Equality, Diversity and Inclusion Policy – October 2026

1. Our Commitment

1.1 In-Form Solutions Ltd, a company registered in England and Wales under number 03961045, whose registered office is at 88 Hill Village Road, Four Oaks, Sutton Coldfield, West Midlands B75 5BE ("the Company"), is committed to equality, diversity and inclusion, and to eliminating unlawful discrimination.

1.2 We want our workforce to reflect the communities our clients serve, and everyone who works with us to feel respected and able to give their best. Equality is good practice, it makes business sense, and it matters to the NHS and public sector clients we work for.

1.3 This Policy applies to employees (full-time, part-time and temporary), job applicants, associate consultants and contractors. It also covers how we treat clients, patients, service users, suppliers and members of the public in the course of our work.

2. Protected Characteristics

2.1 The Company will not discriminate against anyone because of any of the characteristics protected by the Equality Act 2010: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality and ethnic or national origin), religion or belief, sex, and sexual orientation.

2.2 This includes discrimination because someone is thought to have a protected characteristic, or because they are connected with someone who has one.

3. What Is Not Allowed

3.1 The following are unlawful and will not be tolerated:

- **direct discrimination** – treating someone less favourably because of a protected characteristic;
- **indirect discrimination** – applying a rule or practice that puts people with a protected characteristic at an unfair disadvantage, without good reason;
- **harassment** – unwanted conduct related to a protected characteristic that violates someone's dignity or creates a hostile, degrading or offensive environment;
- **sexual harassment** – unwanted conduct of a sexual nature with the same effect;
- **victimisation** – treating someone badly because they have made, or supported, a complaint of discrimination; and
- **failing to make reasonable adjustments** for a disabled person.

3.2 Bullying of any kind is also unacceptable, whether or not it relates to a protected characteristic.

4. Employment

4.1 The Company will make decisions about recruitment, pay, terms and conditions, training, promotion, discipline, redundancy and dismissal fairly and on merit. It may use positive action where the law allows, for example to encourage applications from under-represented groups.

4.2 The Company will make reasonable adjustments for disabled applicants and staff, and will consider requests for flexible working, family-related leave and carer's leave fairly and in line with the law.

4.3 Training and development opportunities are open to all staff, who will be encouraged to reach their full potential.

5. Preventing Harassment and Sexual Harassment

5.1 The Company has a legal duty to take reasonable steps to prevent sexual harassment of its employees, including harassment by third parties such as clients, their staff or members of the public. Staff often work on client sites and in client meetings, so this applies wherever they work for the Company.

5.2 The Company meets this duty by:

- making clear that harassment will not be tolerated, by anyone;
- training all staff, including on how to recognise and report harassment;
- assessing the risk of harassment, including at client sites and events;
- raising concerns with clients where their staff behave inappropriately; and
- acting promptly on every complaint.

5.3 Some harassment, including sexual assault and harassment under the Protection from Harassment Act 1997, is also a criminal offence. Staff, as well as the Company, can be held personally responsible for discrimination and harassment.

6. Our Work with Clients

6.1 Many of our clients are public bodies that must meet the Public Sector Equality Duty. The Company supports them by considering the equality impact of the services, plans and decisions we advise on, and by supporting equality impact assessments where they are part of our work.

6.2 Our reports and other deliverables are written in plain English and, on request, provided in accessible formats. Where a client in Wales must meet the Welsh Language Standards, we will follow its requirements.

6.3 Patients, service users and members of the public we meet through our work will always be treated with dignity and respect.

7. Associates and Suppliers

7.1 Associate consultants, contractors and suppliers must meet the standards in this Policy. This is a term of every consultancy agreement.

8. Roles and Responsibilities

Role	Responsibility
Board – David Poynton, Chairman	Approves this Policy and makes sure it is followed.
Managing Director – John Griffiths	Owns this Policy, deals with complaints and makes sure staff are trained.
Business Manager and staff representative – Dawn Bond	Keeps training records and anonymous equality monitoring data, and represents staff when the Policy is reviewed.
All staff and associates	Treat everyone with dignity and respect, follow this Policy and report any concerns.

9. Raising Concerns

9.1 Anyone who experiences or sees discrimination, harassment, bullying or victimisation should raise it with the Managing Director, or with the Chairman if the concern involves the Managing Director. Staff can also use the grievance procedure or the Whistleblowing Policy.

9.2 All complaints will be taken seriously, dealt with promptly and kept as confidential as possible. No one will be victimised for raising a concern honestly, even if it turns out to be mistaken.

9.3 Discrimination, harassment, bullying and victimisation will be dealt with as misconduct. Serious cases may be treated as gross misconduct and lead to dismissal without notice or, for associates and contractors, the ending of their engagement.

10. Training

10.1 All staff and associates complete equality, diversity and inclusion training, including the prevention of sexual harassment, at induction and as a refresher every year.

11. Monitoring and Review

11.1 The Company asks staff and job applicants for equality monitoring information. Giving it is voluntary. It is kept separately from personnel files and reported only in anonymous form, as set out in the Employee Data Protection Policy.

11.2 Each year, the Managing Director reviews how this Policy is working, including recruitment, pay and training information where numbers are large enough to do so without identifying anyone, and takes action on any issues found.

11.3 This Policy should be read with the Corporate Ethical Policy, the Employee Data Protection Policy and the Whistleblowing Policy. It will be reviewed every 12 months, in consultation with the staff representative, or sooner if the law changes.

This Policy has been approved and authorised by:

Name:	David Poynton	**Position:**	Chairman
Date:	29th October 2026	**Signature:**	
Agreed with:	Dawn Bond, staff representative	**Date agreed:**	29th October 2026
Issue:	Issue 4 (replaces Issue 3, 26 May 2023)	**Next review:**	October 2027