Equality & Diversity Policy

Tidal Estates and Lettings Limited

# 1. Purpose

Tidal Estates and Lettings Limited is committed to promoting equality, diversity, and inclusion in all aspects of our business. We believe that everyone has the right to be treated fairly, with dignity and respect, and to have equal access to housing, property services, and employment opportunities.

We are dedicated to:
- Complying with the Equality Act 2010 and relevant Welsh legislation and guidance.
- Upholding our responsibilities under Rent Smart Wales and the Public Sector Equality Duty (where applicable).
- Eliminating discrimination, harassment, and victimisation.
- Promoting equality of opportunity for all.
- Fostering good relations within our workplace and with the clients, tenants, landlords, and communities we serve.

# 2. Scope

This policy applies to:
- All employees and directors of Tidal Estates and Lettings Limited.
- Contractors, consultants, and suppliers working with or on behalf of the company.
- All clients, landlords, tenants, prospective buyers, and other members of the public who engage with us.

# 3. Protected Characteristics

We will not unlawfully discriminate against anyone on the basis of the following protected characteristics:
- Age
- Disability
- Gender reassignment
- Marriage & civil partnership
- Pregnancy & maternity
- Race (including colour, nationality, ethnic or national origin)
- Religion or belief
- Sex
- Sexual orientation

# 4. Our Commitments in Practice

## For Clients, Tenants, and Landlords

- Everyone will be treated fairly, with respect, and without discrimination in all dealings with us.
- We will not accept discriminatory instructions from landlords, sellers, or clients.
- All property marketing and advertising will be free from discriminatory wording or conditions.
- We will make reasonable adjustments to ensure accessibility for disabled clients and tenants.
- Where possible, we will offer services in both English and Welsh to support inclusivity.

## For Staff and Contractors

- Recruitment, selection, training, development, and promotion decisions will be based on merit, ability, and business need.
- Equal pay, terms, and conditions will be ensured across comparable roles.
- All employees and contractors are expected to respect and uphold this policy.
- Harassment, bullying, or victimisation will not be tolerated.

# 5. Responsibilities

- The Directors of Tidal Estates and Lettings Limited hold overall responsibility for implementing and reviewing this policy.
- Managers and supervisors are responsible for ensuring that staff, contractors, and clients are aware of, and adhere to, the policy.
- All staff are responsible for promoting equality and diversity in their daily work.

# 6. Training and Awareness

- Staff will receive training and guidance on equality and diversity, including their responsibilities under this policy.
- Equality principles will be integrated into staff inductions and ongoing professional development.

# 7. Complaints and Breaches

- Any individual (staff, client, tenant, landlord, or member of the public) who believes they have been discriminated against may raise a complaint with the Managing Director.
- All complaints will be treated seriously, investigated promptly, and handled with confidentiality.
- Where breaches of this policy are identified, corrective and/or disciplinary action will be taken.

# 8. Monitoring and Review

- This policy will be reviewed annually, or sooner if there are changes in legislation or guidance.
- We will monitor our practices to identify any areas where inequality may arise and take action to address them.
- Feedback from clients, staff, and stakeholders will be welcomed as part of continuous improvement.

# 9. Legal Framework and References

This policy is informed by:
- Equality Act 2010
- Rent Smart Wales Code of Practice
- Welsh Government Equality Plan and Objectives
- Best practice guidance from Business Wales