



Medical Rescue Training

## Discrimination and Diversity Policy

Square Knot Ltd

Equality, Diversity & Inclusion Policy (EDI)

Responsible Person: Jacob Leverett (Director)

Applies to: All staff, contractors, volunteers, and agency personnel

Version: 1.0

Review Date: Annual or following legislative/regulatory change

Policy Location: <https://square-knot.co.uk/policies>

### 1. Purpose

Square Knot Ltd is committed to promoting equality, diversity, and inclusion (EDI) across all aspects of its operations, including event medical provision, training services, recruitment, and patient care.

The purpose of this policy is to:

- Eliminate unlawful discrimination, harassment, and victimisation
- Advance equality of opportunity
- Foster good relations between individuals with protected characteristics
- Ensure equitable, dignified, and respectful treatment of all service users and staff

This policy is designed to comply with:

- Equality Act 2010
- Human Rights Act 1998
- Care Quality Commission (CQC) Fundamental Standards
- NHS Equality Delivery System principles (where applicable in contracted settings)

## **2. Scope**

This policy applies to:

- All employees of Square Knot Ltd
- Clinical and non-clinical staff
- Event medical personnel deployed at public or private events
- Trainers and assessors delivering education services
- Subcontractors and agency staff

It applies to:

- Recruitment and selection
- Training and development
- Service delivery (including patient care at events)
- Complaints and incident handling
- Workplace conduct and behaviour

## **3. Definitions**

Equality: Ensuring individuals are treated fairly and given fair opportunities

Diversity: Recognition and valuing of individual differences

Inclusion: Creating an environment where all individuals feel respected, supported, and able to contribute fully

Protected characteristics: As defined by the Equality Act 2010 (age, disability, gender reassignment, marriage/civil partnership, pregnancy/maternity, race, religion/belief, sex, sexual orientation)

## **4. Policy Statement**

Square Knot Ltd recognises that discrimination in any form is unacceptable and unlawful.

We are committed to:

Providing inclusive event medical services regardless of background or circumstances

Ensuring equitable access to care and services at all events

Promoting a workforce that reflects the diversity of the communities we serve

Embedding equality considerations into clinical decision-making and operational planning

## **5. Responsibilities**

### **5.1 Director (Responsible Person – Jacob Leverett)**

Overall accountability for compliance with this policy

Ensuring adequate resources for implementation

Reviewing equality performance and incidents

Reporting serious breaches where required

### **5.2 Management / Supervisors**

Ensure staff are trained in EDI principles

Address discriminatory behaviour immediately

Support fair recruitment and deployment practices

Escalate concerns to the Director

### **5.3 All Staff**

Treat colleagues, patients, and service users with dignity and respect

Challenge discriminatory behaviour where safe to do so

Report incidents or concerns promptly

Comply with all EDI procedures and training requirements

## **6. Recruitment and Employment Practices**

Square Knot Ltd will ensure:

Job adverts are inclusive and free from bias

Selection is based on merit, competency, and role requirements

Reasonable adjustments are made for candidates with disabilities

Interview panels are trained in unconscious bias awareness

Monitoring of workforce diversity data is undertaken (where lawful and appropriate)

## **7. Service Delivery (Event Medical Context)**

Square Knot Ltd ensures that all patients and service users receive equitable care at events.

This includes:

Non-discriminatory triage and treatment decisions

Respect for cultural, religious, and communication needs

Provision of interpreters or communication support where reasonably practicable

Equal access to emergency care regardless of identity or status

Clinical staff must:

Deliver care based on clinical need only

Avoid assumptions based on appearance, background, or behaviour

Document any reasonable adjustments provided

## **8. Reasonable Adjustments**

Square Knot Ltd will make reasonable adjustments where required, including but not limited to:

Mobility assistance at events

Communication support (visual, hearing, language)

Adjusted working arrangements for staff

Adapted training delivery formats

Requests should be assessed on a case-by-case basis, balancing:

Clinical safety

Operational feasibility

Legal obligations

## **9. Bullying, Harassment and Discrimination**

Any form of: Direct discrimination, Indirect discrimination, Harassment or Victimisation is strictly prohibited.

All incidents will be recorded and investigated promptly and then managed in accordance with disciplinary procedures.

Serious breaches may result in:

- Removal from duty
- Termination of contract/employment
- Referral to external authorities where appropriate

## **10. Reporting and Complaints Procedure**

All staff and service users may report concerns relating to discrimination via:

Line manager (first point of contact) or Director (Jacob Leverett)

All reports will be:

Treated seriously

Handled confidentially where possible

Investigated without delay

No individual will suffer detriment for raising a concern in good faith.

Issues should be reported via email to [info@square-knot.co.uk](mailto:info@square-knot.co.uk) - an update on an investigation with an expected timescale should be provided within 5–10 working days.

## **11. Monitoring, Audit and Governance**

Square Knot Ltd will monitor compliance through:

Complaints review

Staff feedback

Audit of recruitment and deployment decisions

Findings will be reviewed by:

Director (Jacob Leverett)

## **12. Equality Impact Consideration**

Where new policies, services, or operational changes are introduced, Square Knot Ltd will consider equality impacts to ensure no group is disadvantaged.