Westway

By Appointment to His Majesty The King

Equal Opportunities Policy 2026

Westway Coach Services Ltd is committed to providing equal opportunity and fair treatment in employment and in the services we provide. Decisions will be based on relevant skills, competence, conduct, performance and business need, without unlawful discrimination.

This policy explains the standards that apply to recruitment, employment, training, promotion, pay, discipline, dismissal and dealings with customers, passengers, suppliers and visitors. It should be read alongside the Diversity and Inclusion Policy, Staff Handbook and relevant grievance and disciplinary procedures.

Our core commitments

- Comply with the Equality Act 2010 and other applicable equality requirements.
- Treat applicants, employees, customers and other stakeholders fairly and with dignity.
- Prevent discrimination, harassment and victimisation.
- Make reasonable adjustments for disabled applicants and employees where required.
- Provide fair access to recruitment, training, development, promotion and reward.
- Investigate concerns promptly and use learning to improve policies and practice.

Area	Westway approach
Recruitment	Use job-related criteria and fair, consistent selection methods.
Employment	Apply terms, opportunities and decisions fairly.
Development	Provide access to training and progression without unlawful bias.
Workplace conduct	Maintain an environment free from discrimination, bullying, harassment and victimisation.
Services	Treat passengers, customers, suppliers and visitors with dignity and respect.

(A) Purpose and scope

This policy applies to job applicants, employees, directors, workers, trainees, contractors and agency personnel. It also applies, where relevant, to Westway's relationships with customers, passengers, suppliers, visitors and members of the public.

The policy applies at Westway premises, in vehicles, during journeys, training, work-related social events, online communications and any other situation connected with work.

(B) Protected characteristics

Westway will not unlawfully discriminate because of a protected characteristic under the Equality Act 2010:

- Age.
- Disability.
- Gender reassignment.
- Marriage and civil partnership.
- Pregnancy and maternity.
- Race, including colour, nationality and ethnic or national origin.
- Religion or belief, including lack of religion or belief.
- Sex.
- Sexual orientation.

Protection may also apply where a person is perceived to have a protected characteristic, is associated with someone who has one, or has raised or supported a complaint of discrimination.

(C) Unacceptable conduct

Type	Meaning
Direct discrimination	Treating someone less favourably because of a protected characteristic.
Indirect discrimination	Applying a provision, criterion or practice that disadvantages a protected group and cannot be objectively justified.
Harassment	Unwanted conduct related to a protected characteristic that violates dignity or creates an intimidating, hostile, degrading, humiliating or offensive environment.
Sexual harassment	Unwanted conduct of a sexual nature, or related unlawful conduct, that has the relevant purpose or effect.
Victimisation	Treating someone badly because they have made, supported or are believed to have made or supported a discrimination complaint.
Disability discrimination	This can include discrimination arising from disability and failure to make reasonable adjustments.

(D) Recruitment and selection

- Job descriptions and selection criteria will be relevant to the role and applied consistently.
- Vacancies will be advertised through appropriate routes to encourage a suitable field of applicants.
- Shortlisting, interviews, assessments and offers will be based on merit and job-related evidence.
- Questions about health or disability before an offer will only be asked where lawful and necessary, including to arrange adjustments or assess an essential task.
- Reasonable adjustments will be considered during recruitment and employment.
- Records will be sufficient to explain key recruitment decisions and will be handled appropriately.

(E) Employment, pay and benefits

Terms and conditions, pay, benefits, work allocation, leave, flexible-working requests, performance management, discipline, redundancy and dismissal will be managed fairly and without unlawful discrimination. Westway will consider the principle of equal pay for equal work and will address any evidence of unjustified differences.

Operational and safety requirements may sometimes require particular qualifications, licences, medical standards or availability. Any requirement must be relevant, proportionate and applied consistently.

Westway is committed to paying its directly employed staff at least the applicable Real Living Wage rate. Pay levels are reviewed regularly and whenever the published Real Living Wage rate changes to make sure this commitment continues to be met.

This is part of our wider approach to fair pay, employee wellbeing and retaining good people within the business.

(F) Training, development and promotion

- Induction and required training will be made accessible as far as reasonably practicable.
- Employees will have fair access to the Westway Academy, toolbox talks, qualifications, assessments and other development opportunities relevant to their role.
- Appraisals and promotion decisions will use evidence-based and job-related criteria.
- Managers should consider whether working patterns, accessibility or other barriers could unfairly limit participation.
- Positive action may be considered where lawful to address disadvantage, different needs or under-representation.

(G) Disability and reasonable adjustments

Westway will consider reasonable adjustments where a disabled applicant or employee would otherwise be placed at a substantial disadvantage. Adjustments may relate to recruitment, equipment, premises, working arrangements, communication, training or other aspects of work.

Employees are encouraged to explain the barrier they are experiencing and any adjustment that may help. Westway may seek appropriate information and will discuss practical options, taking account of effectiveness, practicability, cost, safety and operational requirements. Medical information will be handled confidentially and shared only where reasonably necessary.

(H) Dignity and behaviour at work

Everyone working for or with Westway is expected to behave professionally. Discrimination, harassment, sexual harassment, bullying, offensive language, exclusion, stereotyping and retaliation are not acceptable in person, in vehicles, through telephone or messaging systems, on social media or at work-related events.

Westway will assess foreseeable risks of sexual harassment and take reasonable preventative steps, including where employees work alone, travel or stay away for work, attend social events, or have contact with passengers, customers, suppliers, contractors or members of the public.

Employees are encouraged to report concerns or behaviour they witness.

Employees should consider the impact of their behaviour as well as their intention. Managers must address inappropriate conduct they witness or become aware of, even where no formal complaint has yet been made.

(I) Customers, passengers and other stakeholders

Westway will provide services without unlawful discrimination and will make reasonable efforts to meet relevant accessibility needs. Employees must treat passengers, customers, suppliers, contractors and visitors fairly and respectfully. Westway will also support employees who experience discriminatory or abusive behaviour while carrying out their work.

(J) Raising and handling concerns

An employee may raise a concern through their manager, another manager, a director, the Open Door Policy or the formal Grievance Procedure. A concern involving the normal reporting line may be raised with someone else. Serious matters may be handled formally from the outset.

- Concerns will be taken seriously and considered without unreasonable delay.
- Information will be shared only as reasonably necessary for a fair process and legal compliance.
- No person will be victimised for raising a genuine concern or supporting an investigation.
- Investigations and decisions will be fair, proportionate and documented.
- Confirmed breaches may result in corrective action, training or disciplinary action, up to and including dismissal where appropriate.

(K) Responsibilities

Role	Responsibility
Managing Director	Owns the policy, provides leadership and reviews material equality issues.
Managers	Apply fair decision-making, respond to concerns, consider adjustments and challenge inappropriate behaviour.
Recruiting managers	Use job-related criteria, consistent processes and suitable records.
Employees	Treat others with dignity, follow this policy, complete required training and raise concerns promptly.
Contractors and partners	Meet Westway's expected standards when working on our behalf or premises.

(L) Communication, training and monitoring

The policy will be communicated through induction, the Staff Handbook, internal communications, management briefings and relevant training. Westway may review recruitment outcomes, employee feedback, appraisals, complaints, training access, progression and other appropriate

information to identify possible barriers or recurring issues.

Any equality monitoring will be voluntary where appropriate, handled securely and used for legitimate purposes. In a small workforce, Westway will take particular care not to publish information that could identify individuals. Findings may lead to changes in recruitment, training, communication, working arrangements or the wider Diversity and Inclusion action plan.

(M) Related documents and legal framework

- Equality Act 2010 and relevant statutory guidance.
- Diversity and Inclusion Policy 2026.
- Open Door Policy, Grievance Procedure and Disciplinary Procedure.
- Staff Handbook, recruitment arrangements and Health and Safety Policy.
- Data-protection and employee-record arrangements.

(N) Approval and review

This policy will be reviewed at least annually and sooner where there is a material change in law, business structure, working arrangements or evidence that the policy is not operating effectively.

Approved By: David West, Managing Director
Approval Date: July 2026