

Appendix 1



The Physio first equality & diversity policy explained

At Physio First our Equality & Diversity Policy is supported by our Physio First Culture because our culture is explained as:

- What we say, write and do (or do not say, write or do) when called upon to say, write or do [Sharon Harte – Physio First Performance Management Coach 2006 - 2014]
- How we treat each other
- How we communicate with everybody i.e. with each other, members, Office Team, sub-contractors, partner individuals / organisations and external contacts and how we expect them to communicate with us.

The key values expressed in our culture are in and of themselves anti discriminatory in every aspect and include:

Respect

- Total respect for each individual who volunteers and/or is employed by Physio First by behaving with integrity and in a way that:
 - Helps all feel valued and trusted*
 - Demonstrates respect, even if in dispute with them
 - Empowers
 - Makes it easy to identify, declare, communicate about and then manage any personal interests e.g. self-promotion or promotion of anything in which an individual has an interest that could conflict with the interests of Physio First

No blame

- We operate a no blame Culture, which means that we try to demonstrate trust* and accept that if anyone makes a mistake

Communication

- Physio First as a group of people understand:
 - The value of excellent communication
 - That relationships are founded on integrity, trust* and good communication and that the better the communication the better the relationship
- * There are two aspects to “trust” i.e. 1) trust in honesty 2) trust in competence. When using the word “trust” one has to be precise as to which meaning is intended.’ In this instance, the use of the word “trust” throughout Physio First’s explanation of our culture refers to both meanings.

With regard to the specific areas as described in The Equality Act 2010

All post holders within Physio First (whether volunteer or employed) we:

- must not make assumptions about people based upon their appearance, background, age, religion, beliefs, nationality, ethnicity, gender, marital status or sexual orientation
- do encourage everyone to raise issues before they become problems

- must be prepared to either challenge remarks, jokes or behaviour on the part of colleagues that we feel would insult or harass on any of these grounds.

In line with the Act and because we acknowledge that we all:

- have unconscious bias
 - have gaps in our knowledge
 - need to think of the language we use and whether it could cause offence e.g. terms that are not acceptable and likely to cause offence include handicapped or crippled instead of disabled, and coloured instead of black or BME (Black and Minority Ethnicity)
- here are examples to enable us to reflect in our endeavour to promote equality and diversity:

Disability i.e. we mustn't make assumptions about people that:

- because a person does not look disabled, they are not disabled,
- most disabled people use wheelchairs
- all visually impaired people read Braille or have guide dogs.
- because a person had a different educational background such as attending a school tailored to their disability, that this is of a lower standard.

Race i.e. we mustn't make assumptions about people based on their race, nationality, colour, national or ethnic origins.

Gender i.e. we mustn't make assumptions about people based on their gender, marital status, or because they are pregnant or have children.

Transgender i.e. we must remember that it is illegal to disclose a trans person's previous gender status.

Sexual Orientation i.e. we mustn't make assumptions:

- about people's sexual orientation, or family and living arrangements
- that because no one at a workplace has told us that they are gay, that therefore everyone is heterosexual.

Religion or Belief i.e. we mustn't make assumptions about people based on their religion or belief e.g. we must remember that there is great diversity of belief and opinion even within a single religion.

Age i.e.

- we must be aware that age-related jokes and behaviour that may previously have been considered acceptable are potentially unlawful harassment, depending on how they are experienced by the target of the jokes
- we must not make stereotypical assumptions about a person's capability or characteristics because of their age or what we think their age is.