ASH CABS DUNFERMLINE

EQUALITY, DIVERSITY AND INCLUSION POLICY

Policy Effective Date: 1 October 2026

Next Review Date: 1 October 2027

Policy Owner: Management – ASH Cabs Dunfermline

Applies To: Management, employees, drivers, contractors and anyone representing ASH Cabs Dunfermline.

1. Policy Statement

ASH Cabs Dunfermline is committed to providing a fair, inclusive, respectful and professional service to all customers, employees and members of the public.

We believe that everyone should be treated with dignity, fairness and respect, regardless of their personal background, identity, circumstances or individual needs.

We do not tolerate discrimination, harassment, bullying, victimisation or unfair treatment in any part of our business.

This policy sets out our commitment to equality, diversity and inclusion and explains the standards expected from everyone working with or representing ASH Cabs Dunfermline.

2. Legal Framework

ASH Cabs Dunfermline aims to operate in accordance with applicable equality and anti-discrimination legislation, including:

- Equality Act 2010.
- Equality Act 2010 provisions relating to disabled passengers using taxis and private hire vehicles.
- Taxis and Private Hire Vehicles (Disabled Persons) Act 2022.
- Relevant Scottish taxi and private hire car licensing requirements.

3. Protected Characteristics

Under the Equality Act 2010, discrimination relating to the following nine protected characteristics is prohibited:

- Age.
- Disability.
- Gender reassignment.
- Marriage and civil partnership.
- Pregnancy and maternity.
- Race, including colour, nationality and ethnic or national origins.
- Religion or belief.
- Sex.
- Sexual orientation.
- ASH Cabs Dunfermline will not discriminate against customers, employees or applicants on any of these grounds.

4. Equality and Fair Treatment of Customers

All customers will be treated fairly, politely and professionally.

ASH Cabs Dunfermline is committed to:

- Providing the same standard of customer service to everyone.
- Treating all passengers with dignity and respect.
- Not refusing bookings or providing an inferior service because of a customer's protected characteristic.
- Ensuring customers are not subjected to inappropriate comments, harassment or discriminatory behaviour.
- Respecting different cultural, religious and personal backgrounds.
- Taking reasonable steps to accommodate individual customer requirements.
- Maintaining a safe, welcoming and comfortable environment for passengers.
- No customer should feel uncomfortable, intimidated or unwelcome when using our services.

5. Disability and Accessibility

ASH Cabs Dunfermline recognises the importance of making taxi and private hire services accessible to disabled passengers.

We will take reasonable steps, within the capabilities of our vehicles and services, to accommodate passengers with disabilities.

Our commitments include:

- Treating disabled passengers with the same dignity and respect as other customers.
- Asking passengers whether they require assistance rather than making assumptions about their disability.
- Providing reasonable assistance when appropriate and required by law.
- Considering requests relating to mobility aids, wheelchairs, additional luggage and accessibility.
- Making reasonable efforts to accommodate passengers with visual, hearing, physical or other disabilities.
- Providing clear information about vehicle suitability and accessibility when requested.
- Where a particular vehicle cannot safely accommodate a passenger's mobility equipment or accessibility requirements, we will explain the limitation and, where reasonably possible, consider an alternative suitable vehicle or arrangement.

Wheelchair Users and Mobility Assistance

Drivers must comply with their applicable legal duties under the Equality Act 2010.

Where applicable, these duties include carrying disabled passengers, transporting wheelchairs and mobility aids, providing reasonable mobility assistance and ensuring passengers travel safely and comfortably.

Drivers must not impose additional charges for carrying out assistance required by the Equality Act.

Assistance Dogs

ASH Cabs Dunfermline recognises the legal rights of passengers travelling with assistance dogs.

Drivers must comply with applicable legal requirements concerning the carriage of assistance dogs.

Passengers must not be charged an additional fee for travelling with an assistance dog where the statutory duties apply.

Any legally recognised exemption must be supported by the appropriate exemption certificate.

6. Equality, Diversity and Employment

ASH Cabs Dunfermline is committed to fair treatment in recruitment, employment and working arrangements.

Employment and recruitment decisions will be based on relevant qualifications, experience, skills, conduct and suitability for the role.

We will not tolerate discrimination against employees, drivers or job applicants because of their protected characteristics.

We aim to:

- Provide fair recruitment opportunities.
- Treat all workers consistently and respectfully.
- Promote a working environment free from bullying and harassment.
- Consider reasonable adjustments for disabled workers where required.
- Provide equal opportunities for training and development.
- Address complaints of discrimination fairly and promptly.

7. Respect for Religious and Cultural Diversity

We recognise that our customers and workforce may come from different cultural, religious and social backgrounds.

All individuals must be treated respectfully, regardless of their religion, beliefs, customs, language or cultural background.

Drivers and employees must not make offensive remarks, jokes or comments about another person's religion, nationality, ethnicity or cultural practices.

Where reasonably possible, we will consider individual religious or cultural requirements when arranging services and working arrangements.

8. Bullying, Harassment and Victimisation

ASH Cabs Dunfermline has a zero-tolerance approach to bullying, harassment and victimisation.

Examples of unacceptable behaviour include:

- Racist, sexist or discriminatory comments.
- Offensive jokes or inappropriate language.
- Unwanted physical contact or intimidation.
- Harassment relating to religion, disability, age or sexual orientation.
- Deliberately treating someone unfairly because they have raised a complaint.
- Disrespectful or threatening behaviour towards customers or colleagues.
- Any such conduct may result in disciplinary action or other appropriate action, including removal from company duties or termination of working arrangements where justified.

9. Responsibilities of Drivers and Employees

Everyone working for or representing ASH Cabs Dunfermline has a responsibility to uphold this policy.

Drivers and employees must:

- Treat every customer with courtesy and respect.
- Provide a professional and non-discriminatory service.
- Respect customer privacy, dignity and personal circumstances.

- Avoid discriminatory language, comments or behaviour.
- Follow relevant disability and accessibility requirements.
- Report incidents of discrimination, harassment or unfair treatment.
- Cooperate with any investigation into an equality-related complaint.
- Drivers are expected to maintain professional standards throughout every journey and customer interaction.

10. Complaints and Reporting

ASH Cabs Dunfermline encourages customers, employees and members of the public to report any concerns relating to discrimination, harassment or unfair treatment.

All complaints will be taken seriously and handled sensitively.

Where a complaint is received, the company will:

- Record the details of the complaint.
- Acknowledge and review the concerns raised.
- Make reasonable enquiries and investigate where appropriate.
- Give relevant individuals an opportunity to explain their position.
- Take appropriate corrective or disciplinary action where necessary.
- Keep relevant parties informed of the outcome, subject to confidentiality requirements.
- No individual should be victimised for raising a genuine concern or making a complaint in good faith.

11. Training and Awareness

ASH Cabs Dunfermline will promote awareness of equality, diversity and inclusion among drivers and employees.

Where appropriate, guidance or training will be provided to help individuals understand:

- Their responsibilities under equality legislation.
- Appropriate customer service standards.
- Disability awareness and accessibility.
- Respectful communication.
- The prevention of discrimination, bullying and harassment.

12. Monitoring and Policy Review

ASH Cabs Dunfermline will periodically review its practices to ensure that equality, diversity and inclusion remain part of its day-to-day operations.

This policy will be reviewed annually or sooner if there are significant changes to relevant legislation, licensing requirements or company procedures.

Any necessary amendments will be communicated to relevant employees and drivers.

13. Management Commitment

ASH Cabs Dunfermline is committed to maintaining a business environment where everyone is treated fairly, respectfully and without discrimination.

We recognise that equality, diversity and inclusion are essential to providing a professional, reliable and customer-focused taxi service.

All drivers, employees and representatives are expected to support and follow the principles set out in this policy.

Approved By: Management, ASH Cabs Dunfermline

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