



MTR Crossrail

Equality & Diversity (Eq&D) Policy

Full Policy Version

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1 Application of Eq&D Policy

The Eq&D Policy applies to all MTR Crossrail Employees and is provided to individuals as an appendix to their employment contract which is signed by both parties to acknowledge acceptance of its contents and requirements.

A copy is also made available on the MTR Crossrail website and will be included in the MTR Crossrail Employee Handbook which will be issued to all employees at induction.

2 MTR Crossrail Eq&D Statement

The purpose of this MTR Crossrail Eq&D Policy is to demonstrate MTR Crossrail's commitment to providing an inclusive working and service environment regardless of race, colour, ethnic origins, gender, sexual orientation, gender reassignment, pregnancy, marital status, religion, age or disability, or any other protected characteristics that are irrelevant to capability or potential of individuals to carry out their work, in line with the Equalities Act 2010.

All MTR Crossrail company terms and conditions and procedures such as procurement, recruitment, line management, remuneration, benefits, placements and transfers, training, and promotion programmes; are administered in a manner that prevents discrimination on any grounds.

MTR Crossrail will cascade the provisions of this policy and its responsibilities through the supply chain, to ensure that key stakeholders and partners, engaged in the operation of MTR Crossrail, are aligned with the principles and requirements contained in this policy, and support their implementation.

MTR Crossrail will administer this policy in all aspects of MTR Crossrail operations and customer service delivery; employment of staff; and engaging a diverse supply chain.

3 Aims and Objectives

The aim of this Eq&D policy is to ensure that in operating the Concession, MTR Crossrail will have due regard to:

- eliminating unlawful discrimination, harassment and victimisation
- advancing equality of opportunity, across all MTR Crossrail activities between different groups
- fostering good relations between people of a diverse backgrounds and lifestyles
- compliance with TfL Eq&D requirements

In the implementation of this Eq&D policy MTR Crossrail will aim to:

- develop and promote a culture and environment of equality and diversity throughout MTR Crossrail
- develop and promote a culture and environment of dignity, fairness and respect
- provision of relevant support relating to age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, gender and sexual orientation to employees and stakeholders
- work to prevent all forms of unlawful discrimination, where possible
- deal with all forms of discrimination consistently and effectively

- ensure that the Eq&D policy influences and informs the working culture and environment of MTR Crossrail, and all aspects of service delivery

We will measure our success through:

- low levels of staff turnover
- high levels of customer and employee satisfaction
- low levels of grievance, dispute and harassment incidents and complaints
- external recognition for our performance and success related to Eq&D
- baseline data reporting numbers of protected groups engaged in MTR Crossrail workforce and supply chain
- high levels of diversity amongst SLNT candidates engaged in employment, training and work experience
- strong engagement with employability organisations, employment agencies and other stakeholder organisations devoted to promoting Eq&D
- regular review of our policy and plans
- monitoring and action plans to eliminate gaps and underrepresentation of protected groups

4 Management and Responsibilities

The MTR Crossrail HR and Operations Director is responsible for ensuring that the Eq&D Policy is administered lawfully and effectively via normal HR business functions, including: recruitment, payroll, training, and employee management. The HR Team is also responsible for ensuring all relevant workforce and suppliers receive Eq&D Training.

MTR Crossrail Procurement Team is responsible for ensuring that Eq&D Policy is applied via procurement mechanisms and procedures designed to secure a diverse supply chain and that a diverse range of suppliers are made aware of opportunities to supply goods and services to MTR Crossrail and its supply chain.

The Customer Services and Facilities Management Managers are responsible for ensuring that MTR Crossrail operates a diverse, inclusive and tolerant service environment and that customers can expect to be treated with dignity, fairness and respect when using Crossrail services. This includes ensuring high standards of staff behaviour and conduct at all times, maintaining clean, accessible and attractive station facilities; and provision of information and support to customers.

It is the responsibility of **all** MTR Crossrail employees, stakeholders and partners to act within the remit of equality law and support these management functions by upholding the aims and objectives of the MTR Crossrail Eq&D policy in all aspects of their individual and team work duties and in maintaining positive working relationships.

5 Scope

This MTR Crossrail Eq&D policy covers:

- Duties under GLA, TfL and Equalities Acts and Codes of Practice issued by the Equality and Human Rights Commission
- Description of general behaviours expected from all employees, stakeholder and partners in their service to customers and colleagues
- How we will manage disputes, grievances and other related complaints such as harassment
- How we will ensure we attract a diverse supply chain

- How we will ensure we attract, develop and retain a diverse workforce
- Description of the external organisations we will support and partner with to learn from best practice and enhance our performance relating to management and encouragement of Eq&D
- How we will engage our supply chain to implement and deliver this policy
- How the Eq&D policy and its requirements will be implemented and monitored
- Description of protected characteristics

6 Legal and Compliance Framework

MTR Crossrail is aware of TfL's obligations under the Bribery Act 2010, section 149 of the Equality Act 2010, codes of practice issued by the Equality and Human Rights Commission and section 155 of the GLA act to (*inter alia*) eliminate unlawful discrimination, promote equality of opportunity amongst all relevant diverse and protected groups and foster good relations with people across relevant diverse and protected groups.

MTR Crossrail shall assist and co-operate with TfL, wherever possible, to enable TfL to satisfy its duties in regard to these Acts and Codes.

7 Dealing with Disputes, Grievance and Harassment

MTR Crossrail values the contribution of all employees, suppliers and stakeholders engaged in MTR Crossrail. MTR Crossrail is committed to implementing and promoting measures to protect the dignity of employees, suppliers and stakeholders and to encourage respect for others at work. This is done by creating a work environment free from unacceptable behaviour such as harassment, bullying and disrespectful behaviour and by dealing effectively with any complaints of such conduct, as may arise.

MTR Crossrail operates a Disputes, Grievance and Harassment procedure for dealing with any such issues should they arise. This procedure applies to all people engaged in MTR Crossrail operation including, but not limited to, agency, part-time and fixed-term employees, contractors, consultants, suppliers, clients and any other client contact. The policy also extends beyond the workplace to conferences, training and Company related social events.

8 Recruitment, Selection and Training

MTR Crossrail is committed to engaging a diverse and local workforce in the delivery of the Concession and this means having a fair, transparent and robust approach to recruiting directly from local communities.

- MTR Crossrail will ensure that vacancies are advertised using a variety of different communication channels and in a variety of different media, to ensure awareness of employment, training and work experience opportunities reaches as diverse a local audience as possible. This will include advertising in specific media and publications aimed at targeting diverse and protected groups, dedicated MTR Crossrail recruitment website, use of social media and local message boards.
- Use of baseline and local data to identify gaps in diversity amongst the workforce and supply chain and tackle gaps through recruitment, work experience and engagement with external organisations and diverse suppliers.
- Mobilise Customer and Community Ambassadors to disseminate information and awareness of vacancies and opportunities with their local networks.

- Engagement with TfL Supplier Skills Manager to work with local employability partners, and local employment agencies to target and tackle worklessness, gaps in diversity and underrepresentation of protected characteristics.
- Organise and attend events aimed at raising awareness of employment, training and work experience opportunities with partners and relevant local stakeholders.
- Participate in programmes and initiatives designed to tackle equality and diversity, exclusion and worklessness.
- Ensure job descriptions, person specifications and vacancy advertisements are drafted on the basis of the essential and justifiable requirements of the position, and in no way discriminates on the basis of protected characteristics, and allows flexibility for reasonable adjustments to be made where appropriate.
- Shortlisting, appointment and rejection decisions will be transparent and justifiable and will be supported by written comments.
- Grading and promotions criteria and procedures will be free from prejudice and discrimination and must be applied equitably and consistently.
- All staff will have equal access to induction, personal and career development opportunities and facilities. Probation and appraisal procedures will be clear and transparent and will be applied fairly across all staff.

9 Supply Chain Engagement

MTR Crossrail will adopt a 'one-team' approach which means that we consider MTR Crossrail and our supply chain to be fully aligned across all policies and procedures including Eq&D. Suppliers will similarly be expected to support us in delivering our Strategic Eq&D Plan and Eq&D Training Plan.

- Prospective suppliers will be provided with the MTR Crossrail Eq&D policy at procurement stage and asked to indicate their willingness to adopt in principle, should a contract be awarded.
- Following contract award, the supplier will be asked to accept the MTR Crossrail Eq&D policy as a contractual requirement.
- Suppliers will be expected to provide baseline diversity data at contract award state and provide updates on workforce and supply chain diversity for monitoring purposes every reporting period for the duration of their contract.

10 External Memberships and Engagement

MTR Crossrail will partner and join a variety of networks and organisations devoted to Eq&D, including Employers' Forum on Disability (EFD), Employers Forum on Age (EFA), Opportunity Now, Stonewall Equality Champions Stonewall, Archway (Network Rail's LGBT network), and the Employer's Network for Equality and Inclusion.

11 Monitoring and Measuring our Performance

MTR Crossrail will align itself with TfL's strong commitment to Eq&D by developing and delivering a Strategic Eq&D Plan and Eq&D Training Plan for the operation of CTOC. MTR Crossrail will cascade all elements of the delivery of these plans to our supply chain by embedding them as contractual requirements.

This MTR Crossrail Eq&D policy, and each of these related delivery plans, will be reviewed on an annual basis and contain relevant KPIs to assist with monitoring performance.

MTR Crossrail will collect diversity data both from employees and our supply chain every six months to monitor Eq&D on MTR Crossrail. We will use key diversity indicators including gender, age, ethnicity, residence, disability and if businesses are SMEs or BAME to establish the diversity baseline of MTR Crossrail and our supply chain.

We will ensure that MTR Crossrail and our supply chain comply with the provisions of the Data Protection Act (1998) at all times when executing the MTR Crossrail Strategic Eq&D Plan and Eq&D Training Plan and maintaining necessary personal data.

Where we identify gaps in diversity arising from baseline data and monitoring and reporting mechanisms we will be proactive in identifying training, employment and supply chain opportunities to mitigate underrepresentation by diversity groups.

We will co-ordinate across relevant MTR Crossrail teams to develop action plans for how we will tackle gaps and underrepresentation of protected groups. We will identify opportunities through recruitment, advertising, offering working experience and training opportunities and engaging with partner organisations and our Customer and Community Ambassadors, to raise awareness of opportunities to work train and supply MTR Crossrail, to these underrepresented groups.

12 Monitoring Eq&D Key Performance Indicators (KPI's)

The following KPI's will be used to monitor and measure progress and performance in relation to implementing this MTR Crossrail Eq&D Policy and related Strategic Eq&D Plan and Eq&D Training Plan:

- Six monthly/Annual presentation of Eq&D monitoring reports
- Annual workforce monitoring data
- Production of annual Eq&D Action Plan and updates
- Number of positive action initiative in employment
- Number of cases of harassment and bullying on Eq&D grounds
- Number of tribunal cases on Eq&D grounds
- Number of adverts in BAME/Women/Disabled press and other press relating to Eq&D target groups
- Membership of Eq&D networks
- Proportion of workforce that live locally
- Proportion of sub-contractor workforce that live locally
- Proportion of staff and apprentices that are BAME/Women/Disabled
- Percentage of staff trained annually in Eq&D
- Number of line managers completing Eq&D training
- Number of Eq&D training days

13 List of Protected Characteristics

- **Age:** Where this is referred to, it refers to a person belonging to a particular age (e.g. 32 year olds) or range of ages (e.g. 18 - 30 year olds).
- **Disability:** A person has a disability if s/he has a physical or mental impairment which has a substantial and long-term adverse effect on that person's ability to carry out normal day-to-day activities.
- **Gender reassignment:** The process of transitioning from one gender to another.

- **Marriage and civil partnership:** In England and Wales marriage is no longer restricted to a union between a man and a woman but now includes a marriage between a same-sex couple.
- **Pregnancy and maternity:** Pregnancy is the condition of being pregnant or expecting a baby. Maternity refers to the period after the birth, and is linked to maternity leave in the employment context. In the non-work context, protection against maternity discrimination is for 26 weeks after giving birth, and this includes treating a woman unfavourably because she is breastfeeding.
- **Race:** Refers to the protected characteristic of Race. It refers to a group of people defined by their race, colour, and nationality (including citizenship) ethnic or national origins.
- **Religion and belief:** Religion has the meaning usually given to it but belief includes religious and philosophical beliefs including lack of belief (e.g. Atheism). Generally, a belief should affect your life choices or the way you live for it to be included in the definition.
- **Sex:** A man or a woman.
- **Sexual orientation:** Whether a person's sexual attraction is towards their own sex, the opposite sex or to both sexes.