Equality & Diversity Policy

Neuro-Inclusive Hospitality CIC

26 May 2026

Document Owner: *Josh Biggins*

Next Review: May 2027

Statement of intent

Why this policy matters here

Neuro-Inclusive Hospitality CIC exists because the hospitality industry has, for too long, treated neurological differences as a problem to be managed rather than a perspective to be welcomed.

Living up to our own mission means holding ourselves to a higher standard than the law alone requires.

This policy sets that standard and explains how we apply it in everything we do.

NIH is committed to equality, diversity, and inclusion across all our activities, the training and consultancy we deliver, the people we recruit and contract, the partners we work with, and the participants we serve. We do not tolerate unlawful discrimination, harassment, or victimisation in any form.

Scope

This policy applies to:

- the Director and any future employees of NIH;
- associate trainers, consultants, contractors, and volunteers acting on our behalf;
- participants in our training, e-learning, and events;
- client organisations, partners, suppliers, and visitors;
- anyone applying to work with or be served by us.

Legal framework

This policy reflects our duties under:

- the Equality Act 2010 (including the prohibition on direct discrimination, indirect discrimination, harassment, victimisation, and the duty to make reasonable adjustments);
- the Equality Act 2010 (Specific Duties and Public Authorities) Regulations 2017, insofar as our work intersects with public sector clients;
- the Human Rights Act 1998;
- the UK General Data Protection Regulation and Data Protection Act 2018, in respect of equality monitoring data.

Protected characteristics

We commit to non-discrimination based on any of the protected characteristics listed in the Equality Act 2010:

- age;
- disability (including neurodivergence, mental health conditions, and chronic illness);
- gender reassignment;
- marriage and civil partnership;

- pregnancy and maternity;
- race;
- religion or belief;
- sex;
- sexual orientation.

We also commit, as a matter of our own standard, not to discriminate based on socio-economic background, care experience, or refugee/asylum-seeker status.

Our specific commitment to neuroinclusion

Because neuroinclusion is our mission, we hold ourselves accountable to a more specific set of practices:

- We design training around the needs of neurodivergent participants by default — not as an afterthought.
- We do not require disclosure of a diagnosis or formal identification for someone to access an adjustment.
- We never use language that pathologies neurodivergence (“sufferer”, “normal”, “deficit”) in our materials or marketing.
- Lived experience is recognised as a form of expertise alongside academic and professional qualifications.
- We pay neurodivergent contributors for their input, including in research, design, and co-creation.

Reasonable adjustments — in training delivery

We offer the following as standard, without requiring participants to ask:

- Pre-session: a clear agenda, expected break times, content warnings where relevant, and a description of the room or platform.
- During the session: built-in breaks, the option to keep cameras off online or to step out in person, written and visual supports, and the option to contribute to writing rather than speaking aloud.
- Sensory environment: lower lighting where possible, no flashing or strobe content, ventilation, and a quiet space at in-person venues wherever practicable.
- Materials: provided in accessible formats (dyslexia-friendly fonts, high contrast, captioned video, transcripts) and available in advance.

Beyond this baseline, we will arrange any further reasonable adjustment a participant or staff member asks for, where it is practicable and lawful.

Recruitment, engagement and procurement

- Job and associate adverts will set out only the genuine requirements of the role.
- We use structured, criterion-based assessment to reduce bias.

- Application processes are designed for accessibility: clear instructions, no time-pressure traps, the option to submit by alternative formats.
- Where we contract with suppliers, we ask about their own equality and accessibility practices and prefer those whose values align with ours.

Materials and accessibility

Our digital products and printed materials are built to meet, as a minimum, WCAG 2.2 AA. Where a section of content cannot meet that standard (for example, certain interactive demonstrations), we provide an equivalent accessible alternative.

Discrimination, harassment, and victimisation

Any form of unlawful discrimination, harassment, or victimisation is unacceptable and will be addressed under our Complaints Procedure and, where the alleged perpetrator is engaged by NIH, under the relevant disciplinary process.

Harassment includes unwanted conduct related to a protected characteristic that has the purpose or effect of violating someone's dignity, or creating an intimidating, hostile, degrading, humiliating, or offensive environment. It is judged from the perspective of the person on the receiving end.

Reporting concerns

Anyone can raise an equality or inclusion concern by contacting Josh Biggins at joshbiggins@nihcic.com or by following our Complaints Procedure. We will respond to concerns proportionately, confidentially, and without retaliation.

Equality monitoring

We may invite participants, applicants, and associates to share equality monitoring information on a strictly voluntary, anonymous, and separable basis. Monitoring data is used only in aggregate to identify patterns and inform improvement, and is held in line with our GDPR Policy.

Roles and responsibilities

- **The Director** owns this policy, monitors equality data, and reports annually on outcomes.
- **Associate trainers and contractors** follow this policy in the delivery of any NIH session or piece of work.
- **Participants and client organisations** are expected to treat each other in line with this policy during any NIH-facilitated activity.

Training and awareness

Everyone engaged by NIH receives induction on this policy on engagement and refresher training at least every two years. Our associate trainers, given their direct contact with participants, complete an additional inclusive-practice review annually.

Review

This policy is reviewed annually, and sooner if the law, our services, or our scale materially change. Next review: 26 May 2027.

Authorisation

Name	Josh Biggins
Role	Director, Neuro-Inclusive Hospitality CIC
Signature	Josh Biggins
Date	30.06.2026