



**Cossum Swim Schools**  
**Equality and Diversity policy**

## **Background**

At Cossum Swim Schools we believe that opportunities should be open to all and is committed to providing services which embrace inclusivity, diversity and promote equality of opportunity. Our goal is to ensure that these commitments reinforced by our values are embedded in to our day to day working practices with all our customers and colleagues.

We aim to:

Provide equality of opportunity to all swimmers and course attendees whether using our services for the first time, or on a regular basis. We do not discriminate on the grounds of age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, sex or sexual orientation.

Develop a culture that enables and values involvement of all, embedding and promoting the principles of equality and fairness through delivery of inclusive swim programmes and courses.

Create an environment in which all have equal opportunities to learn or participate.

Provide services in a way that is fair to everyone and ensures that customers and staff are not disadvantaged by imposing any unreasonable conditions.

We will achieve this by:

Ensuring our activity programmes reflect the diversity and needs of the community which is served.

Create an environment which is both safe and fun for all ages, where participants are supported and talent can grow.

Providing where reasonably practicable building access and equipment.

Monitoring customer participation and feedback to identify and develop opportunities for continuous improvement.

Uphold our Equal Opportunities Policy, supported by equality and diversity awareness for our teachers.

Developing a workforce which reflects our customer base within the diverse communities in which we work.

Train staff on etiquette and awareness in dealing with customers.