



## **Diversity and Inclusion Policy**

*ADR Point is an official provider of dispute resolution services as well as training, assessment and certification services. Its presence spreads in three continents and in most European countries. ADR Point is associated with international partners, resolution centres and ADR providers around the world and constitutes the biggest private centre of online dispute resolution in Greece and one of the first in Europe. It is an ADR notified entity to the European Commission.*

### **ADR Point - Staff**

ADR Point focuses on consolidating specific and appropriate duties in respect of implementing equal opportunities and diversity policy into job descriptions and work targets of all staff.

ADR Point provides equality guidance as appropriate to our staff.

### **ADR Point – Product Development**

ADR Point will ensure that there are no features that could disadvantage any groups of learners who share a particular characteristic or barriers to entry other than those directly related to the purpose of the ADR Point products or services. The nature of any such features or barriers will be stated, and the need for any such barrier will be justified by explaining the reasons requiring it according to the particular purpose of the ADR Point product.

### **ADR Point - Centres**

In line with the protected characteristics, ADR Point expects its centres, virtual or physical, to enable learners to have equal access to training and assessment irrespective of their age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation. Assessment must be undertaken similarly without discrimination.

Centres are required to ensure that such discrimination does not occur either directly, indirectly or as a result of pressure from other bodies. This requirement applies to all satellite centres and/or associated venues and there should be arrangements in place to monitor its application and effectiveness.

If specialized equipment or personnel is required for a candidate, ADR point will communicate that to the said candidate and discuss feasible solutions. In the absence of a feasible solution, ADR point will provide a letter justifying its response.

Where complaints relating to issues of inequality cannot be satisfactorily resolved by the centre, learners must be made aware of their right to appeal to ADR Point via the arrangements outlined in our Complaints & Appeals Policy.



## **ADR Point - Commitment to Diversity, Inclusion and Equity**

### *Diversity*

Diversity is the presence of difference within a given setting. In this case the workplace is the setting, and the differences refer typically to identity like race and gender, and sometimes ethnicity, religion, nationality or sexual orientation. A person isn't just diverse. A person is unique. They can bring diversity to a group though. We are not looking for a "diverse candidate". Diversity is about a collective or a group and we are committed to having a diverse group.

### *Inclusion*

Inclusion has to do with people with different identities feeling and/or being valued, leveraged and welcomed within a given setting (whether that's a team, workplace or industry). Inclusion isn't a natural consequence of diversity. You can have a diverse team of talent, but that doesn't mean they feel welcomed or valued or are given opportunities to grow. We are committed to achieving the latter.

### *Equity*

Equity is an approach that ensures everyone has access to the same opportunities. Equity recognizes that we don't all start from the same place because advantages and barriers exist. It's a process that acknowledges uneven starting places and seeks to correct the imbalance. Diversity and inclusion are both outcomes. Equity is not. It refers to the process an organization engages in to ensure that people with marginalized identities have the opportunity to grow, contribute and develop. We make sure our processes ensure that.