

Intus Healthcare

Equality, Diversity, Human Rights & Anti- Exploitation Policy

STANDARD OPERATING PROCEDURES

MP042-2-12.01.2026

Equality, Diversity, Human Rights & Anti-Exploitation Policy

Purpose: To promote fairness, diversity and inclusion, and prevent discrimination.

Scope: Applies to all aspects of business operations.



1. Introduction

Intus Healthcare is committed to providing services and working environments where all people are treated fairly, with dignity, respect, and free from discrimination or exploitation. This policy sets out our responsibilities under the Equality Act 2010, the Human Rights Act 1998, the Care Act 2014, and the CQC Single Assessment Framework. It brings together our commitments on equality, diversity, human rights and anti-exploitation into one policy.

This policy replaces the former Modern Slavery Policy and expands upon the Equal Opportunities commitments previously held in MP042-1. It must be read alongside our Safeguarding Policy (MP004), which provides detailed procedures for protecting adults at risk.

2. Policy Statement

Intus Healthcare is committed to creating and sustaining an inclusive workplace environment free from discrimination, harassment, or victimisation. We value diversity and recognise the benefits it brings to our business, culture, and customer service.

We will ensure that no one is treated less favourably due to characteristics protected under the Equality Act 2010, including:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion or belief
- Sex
- Sexual orientation

We are equally committed to upholding people's human rights. This includes fairness, respect, equality, dignity and autonomy (FREDA). These principles guide how we support customers, interact with colleagues and work with partners.

We will take all reasonable steps to ensure our supply chain, business practices and professional relationships are free from exploitation, coercion, or abuse.

3. Legal and Regulatory Framework

This policy is aligned to the following legislation and regulatory standards:

- Equality Act 2010
- Human Rights Act 1998
- Care Act 2014
- Mental Capacity Act 2005
- Counter-Terrorism and Security Act 2015 (PREVENT)
- Health and Social Care Act 2008 (Regulated Activities)
- CQC Single Assessment Framework

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4. Human Rights (FREDA Principles)

Intus Healthcare embeds the following principles in all customer and staff interactions:

- Fairness – treating people consistently and without bias.
- Respect – valuing individuals' identities, beliefs, cultures, and preferences.
- Equality – providing equal access and opportunities.
- Dignity – treating all people with care, professionalism, and sensitivity.
- Autonomy – supporting informed choices and involvement in decisions.

Safeguarding adults does not take away an individual's right to be involved in decision-making about them and all decisions should be made involving the person and considering their wishes.

A person must be assumed to have capacity unless it is established that they lack capacity... A person is not to be treated as unable to make a decision merely because they make an unwise decision.

5. Equality, Diversity and Inclusion

5.1 Equal Treatment

This policy applies to all aspects of company operations, including its employees, suppliers, service delivery, and business relationships.

We ensure equality is applied not only in employment but also in how we deliver our services, support customers, and manage supplier relationships.

5.2 Reasonable Adjustments

We will make reasonable adjustments for staff, customers and partners with disabilities or additional needs. Adjustments will be assessed individually and reviewed as needs evolve.

5.3 Inclusive Communication

We will communicate in clear, accessible formats and provide information in alternative formats where reasonably practicable. We will consider language, sensory needs, cultural factors and literacy barriers.

6. Anti-Exploitation and Protection from Abuse

Intus Healthcare does not tolerate any form of exploitation, coercion, forced labour, human trafficking, servitude or abusive practice in any part of our operations or supply chain.

All suppliers, contractors and partners must uphold equivalent standards. Intus Healthcare may suspend or terminate relationships where concerns arise.

Abuse is never acceptable. We have an obligation to protect people with whom we have contact with.

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6.1 Recognising Abuse

Types of abuse include physical abuse, domestic violence, sexual abuse, psychological abuse, financial or material abuse, modern slavery, discriminatory abuse, organisational abuse, neglect or acts of omission, and self-neglect.

7. Equality in Service Delivery

Intus Healthcare will ensure fair and equal access to its services. This includes:

- Treating all customers with dignity and respect.
- Considering cultural, religious, and personal preferences.
- Identifying and reducing barriers to access.
- Supporting individuals who may be vulnerable or at risk.

Some individuals are more vulnerable to abuse because of their level of dependency, previous experiences, communication difficulties or other issues.

We will work with partners, NHS trusts and suppliers to ensure equitable outcomes and identify any patterns of inequality.

8. Roles and Responsibilities

All individuals within Intus Healthcare have a role to play in promoting equal opportunity and preventing discrimination. Clear roles and responsibilities help embed accountability at every level of the organisation, ensuring that our commitments are put into practice effectively and consistently.

- **Leadership Team:** Maintain and review this policy, champion inclusivity, and ensure adequate resourcing for training and awareness.
- **Line Managers:** Apply the policy in day-to-day decision making and role modelling inclusive behaviours.
- **All Staff:** Treat others with dignity and respect and report any concerns of discrimination or unfair treatment.

All staff also have a responsibility to report concerns relating to exploitation, abuse or human rights violations in accordance with the Safeguarding Policy.

9. Training and Awareness

Awareness of equal opportunity principles is embedded within:

- Induction processes
- Management training
- Regular staff appraisals and one-to-one reviews

Training will also include human rights awareness, anti-exploitation responsibilities and recognising safeguarding concerns.

All staff will undertake internal training to familiarise themselves with the Prevent policy.

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10. Reporting Concerns and Escalations

If you have concerns that a person may need help or is at risk, this must be reported immediately to your manager or a member of the leadership team.

All concerns related to exploitation, equality, discrimination, or human rights issues must be reported without delay.

Any person reporting cases of abuse will be protected from reprisals or intimidation. No individual will suffer reprisals for raising a concern in good faith.

11. Review and Improvement

We will monitor equality, diversity and human rights through feedback, audit findings, incident reports and supplier reviews, and take action where inequalities or risks are identified.

This policy and associated documents will be revised annually, or after any significant change or legislation likely to affect the policy. This policy will be available to third parties on request.

A handwritten signature in blue ink that reads 'T. Parr'.

Tom Parr

Managing Director
Intus Healthcare

Associated Documents

- MP004 Safeguarding Policy
- MP008 Whistleblowing
- MP031 Information Security Management Policy
- MP026 Vendor and Supplier Approval and Control

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