

THE PEOPLE MENTOR

Equal Treatment Policy

Last updated: May 2026

1. Our Commitment

The People Mentor is committed to equal treatment for everyone who engages with our business. That means our clients, learners, delegates, colleagues, associates, and any other person we interact with in the course of our work.

We believe that every person deserves to be treated with fairness, dignity, and respect, and that no one should face discrimination, harassment, or victimisation because of who they are. This is not just a legal obligation - it reflects the values that sit at the heart of everything The People Mentor does.

As an organisation whose work is centred on leadership, people management, and building better workplaces, we hold ourselves to the same standard we encourage in the leaders we support. We take this seriously and expect everyone working with or on behalf of The People Mentor to do the same.

2. Legal Framework

This policy is written in accordance with the Equality Act 2010, which provides legal protection against discrimination in the workplace and in wider society. The Act identifies nine protected characteristics on the basis of which discrimination is unlawful.

The Equality Act 2010 recognises the following forms of discrimination, all of which The People Mentor is committed to preventing:

- Direct discrimination: treating someone less favourably because of a protected characteristic.
- Indirect discrimination: applying a provision, criterion, or practice that disadvantages people who share a protected characteristic, without objective justification.
- Harassment: unwanted conduct related to a protected characteristic that violates a person's dignity or creates an intimidating, hostile, degrading, humiliating, or offensive environment.
- Victimisation: treating someone less favourably because they have raised a concern, made a complaint, or supported someone else who has done so under the Equality Act.
- Discrimination by association: treating someone less favourably because of their association with someone who has a protected characteristic.
- Perception discrimination: treating someone less favourably because it is believed they have a protected characteristic, even if they do not.

Further information about the Equality Act 2010 can be found at www.gov.uk/guidance/equality-act-2010-guidance.

3. Scope

This policy applies to all aspects of The People Mentor's activities, including:

- The delivery of all CPD-accredited and non-accredited training, coaching, and development programmes.
- The recruitment, engagement, and management of any associate trainers, coaches, facilitators, or contractors.
- All communications, marketing, and public-facing content produced by or on behalf of The People Mentor.
- All interactions with clients, learners, delegates, colleagues, and associates, whether in person, virtually, or in writing.

This policy applies equally to Nicola Richardson as Founder and to any person working with or on behalf of The People Mentor. It covers both colleagues within the business and individual learners and clients.

The CPDSO requires CPD-accredited providers to extend their equal treatment commitment explicitly to individual learners, not just internal colleagues. This policy reflects that requirement.

4. Protected Characteristics

The People Mentor is committed to equal treatment in relation to all nine protected characteristics set out in the Equality Act 2010. The table below sets out each characteristic and our specific commitment in relation to it.

Protected Characteristic	Our Commitment
Age	We do not discriminate on the basis of age. Our programmes are open to all adults regardless of career stage or life stage.
Disability	We are committed to making reasonable adjustments to support access for disabled clients and learners. Please see our Disability Discrimination Policy for full details.
Gender reassignment	We treat all individuals with dignity and respect regardless of gender reassignment and will not tolerate discrimination or harassment on this basis.
Marriage and civil partnership	We do not discriminate on the basis of marital or civil partnership status.
Pregnancy and maternity	We do not treat anyone less favourably because of pregnancy or maternity. We are mindful of this when scheduling sessions and delivering programmes.
Race	We do not discriminate on the basis of race, colour, nationality, or ethnic or national origin. Our content is designed to be inclusive and culturally respectful.

Religion or belief	We respect the right of all individuals to hold religious or philosophical beliefs and do not discriminate on this basis.
Sex	We treat all individuals equally regardless of sex and are committed to creating an environment free from gender-based discrimination or stereotyping.
Sexual orientation	We do not discriminate on the basis of sexual orientation and are committed to an inclusive environment for all.

5. Colleagues and Associates

The People Mentor is committed to creating a working environment in which all colleagues and associates are treated with fairness, dignity, and respect.

In practice, this means:

- All decisions relating to engagement, assignment, and development of associates and contractors are made on the basis of merit, skill, and suitability for the role, without regard to any protected characteristic.
- All associates and contractors working on behalf of The People Mentor are required to read, understand, and agree to act in accordance with this policy before undertaking any work with us.
- Any behaviour by an associate or contractor that constitutes discrimination, harassment, or victimisation will be treated as a serious breach of their engagement terms and may result in the termination of that relationship.
- We are committed to paying fairly and transparently for the work of all associates, without discrimination.

6. Clients and Individual Learners

The People Mentor is committed to ensuring that all clients and individual learners are treated equally and fairly in every aspect of their experience with us.

In practice, this means:

- Our programmes and membership are open to all adults, regardless of any protected characteristic.
- We design and deliver content that is inclusive, representative, and free from discriminatory assumptions or stereotypes.
- We will make reasonable adjustments to support learners with disabilities to access our programmes. Please see our Disability Discrimination Policy for details.
- No client or learner will be treated less favourably in terms of access, support, communication, or programme delivery because of any protected characteristic.
- We monitor the language, examples, and case studies used in our programmes to ensure they reflect a diverse range of experiences and do not perpetuate harmful stereotypes.

7. Inclusive Content and Delivery

As a leadership development and people management provider, we recognise that the content we deliver has the potential to shape how leaders think about and treat the people in their teams. We take this responsibility seriously.

We are committed to:

- Designing content that reflects the diverse reality of modern workplaces and leadership.
- Using inclusive language throughout our programmes, materials, and communications.
- Challenging assumptions and bias in our content, including unconscious bias in people management practice.
- Reviewing our content regularly to ensure it remains inclusive, relevant, and respectful of all groups.
- Welcoming feedback from clients and learners where content has not met these standards.

8. Responsibilities

Nicola Richardson, as Founder, holds overall responsibility for ensuring The People Mentor meets its obligations under this policy and the Equality Act 2010. This includes:

- Ensuring this policy is reviewed, kept up to date, clearly communicated, and published on our website.
- Modelling the values and behaviours set out in this policy in all aspects of her work.
- Ensuring that any colleague, associate, or contractor is aware of and acts in accordance with this policy.
- Addressing promptly and fairly any concern or complaint relating to equal treatment.

Every associate, contractor, and anyone else acting on behalf of The People Mentor shares a responsibility to treat all clients, learners, and colleagues with fairness and respect and to uphold the principles of this policy in their practice.

9. Raising a Concern or Complaint

If you believe you have been treated unfairly or have witnessed discrimination, harassment, or victimisation in connection with any People Mentor activity, we want to hear from you.

You can raise a concern informally by contacting Nicola Richardson directly, or formally through our Complaints Policy, which is available on our website. All concerns will be investigated fairly, promptly, and confidentially. You will not be treated less favourably for raising a concern in good faith.

If you are not satisfied with our response, or if your concern relates to a breach of the Equality Act 2010, you may seek advice from or make a complaint to the Equality and Human Rights Commission (EHRC) at www.equalityhumanrights.com.

To raise a concern, please contact:

Nicola Richardson

Founder, The People Mentor

Email: hello@thepeoplementor.co.uk

Website: www.thepeoplementor.co.uk

10. Monitoring and Review

This policy is reviewed at least annually by Nicola Richardson, or sooner where there are changes to relevant legislation, our programmes, or our working arrangements.

We will monitor any concerns or complaints received under this policy and use the information to continuously improve our practice and culture.

This policy is published on The People Mentor website and is shared with all associates and contractors as part of their onboarding. It should be read alongside our Disability Discrimination Policy, Complaints Policy, and Ethical, Behavioural and Commercial Standards Policy.

This policy was last reviewed in May 2026 and reflects the requirements of the Equality Act 2010 and the CPDSO assessment criteria. The current version will always be published on our website.