Staff Equality, Diversity and Inclusion Policy

Supportive Bridge Ltd - Policy and Procedure

POLICY AT A GLANCE

- Every decision about you - recruitment, shifts, pay, training, promotion, discipline - is made on merit and need, never because of a protected characteristic.
- Harassment and bullying are never tolerated, from a manager, a colleague, a client organisation, or a person we support.
- Reasonable adjustments are the norm, not a favour. If a disability or health condition means you need something changed, ask - we will listen and act.
- Flexible working requests are considered fairly, in line with the law, not dismissed out of hand.
- This policy is about how we treat our own staff. How we support the people who use our service is covered separately in our Equality, Diversity, Dignity and Respect Policy.
- If you experience or witness discrimination, harassment or bullying, tell your manager, the Nominated Individual, or raise it under our Disciplinary and Grievance Policy or Whistleblowing Policy.

Registered Manager	Iffrah Ishtiaq
Nominated Individual	Iffrah Ishtiaq
Office phone	07448266215
Out-of-hours / on-call number	
Date issued	01-10-2026
Next review date	

1. Purpose

1.1 This policy sets out Supportive Bridge Ltd's ("Supportive Bridge", "we", "us") commitment to equality of opportunity, fair treatment and an inclusive workplace for everyone who works for or with us. It reflects the Equality Act 2010, and it sits alongside, but is separate from, our Equality, Diversity, Dignity and Respect Policy, which covers how we treat the people we support.

1.2 A staffing agency and a community support service both depend on people: a genuinely inclusive workplace helps us recruit and keep good staff, and staff who are treated fairly and with respect provide better support to the people who rely on them.

2. Scope

2.1 Supportive Bridge Ltd operates in two parts: as a staffing agency, supplying care and support workers to care homes, hospitals and other regulated providers under that provider's own policies and supervision; and as a community support service, where our own support workers visit adults and older people in their own homes, including council housing, on morning and evening shifts to help with daily living.

2.2 Supportive Bridge Ltd is not currently registered with the Care Quality Commission (CQC) and does not provide personal care in any circumstances at present. This means no washing, bathing, dressing, toileting, continence care, or assistance with eating, drinking, oral, skin, hair or nail care. Personal care will only be offered once, and if, CQC registration is granted, and this policy will be updated at that point.

2.3 This policy applies to recruitment, terms and conditions, shift allocation, training, promotion, pay, discipline and every other aspect of working for Supportive Bridge Ltd, whether as an employee, a worker, or through our staffing agency arm while placed with a client organisation. It applies equally to how staff treat one another, how managers treat staff, and how staff are treated by client organisations and members of the public in the course of their work.

3. Our commitment

3.1 We will not discriminate against a job applicant, worker or employee because of any protected characteristic under the Equality Act 2010: age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation. This applies to recruitment and selection, terms of employment, pay, access to training and promotion, shift allocation, and how a disciplinary, grievance or performance matter is handled.

4. Harassment and bullying

4.1 Harassment is unwanted conduct related to a protected characteristic that violates someone's dignity, or creates an intimidating, hostile, degrading, humiliating or offensive environment for them. Bullying is offensive, intimidating, malicious or insulting behaviour, or an abuse or misuse of power, that undermines, humiliates or injures the person on the receiving end. Neither is tolerated, whoever it comes from - a manager, a colleague, staff at a client organisation, or a person we support or their family - and any report is taken seriously and investigated under our Disciplinary and Grievance Policy.

4.2 Staff placed with a client organisation who experience discrimination, harassment or bullying at that organisation should report it to our office as well as, or instead of, the client organisation - we will not leave a worker unsupported because the conduct happened on someone else's premises.

5. Recruitment and selection

5.1 Job adverts, person specifications and interview questions are based on the genuine requirements of the role. Selection decisions are based on skills, experience, qualifications (including DBS and right-to-work checks required by law) and suitability for the role, never on a protected characteristic. Full detail is in our Recruitment and DBS Policy.

6. Reasonable adjustments

6.1 Where a worker or job applicant has a disability or health condition, we will consider and make reasonable adjustments to their role, working pattern, equipment or the recruitment process itself, so they are not disadvantaged. This might include adjusted shift patterns, changes to duties, or additional support or equipment. Staff are encouraged to raise what would help rather than manage in silence.

7. Flexible working

7.1 Staff have a statutory right to request flexible working from their first day of employment. Requests are considered fairly and promptly, and any refusal is explained clearly against one of the specific business reasons the law allows.

8. Equal pay

8.1 Pay and benefits are determined by role, experience, qualifications and performance, never by a protected characteristic. Any concern about equal pay can be raised confidentially with the Nominated Individual.

9. Religious observance and cultural needs

9.1 We will, so far as reasonably practicable, accommodate requests connected with religious observance, such as prayer time or time off for a religious festival, and requests connected with other cultural needs. Speak to your manager as early as possible so this can be planned into the rota.

10. Raising a concern

10.1 Any member of staff who experiences or witnesses discrimination, harassment, bullying or unfair treatment should raise it with their manager, the Nominated Individual, or through our Disciplinary and Grievance Policy or Whistleblowing Policy. No one will be treated less favourably for raising a genuine concern in good faith.

11. Related policies

- Equality, Diversity, Dignity and Respect Policy
- Staff Code of Conduct Policy
- Disciplinary and Grievance Policy
- Whistleblowing Policy
- Recruitment and DBS Policy
- Supervision and Appraisal Policy

12. Document control

Version	Date	Approved by	Role	Reason
1.0			Nominated Individual	New policy for local authority assurance and CQC registration