Medicare People

HEALTHCARE STAFFING

# Equal Opportunities and Diversity Policy

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| **Policy title** | Equal Opportunities and Diversity Policy |
| **Organisation** | Medicare People Limited |
| **Service** | Healthcare staffing |
| **Policy owner** | Managing Director |
| **Version** | 2.0 |
| **Date** | 01/11/2026 |
| **Next review** | November 2027 |

## 1. Purpose

> Update (November 2026): under the Employment Rights Act 2025, employers must take all reasonable steps to prevent sexual harassment of their staff, including harassment by third parties such as clients, patients and visitors. We assess this risk for every placement, train staff and workers, and act on every report.

Medicare People is committed to promoting equality, diversity, and inclusion in all aspects of its work. This policy outlines our approach to ensuring fair treatment and equal access to opportunities for all individuals, regardless of background or personal characteristics.

## 2. Scope

This policy applies to all employees, job applicants, volunteers, contractors, clients, and service users of Medicare People.

## 3. Policy Statement

Medicare People values the diversity of its workforce and the communities it serves. We aim to create an inclusive environment where everyone is treated with dignity and respect, and where individual differences are recognised and celebrated.

We do not tolerate discrimination, harassment, or victimisation on the grounds of:

- Age
- Disability
- Gender reassignment

- Marriage or civil partnership
- Pregnancy and maternity
- Race (including colour, nationality, and ethnic or national origin)
- Religion or belief
- Sex
- Sexual orientation

## 4. Responsibilities

- Senior management is responsible for ensuring this policy is implemented and monitored.
- All staff are expected to uphold the principles of equality and diversity in their daily work.
- Managers must ensure recruitment, promotion, and development decisions are fair and based on merit.

## 5. Recruitment and Employment

Medicare People will ensure that:

- Job advertisements are inclusive and accessible
- Selection criteria are clear, relevant, and non-discriminatory
- Reasonable adjustments are made for disabled applicants and employees
- Opportunities for training and promotion are open to all

## 6. Service Delivery

We will provide services that are accessible and responsive to the diverse needs of our clients and communities. We will seek feedback and involve service users in shaping inclusive practices.

## 7. Training and Awareness

All staff will receive training on equality, diversity, and inclusion. This will include understanding unconscious bias, inclusive language, and respectful behaviour.

## 8. Reporting and Complaints

Any concerns or complaints related to discrimination or unfair treatment should be reported to a manager or HR. All reports will be taken seriously and investigated promptly.

## 9. Monitoring and Review

Medicare People will monitor the effectiveness of this policy through staff feedback, service user input, and regular reviews. The

## 10. Legislation and guidance

- Equality Act 2010
- Employment Rights Act 2025 (duty to prevent sexual harassment, including by third parties)
- Human Rights Act 1998

## Version history

| Version | Summary |
|---|---|
| 1.0 | Original policy |
| 2.0 | 1 November 2026 – restyled to the Medicare People brand, structure standardised, legal references updated |