

## UPPAL TAYLOR SOLICITORS

### EQUALITY AND DIVERSITY POLICY

Solicitors and their staff must avoid discrimination in all of their professional dealings with clients, staff, partners and third parties and, in doing so, must ensure that;

- Notwithstanding, the freedom to accept or reject instructions from any particular client, ensure the decision is not based on the client's or potential client's sex, race, religion, sexual orientation or disability.
- Terms and conditions of business are not in any way directly or indirectly discriminatory against the client and potential client on the basis of sex, race, religion, sexual orientation or disability.
- Language or terminology is not offensive to the client.
- Terms and conditions of business make it clear that when instructing third parties, such as barristers or experts, the sex, race, religion, sexual orientation or disability of the third party will not be taken into account and, if the client insists that the solicitors do so, they will cease acting for the client forthwith.
- Reasonable steps will be taken to ascertain how to best communicate with the client rather than making assumptions based on matters such as the client's ethnic origin or disability.
- Terms and conditions of business are able to be read by the client, for example, in the case of a blind or partially blind client, ensure that the terms of conditions are explained in full and understood by the client over the telephone or in person, the provision of the terms of business in large text should also be available if considered necessary.
- Ascertain, when taking instructions, whether the client has any needs in relation to their ability to receive instructions, advice and services from a solicitor, and make such reasonable adjustments at the appropriate time to facilitate this and advise the client of the availability of those adjustments.
- Make it clear to the client for whom a reasonable adjustment has been, or needs to be made, that the costs of that reasonable adjustment will be borne by the practice and not passed on to the client as a disbursement.