



## EQUALITY, DIVERSITY AND INCLUSION POLICY

Hartwood Health is committed to encouraging equality, diversity and inclusion among our associates, practitioners, and room renters, and to eliminating unlawful discrimination.

Our aim is for everyone who works with or within Hartwood Health to be truly representative of all sections of society and of our clients, and for each individual to feel respected and able to give their best.

Hartwood Health – in providing goods, services and facilities – is also committed to preventing unlawful discrimination of clients, visitors or the public.

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### Purpose of this policy

This policy's purpose is to:

1. Provide equality, fairness and respect for all who work with Hartwood Health, whether as associates, self-employed practitioners, or room renters.
2. Not unlawfully discriminate because of the Equality Act 2010 protected characteristics of:
  - age
  - disability
  - gender reassignment
  - marriage and civil partnership
  - pregnancy and maternity
  - race (including colour, nationality, and ethnic or national origin)
  - religion or belief
  - sex
  - sexual orientation
3. Oppose and avoid all forms of unlawful discrimination. This includes in:
  - access to facilities
  - terms of agreements
  - professional opportunities such as training or collaboration
  - dealing with disputes, grievances or concerns
  - treatment of clients, colleagues and members of the public

## Our commitments

Hartwood Health commits to:

1. Encourage equality, diversity and inclusion in all our working relationships, as these are good practice and make business sense.
2. Create an environment free of bullying, harassment, victimisation and unlawful discrimination, promoting dignity and respect for all, and where individual differences and the contributions of all are recognised and valued.

This commitment includes raising awareness among associates, practitioners and room renters about their rights and responsibilities under this policy. Responsibilities include conducting themselves in a way that supports equal opportunities, and prevents bullying, harassment, victimisation and unlawful discrimination.

All individuals working with Hartwood Health should understand that they, as well as the organisation, can be held liable for acts of bullying, harassment, victimisation and unlawful discrimination against clients, colleagues, suppliers and the public.

3. Take seriously complaints of bullying, harassment, victimisation and unlawful discrimination by associates, practitioners, room renters, clients, suppliers, visitors, the public and others in the course of Hartwood Health's work.

Such acts will be dealt with under Hartwood Health's complaints or dispute resolution procedures. Appropriate action will be taken, which may include termination of agreements. Particularly serious complaints may amount to criminal matters, such as sexual harassment or harassment under the Protection from Harassment Act 1997.

4. Make opportunities for training, development and collaboration available to all who work with Hartwood Health, supporting individuals to develop their full potential.
5. Ensure that decisions concerning access to opportunities or facilities are based on merit (apart from in any necessary and limited exemptions and exceptions allowed under the Equality Act).
6. Review working practices and procedures when necessary to ensure fairness, and update them and this policy to reflect changes in the law.
7. Monitor, where appropriate, the diversity of those working with Hartwood Health in order to encourage equality, diversity and inclusion, and to meet the aims and commitments set out in this policy. Monitoring will include reviewing the policy annually and taking action to address any issues identified.

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### **Agreement to follow this policy**

Hartwood Health's management fully supports the Equality, Diversity and Inclusion Policy. All associates, practitioners and room renters working at Hartwood Health agree to abide by it.

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### **Our complaints and dispute procedures**

Details of Hartwood Health's complaints and dispute resolution procedures can be found on our website. This includes how an individual may raise a concern.

Use of Hartwood Health's procedures does not affect an individual's right to make a legal claim within the relevant time limits if they believe unlawful discrimination has taken place.

Date of Policy: 1<sup>st</sup> September 2025

Date of next review: 1<sup>st</sup> September 2026