



THE LIVEWELL SYNDICATE · POLICY

Equality, diversity *and inclusion.*

How we make sure everyone who uses or works in our service is treated fairly, with dignity, and with respect for their rights.

The Livewell Syndicate Ltd

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TYPE	REF	VERSION	DATE	REVIEW
Policy	CO-02	5.1	03/10/2026	30/09/2027

Knowledge gives you control over your health.

Controlled document

Document control.

ITEM	DETAIL
Policy code	CO-02
Policy title	Equality, diversity, inclusion and human rights policy.
Purpose	Sets out how The Livewell Syndicate prevents discrimination, makes reasonable adjustments and treats every client, visitor, applicant and member of staff with dignity and respect.
Applies to	All staff of The Livewell Syndicate, and anyone acting on its behalf, and all clients, prospective clients and visitors.
Policy lead	Cynferth J. Turrian, Executive Director and Clinic Manager.
Authorised by	Cynferth J. Turrian, Executive Director and Clinic Manager. Date: 03/10/2026
Approved by	Daniel Snow, Managing Director. Date: 03/10/2026
Version	5.1
Date issued	3 October 2026
Next review	30 September 2027, or sooner if practice, law or circumstances change. Review carried out by Cynferth J. Turrian.
Law and guidance checked	3 October 2026

Amendment record

DATE	SUMMARY
3 October 2026	Version 5.1, issued 3 October 2026.

Related documents: CC-01 Accessible Information and Communication Policy; CC-15 Dignity and Respect Policy; HR-11 Gender Identity and Transgender Support Policy; CG-03 Complaints, Compliments and Feedback Policy; CC-03 Consent to Care and Treatment Policy.

Policy statement.

1. The Livewell Syndicate does not treat anyone less favourably because of any of the nine protected characteristics in the Equality Act 2010: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.
2. This covers direct and indirect discrimination, discrimination arising from disability, failure to make reasonable adjustments, harassment and victimisation. It applies to clients, visitors, job applicants, staff and partners acting on The Livewell Syndicate's behalf.
3. Everyone is treated with dignity and respect, and as an individual. The Livewell Syndicate respects the rights set out in the Human Rights Act 1998, including the right to privacy and the right not to be treated in a degrading way.

Who the service is for.

4. The Livewell Syndicate tests adults aged 18 and over. This is lawful, because the ban on age discrimination in services protects adults only (Equality Act 2010, section 28).
5. Some tests are designed around male or female physiology, such as prostate specific antigen (PSA) or female hormone panels. Each product page says who a test is for, and anyone can ask whether a test is right for them.

Sex, gender identity and accurate results.

6. Many reference ranges depend on biological sex, and hormone therapy can change results. To report and interpret results correctly, The Livewell Syndicate asks for the client's sex and any relevant medication, including hormone therapy. Staff explain why they are asking. The information is recorded confidentially and shared only with the laboratory, the results platform and the Managing Director, who validates results.
7. Staff never make assumptions about anyone from their appearance, name or voice. Trans and nonbinary clients receive the same standard of care and respect as everyone else, and are addressed by the name and pronouns they give.

Access and reasonable adjustments.

8. The clinic is on the ground floor with step free access, and an accessible toilet is directly opposite the clinic room. Parking is free. There are no reserved or accessible bays. Clients who need to park close to the entrance are asked to tell us when they book, and staff help where they can.
9. The Livewell Syndicate makes reasonable adjustments so that disabled people can use the service on the same basis as everyone else. Examples include:
 - a longer or quieter appointment;
 - lying down on the couch for a blood draw, for clients who feel faint or are anxious about needles;
 - help to complete forms;
 - a telephone call instead of a video consultation, or the other way round;
 - information in large print or another format; and
 - a companion or a chaperone.
10. These are examples only. Clients are asked about their needs when they book, and staff respond to any reasonable request.

11. The website aims to meet the Web Content Accessibility Guidelines version 2.2, level AA. The Livewell Syndicate does not yet publish an accessibility statement and will review the need for one as it grows. Anyone who has difficulty using the website can contact us for the information in another format.

Accessible information and interpreters.

12. The Livewell Syndicate adopts the Accessible Information Standard as good practice, although as a private provider it is not bound by it. The detail is in the Accessible Information and Communication Policy (CC-01). Staff ask about communication needs, record them, flag them on the client's record, share them with partners only with consent, and meet them.
13. Where a client needs an interpreter, including a British Sign Language interpreter, The Livewell Syndicate arranges one, in person or remotely. Family members are not used as interpreters when results or other clinical matters are discussed.

Respecting individual needs.

14. Religious and cultural needs are respected. For example, tests that need fasting can be timed around religious fasting.
15. A request for a practitioner of a particular sex is met where possible. Where it cannot be met, staff say so honestly and offer an alternative, such as a home or workplace visit through the laboratory partner.

Staff and recruitment.

16. Recruitment is open and fair, and job applications ask only for what is relevant to the role. Reasonable adjustments are made for applicants and staff.
17. Staff have equal access to training and development.
18. Bullying, harassment and victimisation are not tolerated. The Livewell Syndicate takes reasonable steps to prevent sexual harassment of its staff, as section 40A of the Equality Act 2010 requires.
19. Staff raise concerns with the Clinic Manager, or with the Managing Director if the concern involves the Clinic Manager.

Unacceptable behaviour by clients or visitors.

20. Discriminatory, abusive or threatening behaviour towards staff or other clients is not tolerated. Staff may end an appointment if they feel unsafe. The incident is recorded.

Complaints, monitoring and review.

21. Anyone who feels they have been treated unfairly can complain under the Complaints, Compliments and Feedback Policy (CG-03) without being treated less favourably for doing so.
22. Adjustment requests, interpreter use and any equality complaints are reviewed at the quarterly governance review, to check that the service is accessible in practice.
23. This policy is reviewed every year.

Law and guidance.

Equality Act 2010, including sections 28 and 40A.

Equality and Human Rights Commission. (n.d.). Equality Act 2010 guidance. Retrieved from <https://www.equalityhumanrights.com/>

Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, Regulation 9 (person centred care) and Regulation 10 (dignity and respect).

Human Rights Act 1998.

NHS England. (2025). Accessible Information Standard (DAPB1605). Leeds: NHS England.

Worker Protection (Amendment of Equality Act 2010) Act 2023.