

DIVERSITY AND EQUALITY POLICY

Our Diversity and Equality policy helps us to:

- Make sure that we recruit and retain the very best volunteers and staff from a wide variety of sources.
- Value our volunteers and staff and the differences between them.
- Harness those differences to improve our service to callers.
- Promote diversity and equality in a proactive way to underpin our service to the callers.
- Make sure that all our policies, procedures and working practices are free from any form of unlawful or unfair discrimination.

In carrying this out, we will:

- Eliminate any harassment or unjustifiable discrimination against anyone for any reason, including their race, colour, nationality, ethnic or national origin, religion, sex or sexual orientation, working pattern, marital status, gender reassignment, disability, age, political opinion or family status.
- Make sure the policy is effective by making it include all areas of our work.
- Make sure that we make every effort to achieve equality of access to all sites used by Samaritans.
- Ask branches to regularly review their activities in the light of the need to achieve the Diversity and Equality policy.
- Display the policy on all premises and sites used by Samaritans.

Rules of behaviour

The rules of behaviour should be viewed as part of our commitment to eliminate discrimination and harassment against individuals and particular groups set out above.

The following types of behaviour are unacceptable:

- Attacks on individuals or groups on the basis of their race, gender, ethnic origin, disability or sexual orientation.
- Discriminatory name-calling, insulting remarks, jokes or threats.