

Equality and Diversity Policy

Purpose

Thale Labs Ltd is committed to providing training and consultancy in a way that is fair, accessible and free from discrimination. This policy applies to our staff, our associates, and to every delegate and client organisation we work with.

Our commitment

We do not discriminate on the basis of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation. These are the protected characteristics set out in the Equality Act 2010, and we treat them as a minimum rather than a ceiling.

In our training

- We ask about access requirements before every engagement and make adjustments as needed, including materials in alternative formats, captioning for virtual delivery, and changes to pace or session length.
- Course materials are written in plain English and reviewed for language that excludes or stereotypes.
- Examples and scenarios used in training are chosen to reflect a range of people and circumstances.
- Venues for face to face delivery are checked for physical accessibility before they are confirmed.

In how we engage people

Associates are selected on competence and relevant experience alone. The same standards on competence, security and data protection apply to everyone who delivers on our behalf.

Raising a concern

Anyone who believes they have been treated unfairly in connection with our training or our business can raise it at unni@thalelabs.co.uk. We acknowledge within two working days, respond substantively within five working days, and record the outcome.

Review

This policy is reviewed at least annually, and immediately if legislation or guidance changes in a way that affects it.

Adopted 11 August 2026. Reviewed annually. Owner: Director, Thale Labs Ltd.

Thale Labs Ltd, 71-75 Shelton Street, Covent Garden, London WC2H 9JQ · thalelabs.co.uk · This policy is also published in full at thalelabs.co.uk/policies/