



## **EQUAL OPPORTUNITIES STATEMENT**

At The essentiagroup all of our advisors are trained to provide non-judgemental, consistent advice and support to callers regardless of age, race, religion, gender, disability or religious beliefs. It is our belief that services should be open to people from all walks of life.

Our advisors are aware of the Company's Equal Opportunities Policy and are provided with training, ongoing support and coaching to ensure that the principles of this policy are adhered to at all times. We recognise that the c.a.l.m. service is there to help people from varying backgrounds who have different needs, expectations, values and issues. We also recognise that certain groups in society do experience discrimination, therefore our advisors do not assume that a caller from a specific ethnic origin or group will suffer from any specific issue. Instead advisors are trained to listen to the needs of an individual caller and tailor responses whilst providing a consistent level of advice and support to all who access this service.

The essentiagroup is committed to Equal Opportunities and we actively review policies and practices annually to ensure that the Company's commitment is maintained and developed. Full details of our Equal Opportunities Policy are available on request by contacting [info@essentiagroup.com](mailto:info@essentiagroup.com).