

Newtown Tennis Club Equality, Diversity and Inclusion Policy

**Including Code of Conduct and
Reporting Procedure**

Newtown Tennis Club

Concern Reporting Procedure

Anyone who has concerns that they or someone else is being discriminated against or has been a victim of discriminatory language or behaviour should:

Respond	Listen carefully to what the person is telling you. Do not interrupt; keep questions to a minimum; do not promise to keep the information secret	
Refer	<p>Is someone in immediate danger?</p> <p>YES Call the police (999)</p> <p>THEN</p>	<p>NO Talk to the club's Welfare Officer in confidence Martin Ellacott, 01686630149 ellacott1@btinternet.com;</p> <p>If Martin is unavailable any of the following will assist: Tennis Wales Safeguarding Officer mark.vaughan@tenniswales.org.uk / 07958 202952</p> <p>Powys People Direct - 01597 827666 http://www.powys.gov.uk/en/social-care-support/ NSPCC (0808 800 5000)</p> <p>Hate crime can alternatively be reported through True Vision at www.report-it.org.uk</p>
Record	<p>Write an objective account of your concerns immediately using the Reporting a Concern Form found on the safeguarding page. Send it to the Safeguarding Team within 48 hours of the concern/disclosure (safeguarding@lta.org.uk)</p> <p>Handling a concern/disclosure can be emotionally difficult. If you would like to talk to someone after making a concern/disclosure, contact the LTA Safeguarding Team by phone 020 8487 7000 or email safeguarding@lta.org.uk or Tennis Wales Safeguarding Officer mark.vaughan@tenniswales.org.uk / 07958 202952</p>	

Diversity and Inclusion in Newtown Tennis Club

This Policy sets out our commitment and includes our Safe and Inclusive Standards, Code of Conduct (page 8) and Reporting Procedure (page 2) and it supports our overall aims for diversity and inclusion that are to ensure that:

- Tennis is diverse and inclusive
- Diversity and inclusion are embedded in our club's culture and our behaviours
- We create a culture where inclusive leadership thrives

- We take a proactive approach using positive action to ensure that communities and individuals are valued and able to achieve their full potential.

To achieve these aims we believe that everyone involved in Tennis has a vital role to play in promoting diversity and inclusion and we ask everyone to become Safe and Inclusive Tennis Champions – proactively promoting Safe and Inclusive tennis and taking action against all forms of discrimination.

We are proud to have a Diversity and Inclusion Policy that demonstrates our commitment to making tennis diverse and inclusive. The commitment to Equality, Diversity and Inclusion is upheld by all - Lawn Tennis Association (LTA), Tennis Scotland, Tennis Wales and the Tennis Foundation.

These commitments are fully supported by the Newtown Tennis Club Committee.

Together we can make a positive difference to people from different backgrounds to participate in Tennis at our club.

Thank you.

Equality Diversity and Inclusion Policy

1. Policy Statement

This Equality Diversity and Inclusion Policy, Standards, Code of Conduct and Reporting Procedure are applicable to **Newtown Tennis Club** and is based on similar policies of:

- The Lawn Tennis Association (LTA)
- Tennis Wales
- The Tennis Foundation.

As a club we contribute actively to enable more people to play tennis more often, in a manner that it is safe, inclusive, and fair. This applies regardless of a person's age, disability, gender reassignment status, sex, marital or civil partnership status, pregnancy or maternity, race, sex, sexual orientation, religion, race or sexual orientation, socio-economic status or any other background.

We recognise that many concerns and/or disclosures may have both safeguarding and diversity and inclusion elements to them. This policy reflects this through its reporting procedures, which replicate the safeguarding concern reporting procedures.

This Policy strives to minimise risk and support our venue, programmes, events and individuals to deliver and experience a positive tennis experience for everyone. The Reporting Procedures in page 2 outlines how to respond to safeguarding or discrimination concerns/disclosures.

2. Use of Terminology

We have adopted the following definitions to explain our approach to diversity and inclusion in tennis:

Discrimination – treating someone in a less favourable way and causing them harm, because of their age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation

Diversity – acknowledging, celebrating and respecting the differences between groups of people and between individuals. We will work to ensure that people can be assured of an environment in which their rights, dignity and individual worth are respected, and in particular that they are able to enjoy their sport without the threat of intimidation, victimisation, harassment or abuse.

Equality – is about ensuring every individual has an equal opportunity to make the most of their lives and talents. Equality recognises that historically certain groups of people with protected characteristics such as race, disability, sex and sexual orientation have experienced discrimination

Harassment – unwanted conduct related to a relevant protected characteristic, which has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual or creates an intimidating, hostile, degrading, humiliating or offensive environment. The focus is on the perception of the complainant not the intent of the perpetrator. Employees can complain of behaviour they find offensive even if it is not directed at them.

Inclusion – ensuring that tennis is equally accessible to any member of the community so they can be fully involved in whatever capacity they choose; and that they are supported to achieve their potential in any capacity e.g. player, employee, volunteer, coach or official. We will work to ensure that people have a

genuine and equal opportunity to participate to the full extent of their own ambitions and abilities, that they feel respected and valued and are not singled out, with regard to their age, disability, gender reassignment status, sex, marital or civil partnership status, pregnancy or maternity, race, sex, sexual orientation, religion, race or sexual orientation, socio-economic status or any other background.

Positive action – {insert club name} is committed to taking positive steps to counteract the effects of physical or cultural barriers – whether real or perceived – that restrict the opportunity for all sections of the community to participate equally and fully. We will ensure that we institute, support or contribute to appropriate measures or initiatives that enable access to tennis and participation in associated activities by people from any group that is under-represented in tennis or has difficulty accessing it and that they can do so with dignity or without being singled out.

(See Appendix A for full glossary of terms)

3. **Scope**

Newtown tennis Club has direct safe and inclusive responsibility for:

- coaches and officials involved in the club;
- Volunteers, including board members and councillors they recruit;
- Venues they own;
- Events and programmes they run; and
- Ensuring all accreditation requirements are met by accredited coaches, officials and venues.

We recommend and support the development of good diversity and inclusion practice to:

- Accredited coaches, officials and venues;
- Players, parents and carers;
- Volunteers recruited by other organisations;
- Venues hired by or on our behalf ☒ Club Events.

This Policy is in line with national legislation (see appendix B for details of the relevant legislation) and applicable to our club, specifically to every person and place that we have direct safe and inclusive responsibility for.

4. Responsibility for implementation of the Equality Diversity and Inclusion Policy

Equality Diversity and inclusion is everyone's responsibility: not responding to discriminatory or unacceptable language and behaviour is not an option.

- The club's Committee and Chair have overall accountability for this Policy and Reporting Procedure, for being the strategic lead on diversity and inclusion and for ensuring compliance with the relevant legislation (see Appendix for details).
- The club's chair Christine Hartland and Safeguarding officer Martin Ellacott have overall responsibility for implementation of the policy.
- The Chair and Welfare Officer of the club are responsible for updating this Policy and Reporting Procedure in line with legislative and organisational developments; and develop a strategic and proactive approach to diversity and inclusion and respond to discrimination concerns.
- The Newtown Tennis Club's Safeguarding Officer Martin Ellacott is responsible for supporting the club to identify where equality diversity and inclusion support is required; to implement safe and inclusive procedures; promote equality, diversity and inclusion principles, including the Safeguarding and Reporting Procedure, to all the venues they manage, programmes, events and individuals including players, parents and carers.
- All personnel, consultants, coaches, officials and volunteers involved in tennis are responsible for raising diversity and inclusion concerns with the club's Welfare Officer to start with; then the Safe and Inclusive Tennis team if applicable, as outlined in the Reporting Procedure.
- Players, parents and guardians are responsible for upholding the Code of Conduct and Reporting Procedure.
- Newtown Tennis Club committed to:
 - formally adopt this policy,
 - take steps to ensure that our committee, members, participants and volunteers behave in accordance with the policy, including where appropriate taking disciplinary action under our constitution;
 - ensure that access to membership as well as access to participation is open and inclusive;
 - publish accurate information about the location and accessibility of our facilities; and
 - support measures and initiatives that British Tennis may institute or take part in to advance the aims of this policy as part of our commitment to our LTA membership.

Where there is a equality, diversity and inclusion concern/disclosure:

The individual who is told about, hears, or is made aware of the concern/disclosure is responsible for following the [Concern Reporting Procedure](#) above.

5. Breaches of the Equality, Diversity and Inclusion Policy, Standards, Code of Conduct and Reporting Procedure

Where there are concerns that equality, diversity and inclusion good practice has not been followed, all staff are encouraged to follow the club's whistleblowing policy; consultants, coaches, officials, volunteers and players are encouraged to:

If someone comes to you with a concern around discrimination, listen to their complaint, reassure them and advise them of the routes listed above (1-3).

Breaches of this Policy and/or failure to comply with the outlined responsibilities may result in the following by the LTA, Tennis Wales and/or the Tennis Foundation:

- Venues – Potential removal of LTA accreditation
- Staff – disciplinary action leading to possible dismissal and legal action.
- Contracted consultants, officials and coaches – termination of current and future roles within all four organisations and possible legal action.
- Recruited volunteers, including councillors and board members – termination of current and future roles within all four organisations and possible legal action.

Actions taken by staff, consultants, volunteers, officials, coaches, venues, clubs and/or events outside of the LTA, Tennis Scotland, Tennis Wales and/or the Tennis Foundation that are seen to contradict this Policy may be considered a violation of this Policy.

Where an appeal is lodged in response to a safeguarding decision made by the LTA Safeguarding Team and Safeguarding and Protection Committee and/or Licensing and Registration Committee, an independent appeal body such as Sport Resolutions may be used. Their decision is final.

6. Related policies and guidance

☐ Safeguarding Policy

☐ Data Protection Policy

☐ Complaints Policy

☐ And others as may be identified from time to time.

Codes of Conduct

Code of Conduct – Club Officials, Trustees

Club officials, trustees will:

1. **Selflessness** Trustees should act solely in terms of public benefit. They should not act in order to gain financial or other benefits for themselves, their family or their friends.
2. **Integrity** Trustees should not place themselves under any financial or other obligation to outside individuals or organisations that might seek to influence them in the performance of their role as a trustee.
3. **Objectivity** In carrying out the business of the organisation, trustees should make choices based on merit.
4. **Accountability** Trustees are accountable for their decisions and actions to their stakeholders and the public and must submit themselves to whatever scrutiny is appropriate to their role.
5. **Openness** Trustees should be as open as possible about all the decisions and actions they take.
6. **Honesty** Trustees should declare any private interests relating to their trusteeship and take steps to resolve any conflicts arising in a way that protects the public benefit.
7. **Leadership** Trustees should promote and support these principles by leadership and example

Additionally, Trustees of organisations that are charitable companies are subject to the same statutory duties as directors of private sector companies. Under the Companies Act 2006, directors have a duty to:

- Avoid conflicts of interest
- Not accept benefits from third parties
- Declare interest in proposed transactions or arrangements with the organisation
- Act within powers
- Promote the success of the organisation to achieve its purposes
- Exercise independent judgment
- Exercise reasonable care, skill and diligence

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Code of Conduct for Coaches, Coaching assistants

Coaches will:

- Always put your players' best interests at the club of everything you do.
- Treat players with respect at all times. Be honest and consistent with them.
- Treat all players fairly regardless of athletic potential, socio-economic status, age, disability, ethnicity, gender, gender reassignment, marital or civil partnership status, pregnancy or maternity status, religion/belief or sexual orientation.
- Encourage all players and fellow coaches and assistants to have respect for one another.
- Encourage players and other coaches and assistants to develop and maintain integrity.
- Prepare players to respond to success and failure in a dignified manner.
- Respect the confidentiality of players/parents/officials as appropriate.
- Clarify in advance with players/parents/employers the number of sessions, fees, method of payment; explain expected outcome and progression from the coaching or sessions.
- Be sensitive to your players' self-esteem when providing constructive feedback to players.
- Encourage and facilitate players' independence and responsibility for their own behaviour, performance, decisions and actions.
- Involve the players in decisions that will affect them.
- Recognise players' right to consult with other coaches and advisers. Co-operate fully with other specialists (e.g. sport scientists, doctors, physiotherapists, etc.).
- When asked to coach a player, ensure that any previous coach/player relationship has been ended by the player/others in a professional manner.
- Be acutely aware of the power that coaches and coaching assistants develop over players in the coaching relationship and avoid any intimacy (sexual or otherwise) with players.
- Avoid situations with players that could be construed as compromising and actions that others could perceive inappropriate.
- Actively discourage the use of performance enhancing drugs, and any illegal substance.
- At all times act as a role model by maintaining the highest standards of personal conduct and projecting a favourable image of tennis and of coaching at all times.
- Accept and respect the role of officials in ensuring that competitions are conducted fairly and according to the rules.
- Ensure that qualifications and affiliations to associations are not misrepresented.

- Following completion of your DBS and Barred List check, report any alleged criminal offence, police investigation, court case or social care investigation to the LTA at the earliest opportunity.
- Know and abide by tennis rules, regulations and standards, and encourage players to do likewise

Inform the Safeguarding and Welfare Officer of any concerns you may have.

Code of conduct for members of staff, volunteers and Visitors

Members of staff, volunteers and Visitors agree to:

- Prioritise the well-being of all children and adults at risk at all times
- Treat all children and adults at risk fairly and with respect
- Be a positive role model. Act with integrity, even when no one is looking
- Help to create a safe and inclusive environment both on and off court
- Not allow any rough or dangerous behaviour, bullying or the use of bad or inappropriate language
- Report all allegations of abuse or poor practice to the Newtown Tennis Club safeguarding and welfare officer Martin Ellacott
- Not use any sanctions that humiliate or harm a child or adult at risk
- Value and celebrate diversity and make all reasonable efforts to meet individual needs
- Keep clear boundaries between professional and personal life, including on social media
- Have the relevant consent from parents/carers, children and adults before taking or using photos and videos
- Refrain from making physical contact with children or adults unless it is necessary as part of an emergency or congratulatory (e.g. handshake / high five)
- Refrain from smoking and consuming alcohol during club activities or coaching sessions
- Ensure roles and responsibilities are clearly outlined and everyone has the required information and training
- Avoid being alone with a child or adult at risk unless there are exceptional circumstances
- Refrain from transporting children or adults at risk, unless this is required as part of Newtown Tennis Club activity and there is another adult in the vehicle
- Not abuse, neglect, harm or discriminate against anyone; or act in a way that may be interpreted as such
- Not have a relationship with anyone under 18 for whom they are coaching or responsible for
- Be acutely aware of the power that coaches and coaching assistants develop over players in the coaching relationship and avoid any intimacy (sexual or otherwise) with players

Code of Conduct for Players (including children)

Newtown Tennis Club is fully committed to safeguarding and promoting the wellbeing of all its members.

The club believes that it is important that staff, coaches, administrators and parents associated with the club should, at all times, show respect and understanding for the safety and welfare of others. Therefore, everyone is encouraged to be open at all times and to share any concerns or complaints that they may have about any aspect of the club. The club should offer a positive experience for children and young people where they can learn new skills in a safe and positive environment.

As a player of Newtown Tennis Club, you are expected to abide by the following junior code of conduct.

When playing tennis I will:

- Treat others with respect.
- Behave and listen to all instructions from the coach and assistants.
- Refrain from bullying. This includes bullying using social media, chat rooms or texting.
- Refrain from any use of rough and dangerous play.
- Not use bad language.
- Play within the rules and respect the official and their decisions.
- Respect opponents and be gracious in defeat.
- Take care of all equipment.
- Work hard and do my best.
- Enjoy my tennis.
- Talk to someone I trust or the welfare officer if I'm unhappy about anything at the club

I understand that if I do not follow the Code, any/all of the following actions may be taken by my coach:

I may:

- Be required to apologise to my team-mates, other team, umpire or other adults.
- Receive a time out.

In addition my coach may make my parents aware of any infringements of the Code of Conduct. This may even involve me being asked to leave the club.

Newtown Tennis Club is fully committed to safeguarding and promoting the wellbeing of everyone. The club believes that it is important that staff, coaches, administrators and parents associated with the club should, at all times, show respect and understanding for the safety and welfare of others. Therefore, everyone is encouraged to be open at all times and to share any concerns or complaints that they may

have about any aspect of the club. The tennis club should offer a positive experience for children and young people where they can learn new skills in a safe and positive environment.

Code of Conduct for Parents of Newtown Tennis Club

As a Parent you are expected to:

- Respect the rights, dignity and worth of all participants regardless of age, gender, ability, race, cultural background, religious beliefs or sexual identity.
- Support your child's involvement and help them to enjoy their tennis.
- Encourage your child to learn the rules of tennis and play within them.
- Discourage unfair play and arguing with officials.
- Help your child to recognise good performance. Find positive feedback even in defeat.
- Set a good example by recognising fair play and applauding the good performances of all.
- Never punish or belittle a child for losing or making mistakes.
- Publicly accept judgements made by officials.
- Use correct and proper language at all times.
- Be patient. Steady progression is unusual in children; peaks and plateaus are common.
- Your first question following any match should be: "Did you enjoy it?" not "Did you win?"
- At no stage should you communicate with your child or interfere with the on-court helpers and referees during a match – just enjoy the game and let officials take care of the rule
- At no stage should you communicate with any other child if there is an issue or problem. You should speak to the coach and/or report any issues to the Safeguarding and Welfare Officer.
- Ensure your child understands their code of conduct. (copies available from reception or in a welcome pack)
- Always collect your child promptly at the end of a session. Inform the Coach if you are going to be late or another adult is going to collect your child.
- Pay for all tennis services on time.
- Detail any relevant medical concerns or conditions pertaining to your child on the registration form. Any changes in the state of your child's health should be reported to the coach/club prior to any activity.
- Inform the Welfare Officer of any concerns you may have.

Appendix A:

Glossary of terms

Age: This refers to a person belonging to a particular age group, which can mean people of the same age (e.g. 32-year old's) or range of ages (e.g. 18 - 30-year old's, or people over 50).

Bisexual or Bi: – refers to a person who has an emotional and/or sexual orientation towards more than one gender.

Bullying: can involve any form of physical, emotional, sexual or discriminatory abuse. It can also include cyber-bullying – using social media or mobile phones to perpetrate bullying.

Direct discrimination: treating someone less favourably than another person because of a protected characteristic.

Disability: A person having a physical or mental impairment that has a substantial and long-term adverse effect on that person's ability to carry out normal day-to-day activities.

Discrimination: treating someone in a less favourable way and causing them harm, because of their age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation.

Discrimination by association: discrimination against someone because they are associated with another person who possesses a protected characteristic.

Discrimination by perception: discrimination against someone because of the belief that someone possesses a protected characteristic.

Diversity: acknowledging and celebrating the differences between groups of people and between individuals.

Equality: treating everyone with fairness and respect and recognising and responding to the needs of individuals. Taking positive actions to address existing disadvantages and barriers affecting how people engage with and participate in tennis.

Ethnicity: the social group a person belongs to, and either identifies with or is identified with by others, as a result of a mix of cultural and other factors including language, diet, religion, ancestry and physical features traditionally associated with race. Ethnicity is essentially self-defined and may change over time.

Gay: refers to a man who has an emotional, romantic and/or sexual orientation towards men. Also, a generic term for lesbian and gay sexuality - some women define themselves as gay rather than lesbian.

Gender identity: this is an individual's internal self-perception of their own gender. A person may identify as a man, as a woman, as neither man nor woman (non-binary) or as androgyne/polygender.

Gender reassignment: The process of changing or transitioning from one gender to another.

Harassment: unwanted conduct related to a relevant protected characteristic, which has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual or creates an intimidating, hostile, degrading, humiliating or

offensive environment. The focus is on the perception of the complainant not the intent of the perpetrator. Employees can complain of behaviour they find offensive even if it is not directed at them.

Hate crime: crime that is targeted at a person because of hostility or prejudice towards that person's disability, race or ethnicity, religion or belief, sexual orientation or transgender identity. This can be committed against a person or property.

Homophobia: the fear, unreasonable anger, intolerance or/and hatred toward homosexuality, lesbian gay and bisexual people whether that person is homosexual or not.

Inclusive leadership – leaders who are aware of their own biases and preferences, actively seek out and consider different views and perspectives to inform better decision-making. They see diverse talent as a source of competitive advantage and inspire diverse people to drive organisational and individual performance towards a shared vision.

An Inclusive Leader – is a role model exemplar of inclusive behaviour; listens to and seeks out the views of diverse people and takes account of these views, without bias, in the decisions they make; appreciates that a diverse group of people will generate more creative solutions to problems and encourages this; inspires people through a shared vision of future success and motivates them to deliver it; leverages difference for high performance and provides responsive excellence to customers', clients' and service users' needs; provides positive feedback to boost people's self-efficacy; puts effort into helping diverse people identify their talents and develop them for performance now and future advancement; communicates authentically and honestly in a way that inspires trust, loyalty and well-being.

Inclusion: recognising that people from different backgrounds may have difference needs and expectations and may experience barriers in trying to access tennis. An inclusive venue is one that takes steps to attract and engage with people from many different backgrounds and meet their needs so that everyone has a positive experience and has the opportunity to achieve their potential.

Indirect discrimination: a practice, policy or rule which applies to everyone in the same way, but that has a worse effect on some people than others.

LGBTQ: an acronym for Lesbian, Gay, Bisexual, Trans and Questioning.

Lesbian: a woman who has an emotional romantic and /or sexual orientation towards women.

Monitoring equality: refers to data collection and analysis to check if people with protected characteristics are participating and being treated equally. For example: monitoring of the number of people with a disability who play tennis at our venue.

Non-binary – an umbrella term for a person who does not identify as only male or only female, or who may identify as both.

Positive action: a range of lawful actions that seek to overcome or minimise disadvantages (for example in employment opportunities) that people who share a protected characteristic have experienced, or to meet their different needs.

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.

Questioning: it refers to the process of exploring your own sexual orientation and/or gender identity.

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.

Radicalisation, extremism and terrorist behaviour: Radicalisation is the process by which a person comes to support terrorism and/or forms of extremism. Extremism is vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs. There is no single way to identify an individual who is likely to be susceptible to extremist ideology. The internet and the use of social media can be a major factor in the radicalisation of people.

Reasonable adjustment: What is considered reasonable will depend on all the circumstances of the case including the size of an organisation and its resources, what is practicable, the effectiveness of what is being proposed and the likely disruption that would be caused by taking the measure in question as well as the availability of financial assistance

Religion or 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: refers to the biological makeup such as primary and secondary sexual characteristics, genes, and hormones. The legal sex is usually assigned at birth and has traditionally been understood as consisting of two mutually exclusive groups, namely men and women.

Sexual orientation: a person's emotional, romantic and/or sexual attraction to another person.

Trans: an umbrella term to describe people whose gender is not the same as, or does not sit comfortably with, the sex they were assigned at birth. Trans people may describe themselves using one or more of a wide variety of terms, including (but not limited to) transgender, cross dresser, non-binary, genderqueer (GQ).

Transphobia: the fear, unreasonable anger, dislike, intolerance or/and hatred toward trans people, whether that person has undergone gender reassignment or is perceived to have done that.

Transsexual Person: someone who has started the process of changing their gender identity is undergoing or has undergone gender reassignment.

Unconscious bias or implicit bias: this refers to a bias that we are unaware of, and which happens outside of our control. It is a bias that happens automatically and is triggered by our brain making quick judgments and assessments of people and situations, influenced by our background, cultural environment and personal experiences.

Victimisation: when someone is treated badly because they have made or supported a complaint or grievance.

Appendix B:

Legislation

The **Equality Act 2010**¹ legally protects people from discrimination in the workplace and in wider society. It replaced previous anti-discrimination laws with a single Act, making the law easier to understand and strengthening protection in some situations. It sets out the different ways in which it's unlawful to treat someone.

It is against the law to discriminate against anyone because of:

- Age
- being or becoming a transsexual person
- being married or in a civil partnership
- being pregnant or on maternity leave
- disability
- race including colour, nationality, ethnic or national origin
- religion, belief or lack of religion/belief
- sex
- sexual orientation

These are called 'protected characteristics'. People are protected from discrimination:

- at work
- in education
- as a consumer
- when using public services
- when buying or renting property
- as a member or guest of a private club or association

People are also protected from discrimination if:

- they are associated with someone who has a protected characteristic, e.g. a family member or friend
- they have complained about discrimination or supported someone else's claim

¹ <http://www.legislation.gov.uk/ukpga/2010/15/contents>

Discrimination can come in one of the following forms:

- direct discrimination - treating someone with a protected characteristic less favourably than others. ○
indirect discrimination - putting rules or arrangements in place that apply to everyone, but that put someone with a protected characteristic at an unfair disadvantage.
- harassment - unwanted behaviour linked to a protected characteristic that violates someone's dignity or creates an offensive environment for them.
- victimisation - treating someone unfairly because they've complained about discrimination or harassment.