

## Equality & Diversity Statement

London TravelWatch is committed to promoting equality in all its activities. We aim to provide a workplace that embraces diversity, to provide services which are free from discrimination and to promote policies that avoid unfair treatment for transport users.

### As an employer:

- We aim to provide equality and fairness for all and not to discriminate on grounds of gender, marital status, race, ethnicity, nationality, disability, sexual orientation, religion or age. We do not tolerate discrimination, harassment or bullying.
- All employees, whether part-time, full-time, temporary or permanent will be treated fairly and with respect. Selection for employment, promotion, training or any other benefit will be on the basis of aptitude and ability. All members of staff will be helped and encouraged to develop to their full potential so that their talents can be fully utilised to the benefit of the organisation.
- Our Board members are appointed by the London Assembly in accordance with their diversity policy and are responsible for ensuring that the organisation meets its commitments on equality.

### In providing services to the public as a complaints appeals body:

- We will design our services to be accessible to all who need to use them.
- We will train our staff to be sensitive to the needs of different people.
- We will monitor the feedback we receive from people who have used our services and regularly review this to ensure that the service we provide is delivered fairly.
- We are committed to following website accessibility best practice, in particular the [W3C WAI Web Content Accessibility Guidelines](#) to ensure that the website is easy to use. Our site is designed to comply with the [Equality Act 2010](#) which requires the websites of public and private sector organisations to be accessible to all. The accessibility of the website is regularly tested and an in house audit carried out in September 2015 confirmed that it complies with current legislation and takes account of industry best practice.

### In our research and lobbying work:

- We will consider equalities and inclusion in all our work and set out the implications of these in our reports to public Board and Committee meetings.
- We consider the impact on disadvantaged transport users, or those who find themselves in vulnerable situations, particularly those with mobility impairments, when prioritising our work.
- We ensure our published information is accessible and follows good practice guidelines.

**Further steps we will take:**

- We will set and publish key equality objectives related to our service delivery every four years.