

Complete Ophthalmic Services CIC: Equal Opportunities Policy

Complete Ophthalmic Services CIC ("the Company") has been established to specifically act as the lead for a network of local optical practices ("subcontractors") dedicated to delivering excellent eyecare in the local community.

While the Company does not directly employ staff it strongly supports equal opportunities in the workplace recognising protected characteristics as defined by the Equality Act 2010 to be: age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The Company's equal opportunities policy is that subcontractors must comply with section 149 of the Equality Act 2010. The company will in consultation with the commissioner and at reasonable request demonstrate how it complies with this.

The Company will require subcontractors to have due regard to:

- Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Equality Act 2010.
- Permit no discrimination from any party.
- Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it.
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

In addition, subcontractors of the Company have a duty to:

- Remove or minimise disadvantages suffered by persons who share a relevant protected characteristic that are connected to that characteristic.
- Take steps to meet the needs of persons who share a relevant protected characteristic that are different from the needs of persons who do not share it.
- Encourage persons who share a relevant protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.

In particular, the Company's subcontractors are required to ensure they meet the needs of disabled patients with eye health needs, including those with communication difficulties, making reasonable adjustments where necessary in order to accommodate these patients. This might mean allowing slightly more time when treating a disabled patient, ensuring consulting rooms can accommodate wheelchairs and making provisions for carers. The Company understands that in the course of such accommodation, subcontractors may be required to treat some patients more favourably than others. However, this will not be regarded as conduct that would otherwise be prohibited by or under the Equality Act 2010 or in any way compromising patients.

The Company's equal opportunities policy will be reviewed annually from commencement date April 2014.