrust.org.uk</a>	<a href="mailto:carla.laws@leytonorienttrust.org.uk">carla.laws@leytonorienttrust.org.uk</a>
<b>Telephone</b>	020 8556 5973	020 8556 5973	020 8556 5973

**Reviewed & Updated: December 2022**

LOT will review this **Equality Statement** at least annually. In addition, more frequent reviews will be undertaken following any relevant change in legislation; as part of a process following the outcomes of our equality audits; following implementation of a new activity or service; and/or following any major equality, diversity, inclusion and/or discrimination incidents within LOT or the affiliated Club.

### 3. Equality, Diversity & Inclusion Charter

#### Equality, Diversity & Inclusion Charter

- LOT have appointed a named lead at Board level who is responsible for promoting equality, diversity and inclusion - including mental health and wellbeing - within our organisation and in the delivery of our services.
- LOT have appointed a named lead within our Staff team who is responsible for implementing equality, diversity and inclusion - including mental health and wellbeing - within our organisation and in the delivery of our services.
- LOT has produced a written Policy (called our Equality Statement) that articulates our commitment to promoting equality and inclusion and addressing areas of under-representation and disadvantage in all aspects of our operations, activities and services.
- LOT's Equality Statement - as well as all Policies & Procedures in this Equality, Diversity & Inclusion Handbook - will be Reviewed, Approved & Adopted by our Board no less than once every three years.
- LOT has developed a Complaints Procedure for reporting and managing incidents and allegations of discriminatory actions or behaviour, as well as incidents and allegations of abuse, harassment, bullying and/or victimisation.
- LOT will provide induction training on equality, diversity and inclusion to all Trustees, Staff and Volunteers within one month of them joining our team.
- LOT will provide refresher training on equality, diversity and inclusion to all Trustees, Staff and Volunteers at least once every two years following their induction training.
- LOT will maintain written records of all induction and refresher equality, diversity and inclusion training that it undertakes and this will include details of the date of the training and who attended (with their signatures), as well as a summary of what was covered during each induction or refresher training.
- LOT has considered and addressed equality, diversity and inclusion in all areas of our policies and procedures - which includes the policies and procedures for Trustees, Staff, Volunteers and Participants - as well as for Contractors and Suppliers (and this incorporates such areas as Safeguarding, Health & Safety and Data Protection etc.).
- LOT will ensure that when any new policies and procedures are developed - as well as when existing policies and procedures are reviewed - due consideration will be given to ensuring equality, diversity and inclusion is covered adequately and addressed unequivocally, where this is appropriate to the policy or procedure.
- LOT will conduct regular Equality Audits of our Board, Staff, Volunteers and Participants.
- LOT will work with Leyton Orient Football Club to produce our Equality Action Plan and which will include SMART Diversity Targets.
- LOT's Equality Action Plan will be Reviewed, Approved & Adopted by our Board no less than once every 12 months.
- LOT will publish an Annual Achievement Report, which will showcase LOT's equality, diversity and inclusion work.
- LOT has Codes of Conduct for its Board, Staff, Volunteers and Participants which include equality, diversity and inclusion.
- LOT's Strategy Document has focused equality, diversity and inclusion objectives within it.
- LOT's budget and business plan will specifically allocate the required resources to support the implementation of our equality, diversity and inclusion objectives.



## Equality, Diversity & Inclusion Charter continued...

### Equality, Diversity & Inclusion Charter

- **LOT will seek to collect anonymised information about our Participants, their needs and their demographic profile. The purpose of doing this includes:**
  - By benchmarking the diversity of the Participants who access our services we can then compare this to the demographics of our local community we serve.
  - To identify the suitability and effectiveness of our services.
  - To compare our performance against the equality, diversity and inclusion objectives that we set ourselves.
  - To understand where our services should be open to all and where they should be better targeted.
  - To enable us to develop more specific programmes to increase engagement among under-represented and/or specific groups within the community we serve.
- **LOT will ensure that whenever an internal committee, panel or other working group is established we will record the steps that were taken to address the diversity of its membership.**
- **LOT will ensure that whenever a new project or service is being considered (as well as when planning its implementation) we will ensure that that equality, diversity and inclusion issues are addressed. Such areas of consideration and planning will include:**
  - Identifying any barriers to participation for different groups of Participants and how any identified barriers should be addressed.
  - Identifying and proactively seeking to engage hard to reach or socially excluded groups within our community.
  - Considering the accessibility of our services in terms of time, duration, cost and location.
  - The use of inclusive and accessible promotional and marketing materials that have been designed specifically for under-represented groups.

**Reviewed & Updated: December 2022**

**LOT will review this Equality, Diversity & Inclusion Charter at least annually. In addition, more frequent reviews will be undertaken following any relevant change in legislation; as part of a process following the outcomes of our equality audits; following implementation of a new activity or service; and/or following any major equality, diversity, inclusion and/or discrimination incidents within LOT or the affiliated Club.**

## 4. Equal Opportunities Policy

**LOT are fully committed to Equality, Diversity, Inclusion and Anti-Discrimination - including mental health and wellbeing - in every area of our operations, activities and services. In practice, this means that we will respect the needs of each and every individual regardless of their differences; and to this end we will deliver our operations, activities and services in such a way so as to ensure that that no one is excluded. LOT has a Zero Tolerance Policy to breaches of this Equal Opportunities Policy.**

### Who does this Policy apply to?

This **Equal Opportunities Policy** applies equally to our Trustees, our Staff, our Volunteers and our Participants - as well as equally to all LOT stakeholders and everyone else that interacts with LOT in any capacity - such as parents, families, carers, advocates, agency workers, contractors, suppliers and visitors **etc.**

### Where and when does this Policy apply?

LOT will avoid unlawful discrimination in all aspects of its operations, activities and services including - but not limited to - all aspects of employment (recruitment, selection, promotion, transfer, opportunities for training, pay and benefits, other terms of employment, discipline, selection for redundancy and dismissal); and all aspects of delivering LOT activities and services.

**Please refer to LOT's Trustees Good Governance Handbook, Employee Handbook, Seasonal Staff Handbook, Volunteers Handbook, Contractors Handbook & LOT's Safeguarding Handbook - which all have specific Equal Opportunities Policies relating to each specific group.**

### What is Discrimination?

Discrimination means treating a person (or group of people) differently from others because of who they are, or because they possess a certain feature or quality - known as a characteristic. Treating any person or group unfairly because of who they are, or because they possess a certain characteristic, is unlawful under the **Equality Act 2010**.

### What are the Protected Characteristics?

This **Equality Act 2010** identifies the following nine characteristics that are protected from discrimination:

Age	Disability	Gender Reassignment
Marriage & Civil Partnership	Pregnancy & Maternity	Race
Religion or Belief	Sex	Sexual Orientation

Therefore, discrimination that occurs as a consequence of one or more of the above nine protected characteristic is unlawful under the Equality Act. LOT takes a Zero Tolerance approach.

### What is meant by Zero Tolerance?

Quite simply this means that LOT do not allow any violations of its **Equality, Diversity, Inclusion** and/or **Anti-Discrimination Policies and Procedures** and will take action even if it is a first time breach.

This applies to both Direct & Indirect Discrimination, to Discrimination by Association and Discrimination by Perception, as well as to any acts of Harassment, Bullying and/or Victimisation.

## Equal Opportunities Policy continued...

### What is Direct Discrimination?

If a person with one or more of the protected characteristics outlined above is treated less favourably than someone else in similar circumstances, then this would be called Direct Discrimination **e.g.** you have the required experience and qualifications for the job, but your application is rejected because you are considered either too young or too old.

### What is Indirect Discrimination?

If an employer establishes a rule or policy at work that puts a person at a disadvantage compared to their other colleagues this could be considered to be Indirect Discrimination **e.g.** if your employer requires all employees to work on Sundays, then as a Christian this would prevent you from attending church which is a day of worship for Christians.

### What is Discrimination by Association?

If a person is treated unfairly because of someone that they know, or are associated with, has one of the protected characteristic, then this could be considered to be Discrimination by Association **e.g.** you are refused service in a restaurant because you are with someone who belongs to a particular race.

### What is Discrimination by Perception?

If a person receives unfair treatment because someone thinks that they belong to a group with protected characteristics, then this could be considered to be Discrimination by Perception **e.g.** even though you are heterosexual a letting agent refuses to allow you to rent a property because they make an assumption that you are gay as a consequence of their misconceptions about how gay people look, dress or behave.

### What is Harassment?

Harassment is any unwanted behaviour or conduct related to a protected characteristic - and the conduct or behaviour has the purpose (or effect) of violating the other persons dignity, or creating an intimidating, hostile, degrading, humiliating or offensive environment for that other person. Unlawful harassment also occurs where a person engages in unwanted behaviour or conduct of a sexual nature, and the conduct has the purpose (or effect) of violating the other persons dignity, or creating an intimidating, hostile, degrading, humiliating or offensive environment for that other person.

### What is Bullying?

Bullying is any repetitive behaviour that is intended to hurt or intimidate another person and where the relationship involves an imbalance of power (or even a perception of an imbalance of power). Bullying can occur face to face, by letter and email, as well as online via social media (which is known as cyber-bullying).

### What is Victimization?

Victimization occurs if a person is subjected to a detriment because they have raised (or supported another person with) a grievance or complaint of unlawful discrimination. It also occurs if a person issues employment tribunal proceedings for unlawful discrimination, or they have given evidence in connection with unlawful discrimination proceedings brought by another person.

### What is a Detriment?

A detriment quite simply means that a person has suffered a disadvantage of some sort, or has been put in a worse off position than they were before **e.g.** you have made a complaint of sex discrimination against your employer, who as a result denies you an opportunity of promotion. You have therefore suffered a detriment by virtue of not getting promoted.

**LOT has a separate Dignity at Work Policy (detailed in this Handbook) which deals with Harassment, Bullying and Intimidation in further detail.**

## **Equal Opportunities Policy continued...**

### **What are your responsibilities for Equal Opportunities?**

Every single person that engages with LOT's operations, activities and or services - in any way and in any capacity - has a duty to cooperate with LOT to ensure that every element of the organisations commitment to equality, diversity, inclusion and anti-discrimination is effective.

**Appropriate action will be taken against any person who is found to have breached any of LOT's Equality, Diversity, Inclusion and/or Anti-Discrimination Policies and Procedures, or who has been found to have committed any act of improper or unlawful discrimination. Everyone should bear in mind that they can be held personally liable for any act of unlawful discrimination that they commit.**

### **What should I do if I suspect Discriminatory Acts or Practices?**

Every single person that engages with LOT's operations, activities and or services - in any way and in any capacity - has a duty to report any suspected discriminatory acts or practices to LOT. Reports can be made to LOT's Equality Diversity & Diversity Board or Staff Leads - whose contact details can be found on Page 4 of this Handbook.

**The full Reporting Complaints Policy can also be found at the end of this Equality, Diversity & Inclusion Policies and Procedures Handbook.**

### **What should I do if I experience Discrimination?**

LOT is fully committed to deal with all complaints and allegations of discrimination seriously, confidentially and speedily. LOT will never ignore or treat lightly any complaints of unlawful discrimination from any person.

**The full Reporting Complaints Policy can also be found at the end of this Equality, Diversity & Inclusion Policies and Procedures Handbook.**

### **How can I support someone who makes a Complaint?**

It is illegal for any person to victimise or retaliate against another person who has made allegations or complaints of discrimination, or who has provided information about such discrimination. LOT will not tolerate any such behaviour and will take the appropriate action against any individual or group who behaves in such a way.

**LOT expects everyone to support anyone who has made a complaint.**

**Reviewed & Updated: December 2022**

**LOT will review this Equal Opportunities Policy at least annually. In addition, more frequent reviews will be undertaken following any relevant change in legislation; as part of a process following the outcomes of our equality audits; following implementation of a new activity or service; and/or following any major equality, diversity, inclusion and/or discrimination incidents within LOT or the affiliated Club.**

## 5. Dignity at Work Policy

**LOT seeks to provide a work environment in which all Trustees, Staff & Volunteers are treated with Respect and Dignity - and one that is free from any form of Harassment, Bullying and/or Intimidation based upon any of the Protected Characteristics, or upon any other grounds.**

### Zero Tolerance

LOT will not condone or tolerate any form of Harassment, Bullying or Intimidation, whether engaged in by Trustees, Staff & Volunteers, or by outside third parties such as Participants, Stakeholders, Contractors & Suppliers.

### A Duty to Co-operate

Trustees, Staff & Volunteers have a duty to co-operate with LOT to make sure that this **Dignity at Work Policy** is effective in preventing Harassment, Bullying or Intimidation.

### Responsibilities of all Trustees, Staff & Volunteers

LOT will bring this Policy to the attention of all Trustees, Staff & Volunteers during induction. Consequently, all Trustees, Staff & Volunteers will be responsible for conducting themselves in accordance with this **Dignity at Work Policy** at all times.

### Responsibilities of all Participants, Stakeholders, Contractors & Suppliers

LOT will ensure that this **Dignity at Work Policy** is brought to the attention of Participants, Stakeholders, Contractors & Suppliers at the commencement of the relationship. Consequently, all Participants, Stakeholders, Contractors & Suppliers will be responsible for conducting themselves in accordance with this **Dignity at Work Policy** at all times, in all of their dealings with LOT across its operations, activities and services.

### Consequences of Breaches

Action will be taken under the appropriate procedure against any person who is found to have committed any act of improper or unlawful Harassment, Bullying or Intimidation. Serious breaches of this **Dignity at Work Policy** could render LOT Trustees, Staff and Volunteers liable to dismissal, or third parties to having their relationship with LOT terminated.

**Appropriate action will be taken against any third party who is found to have committed any act of improper or unlawful harassment, bullying or intimidation against LOT Trustees, Staff and/or Volunteers. Everyone should bear in mind that they can be held personally liable for any act of unlawful harassment and may also be guilty of a criminal offence.**

### What should I do if I suspect Harassment, Bullying or Intimidation?

Every single person that engages with LOT's operations, activities and or services - in any way and in any capacity - has a duty to report any suspected harassment, bullying or intimidation to LOT. Reports can be made to LOT's Equality Diversity & Diversity Board or Staff Leads - whose contact details can be found on Page 4 of this Handbook.

**The full Reporting Complaints Policy can also be found at the end of this Equality, Diversity & Inclusion Policies and Procedures Handbook.**

### What should I do if I experience Harassment, Bullying or Intimidation?

LOT is fully committed to deal with all complaints and allegations of harassment, bullying or intimidation seriously, confidentially and speedily. LOT will never ignore or treat lightly any complaints of improper or unlawful harassment, bullying or intimidation from any person.

## **Dignity at Work Policy** continued...

**The full Reporting Complaints Policy can also be found at the end of this Equality, Diversity & Inclusion Policies and Procedures Handbook.**

### **How can I support someone who makes a Complaint?**

It is illegal for any person to victimise or retaliate against another person who has made allegations or complaints of harassment, bullying or intimidation, or who has provided information about such harassment, bullying or intimidation. LOT will not tolerate any such behaviour and will take the appropriate action against any individual or group who behaves in such a way.

**LOT expects everyone to support anyone who has made a complaint.**

**LOT's Dignity at Work Policy covers harassment, bullying and intimidation both within LOT's workplace, as well as within any other work-related setting outside the direct workplace e.g. during business trips, at external training events, or at work-related social events etc.**

**Reviewed & Updated: December 2022**

**LOT will review this Dignity at Work Policy at least annually. In addition, more frequent reviews will be undertaken following any relevant change in legislation; as part of a process following the outcomes of our equality audits; following implementation of a new activity or service; and/or following any major equality, diversity, inclusion and/or discrimination incidents within LOT or the affiliated Club.**

## 6. Anti-Bullying Policy

**LOT will not tolerate any form of Bullying of any person across any of its operations, activities & services. The purpose of LOT's this Policy is to prevent bullying from happening within the organisation, as much as possible. If bullying does occur, LOT will take all steps necessary to stop it as quickly as possible - and will always take the appropriate action against any person that is responsible for it.**

### What is Bullying?

Bullying is any repetitive behaviour that is intended to hurt (both emotionally as well as physically), intimidate or humiliate another person and where the relationship involves an imbalance of power (or even a perception of an imbalance of power). Bullying can occur face to face, by letter and email, via mobile phones, as well as online (and known as cyberbullying) via social media and games. Cyberbullying is particularly concerning because it can happen wherever the person might be both day and night.

### What counts as Bullying?

- **Verbal Abuse:** This can include name calling and gossiping.
- **Non-Verbal Abuse:** Such as negative facial or physical gestures, mimicking unkindly or text messages.
- **Emotional Abuse:** This includes threatening, intimidating or humiliating someone.
- **Exclusion:** This happens when a person is being ignored or isolated by someone else.
- **Undermining:** Examples includes lying, constantly criticising or spreading rumours about a person.
- **Physical Assaults:** This includes hitting and pushing.
- **Making silent, hoax or abusive calls.**
- **Controlling or Manipulating** someone.
- **Abuse** or **Misuse of Power**.
- **Online** or **Cyberbullying:** Further details about this particular type of bullying is provided below...

### What is Cyberbullying?

Cyberbullying is a form of bullying behaviour that happens on social networks, online games and mobile phones - and includes such actions as spreading rumours about someone, posting nasty or embarrassing messages, images or videos, which are often seen by other people. Sometimes it can be carried out by a person (or persons) unknown to the person being bullied because it's much easier to be anonymous online.

### What counts as Cyberbullying?

- **Threatening:** By sending threatening or abusive text messages.
- **Embarrassing:** By creating and sharing embarrassing images or videos.
- **Trolling:** Which is the sending of menacing or upsetting messages on social networks, chat rooms or online games.
- **Exclusion:** By excluding others from online games, activities or friendship groups.
- **Hate:** By setting up hate sites or groups about a particular person.
- **Self Harm:** By encouraging another person to harm themselves.
- **Abuse:** By voting for or against someone in an abusive poll.

## Anti-Bullying Policy continued...

- **Sexting:** By sending explicit messages.
- **Faking, Hijacking & Stealing:** By creating a fake account, hijacking or stealing another person's online identity with the aim to embarrass that person or cause trouble using their name.
- **Sexual:** By pressuring a person into sending sexual images of themselves or engaging them in sexual conversations.

### What is the motivation for Bullying?

- **Racial or Religious:** This is identified by the motivation of the bully, the language used, and/or by the fact that victims are singled out because of the colour of their skin, the way they talk, their ethnic grouping or by their religious or cultural practices.
- **Disability:** This is where a person is singled out because of a disability.
- **Age:** This is when the age of a person (whether they be young or old) is used hurtfully against them.
- **Sexual:** This is behaviour - whether physical or non-physical - which is motivated by a person's sexuality or gender.
- **Homophobic/Bi-Phobic/Transphobic:** This is an irrational dislike, hatred or fear of individuals that are (or are perceived to be) lesbian, gay, bisexual or transgender.

### What do LOT do to prevent Bullying?

**LOT's primary objective is to prevent bullying from occurring in the first place, which it approaches in by doing the following:**

- Developing **Codes of Conduct** for Trustees, Staff, Volunteers, Participants and Families which address the prevention of bullying.
- **Inducting** (and **refresher training**) all Trustees, Staff and Volunteers on LOT's stance of anti-bullying.
- **Increasing** everyone's awareness of equality, diversity and inclusion.
- **Reinforcing** to all Trustees, Staff and Volunteers what they can do personally to prevent bullying.
- **Drafting** appropriate Policies and Procedures aimed at communicating LOT's zero tolerance policy on anti-discrimination, anti-harassment, anti-bullying and anti-victimisation.
- **Producing** an **E-Safety Policy** and **E-Safety Agreement** to help prevent online and cyberbullying.

### What does LOT do to respond to Bullying?

**If bullying does occur LOT deals with it promptly in the following ways:**

- By reference and adherence to LOT's **Codes of Conduct, Anti-Bullying Policy & Anti-Bully Procedures**, as well as supporting anyone who has been bullied to make full use of LOT's **Reporting Complaints Policy**.
- By taking the appropriate action against any person that has been found to have bullied another person.

**LOT is fully committed to deal with all complaints and allegations of bullying seriously, confidentially and speedily. LOT will never ignore or treat lightly any complaints of bullying from any person.**

**Reviewed & Updated: December 2022**

**LOT will review this Anti-Bullying Policy at least annually. In addition, more frequent reviews will be undertaken following any relevant change in legislation; as part of a process following the implementation of a new activity or service; and/or following any major equality, diversity and/or inclusion incidents within the CCO or Club.**



## 7. Ethical Working Policy

**LOT is committed to ethical and safe working practices in order to help protect all participants who engage with the organisation. To this end, LOT will ensure that every person who engages with the organisation will be treated fairly and impartially.**

### What is meant by Ethical Working?

LOT believes that working ethically is to behave with integrity, to be honest and to do the right thing at all times. Behaving ethically is underpinned by fairness, justice, inclusion and respect for diversity - and about ensuring that unfair discrimination is eliminated.

**A culture of listening:** LOT commits to safe working practices that will be enhanced through a culture of listening to all of our stakeholders (Trustees, staff, volunteers, children, adults, parents, carers, partners **etc.**); gathering information from them regarding their experiences and priorities; and involving them in decision making. Using this input will assist LOT to develop safeguarding policies, procedures and processes that promote ethical working.

### What examples are there that underpin LOT's Ethical Working?

LOT have developed numerous policies and procedures which support the organisations commitment to ethical working. **A number of examples of LOT putting into practice this Ethical Working Policy are listed below:**

- **Anti-Bribery Policy:** Found in in LOT's **Employee, Volunteer & Contractors Handbooks.**
- **Sharing of Information Policy:** Found in the Recording, Storing & Sharing of Information section of LOT's **Safeguarding Handbook.**
- **Honest & Integrity Policy:** Found in LOT's **Employee, Volunteer & Contractors Handbooks.**
- **Whistleblowing Policy:** Found in LOT's **Employee, Volunteers, Contractors & Safeguarding Handbooks.**
- **Gifts & Hospitality Policy:** Found in in LOT's **Employee, Volunteer & Contractors Handbooks.**
- **Recruitment of Ex-Offenders Policy:** Found in the Safer Recruitment section of LOT's **Safeguarding Handbook.**
- **Corporate Hospitality Policy:** Found in in LOT's **Employee, Volunteer & Contractors Handbooks.**
- **Parental & Child Consent Policy:** Found in the Safer Activities section of LOT's **Safeguarding Handbook.**
- **Photography & Video Policy:** Found in the Additional Safeguarding Policies & Procedures section of LOT's **Safeguarding Handbook.**

**In addition to the above, LOT have developed Codes of Good Safeguarding Practice when working with children, young people and adults at risk, as well as Codes of Conduct for various different groups including Trustees, Staff & Volunteers, Participants and Adults.**

### Ethical Working and Safeguarding

Working ethically is never more essential than when LOT is working with children, young people and adult at risk participants, as well as their parents, families, carers and advocates. **The foundation of safeguarding is ethical working, which in summary means that LOT will:**

- Recruit and appoint Trustees, Staff and Volunteers using our **Safer Recruitment Procedures.**
- Induct Trustees, Staff and Volunteers to understand their accountabilities and responsibilities for the protection of all children, young people and adults at risk.
- Underpin all arrangements with participants, contractors, suppliers, partners, external organisations and other customers with our safeguarding ethos.

## Ethical Working Policy continued...

- Use all child and adults at risk safeguarding policies, procedures and processes to manage and - where necessary - report any safeguarding concerns.
- Support all safeguarding personnel to carry out their safeguarding responsibilities effectively.
- Ensure the ongoing coaching, training and development of all Trustees, Staff and Volunteers (as appropriate) to be effective in their safeguarding roles and to be able to fulfil their responsibility to protect all children and adults at risk.
- Value all of our Trustees, Staff and Volunteers and seek their input and contribution to the development of our Equality, Diversity, Inclusion, Anti-Discrimination and Ethical Working practices and best Safeguarding practice.

### Expectations of Trustees, Staff and Volunteers

LOT firmly believes that by all Trustees, Staff and Volunteers adhering to this **Ethical Working Policy**, it will ensure that everyone is seen to behave in an appropriate way - which in turn will not only protect themselves and all LOT Participants, it will also reduce the risk of allegations being made in the first place.

### Supporting Ethical Working

LOT ensures that all Trustees, Staff and Volunteers receive induction training and on-going refresher training to enable them to be ambassadors of fairness, justice and inclusion, as well as to respect and celebrate diversity.

### What should I do if I suspect breaches of the Ethical Working Policy?

LOT asks that all Trustees, Staff and Volunteers report any suspected breaches of this **Ethical Working Policy**.

Reports can be made to LOT's Equality Diversity & Diversity Board or Staff Leads - whose contact details can be found on Page 4 of this Handbook. Alternatively, Trustees, Staff and Volunteers can either utilise the **Whistle Blowing Procedure** (to be found in the **Safeguarding Handbook**), or use the **Reporting Complaints Policy** which can be found at the end of this Equality, Diversity & Inclusion Policies and Procedures Handbook.

LOT will also encourage all Participants (children, young people, adults and adults at risk) as well as their parents, families, carers and advocates to raise concerns about any breaches of this policy that they may encounter within the organisation. In this case all such reports should be made with reference to the **Complaints Policy & Procedure** within LOT's **Safeguarding Handbook**.

**LOT will always listen when issues are raised and take the appropriate action.**

### Monitoring Ethical Working

LOT will regularly monitor the implementation of its **Ethical Working Policy** (along with all other linked Policies and Procedures which support ethical working) in order to assess whether fairness, justice, inclusion and respect for diversity is being achieved. Monitoring will take the form of observation and input for Trustees, Staff and Volunteers, as well as seeking feedback and input from all Participants, parents, families, carers and advocates **etc.**

**Where changes are required, LOT will implement them without delay and keep under review the impact and effectiveness of those changes.**

**Reviewed & Updated: December 2022**

LOT will review this **Ethical Working Policy** at least annually. In addition, more frequent reviews will be undertaken following any relevant change in legislation; as part of a process following the implementation of a new activity or service; and/or following any major equality, diversity and/or inclusion incidents within the CCO or Club.

## 8. Family Friendly Policy

**As part of the holistic approach to Equality, Diversity, Inclusion and Anti-Discrimination, LOT have a number of additional Policies & Procedures which support the commitment to is committed to ethical and safe working practices in order to deliver our operations, activities and services in such a way so as to ensure that that no one is excluded.**

### What is meant by Family Friendly?

LOT defines being family friendly as having in place policies that assist Staff to more easily balance their family responsibilities and their work responsibilities, whilst still being able to fulfil their obligations to both. Whilst many of these polices and the corresponding rights flow from Government statutory legislation, LOT nonetheless aim to promote these in such a way as to make access to them as widely known as possible.

### What Family Friendly Policies are there?

LOT believes that working ethically is to behave with integrity, to be honest and to do the right thing at all times. Behaving ethically is underpinned by fairness, justice, inclusion and respect for diversity - and about ensuring that unfair discrimination is eliminated.

<b>Maternity Leave Policy</b>	<b>Paternity Leave Policy</b>	<b>Adoption Leave Policy</b>
<b>Parental Leave Policy</b>	<b>Flexible Working Policy</b>	<b>Shared Parental Leave Policy</b>
<b>Domestic Emergencies Policy</b>	<b>Homeworking Policy</b>	<b>Time Off for Dependants Policy</b>

Further details about each of the above policies are detailed in LOT's Employee Handbook - and further information about each is available from LOT's CEO.

### Is there anything else?

Whilst not strictly specifically family focussed, there are a number of other policies and procedures that are designed to underpin LOT's commitment to equality, diversity, inclusion and anti-discrimination. **These include, but are not limited to, the following areas:**

<b>Religious Holidays Policy</b>	<b>Compassionate Leave Policy</b>	<b>Religious Observance Policy</b>
<b>Grievance Policy</b>	<b>Capability Procedure</b>	<b>Special Unpaid Leave Policy</b>

Further details about each of the above policies and procedures are detailed in LOT's Employee Handbook - and further information about each is available from LOT's CEO.

**LOT will continuously monitor its Family Friendly Policies and Procedures to ensure that it is able to offer appropriate support to all Staff in furtherance of its commitment to Equality, Diversity, Inclusion and Anti-Discrimination.**

**Reviewed & Updated: December 2022**

LOT will review this **Family Friendly Policy** at least annually. In addition, more frequent reviews will be undertaken following any relevant change in legislation; as part of a process following the implementation of a new activity or service; and/or following any major equality, diversity and/or inclusion incidents within the CCO or Club.

## 9. Advertising, Recruitment & Selection Equality Policy

**It is LOT's Policy that all Advertising, Recruitment & Selection will be conducted in such a way as to result in the selection of the most suitable person for the job vacancy in terms of relevant experience, abilities and qualifications - and without regard to unfair discrimination based upon protected characteristics.**

### LOT's general approach to Advertising

**LOT will ensure that all job advertisements will aim to positively encourage applications from all suitably qualified and experienced people. When advertising job vacancies, in order to attract applications from all sections of the community, LOT will, as far as reasonably practicable:**

1. Ensure advertisements are not confined to those areas or publications which would exclude or disproportionately reduce the numbers of applicants with a particular protected characteristic.
2. Avoid setting any unnecessary provisions or criteria which would exclude a higher proportion of applicants with a particular protected characteristic.
3. Where vacancies are to be filled by promotion or transfer, they will be published to all eligible Staff and Volunteers in such a way that they do not restrict applications from employees with a particular protected characteristic.

**LOT may, as part of its commitment to its SMART Diversity Targets - and only as part of an objective process to address any identified areas of under-representation within its Trustees, Staff and/or Volunteer teams - advertise in such a way as to attract applicants from those under-represented groups. This is known as taking Positive Action and will only be used where it is a proportionate means of achieving a legitimate aim.**

**All recruitment activity will take place in compliance with LOT's Policy on the Recruitment of Ex-Offenders detailed in the Safer Recruitment Section of the Safeguarding Handbook.**

### Consistent Selection Processes

All recruitment will be carried out with reference to LOT's **Safer Recruitment Procedures** which are detailed in the Safeguarding Handbook. **In particular the following principles will apply to all selection processes:**

- a) The selection process will be carried out consistently for all vacancies and at all levels.
- b) All applications will be processed in the same way.
- c) All LOT personnel responsible for short-listing, interviewing and selecting candidates will be clearly informed of the selection criteria and of the need for their consistent application.
- d) Person specifications and job descriptions will be limited to those requirements that are necessary for the effective performance of the job.

### Approach to Interviewing

- a) All applicants will be interviewed by at least two interviewers.
- b) All questions asked of the applicants will relate to the requirements of the job.
- c) All questions asked will in no way be discriminatory or otherwise personally intrusive.
- d) The selection of new staff will be based on the individual's suitability and ability to do, or to train for, the job in question.

## **Advertising, Recruitment & Selection Equality Policy** continued...

- e) If it is necessary to assess whether personal circumstances will affect the performance of the job, then this will always be discussed objectively, without detailed questions based on assumptions about any of the protected characteristics.

**For applicants with a disability, LOT will always take into account its duty to make reasonable adjustments in order to ensure that a person with a disability is not placed at a substantial disadvantage in comparison with persons who do not have a disability.**

## **Monitoring the Equality of Advertising, Recruitment & Selection**

LOT will regularly monitor the effectiveness of its **Advertising, Recruitment & Selection Equality Policy** (along with all other linked Policies and Procedures which support this particular Policy) in order to ensure that its selection processes, practices and procedures are consistent and fair and that equality of opportunity is being achieved. This monitoring will also consider whether there is any unintended and indirectly discriminatory effects on LOT's recruitment processes.

**Where changes are required, LOT will implement them without delay and keep under review the impact and effectiveness of those changes.**

**Reviewed & Updated: December 2022**

LOT will review this **Advertising, Recruitment & Selection Equality Policy** at least annually. In addition, more frequent reviews will be undertaken following any relevant change in legislation; as part of a process following the implementation of a new activity or service; and/or following any major equality, diversity and/or inclusion incidents within the CCO or Club.

## 10. Access to Work Policy

**In support of LOT's Advertising, Recruitment & Selection Equality Policy it actively encourages all applicants with a disability as well as existing staff and anyone else with health conditions or mental health conditions, to apply to the Government's Access to Work Scheme for a grant. LOT will support all such applications as appropriate.**

### What is Access to Work?

Access to Work is a publicly funded employment support programme that aims to help more disabled people start or stay in work. An Access to Work grant can provide practical and financial support to people who have a disability or long term physical or mental health condition. How much might be awarded will depend on the personal circumstances of the individual.

### What are the qualifying criteria for an Access to Work Grant?

**For a person to be eligible to qualify for an Access to Work grant in relation to employment they must meet the following criteria:**

1. Have a disability, health condition or mental health condition that affects their ability to work.
2. Be aged 16 or over.
3. Live in England, Scotland or Wales.
4. Have a paid job, a job interview or be about to start a job, work experience or an apprenticeship.

### Further qualifying criteria includes the following...

5. The disability or health condition must either affect the person's ability to do a job, or mean they have to pay work-related costs **e.g.** special computer equipment.
6. The disability must either be likely to last at least a year, or have already lasted at least a year.
7. Where the person has a mental health condition, the condition must both affect their ability to do a job and mean they need support to start a new job, reduce absence from work, or stay in work.

### What can an Access to Work Grant be use for?

**If a grant is awarded it can be used for the following types of support:**

<b>Purchase of special equipment</b>	<b>Fares to work if public transport cannot be used</b>
<b>A workplace support worker or job coach</b>	<b>A communicator at a job interview</b>
<b>Adaptations to existing equipment that is currently being used</b>	

LOT encourages all eligible applicants to apply for their Access to Work grant either before starting work or within six weeks of their commencement date as the grant may then cover all of the agreed costs, rather than just a proportion of them. Applications can be made at [gov.uk/access-to-work/apply](https://gov.uk/access-to-work/apply)

**Reviewed & Updated: December 2022**

LOT will review this **Access to Work Policy** at least annually. In addition, more frequent reviews will be undertaken following any relevant change in legislation; as part of a process following the implementation of a new activity or service; and/or following any major equality, diversity and/or inclusion incidents within the CCO or Club.

## 11. Training, Promotion & Terms of Employment Equality Policy

**It is LOT's Policy that all Training, Promotion & Terms of Employment will be offered without regard to unfair discrimination based upon protected characteristics.**

### Training for LOT Line Managers

All Line Managers will be trained in LOT's policies and procedures related to Equality, Diversity, Inclusion and Anti-Discrimination to assist them in identifying and dealing with any breaches and/or discriminatory acts or practices.

### Leading by Example

LOT expects all of its Line Managers to lead by example in terms of their behaviour and expectations in relating to Equality, Diversity, Inclusion and Anti-Discrimination within the teams that they are responsible for.

### Training for LOT Trustees, Staff and Volunteers

LOT will ensure that all Trustees, Staff and Volunteers receive induction training and on-going refresher training to help them understand their rights and responsibilities in relation to Equality, Diversity, Inclusion and Anti-Discrimination, as well what they can do personally to create a work environment that is free from discrimination and where diversity is respected and celebrated.

### Non-Discriminatory Promotion System

LOT will ensure that where it operates a system of internal promotion that it will not be discriminatory. In addition any such internal promotional scheme will be checked from time to time to assess how it is working in practice. If it is identified that a group of staff who predominantly have a particular protected characteristic appear to be excluded from access to promotion, transfer and/or training and/or to other benefits - then the promotional system will be reviewed to ensure there is no unlawful discrimination.

### Terms of Employment, Benefits, Facilities and/or Services

LOT will ensure that all terms of employment, benefits, facilities and services are reviewed from time to time, in order to ensure that there is no unlawful direct or indirect discrimination because of one or more of the protected characteristics.

### Equal Pay and Equality of Terms

LOT is committed to equal pay and equality of terms in employment. It believes that all staff regardless of gender should receive equal pay where they are carrying out like work, work rated as equivalent under a job evaluation study or work of equal value. In order to achieve this, LOT will endeavour to maintain a pay system that is fair and transparent, free from gender bias and based on objective criteria.

### Annual Gender Pay Gap Reporting

Where it is legally obliged to do so, LOT will prepare and publish an Annual Gender Pay Gap Report in accordance with statutory requirements from time to time in force.

**Reviewed & Updated: December 2022**

**LOT will review this Training, Promotion & Terms of Employment Equality Policy at least annually. In addition, more frequent reviews will be undertaken following any relevant change in legislation; as part of a process following the implementation of a new activity or service; and/or following any major equality, diversity and/or inclusion incidents within the CCO or Club.**

## 12. Religious Observance Policy

**It is LOT's Policy to endeavour, on request, to alter a Staff member's working pattern so that breaks can be granted at times that coincide with their needs for religious observance. Alternatively, LOT may, where practicable, endeavour to grant employees reasonable time off during their normal working hours for religious observance.**

### Assessing LOT business needs

Whenever LOT assesses whether it is practicable to grant time off to any staff member for religious observance, LOT will take into account the needs of the business, as well as whether or not the arrangement would cause disruption to the work of the staff members wider team.

### Requirement to make up time

Where LOT agrees to alter a staff members working pattern to grant time off for religious observance, this may mean that the staff member will be required to take a shorter lunch break, start work earlier and/or finish work later in order to make up the time off that was granted.

### Refusal of requests

Where a staff member requests time off for religious observance - at a time when their temporary absence would cause difficulties for the business, or the work of their team, or where the amount of time off requested is unreasonable or excessive - LOT reserves the right to refuse to grant some or all of the time off requested.

### Equal treatment

All staff members will be treated equally with regards to requests for alterations to working patterns, or for time off, for the purposes of religious observance - regardless of their religion or belief.

### Quiet room

Where it is possible to do so, LOT will seek to provide access to an unused office, meeting room or other quiet space for the purposes of allowing staff to pray or undertake religious observance. Any such room or space (if provided) is open to all LOT staff of all religions, including those who are non-religious.

**Staff who make use of any quiet room or space (that might be provided by LOT) for prayer, religious observance or quiet contemplation must respect the rights of other LOT staff to observe their own religious or personal beliefs there.**

The provisions for time off for Religious Holidays is set out in the Leaves of Absence Policy in LOT's Employee Handbook.

**Reviewed & Updated: December 2022**

LOT will review this **Religious Observance Policy** at least annually. In addition, more frequent reviews will be undertaken following any relevant change in legislation; as part of a process following the implementation of a new activity or service; and/or following any major equality, diversity and/or inclusion incidents within the CCO or Club.



## 13. Menopause Policy

**LOT acknowledges that transitioning through the menopause can be a difficult and stressful period and that those going through it can experience symptoms that can impact their work life - and it is therefore committed to supporting them in practical and reasonable ways. This policy sets out the support that LOT will provide when Trustees, Staff or Volunteers are affected by the menopause or are experiencing menopause-related symptoms.**

### Aims of LOT's Menopause Policy

- To make line managers aware of LOT's responsibility to understand the menopause and related issues - and how they can affect staff and their work colleagues
- To educate line managers about potential symptoms of the menopause - and how they can support their staff in the workplace
- To raise wider awareness and understanding among all Trustees, Staff and Volunteers
- To encourage everyone to talk about the menopause openly and confidently
- To outline the support and reasonable adjustments that are available to Trustees, Staff and Volunteers
- To reduce menopause-related sickness absence by supporting staff to remain in work.

**LOT recognises that staff may need additional support and adjustments in the period before, during and after the menopause and it aims to help them according to their individual needs and circumstances. LOT seeks to provide a work environment in which all Trustees, Staff and Volunteers are treated with respect and dignity - and which protects their health, safety and welfare. Therefore, LOT actively encourages staff to discuss their menopausal symptoms and to ask for additional support and adjustments.**

### Definitions & Symptoms

The **menopause** is part of the natural ageing process for all women, although it can also be brought on as a result of other medical conditions or certain surgical interventions. It refers to the point in time when menstruation has ceased for twelve consecutive months, but it is best described **as a transition** rather than as a one-off event. After a woman has not had a period for a year, the time from that point is then considered to be the post-menopause, but this does not mean menopause symptoms cease. Menopause symptoms continue, on average, for four years from the last period and can continue for up to twelve years.

The **perimenopause** is the period of hormonal change leading up to the menopause and it can often last four to five years, although for some women it may continue for many more years - or for others it may last only for a few months. During the time of the perimenopause, individuals may begin to experience symptoms due to changes in their hormone levels. These symptoms may vary in degree between different individuals. As individuals may still be having regular periods at the onset of these symptoms, many do not always realise that they are experiencing the perimenopause and may not understand what is causing their symptoms. This can be a barrier to accessing support.

The menopause usually occurs **between the ages of 45 and 55**. In the UK, **the average age is 51**, but it can happen much earlier. Many women experience the menopause **before the age of 45 (early menopause)** and some women experience the menopause **before the age of 40 (premature menopause)**. Some women also experience a **medical/surgical menopause** which can occur suddenly when the ovaries are damaged or removed by specific treatments such as **chemotherapy, radiotherapy** or **surgery**.

**Individuals who are non-binary, transgender or intersex may also experience menopausal symptoms.**

**It is important to recognise that, for many reasons, the menopause affects women's physical and psychological health differently. Symptoms vary in type, amount, severity and length between individuals. The menopause can often also indirectly affect individuals' partners, families and work colleagues.**

## Menopause Policy continued...

### Symptoms of the Menopause

The following symptoms can adversely affect how staff work, their relationships with work colleagues and their performance and productivity levels.

<ul style="list-style-type: none"><li>▪ Hot flushes and daytime sweats</li><li>▪ Palpitations</li><li>▪ Night sweats</li><li>▪ Fatigue</li><li>▪ Sleep disturbances and insomnia</li><li>▪ Headaches</li><li>▪ Skin irritation</li><li>▪ Muscle and joint stiffness, aches and pains</li><li>▪ Irritability</li><li>▪ Mood disturbances</li><li>▪ Poor concentration levels</li></ul>	<ul style="list-style-type: none"><li>▪ Forgetfulness and memory loss</li><li>▪ Anxiety and depression</li><li>▪ Panic attacks</li><li>▪ Weight gain</li><li>▪ Loss of confidence</li><li>▪ Changes in menstrual flow and regularity, including heavy bleeding</li><li>▪ Recurrent Urinary Tract Infections (UTIs), including cystitis</li><li>▪ The need for more regular and/or urgent toilet breaks.</li></ul>
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### Medical Advice & Treatments for the Menopause

Whilst some individuals seek medical advice and treatment for the symptoms of the **perimenopause** and **menopause** - others may try self-help measures and alternative therapies to cope with the symptoms. A common form of treatment is known as **Hormone Replacement Therapy (HRT)**. Many women find these treatments helpful for alleviating symptoms, but **HRT** is not suitable or appropriate for everyone. Some women using **HRT** may experience side effects, which may also require adjustments in the workplace.

### Communication

LOT aims to create an environment in which Trustees, Staff and Volunteers can feel confident about raising issues about their menopausal symptoms and asking for additional support and adjustments at work. Many staff still see the menopause as a private and personal issue and, for some, discussing the transition into menopause can be a difficult subject to be open about. LOT will therefore seek to promote a greater openness about, and understanding of, the menopause among line managers and staff - and will encourage line managers to create a supportive and understanding team culture that removes any barriers to staff disclosing information to them. **LOT will aim to achieve this by:**

- Recording sickness absences that are related to the menopause as an ongoing medical issue rather than as a series of short-term sickness absences
- Providing training to line managers so that they are knowledgeable to have open and sensitive conversations with staff about their menopausal symptoms (and how these might affect their work) and what they can do to support them
- Treating the menopause in the same way as any other medical condition
- Being accommodating to temporary flexible working requests that will help staff manage their symptoms, such as a later start and finish time or home working on an ad hoc basis
- Putting in place measures to help Trustees, Staff and Volunteers to better manage their symptoms, leading to a reduction in sickness absence and an increase in wellbeing and productivity
- Reminding staff to support their work colleagues, not to make inappropriate comments or jokes and to respect any adjustments put in place to help them with their symptoms.

### Workplace Adjustments & Support

LOT is committed to ensuring that conditions in the workplace do not make menopausal symptoms worse and that appropriate support and adjustments are put in place. LOT will therefore work proactively to make adjustments where necessary to support any Trustees, Staff and Volunteers who are transitioning through the menopause.

## Menopause Policy continued...

**LOT also recognises that the menopause is a very individual experience and that staff can be affected in different ways and to different degrees - and therefore, different levels and types of support and adjustments may be needed. These may include:**

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|---|---|
| <ul style="list-style-type: none"><li>▪ Adjusting workplace temperatures</li><li>▪ Improving ventilation</li><li>▪ Providing fans and/or moving desks closer to windows</li><li>▪ Providing easy access to cold drinking water, rest rooms and toilet/washroom facilities</li><li>▪ Allowing temporary changes to work/shift patterns</li><li>▪ Allowing other temporary flexible working arrangements</li><li>▪ Offering a quiet space to work</li><li>▪ Reducing the need for attendance at formal meetings or presentations</li><li>▪ Re-assessing work allocation</li></ul> | <ul style="list-style-type: none"><li>▪ Making sure staff can take regular and flexible toilet and rest breaks</li><li>▪ Permitting time off for attendance at medical appointments</li><li>▪ Being flexible when applying LOT's performance management, attendance or disciplinary procedures</li><li>▪ Allowing staff and volunteers to adapt their uniforms to improve comfort levels and making it easy for them to request additional uniforms so that they can change during the day</li><li>▪ Lot's <b>Mental Health First Aider</b> offering appropriate support - including signposting to other external sources of help, support and guidance.</li></ul> |
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**LOT will also carry out risk assessments which take the specific needs of menopausal Trustees, Staff and Volunteers into consideration.**

Line managers should apply individual discretion when assessing a staff members particular needs and circumstances and should act accordingly. Information about an employee's menopausal symptoms should be treated as confidential and line managers should expressly agree with the employee which (if any) work colleagues should be informed, by whom and on what basis.

**Line managers should make a record of any agreed adjustments and review these at least annually. Symptoms of the menopause can fluctuate over time, so line managers should arrange regular follow-up discussions with the member of staff to ensure that the support and adjustments provided still meet their needs.**

**Reviewed & Updated: December 2022**

**LOT will review this Menopause Policy at least annually. In addition, more frequent reviews will be undertaken following any relevant change in legislation; as part of a process following the implementation of a new activity or service; and/or following any major equality, diversity and/or inclusion incidents within the CCO or Club.**

## 14. Transgender Equality Policy

**LOT is committed to providing equality of opportunity for trans (including non-binary) and intersex people throughout recruitment and employment. This commitment includes supporting transgender and intersex Trustees, Staff and Volunteers through any transitioning process, removing any barriers to their recruitment and retention and ensuring they are treated with respect and dignity at work.**

### Definition of Terminology

**The terminology regarding trans and intersex people continues to evolve and therefore the below brief overview should only be considered as a starting point to better understand the language used in this Transgender Equality Policy.**

The term **intersex** describes someone who is born with ambiguous genitalia and/or sex chromosomal variations that do not fit within typical definitions of male or female. An intersex person may self-identify as a man, a woman or neither.

The term **Trans** or **transgender** describes people whose gender identity differs from the sex they were assigned at birth, or people whose gender falls outside typical gender norms. These terms are therefore just umbrella terms that cover people who:

- a) Are intending to undergo, are undergoing, or have undergone gender reassignment at any stage.
- b) Identify as having a gender different from that which they were assigned at birth and are planning, or have had medical interventions, such as hormones or surgery.
- c) Identify as having a gender different from that which they were assigned at birth, but who are not planning any medical intervention.
- d) Are non-binary **i.e.** they do not identify as solely male or female, they may have a gender that blends elements of being a man or a woman, they may not identify with any gender or their gender identity may change over time - and they may or may not have medical interventions to align their body with their non-binary gender identity. Other terms that non-binary people may use to describe themselves include **agender**, **bigender** or **gender fluid**. None of these terms mean exactly the same thing.

**Please note that none of the above are to be considered as mutually exclusive alternatives. However, most transgender people are not **non-binary** - because they have a gender identity that is either male or female, albeit not the same one as the sex they were assigned at birth. In other words, their gender is binary.**

### How should I address a Transgender or Intersex person?

How a transgender or intersex person chooses to describe themselves should be respected by all Trustees, Staff and Volunteers. Anyone who should be unsure as to how to correctly address a trans or intersex person is advised to ask them. The importance of doing this is because the use of inappropriate language and terminology can cause offence and distress.

**Please note that consistently addressing a transgender or intersex person by their previous name and/or an inappropriate pronoun will be regarded as harassment and LOT will always take appropriate action. In addition, gender identity and sexual orientation are not interchangeable terms. A transgender or intersex person can be heterosexual, bisexual, gay, lesbian or asexual, and therefore all Trustees, Staff and Volunteers should not assume they have a particular sexual orientation.**

## Transgender Equality Policy continued...

### What is Gender Reassignment?

Gender reassignment is the process of permanently transitioning from the gender assigned at birth to the person's correct gender identity.

### What is Transitioning?

Transitioning is the process undertaken by a trans person in order to bring their gender assigned at birth into alignment with their gender identity.

**However, transitioning does not necessarily need to involve any medical intervention or surgical procedures, as gender reassignment is considered to be a personal rather than a medical process. Transitioning may involve dressing differently, using a different name and pronoun and/or changing official documentation.**

### How LOT will ensure Transgender and Intersex Equality in Recruitment

LOT will ensure that any recruitment process (whether for Trustees, Staff or Volunteers) is inclusive of transgender and intersex applicants. **This will be achieved by the following design:**

1. Transgender and intersex applicants will be under no obligation to disclose their gender status or gender history.
2. Transgender and intersex applicants will not be asked questions about their gender identity or gender history during the recruitment process.

**The only exception to point 2 is for the purposes any equal opportunities monitoring undertaken by LOT. However, no transgender or intersex applicant will need to disclose this if they do not wish to do so. Where a transgender or intersex applicant voluntarily chooses to disclose, this will never in itself be a reason for not offering a role with LOT and it will be kept confidential.**

3. The gender (if any) in which an applicant chooses to present themselves will always be acknowledged and respected.
4. References will be requested using the applicant's correct name and gender since transitioning and previous names or gender identity will not be mentioned, unless the trans or intersex person specifically requests this.

**Document checks, such as Right to Work Checks and checks on Qualification Certificates, may be conducted as part of any recruitment process. LOT recognises that these may be in a former name for a transgender or intersex applicant. LOT will ensure that the process of checking is handled sensitively and with respect for the privacy of the individual. Any such documents containing former names - and thereby revealing gender history - will be stored securely, kept confidentially and only accessed by authorised named persons in accordance with LOT's GDPR Data Protection Policy. Where it is not necessary to retain any document then they will be securely and confidentially destroyed.**

### How LOT will ensure Transgender and Intersex Equality in Employment

1. It will always be a staff members personal decision whether to reveal their gender status and history. LOT will always respect their right to privacy.
2. Where a member of staff chooses to disclose information about their gender status or history, then this will always be treated as confidential - and such information will never be disclosed to any third party without the individual's consent.
3. A persons gender status or history will not have a bearing on any employment decisions or access to benefits, except where permitted or required by law.

## Transgender Equality Policy continued...

4. All records that include details of a member of staff's gender history will be securely destroyed, unless there is a specific reason for retaining them.
5. Where there is a need to retain documentation that shows the employee's gender history, it will be stored securely, kept confidentially and only accessed by authorised named persons in accordance with LOT's **GDPR Data Protection Policy**.

### How LOT will Support a Person who is Transitioning

**LOT acknowledges that there is no right or wrong way for a transgender person to transition and is committed to supporting each person in making their own decisions on the transition process and the time it takes. Non-binary and intersex people may also undertake some level of transitioning - and this may change over time if their gender identity is fluid.**

Where a staff member advises LOT that they intend to transition at work, the line manager will aim to make the process as smooth as possible and will take steps to ensure they are supported and respected in any way that is appropriate. **Accordingly the line manager will take the following steps:**

- Discuss with the staff member when and how they will present at work in their new gender identity.
- Discuss their preferences and wishes in relation to informing work colleagues and other relevant third party contacts.
- Expressly agree with them how and when this will happen, including who will be told, who will tell them and what they will be told (levels of disclosure may vary in detail for different types of work contact).
- Ensure that the staff member is able to comply with LOT's **Dress & Appearance Policy** in a way that reflects their gender identity and gender expression.
- Ensure that they can use single sex toilet and other facilities in accordance with their correct gender identity and clarify that they are not required to use accessible toilets unless they wish to do so.

**LOT will deal with any concerns raised by others in a prompt and sensitive manner. However, for non-binary and intersex staff members who do not identify as either exclusively male or female, this might mean using accessible, gender neutral or single occupancy facilities, or using a combination of different facilities.**

- Arrange for any LOT electronic records and/or security passes to be updated with any new name, title, pronoun or other personal identifiers **e.g.** photographs **etc.** to coincide with the date on which the transition at work commences. If required this will include creating a new work e-mail address for the staff member.
- Arrange for LOT's paper records to be updated where possible.
- Discuss whether the member of staff wishes to be redeployed on a temporary or permanent basis **e.g.** if they are in a customer or public-facing role and wish to avoid having to answer intrusive questions about their gender identity **etc.** Whilst LOT will always seek to accommodate these wishes where possible, redeployment may not always be possible.
- Work with the staff member to develop a confidential action plan to clarify the actions that will be taken over the course of their transition at work, the dates by which these will be done and who is to be responsible for carrying them out. LOT will take no action without the staff member's consent.
- Maintain confidentiality at all times.

**LOT appreciates that transitioning is a process that takes time. Therefore, regular review meetings will be arranged between the line manager and the staff member to manage the process. The review meetings will also enable the action plan to be amended as and when things may change.**

## Transgender Equality Policy continued...

LOT will grant any required time off work to attend transition-related medical and other appointments - or to undergo gender reassignment surgery - in accordance with the terms of the **Gender Reassignment Policy** which is detailed in LOT's Employee Handbook. Any such authorised absences from work will not be counted for the purposes of absence monitoring.

### How LOT will support Trans Equality

LOT will always fully support transgender and intersex staff and will demonstrate commitment to trans equality by:

<b>Ensuring that all training courses that are delivered are fully inclusive of trans and intersex people</b>	<b>Including transgender and intersex staff in LOT publicity and marketing materials</b>
<b>Ensuring that all forms and survey are inclusive of trans and intersex people</b>	<b>Including trans equality as a core part of LOT's equality agenda and objectives</b>
<b>Including trans equality training in LOT's equality, diversity and inclusion training</b>	
<b>Investigating fully all complaints of discrimination, harassment, abuse, victimisation, bullying or intimidation on the grounds of gender identity, gender expression, gender history, trans or intersex status.</b>	

**LOT will not condone or tolerate any form of discrimination, harassment, victimisation, bullying or intimidation of transgender or intersex staff based upon their gender identity, gender expression, gender history or trans or intersex status - whether it is engaged in by LOT Trustees, Staff, Volunteers or Participants, or by parents, families, carers, advocates, or by any third parties who do business with LOT, such as stakeholders, contractors and/or suppliers.**

### A Duty to Co-operate

Trustees, Staff & Volunteers have a duty to co-operate with LOT to make sure that this **Transgender Equality Policy** is effective in ensuring equal opportunities and preventing the Discrimination, Abuse, Harassment, Victimisation, Bullying or Intimidation of transgender or intersex staff.

### Consequences of Breaches

Action will be taken under the appropriate procedure against any person who is found to have committed any act of improper or unlawful Discrimination, Harassment, Abuse, Victimisation, Bullying or Intimidation of Transgender or Intersex Staff. Serious breaches of this **Transgender Equality Policy** could render LOT Trustees, Staff and Volunteers liable to dismissal, or third parties to having their relationship with LOT terminated.

**Appropriate action will be taken against any third party who is found to have committed an act of improper or unlawful discrimination, harassment, victimisation, bullying or intimidation against a transgender or intersex staff member. Everyone should bear in mind that they can be held personally liable for committing serious acts of harassment and may also be guilty of a criminal offence.**

This Transgender Equality Policy should be read alongside LOT's Equal Opportunities Policy, the Dignity at Work Policy and the Anti-Bullying Policy - all of which include Gender Reassignment as a Protected Characteristic.

**Reviewed & Updated: December 2022**

LOT will review this **Transgender Equality Policy** at least annually. In addition, more frequent reviews will be undertaken following any relevant change in legislation; as part of a process following the implementation of a new activity or service; and/or following any major equality, diversity and/or inclusion incidents within the CCO or Club.

## 15. Mental Health & Wellbeing Policy

LOT acknowledges that whilst mental health is already included within the definition of the protected characteristic of disability - and as such is already an implicit part of LOT's approach and stance on equality, diversity, inclusion and anti-discrimination - many people with mental health concerns do not identify this way. LOT aims to focus on positive wellbeing outcomes for all, as well as supporting any Trustees, Staff or Volunteers who may have mental health concerns.

### Defining Mental Health

The term **Mental Health** is referring to our **cognitive, behavioural**, and **emotional wellbeing** - e.g. it's about **how we think, feel**, and **behave**. Poor mental health can affect daily life, relationships - and even physical health. The term **Mental Health** can also be used to mean an absence of a mental disorder. Ultimately, **Mental Health** relates to someone's emotional health or well-being.

Depending on the culture a person grew up in, they may be more familiar with terms **poor emotional health** or **poor emotional wellbeing**. Approximately 1 in 4 people in the UK will experience a mental health problem each year. In England, 1 in 6 people report experiencing a common mental health problem - such as anxiety and depression - in any given week.

### Causes of Poor Mental Health

Mental health problems can have a wide range of causes and - in many cases - no one is certain precisely what causes it. Ultimately, for many people, it is likely there is a combination of contributory factors. Researchers are investigating whether there might be a genetic cause of various mental health problems - although there is no clear proof that this is the case as of yet. The following factors could potentially trigger a period of poor mental health:

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| <ul style="list-style-type: none"><li>▪ <b>Childhood abuse, trauma, or neglect</b></li><li>▪ <b>Social isolation or loneliness</b></li><li>▪ <b>Experiencing discrimination and stigma</b></li><li>▪ <b>Bereavement</b></li><li>▪ <b>Severe or long-term stress</b></li><li>▪ <b>Unemployment or losing their job</b></li><li>▪ <b>Social disadvantage, poverty or debt</b></li></ul> | <ul style="list-style-type: none"><li>▪ <b>A long-term physical health condition</b></li><li>▪ <b>Drug and alcohol misuse</b></li><li>▪ <b>Domestic violence or other abuse</b></li><li>▪ <b>Significant trauma as an adult e.g. military combat, being involved in a serious accident or being the victim of a violent crime</b></li><li>▪ <b>Genetic factors.</b></li></ul> |
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### Understanding the Different Types of Mental Health Illnesses

The more commonly known mental health illnesses include such thing as:

- **Anxiety Disorder** | This is constant strong **feelings of unease, worry** and/or **fear**.

Some specific anxiety disorders are **Generalised Anxiety Disorder (GAD)**, **Panic Disorder**, **Obsessive-Compulsive Disorder (OCD)** and **Post-Traumatic Stress Disorder (PTSD)**.

- **Depression** | This is a feeling of **low mood** that **lasts for a long time** and **affects everyday life**.

There are also some common specific forms of depression such as **Post Natal Depression (PND)** and **Seasonal Affective Disorder (SAD)**.



## Mental Health & Wellbeing Policy continued...

- **Phobias** | This an **extreme form of fear** or **anxiety triggered by a situation** - i.e. **going outside** or of an **object such as spiders** - even when there is no danger.
- **Obsessive-Compulsive Disorder (OCD)** | **This is a type of anxiety disorder and has two main parts:**
  - 1. Obsessions:** Which has intrusive thoughts, ideas or urges that repeatedly appear in their mind.
  - 2. Compulsions:** Which are repetitive activities that the person feels they must do.
- **Eating problems** | **The most common eating disorders are:**
  - 1. Anorexia:** Which is when a person does not allow themselves to eat enough food to get the energy and nutrition to stay physically healthy.
  - 2. Bulimia:** Which is when a person eats large amounts of food all in one go - often because they are feeling upset or worried (this is called **bingeing**) - but then feeling deeply guilty or ashamed, and taking steps to get rid of the food they have eaten (this is called **purging**).
  - 3. Binge Eating disorder:** Feeling they can't stop themselves from eating - even when they want to.
- **Panic disorder** | Common symptoms are an **exaggeration** of your body's **normal response to fear, stress or excitement** - i.e. a **pounding heartbeat, chest pains, sweating** and **nausea, feeling faint** and **unable to breathe, shaky limbs** or **feeling like their legs are turning to jelly**.

**Symptoms usually last between 5 to 20 minutes before people start to feel better and in control.**

- **Post-traumatic stress disorder (PTSD)** | This is a type of **anxiety disorder** which may develop after being **involved in**, or **witnessing a traumatic event**.

**Common symptoms include reliving aspects of what happened, alertness or feeling on edge and avoiding feelings or memories.**

## How to Support a Person with their Mental Health

LOT offers the following support and guidance to assist any Trustee, Staff member or Volunteer who seeks to support a colleague in need of support with their mental health and positive wellbeing;

### 1. Managing conversations about mental health

- When talking with someone about their mental health, ensure you have the time
- If someone approaches you - and it is not possible for you to give them the time they need immediately - reassure them that they have taken a positive step by speaking to you
- Explain why you cannot talk now, but ensure that you arrange a better time and location to have the conversation with them before the day ends.

### 2. Useful conversation techniques

- Ensure you are **actively listening** - and leave any questions or comments you may have until the person has finished
- Use **open questions** - i.e. **"Tell me how you are feeling?"**, **"What support do you have in place?"**
- **Reflect** back words they have used - this can encourage them to open up more
- Use **empathetic statements** - i.e. **"I appreciate this must be difficult for you"**
- **Avoid clichés** - i.e. Do not say things like **"pull yourself together"** or **"you're just having a bad day"**

## Mental Health & Wellbeing Policy continued...

- **Remind them** that mental health problems are more common than people think - and can affect anyone at any time
- **Avoid asking too many questions** - especially closed questions **i.e.** ones that only offer “**yes**” or “**no**” responses
- **Reassure** them that it is positive that they want to talk about their experience and what’s happening with them
- If relevant, **check** that they are looking for support
- It can also be helpful to ask, “**What would you like to happen in this situation?**” This approach seeks to help to **empower** them and **encourage** them to take the course of action that seems right to them. However, always be clear about what you can do, as well as what you can’t.

**The important thing is to listen - rather than give advice - as the individual needs to be able to act for themselves. Remember that you ideally need to be able to signpost the individual to sources of support - rather than telling them what you think is best.**

### Taking care of yourself

LOT always encourages its staff and volunteers to ensure that they look after their own wellbeing - not least because supporting someone else with their mental health can sometimes be very stressful. By taking care of yourself it means that you will have the energy, time and distance required to help others with their mental health - if you are called upon to do so.

**Always try and set boundaries - and don't take too much on. If you become unwell yourself, you won't be able to offer as much support.**

Further information, guidance and support - in assisting people with poor mental health and wellbeing - is contained in LOT’s EDI Staff Guidance Handbook.

**Reviewed & Updated: December 2022**

LOT will review this **Mental Health & Wellbeing Policy** at least annually. In addition, more frequent reviews will be undertaken following any relevant change in legislation; as part of a process following the implementation of a new activity or service; and/or following any major equality, diversity and/or inclusion incidents within the CCO or Club.

## 16. Reporting Complaints Policy

**LOT is fully committed to deal with all complaints and allegations of Discrimination, Harassment, Abuse, Bullying, Victimisation, Intimidation and/or Detriment seriously, confidentially and speedily. LOT will never ignore or treat lightly any complaints of improper or unlawful Discrimination, Harassment, Bullying, Victimisation, Intimidation and/or Detriment from any person.**

### Dealing with matters informally

LOT encourages any Trustee, Staff member or Volunteer - who believes they are being subjected to Discrimination, Harassment, Abuse, Bullying, Victimisation, Intimidation and/or Detriment - to notify the offender (by words or by conduct) that their behaviour or conduct is unwelcome.

However, LOT also recognises that actual or perceived power and status disparities may make such confrontation impractical. In the event that this informal direct communication is either ineffective or impractical, or the situation is too serious to be dealt with informally, Trustees, Staff and Volunteers should follow the procedure set out on the next page.

### Who is this Reporting Complaints Procedure for?

The following Complaints Procedure is for the use by LOT Trustees, Staff and Volunteers in relation to making a formal complaint about Discrimination, Harassment, Abuse, Bullying, Victimisation, Intimidation or a Detriment. In addition, this Complaints Procedure may also be used to formally complain about a breach of any of LOT's Equality, Diversity, Inclusion and Anti-Discrimination Policies and Procedures.

**Any participants, parents, families, carers and/or advocates wishing to make a formal complaint about Discrimination, Harassment, Abuse, Bullying, Victimisation, Intimidation, a Detriment or any breaches of LOT's Equality, Diversity, Inclusion and Anti-Discrimination Policies and Procedures will be directed to do so with reference to the Complaints Policy & Procedure outlined in LOT Safeguarding Handbook.**

### What Complaints can be handled?

The Complaints Procedure will address any formal complaint made against an LOT Trustee, Staff member, Volunteer or Participant, as well against any parent, family, carer, advocate, agency worker, contractor, supplier, visitor or any other third party.

### How can I support someone who makes a Complaint?

It is illegal for any person to victimise or retaliate against another person who has made allegations or complaints of discrimination, harassment, abuse, bullying, victimisation, intimidation or detriment, or who has provided information about such discrimination, harassment, bullying, victimisation, intimidation or detriment. LOT will not tolerate any such behaviour and will take the appropriate action against any individual or group who behaves in such a way.

**LOT expects everyone to support anyone who has made a complaint.**

**Appropriate action will be taken against any person who is found to have committed any act of improper or unlawful discrimination, harassment, abuse, bullying, victimisation, intimidation or detriment, or has been found to have breached any of LOT's Equality, Diversity, Inclusion and/or Anti-Discrimination Policies and Procedures.**

**Reviewed & Updated: December 2022**

LOT will review this **Reporting Complaints Policy** at least annually. In addition, more frequent reviews will be undertaken following any relevant change in legislation; as part of a process following the implementation of a new activity or service; and/or following any major equality, diversity and/or inclusion incidents within the CCO or Club.

## 17. Reporting Complaints Procedure

**All Trustees, Staff and Volunteers wishing to make a formal complaint about Discrimination, Harassment, Abuse, Bullying, Victimisation, Intimidation and/or Detriment should do so promptly using the following Reporting Complaints Procedure.**

### ▪ Step 1

First of all, report the incident of harassment to your line manager.

**If you do not wish to speak to your line manager, you can instead speak to a more senior member of LOT's management team or to a Trustee.**

### ▪ Step 2

All reports should be made promptly so that investigations may proceed and any action taken without any undue delay.

**LOT reserves the right to arrange for another manager to conduct the investigation, other than the person with whom you raised the matter.**

### ▪ Step 3

All allegations will be taken seriously and will be promptly investigated.

**As part of the investigatory process, you will be interviewed and asked to provide a written witness statement setting out the details of your complaint.**

**Whilst confidentiality will be maintained during the investigation process to the extent that this is practical and appropriate in the circumstances, to be able effectively investigate an allegation, LOT must be able to determine the scope of the investigation and the person or persons who should be informed of/or interviewed about the allegation. This will mean that the identity of the complainant and the nature of the allegations must be revealed to the person being complained about so that they are able to fairly respond to the allegations.**

### ▪ Step 4

Once the investigation has been completed, you will be informed in writing of the outcome and LOT's conclusions and decision as soon as possible.

**LOT is committed to taking appropriate action in respect of all complaints of discrimination, harassment, abuse, bullying, victimisation, intimidation and/or detriment which are upheld. Therefore, where a complaint is upheld LOT will take the appropriate action against the person complained about.**

### ▪ Step 5

If your complaint is upheld and the person complained about remains at LOT (following the appropriate action having been taken) then LOT will take all reasonable steps to ensure that you do not have to continue working alongside this person if you do not wish to do so.

**In the above circumstances LOT will discuss the options available with you.**

## Reporting Complaints Procedure continued...

### ▪ Step 6

If your complaint is not upheld, arrangements will be made for you and the person complained about to continue or resume working.

**In the above circumstances LOT will work with you both to help repair working relationships.**

### Responsibilities and Accountabilities of LOT Line Managers

LOT Line Managers, who had knowledge that such discrimination, harassment, abuse, bullying, victimisation, intimidation or detriment had occurred within their teams, but who had taken no action to eliminate it will be subject to disciplinary action under the LOT's formal Disciplinary Procedure.

### Alternative Procedures for reporting Complaints for Staff

LOT Staff may opt to use the Grievance Procedure (detailed in LOT's Employee Handbook) to raise a formal complaint related to discrimination, harassment, abuse, bullying, victimisation, intimidation or detriment.

### Alternative Procedures for reporting Complaints for Volunteer

LOT Volunteers may opt to use the Complaints Procedure for Volunteers (detailed in LOT's Volunteers Handbook) to raise a formal complaint related to discrimination, harassment, abuse, bullying, victimisation, intimidation or detriment.

**No person will ever be penalised for raising a complaint under this procedure, even if the complaint is not subsequently upheld, unless the complaint was both untrue and made in bad faith.**

### Incident Management System

LOT will maintain a log of all incidents - relating to incidences of discrimination, harassment, abuse, bullying, victimisation, intimidation and/or detriment. LOT will evaluate this log **not less than once every year**, to ensure and increase confidence in its equality, diversity, inclusion and anti-discrimination policies, procedures and processes. Where this evaluation identifies any emerging trends/concerns, LOT will update its EDI Action Plan appropriately to address/mitigate what has been identified.

**Reviewed & Updated: December 2022**

**LOT will review this Reporting Complaints Procedure at least annually. In addition, more frequent reviews will be undertaken following any relevant change in legislation; as part of a process following the implementation of a new activity or service; and/or following any major equality, diversity and/or inclusion incidents within the CCO or Club.**

~ End of Equality, Diversity & Inclusion Policies and Procedures Handbook ~