



Equal Opportunities Policy

Issued: March 2025 Next Review: March 2026

1. Policy Statement

Arrivals Star Ltd is committed to promoting equal opportunities in all areas of its operations and employment practices. This policy reflects our obligations under the Equality Act 2010, including the Public Sector Equality Duty. We are dedicated to creating a working environment that is inclusive, respectful, and free from discrimination. All individuals are treated fairly regardless of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

2. Scope

This policy applies to all employees, contractors, job applicants, and service users. It governs all aspects of employment and service delivery including recruitment, training, promotion, pay, conduct, complaints, and ongoing engagement.

3. Our Commitments

3.1 Recruitment and Selection

- All vacancies are advertised and filled based on merit.
- Interview panels apply consistent, fair, and lawful processes.
- Job descriptions and person specifications are reviewed to ensure inclusivity.

3.2 Training and Development

- All staff have equal access to training and professional development.
- Induction includes equality and diversity awareness.
- Refresher training is provided periodically.



3.3 Workplace Culture

- We foster a culture that celebrates diversity and challenges prejudice.
- Harassment, bullying, or victimisation is not tolerated and will be addressed promptly and appropriately.

3.4 Reasonable Adjustments and Accessibility

- We are committed to making reasonable adjustments to accommodate staff or passengers with disabilities.
- Our services are designed to be inclusive and accessible for all users, including those with specialist needs.

3.5 Monitoring and Improvement

- Policies and practices are regularly reviewed to ensure they remain effective and compliant.
- Feedback from staff, clients, and service users is welcomed to inform continuous improvement.

4. Public Sector Equality Duty (PSED)

In line with our work with local authorities, we actively support the three aims of the PSED:

- Eliminate discrimination through clear policies and fair processes.
- Advance equality of opportunity by ensuring accessibility in employment and services.
- Foster good relations by promoting respectful, inclusive engagement.

5. Responsibilities

Operations Manager: Oversees implementation of this policy and ensures compliance.

Managers and Supervisors: Promote inclusive practice and address any equality-related concerns.



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All Staff & Contractors: Uphold this policy and treat others with dignity and respect.

6. Breaches and Reporting

Any breaches will be taken seriously and may result in disciplinary action. Concerns can be reported confidentially and without fear of reprisal.

To raise a concern, contact: manager@arrivalsstar.co.uk or call 01925 211211.

7. Review

This policy will be reviewed annually or earlier if required due to legal or operational changes.