Equality, Diversity and Inclusion Policy

GOAT Online Ltd treats everyone fairly and with respect, whether they work for us, with us, or use the websites we build.

Scope

This policy covers our directors, any future employees, contractors and freelancers, job applicants, clients and suppliers.

Our commitments

1. **No discrimination.** We will not discriminate on the grounds of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation, as set out in the Equality Act 2010.
2. **Fair recruitment.** When we hire staff or contractors, we advertise openly, use clear job descriptions, assess people on skills and experience, and make reasonable adjustments in the process.
3. **Fair employment.** Pay, training and opportunities are based on the role and the work, not personal characteristics. We pay at least the real Living Wage to anyone we employ.
4. **Harassment and bullying.** We do not tolerate harassment, bullying or victimisation, and will act promptly on any concern raised.
5. **Welsh language.** We welcome working in Welsh or English and offer bilingual websites to clients who need them.
6. **Accessible websites.** We build sites to meet WCAG 2.2 AA accessibility guidelines, so they can be used by people with disabilities.

Training

Everyone working for us reads this policy when they join. Directors and any staff complete a short equality and inclusion refresher at least once a year, and we record when it was done.

Raising a concern

Anyone can raise a concern with either director, in confidence. We will take it seriously, look into it promptly, and protect the person raising it from any negative treatment.

Responsibility and review

The directors are responsible for this policy. We review it every 12 months, or sooner if the law or our business changes.

Joe Bowen
Director, GOAT Online Ltd

James Bowen
Director, GOAT Online Ltd

Signed 20 October 2026. Next review by October 2027.