

Happy Ltd celebrates cultural diversity amongst staff and clients and recognises the differences between people. Happy believes harnessing these differences will create a productive environment in which everyone will feel valued, where their talents are fully utilised and in which organisational goals are achieved. Happy has produced this policy in order that it's principles as a fair and diverse organisation, employer and service provider continue to be met.

The Policy aims to ensure that:

- The policies and practices promoted by Happy are not discriminatory
- As an employer Happy does not discriminate directly or indirectly
- Services provided by Happy are available to all sections of its clients who are equally able to access them
- Happy actively challenges stereotypes, prejudiced attitudes, and unfair discriminatory behaviour
- Happy is committed to inclusive education which enables and supports all learners to develop their full potential
- Happy is committed to the positive development of all staff
- Accountability for compliance with this policy by all employees and others engaged in Company business or activities
- Happy adheres to Equality and Diversity legislation and codes of practice

Happy adopts the following Equality and Diversity Statement, which all staff are required to fully support and implement:

Happy Ltd recognises that discrimination can and does occur and can be direct, indirect or institutional. Happy is committed to adopting equality and diversity policies and procedures as an employer and service provider in order to combat discrimination and value diversity. Happy will not tolerate discrimination on the basis of race, colour, gender, sexual orientation or identity, ethnic or national origin, disability, partnership status or home responsibility, HIV or AIDS status, mental health, age, religious belief, trade union activity or socio-economic background and reserves the right to add to these groups at any time. We believe everyone is entitled to a working and learning environment which promotes dignity and respect

Happy will ensure that we adhere to the following:

- take measures, including development and training to combat inequality, discrimination or prejudice based on any of the personal characteristics identified in the Equality and Diversity statement, and to eliminate barriers which may prevent people joining the organisation as employees or accessing services.
- Create a culture that respects and values an individual's differences and recognises that difference/diversity is an asset to our organisation both to its work and the people and communities we engage with.

- Ensure all staff whether they be full-time or part-time, permanent or temporary, have a role to play in creating a climate which supports equality of opportunity for all.
- Ensure all staff have a duty to ensure that their personal conduct conforms to Happy policies and codes of conduct. They will be made aware of the provisions of this document and offered advice and training, as appropriate, on issues relating to Equality and Diversity.
- commit to ensuring promotional and teaching materials present appropriate and positive messages relating to all the dimensions of diversity and equality.
- Ensure all staff have access to comprehensive information to assist them in planning, putting into practice and monitoring their responsibilities under the Equality and Diversity Policy. All staff will understand how to respond positively and competently when issues relating to equality and diversity are discussed.
- Ensure the commitments in this policy by training all staff and apprentices in Equality and Diversity at induction and via online resources. A copy of this policy will be available in induction packs and also available online.
- Challenge discrimination and lack of opportunity and encourage all staff, apprentices, and employers to do the same to actively promote equality of opportunity.
- Ensure all staff, apprentices and employers will be made aware of any changes to this policy as soon as these are made.
- Ensure all staff, apprentices and employers engage in our Equality and Diversity Policy by involving all through consultation and feedback via evaluations, surveys and reviews for input into the development and review of this policy.
- Monitor the implementation, set targets for improvement and evaluate the impact of equality and diversity action
- Ensure every staff member, apprentice and employer understand their duty to report instances regarding the unfair or negative treatment and acts of discrimination, either direct or indirect, by any other individual either to themselves or to others. This can be achieved informally by speaking with or writing to the Apprenticeship Director (Sheena Morris). If, having raised a complaint, you feel that it has not been adequately resolved you can formalise your complaint by following the Complaints Policy.
- Ensure any alleged breach of this policy by staff will be investigated and the individual concerned may be subject to disciplinary procedure where applicable. Happy's Grievance Procedures provide routes for staff by which breaches of the Equality and Diversity Policy can be addressed.

- Happy's Chief Executive Officer, Managing Director, and Apprenticeship Director will ensure that this policy is up to date at all times, making necessary alterations in keeping with changes in legislation and in response to the needs of Happy, its staff and clients.
- The implementation of this policy will be through an Action Plan, the action plan to be reviewed by the CEO, Managing Director, and Apprenticeship Director annually.
- Happy's Equality and Diversity Policy covers all activities of Happy and is described in the following policies and procedures which Happy reserves the right to amend to at any time
 - Staff Recruitment and Selection Policy and Procedures
 - Code of Practice
 - Disciplinary and grievance Policy and Procedures
 - Training Policy and Procedure
 - Other staff related policies including care of dependants, staff benefits, and flexible working
- The action Plan will examine the effective implementation of the Equality and Diversity Policy including Adoption, Implementation, Review, and Monitoring.

Implementation of the Equality and Diversity Policy at Happy

Beyond the policy, Happy Ltd seeks to actively promote diversity and equal opportunity in all aspects of its business. Examples include:

- Every year since 1994 Happy Computers has produced an annual Cultural Planner. This lists the major holidays of eight different faiths (Hindu, Muslim, Sikh, Christian, Jewish, Rastafarian, Pagan and Buddhist) and is designed to help people arrange events that do not clash with key dates for particular faiths.
- Our cultural planner is posted on our website for visitors to access free of charge.
- Happy seeks to ensure the diversity of its employment reflects the diversity of the local community.
- As part of their induction day, new recruits receive training in equal opportunities generally and in how it affects training. This includes use of language, avoiding stereotypes, using culturally diverse examples (eg names in mail merge) and other issues.
- Equality, Diversity and Inclusion training during weekly staff meetings and bi-annual Happy Day
- Black Lives Matter Book Club - monthly book club where staff get together to discuss books written by BAME authors to help staff explore and identify their own unconscious biases and challenge them in a safe space
- Anti-Racist Resources (Yammer Channel) - online resource we use to help staff challenge their assumptions about perspectives and experiences different to their own, including podcasts, YouTube videos, book recommendations, links to unconscious bias tests, images, songs, and articles
- One Team One Dream (1T1D team) - an action group made up of staff (led by the Managing Director) which seek to:
 - create a more inclusive workplace
 - improve the ways all staff work together as a team
 - increase joy at work by showing staff appreciation
- Recruitment - whether recruiting staff or apprentices, Happy believes in hiring for attitude and training for aptitude. We don't look at qualifications but rather an alignment and commitment to embodying Happy's values. This allows us to recruit from a much wider range of candidates.
- Progress Reviews - every 10-12 weeks our course tutors meet with our apprentices and their line managers. At these meetings our tutors ask the learner

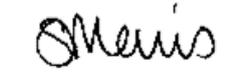
how they have made their workplace more inclusive in the last 10-12 weeks. Having these ongoing conversations about inclusion helps us embed equality and diversity in our programme by keeping it on the forefront of our learners' minds.

- Focusing on inclusion - at the time of updating this policy, one of our tutors is working with an employer on a Level 5 Management Apprenticeship Programme with a focus on creating a more inclusive workplace.

Further Equal Opportunities Issues

Happy is committed to empowering all people to make full use of IT and create happier, more diverse workplaces. Aspects of this include:

- Winning Silver at the LPI Apprenticeship Programme of the year 2020 Awards for our achievements in increasing diversity specifically within the tech industry
- Working with local authorities to design a BAME apprenticeship programme promoting positive cultural transformational change through an understanding of the strengths of diversity and how to create more inclusive workplaces by supporting colleagues to work their best
- Our Brave Leadership: One Year Leadership Development Programme for Women - We offer a unique blended transformational programme that is all about uncovering, celebrating, and nurturing power as a female leader. This programme is about unleashing a learner's brilliance, as well as identifying and enabling greatness in others.
- Happy has a deaf trainer who delivers our full range of IT courses in BSL (British Sign Language). This ensures deaf learners can engage in learning using their own language.

Reviewed by:	<i>Nicole Martins, Apprenticeship Co-ordinator</i> <i>Sheena Morris, Apprenticeship Director</i>
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Signed:	
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