

## One25 Equity, Diversity and Inclusion Policy

Version	Staff Member	Date	Actions	Date for review
1.0	Rachel Collins-White, Rachel Clarke	July 2023	Extended definitions, review of statement, purpose, additions to roles and responsibilities, additions to actions, additions to inclusion in the workplace	July 2024
1.1	Jenny Riley, Josie Thurston, Rachel Clarke, Tajinder Kaur, Amelie Snelgrove	October 2025	Review of statement, amendments re Supreme Court Ruling, addition of EDI Champions	October 2026

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### 1. Statement

One25 is committed to its journey to becoming an anti-racist, anti-discriminatory and accessible organisation. Our vision is a world where all women are safe, feel loved and can thrive. Our organisational values, which support this work, are compassion – we care, justice – we fight for change, and learning – we grow together.

One25 was founded in 1995 to support people, particularly women, who street sex work / who are sexually exploited through the street sex trade and who are facing extreme hardship, marginalisation, and violence: today we continue to strive to strengthen, protect, promote, and celebrate women's rights.

When we refer to "women" in this policy and in our wider work, we do so in the social, trans-inclusive definition of the word. We mean all women - including cis women, trans women, anyone who identifies as a woman, as well as non-binary people with lived experience of womanhood – who all experience gender-based violence, misogyny, multiple disadvantage and social exclusion.

We are committed to being a trans-inclusive organisation. We acknowledge the 2025 Supreme Court judgment which clarified the legal definition of "woman" in the context of the Equality Act 2010. We recognise and comply with our legal obligations and have considered the legal framework, including the Equality Act's provisions on single-sex services. We acknowledge that our inclusive approach means that we are not providing a 'single-sex service' for the purposes of the Equality Act and instead our legal basis for continuing our targeted approach, to reach those who experience the highest risk and most severe marginalisation, is pursued under the Equality Act's rules on positive action to address the specific needs and disadvantages of cis women and trans women who are street sex-working. Following our analysis of needs and service design, we consider that it is a proportionate and lawful means of achieving our legitimate aims and the objectives defined in our articles of association - namely, to provide trauma-informed, person-centred support to people, particularly women, who street sex-work and who have experienced gender-based disadvantage and harm. Our work centres on lived experience and the self-identification of the individuals we support and work alongside, and One25's language and practice remain inclusive and grounded in our values of compassion, justice, and learning.

As a trauma-informed organisation, we believe that women are the experts through their own lived experiences, and we are committed to promoting women's voices internally and externally.

We recognise the privilege that exists within society, and the role that this plays in creating and maintaining barriers that block women from being able to reach their potential – with some women experiencing additional challenges and discrimination relating to other characteristics and experiences. One25 is not exempt from this privilege. We will work with women, volunteers, staff, supporters, the community, and partner organisations to recognise and challenge systemic inequality inside and outside of One25.

We believe that by challenging systemic inequality, we will help to create a more just society. We are a learning organisation, informed by the experiences and needs of women

with lived experience of multiple disadvantages. We understand the impact of intersectionality and how this increases the disadvantages faced by both the marginalised women we exist to support, and others connected to One25.

We are wholly committed to educating ourselves and others on all equality issues and we recognise that, as an organisation delivering services and as an employer, we need to continually listen, learn, and challenge ourselves to improve.

Our ambition as we develop this policy is to become a more diverse organisation that actively challenges injustice and discrimination, and where everyone is welcome and is treated fairly.

## **2. Purpose of the policy**

This policy applies to all staff and volunteers connected to One25 and to all of its work, services and policies. This policy is part of One25's commitment to equality, diversity, and inclusion and all at One25 are expected to uphold the values and standards set out in the policy.

Our commitment to address discrimination is in relation to the following characteristics (Equality Act 2010 <https://www.legislation.gov.uk/ukpga/2010/15/contents>):

1. Age
2. Gender reassignment status
3. Disability
4. Sex
5. Marriage and Civil Partnership status
6. Pregnancy and maternity
7. Race or ethnicity
8. Sexual orientation
9. Religion or belief

We are further committed to safeguard against other forms of discrimination not covered under the Equality Act 2010 which may result in a person becoming marginalised:

10. Lived Experience of multiple disadvantages
11. Immigration status
12. Language
13. Caring Responsibilities
14. Socio-economic status

- As we develop our approach to becoming an anti-racist and anti-discriminatory organisation, One25 will: Promote equality, diversity, and inclusion in all our actions and processes
- Commit to viewing discrimination through a lens of intersectionality and safeguard against discrimination with a clear framework for action.
- Take action to address diversity gaps in our staff and Trustee team, to aim for a team which is diverse in its background, skills and experiences.
- Commit to ensure that staff and volunteers understand their role in upholding these standards.

- Ensure that staff and volunteers understand how One25 will respond to any form of discrimination and how management will support individuals affected.
- Show leadership within One25 and the wider sector in becoming an anti-racist and anti-discriminatory organisation.
- Learn how to better support teams to feel safe in reporting discrimination and micro-aggressions, including offering different methods and mechanisms for reporting

### **3. Role and Responsibilities**

All staff and volunteers at One25 have a responsibility to uphold the expectations of this policy. It is everyone's responsibility to promote inclusion, and you will be supported by the organisation to do this through continuous learning, opportunities to educate, to challenge and be challenged, and celebrate best practice. By doing this, we hope to create a safer space for all women and those involved with One25.

#### **Employees and Volunteers**

All employees and volunteers are expected to demonstrate this commitment by:

- Understanding the expectations of this policy and any subsequent reviews.
- Completing all relevant training as part of your induction and ongoing development within the organisation.
- Vocalising and raising concerns about any behaviour or experiences of discrimination through the appropriate channels. This is supported by the following policies:
  - o Employee Handbook
  - o Volunteer Handbook
  - o Complaints Policy
  - o Recruitment Policy
  - o Safeguarding and Child Protection Policy
- Recording and reporting incidents that are discriminatory as well as instances of micro-aggressions towards staff, volunteers, supporters, partners, or women using services.
- Challenging instances of discrimination within One25.
- Ensuring that issues and learnings relating to equality, diversity and inclusion are factored into the planning of all activities (such as events, services, communications, meetings, and training)
- Being open to your own continual learning and being willing to be challenged by others.

#### **EDI Champions**

EDI Champions within the staff team have committed additional time to be a point of contact for staff who have questions about EDI topics, concerns around non inclusive behaviour, queries about further support and or learning opportunities. Their role includes:

- Acting as a friendly listening ear, signposting colleagues to additional support, further learning, or One25 policy where needed.
- Organising and hosting quarterly sessions for staff to share learning and reflections on EDI topics.

- Co-facilitating the EDI working group every 6 weeks in collaboration with other EDI Champions and SMT.
- Meet with new members of staff to inform them of their role and induct new staff on EDI expectations at One25.
- Meet with other EDI Champions every quarter to identify any common topics or concerns arising from conversations with colleagues, and/or making appropriate recommendations to SMT for further organisational training and learning.
- Attend relevant training and share any learning.

### **Managers and Senior Managers**

Those in management roles have additional responsibilities in upholding this policy by:

- Ensuring that all staff and volunteers are aware of and have read this policy.
- That all staff and volunteers meet the expectations of this policy while connected with One25.
- That all staff and volunteers have completed mandatory and ongoing training provided by One25.
- Encouraging conversation, challenge and learning across the staff and volunteer team on inclusion.
- Promoting a positive and flexible working environment that is inclusive of all needs, making reasonable adjustments as required.
- Supporting the organisation to be a challenger and ally on issues relating to Equality, Diversity and Inclusion both internally and externally.
- Creating a safe and supportive environment where staff and volunteers can express ideas and challenges.
- Role-modelling this policy to all staff and volunteers
- Managing incidents of micro-aggressions and complaints relating to discriminatory behaviour compassionately and with fairness.
- Ensuring that any action relating to incidents or complaints considers the individual's experience and desired outcomes while upholding One25's commitment to challenging discrimination.

### **Supporters**

We are committed to broadening and diversifying One25's supporter base: enabling more people to take action to support the women we exist for, through volunteering, fundraising, donating and advocating. To achieve this, we must ensure that people of all backgrounds can connect to One25 and know that their support is welcomed and appreciated.

We know that many of our existing supporters are inspired by One25's vision and values and are motivated to act because of their commitment to social justice and supporting marginalised women. We aim to learn more about the demographics of our supporter base by conducting equalities monitoring, beginning in the year 2025-26 and repeating monitoring and analysis on an annual basis. This will help us better understand the diversity of our existing supporters and establish a baseline so we can form a more detailed plan to increase diversity in the years to come.

We hope our supporters will share in our commitment to equality, diversity and inclusion, as outlined in this policy, but it is not practical for One25 to require every supporter to agree to a code of conduct before donating or fundraising. However, One25 has a responsibility to challenge discriminatory views and language used by supporters in our interactions with them – whether discrimination or offence is intentional or unintentional. We will provide support to staff to do this sensitively.

One25 has an ethical funding policy that sits within One25's finance manual and is used to review proposed gifts where there are concerns that a supporter's business practices or other activities are counter to our charitable aims and commitment to equality, diversity and inclusion. For example: reviewing a grant offered by a group that is openly Anti-Semitic or a gift from an individual who campaigns in favour of racial segregation.

### **Board of Trustees**

All trustees have a responsibility to play an active role in shaping the culture of both the Board and One25. The Board will:

- Monitor the implementation of the policy and its annual review.
- Ensure that the Board, staff and volunteers are aware of and meet the standards set out in this policy.
- Receive and provide critique of the annual impact data and how services are being made more inclusive.
- Support the Senior Management Team to set and review progress on organisational objectives on equality, diversity, and inclusion.
- Regularly review other policies and procedures in line with best practice.
- Commit to undertake relevant training on equality, diversity, and inclusion.
- Continually develop their own learning and be open to challenge from others to support this.

## **4. One25 Actions on Equality, Diversity, and Inclusion**

The actions that One25 take to improve inclusion are not exhaustive and will continue to develop.

### Voice & Influence

- Commit to broad consultation, listening and offering different methods of feedback across the organisation to learn, discuss and prioritise actions to take to address instances of inequality.
- Celebrate the voices of staff, volunteers, and service users across the organisation. One25 will continually monitor engagement in consultation activity to challenge how inclusive this work is and seek solutions to build on this.
- Commit to learning about the intersectional inequalities that women experience and challenge external systems to improve responses.

### Learning & Culture

- Promote awareness of equality, diversity and inclusion across the organisation, providing opportunities to learn with one another and supporting challenge.
- Create a supportive and non-judgemental environment in which staff and volunteers can participate in discussions and training to learn and be challenged.
- Commit to running regular working groups on equality, diversity and inclusion that can be attended by all One25 staff. These groups will have action plans associated to them and will operate on a task and finish basis.
- Take action to build connection with different groups and communities to build trust in One25 as a support provider and employer.

### Ways of Working

- Ensure that the organisation's policies both support and protect staff and volunteers from hate crime, intimidation, and discrimination.
- Prioritise creating and working in partnerships to improve equality outcomes within the community and in the delivery of services for marginalised groups.
- Ensure that any current and newly formed services are delivered in a way that is inclusive to a range of needs.
- Implement measures to ensure that any organisational literature, communication, or event is inclusive to a range of needs.
- Offer a range of ways to contact and engage with One25, which are not solely digital and thereby excluding anyone without access to digital technology.
- Regularly review our Supporter Promise and Gift Acceptance Policy to include instances where we may not accept a gift due to behaviour or language used.

### Transparency & Visibility

- Provide regular and transparent updates on learning and the actions we are taking – for example on social media, in our annual report and via other platforms where appropriate
- Take part in local activities promoting and celebrating equality, diversity and inclusion, such as Pride and Black History Month.

One25 recognises that language on inclusion is always evolving. We are receptive to this changing picture and will always adopt the approach to use terms that those with protected characteristics feel best describes their experience.

## **5. Inclusion in the workplace**

This part of the policy will:

- Ensure that all applicants and employees are treated equally and not less favourably, ensuring that they are given the support they need to reach their full potential.
- Ensure that One25 takes positive action to diversify our organisation by understanding the diversity of your organisation and the women that we support, to understand the gaps and set plans to address any imbalance.

- Set standards that all staff and volunteers have access to training and additional development opportunities, while taking positive action to remove any barriers for those with protected characteristics that may prevent them from accessing these opportunities.

## **Recruitment**

One25's commitment to inclusion is embedded in our Recruitment Policy for recruiting new staff, volunteers and trustees.

Applicants are asked to complete an equality monitoring form when applying to improve our understanding of successful applicants in relation to our diversity aims.

## **Representation Aims**

One25 have not yet set targets around representation of protected characteristics or having lived experience of street sex work within the staff, volunteers, and trustees of the organisation. We recognise that our work for inclusion will be continuous. We are continuing to create the processes and open organisational culture that we hope will lead to more people feeling welcome, valued and supported. We will continue to review options around setting numerical or percentage targets around diversity and may introduce targets in the future. We aim for diversity across our staff, volunteers and trustees.

This is audited through annual surveys of staff, volunteer, trustee and service user data to inform an annual EDI action plan and activities that will be included as part of One25's Business Goals. The Business Goals are reviewed with input from the Board quarterly and will inform the work of all areas of the organisation.

## **Induction and Training**

Our commitment to inclusion and this policy will be read and understood by all new joiners to the organisation.

Mandatory Equality, Diversity and Inclusion training is included as part of your induction to the organisation and must be completed within your probation period.

One25 have an annual budget for staff training. We support staff to attend any free training courses and may also apply for a specific course through a training request on a particular area of interest or as part of your professional development at One25. One25 will also provide regular updated training on ED&I as part of our organisational aims to continue our learning and growth in this area.

## **Response to discrimination**

One25 have a duty of care to all staff, volunteers, supporters, partners and service users and aim to create a safe environment for all. One25 does not tolerate discrimination of any form. To promote and maintain this environment, One25 has the following policies in place:

- Employee handbook (Harassment & Bullying Policy, Disciplinary Policy)
- Boundaries policy

- Complaints policy
- Whistleblowing Policy

### **Organisational Culture**

One25 are committed to embedding Equality, Diversity and Inclusion into the structure of the organisation. One25 will do this by:

- Working Groups; cross organisational focus groups to discuss, create solutions and improve the organisation's work on ED&I. The groups can be attended by anyone at any time. Different themes for the working groups will be decided by the staff team.
- Staff meetings; regular ED&I spotlight sessions in full team meetings will provide a space for different teams or the EDI Champions in the organisation to present their learning on an ED&I topic.
- Team meetings; ED&I is included in the agenda of all individual team meetings to allow space for learnings to be shared which are specific to the team's work.
- Annual data; One25 will review the annual data of all staff, volunteers and service users to identify gaps and create action plans relating to this gap.
- Any incidents of discrimination will be logged and actions reviewed to ensure an appropriate response has been made by the organisation and learnings shared.

### **6. Delivery of Services**

One25 are committed to providing equal access in all our services. We also recognise the value of involving those who use the services in both their design and development.

We understand that we cannot guarantee a space to be psychologically 'safe' when it is shared by multiple people who bring their own experiences into it and that feeling safe can be defined differently. One25 will aim to create safer spaces shaped by the needs of service users.

One25 will:

#### **Access & Environment**

- One25 will provide equal access to services without discrimination based on any protected characteristics.
- Our commitment as an inclusive organisation will be visible in our spaces where we deliver services.
- We understand that almost all women we support are victims of domestic and sexual violence. We recognise the impact this may have on their identity as a woman. We also recognise that trans women are four times more likely to be victims of sexual violence than cis women. We will provide equal access for all who identify as a woman. We will be agile in assessing needs and risks through our Service Risk Assessments, and dynamic in our use of communal and private spaces to ensure the needs of all individuals are met.
- Provide a welcoming, supportive, and accessible environment within One25-owned premises and any spaces run by One25.

- Meet women where they are; we will offer a mobile and dynamic service within the community to overcome any challenges faced in coming into One25.
- Use appropriate language without jargon.
- Ensure services are open when women are best able to attend.
- Consistently review what barriers may be stopping women from attending.

### **Communication & Consultation**

- Visibly communicate our commitment as an inclusive organisation in our spaces where we deliver services.
- Provide accessible and understandable communications relating to services.
- Use different communication methods so women can contact us.
- Prioritise partnership working to offer support to access other services to meet needs.
- Provide access to phones or data in the short term to support engagement and address digital exclusion.
- Create a range of ways for women to provide feedback, either through forums, groups, or surveys.
- Consult with One25's lived experience consultancy group.

### **Trauma**

Experiences of trauma and adversity can have a profound and wide-reaching impact on the lives of individuals, families and communities. These experiences can influence people's interactions and how they interpret the world and their surroundings. Trauma informed approaches acknowledge the prevalence of trauma in society, recognise the signs and symptoms of trauma and resist re-traumatising people. <sup>1</sup>

At One25, being trauma-informed means being mindful that traumatic life experiences can influence the way someone reacts to situations, particularly situations they perceive to be threatening (regardless of whether a threat is present or not).

Where a woman may be a victim of abuse or harassment, we will provide direct support to the individual and follow our internal incident and safeguarding procedures. In any such incident, we will ensure that the individual's voice is at the heart of any action taken.

Our staff are / will be supported to challenge prejudicial and discriminatory behaviour. As part of our trauma-informed work, this may include sensitively supporting a woman to explore the assumptions beneath any prejudices or beliefs she may hold. We are committed to supporting learning, but this will equally be balanced with the experience of others who may be impacted by such behaviours. We will refer to our Service User Code of Conduct to manage repeated incidents.

## **7. Legislation**

- Equality Act 2010 <https://www.gov.uk/guidance/equality-act-2010-guidance>
- Human Rights Act 1998 <https://www.legislation.gov.uk/ukpga/1998/42/contents>

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<sup>1</sup> Bristol, North Somerset & South Gloucestershire Trauma-Informed Practice Framework

## 8. Legal Definitions

<b>Definition/Language</b>	<b>Definition</b>	<b>Example of</b>
<i>Direct discrimination</i>	<i>Treated differently than others in the same circumstances on grounds of protected characteristics.</i>	<i>A job advert stating that only those with English as a first language may apply.</i>
<i>Indirect discrimination</i>	<i>Applying a conditional requirement which adversely affects one particular group without justification.</i>	<i>A line manager who only offers overtime to full time members of staff.</i>
<i>Victimisation</i>	<i>Treating someone differently because they have or may make a complaint, support someone else in making a complaint or make an allegation.</i>	<i>A service user complains about a member of staff and is subsequently denied a service.</i>
<i>Harassment / bullying</i>  <i>Harassment by a third party</i>	<i>Behaviour that makes someone feel intimidated or offended. This is unlawful under the Equality Act 2010.</i>  <i>Employees can complain about behaviour they find offensive even if it is not directed at them.</i>  <i>This can happen in the workplace when someone other than the employer harasses the employee e.g., service users, contractors, suppliers.</i>	<i>Persistent, unwanted behaviour which a person/group finds intimidating / upsetting / embarrassing / humiliating or offensive.</i>
<i>Associative Discrimination</i>	<i>This is discrimination against someone because they are associated with another person with a protected characteristic</i>	<i>An employee is treated differently by an employer because they attended a Pride event, even though the employer is aware that they do not identify as LGBTQ+.</i>
<i>Discrimination by perception</i>	<i>This is direct discrimination against someone because others think that they possess a particular characteristic. They do not necessarily have to possess the characteristic, just be perceived to.</i>	<i>Refusing to hire someone with an Arabic name because you wrongly assume they're Muslim.</i>

<b>Definition/Language</b>	<b>Definition</b>	<b>Example of</b>
<i>Positive Action</i>	<i>Lawful and voluntary actions taken by an organisation to address an imbalance or disadvantage that individuals with protected characteristics may face.</i>	<i>Providing mentoring for a particular group to increase representation at senior levels.</i>
<i>Positive discrimination</i>	<i>An employer favours a person from a particular under-represented group because they have a particular characteristic. Positive discrimination is not lawful under the Equality Act 2010.</i>	<i>Two candidates apply for a role. One applicant is disabled and is given the role to increase representation in the workplace.</i>
<i>Genuine occupational qualification</i>	<i>A legal sanction in the UK that allows discrimination on the ground of a protected characteristic because of an essential requirement of the particular job.</i>	<i>One25 can recruit women to work with vulnerable women.</i>
<b>Reasonable Adjustments</b>	<i>Reasonable adjustments are changes an employer makes to remove or reduce a disadvantage related to someone's disability. These must be made by law and can include making changes to a workplace or changing someone's working arrangements.</i>	<i>Adjustments made to working hours to avoid travel during rush hour if this is identified as problematic.</i>

#### Further definitions relating to Inclusion

<b>Micro Aggressions</b>	<i>A comment or action that negatively targets members of a marginalised group. This can be direct, but this can also be unconscious or subtle.</i>	<i>Mispronouncing someone's name, complimenting someone on their excellent use of English, omitting someone's academic title. Can also be described as 'othering'.</i>
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<b>Privilege</b>	<i>Refers to an advantage or right possessed by an individual or group. This is unearned and comes at the expense of marginalised groups.</i>	<i>White privilege - refers to advantages a white person has because of their race, as there is racial inequality in society. E.g. When you walk around a shop you are not followed by a security guard.</i>
<b>White Saviour</b>	<i>Description of a white person who is depicted as liberating, rescuing or uplifting non-white people</i>	<i>A workplace example may include Black women feeling overprotected by colleagues. This could also show up where a manager second-guesses the contributions of a Black employee because of the belief that they know better.</i>
<b>Allies</b>	<i>Someone who is not a member of a marginalised group but wants to support and take action to help others in that group. Someone who accepts the privilege of majority groups and use this to break down systems which keep others from the same opportunities.</i>	<i>A heterosexual staff member attends a LGBTQ+ networking event to better understand their experience.</i>
<b>Social Construct</b>	<i>An idea that has been created and accepted by the people in a society.</i>	<i>Men and women act differently based on constructed gender roles</i>
<b>Systemic discrimination</b>	<i>A pattern of behaviour, policies or practices that are part of the structures or an organisation which perpetuates disadvantage.</i>	<i>The addition of recruiting those only with a specified education level which is not a requirement for the role.</i>

<b>Social model of disability</b>	<i>The social model of disability is an important way of perceiving inequality because it views disability as stemming from communities, services and spaces that are not accessible or inclusive. In the social model of disability, it is society that places limits on a person, not their impairment. Whereas the Medical Model of disability views disability as stemming from a person's impairment or difference.</i>	<i>A wheelchair user wants to get into a building with a step at the entrance. Under a social model solution, a ramp would be added to the entrance so that the wheelchair user is free to go into the building immediately.</i>
<b>Intersectional / intersectionality</b>	<i>The ways in which the mix of identities people have combine to create different experiences of discrimination and privilege.</i>	<i>For example: a Black woman may experience misogyny differently to a white woman, and racism differently to a Black man. An LGBT person of faith may experience homophobia differently to an LGBT person who is not part of a religious community.</i>
<b>Lived experience</b>	<i>Direct or first-hand involvement or knowledge of an event or an experience. Have an understanding or perspective that those without lived experience will not have.</i>	<i>A victim-survivor of domestic abuse will have a different perspective of that abuse than a support worker who has not.</i>