# Norfolk Premier Golf

## Equality, Diversity & Inclusion Policy

**Document Owner:** Managing Director
**Approved By:** Grant Pointer
**Effective Date:** 01/05/2026
**Review Date:** 01/05/2027 Annually or following legislative changes
**Version:** 3.0

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## 1. Policy Statement

Norfolk Premier Golf believes that golf is for everyone.

We are committed to creating an inclusive, respectful, and welcoming environment where all individuals have equal opportunity to participate, work, and engage with the business.

We do not tolerate discrimination, harassment, or victimisation in any form.

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## 2. Purpose

This policy exists to:

- Promote fairness, equality, and respect
- Ensure compliance with UK legislation
- Set clear expectations of behaviour
- Support an inclusive culture across all areas of the business

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## 3. Scope

This policy applies to:

- Directors and management
- Employees and workers
- Volunteers
- Contractors and suppliers
- Members, customers, and visitors

It applies across all operations including employment, customer service, and participation.

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## 4. Legal Framework

We operate in line with:

- Equality Act 2010
- Human Rights Act 1998
- Protection from Harassment Act 1997
- Data Protection Act 2018

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## 5. Protected Characteristics

We protect individuals from discrimination based on:

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

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## 6. Our Commitment

Norfolk Premier Golf will:

- Provide equal access to facilities and services
- Encourage participation from all backgrounds

- Deliver events and competitions fairly
- Monitor policies and practices for compliance
- Provide training and awareness for staff
- Make reasonable adjustments where required

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# 7. Responsibilities

### 7.1 All Staff and Representatives

All individuals must:

- Treat others with dignity and respect
- Avoid discriminatory behaviour
- Challenge inappropriate conduct where appropriate
- Report concerns promptly

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### 7.2 Management

Management will:

- Lead by example
- Ensure policy implementation
- Handle complaints fairly and consistently
- Monitor equality practices

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# 8. Standards of Behaviour

### 8.1 Discrimination

- Direct discrimination, treating someone less favourably
- Indirect discrimination, applying rules that disadvantage certain groups

Both are prohibited, regardless of intent.

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### 8.2 Harassment

Includes:

- Unwanted conduct that violates dignity
- Creating an intimidating or offensive environment
- Sexual harassment

A single incident may be sufficient.

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### 8.3 Victimisation

Occurs when someone is treated unfairly because they:

- Raised a concern
- Made a complaint
- Supported another individual

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## 9. Reasonable Adjustments

We will take reasonable steps to:

- Remove barriers for individuals with disabilities
- Ensure fair access to facilities and services

Adjustments will be proportionate and practical.

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## 10. Positive Action

Where appropriate, we may take lawful positive action to:

- Support underrepresented groups
- Improve equality of opportunity

Any action will be proportionate and justified.

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## 11. Recruitment and Employment

We will:

- Recruit based on merit and suitability
- Provide equal opportunities for development

- Maintain fair and inclusive working conditions

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## 12. Customer and Participation Experience

We will:

- Ensure fair access to golf and facilities
- Avoid unjustified restrictions
- Promote inclusive participation

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## 13. Reporting Concerns

Concerns should be reported to:

- Line manager
- Senior management
- Welfare Officer

All reports will be:

- Taken seriously
- Investigated appropriately
- Handled confidentially

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## 14. Handling Breaches

Breaches may result in:

- Disciplinary action
- Removal from activities or premises
- Termination of employment or contracts

Where appropriate, matters may be referred to external bodies.

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## 15. Training and Awareness

We will:

- Provide training where appropriate
- Promote awareness of equality responsibilities
- Support a culture of respect and inclusion

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## 16. Monitoring and Review

This policy will be:

- Reviewed annually
- Updated in line with legislation
- Integrated into business operations

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## 17. Statement of Responsibility

Equality, diversity, and inclusion are core to how Norfolk Premier Golf operates.

All individuals are expected to uphold this policy at all times.

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## 18. Sign Off

Managing Director
Norfolk Premier Golf

Signature:

Date: 01/05/2026