



TUC Cymru

Anti-racism in the workplace

a toolkit for union reps

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About TUC Cymru

We are the voice of Wales at work. We're creating a Wales where everyone has a voice through their union and an income they can build a life on. We believe that every worker has the right to be safe, valued and respected.

When workers act collectively, we have the power to create positive change in society. We bring workers together through 48 unions to fight for better jobs and a more equal and prosperous country.

As the largest democratic membership based civic body in Wales, we represent over 400,000 members of our 48 affiliated unions. Proudly part of the TUC and the wider international union movement, TUC Cymru is the devolved authority for unions in Wales. Our biennial Welsh Congress decides on Welsh union policy and elects the TUC Cymru General Council to oversee delivery through the TUC Cymru General Secretary and staff.



Trade unions have equality structures including formal equality committees and self-organised Black, Asian and Minority Ethnic members groups where members can share lived experiences, organise, and work towards anti-racism.

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Introduction

As trade unionists we share values of anti-racism, equity and social justice. It is important to us that we campaign and organise to make our workplaces and community spaces fairer for us all.

Our history informs our present.

Whilst many workplaces are taking positive steps to improve, some are not safe or equal places. Action is needed to build and deliver positive, inclusive change. Unions are key to delivering these changes through collective bargaining, negotiation, and organised action.

We're choosing to stand up against racism and hate wherever we find it. We're confident in our common values of respect and equality for all people in Wales.

We've developed this toolkit because we want workers to have support in moving towards anti-racism in work. This gives real life examples of actions, with detailed information for all workers, reps and union members.

We know how harmful racism is to people and to our communities. We've spoken to government, we've informed policies, we've made many changes and plans. Now is the time to act so that we can make genuine moves towards anti-racism.

We will work towards creating further resources, to help drill down into these actions and provide you with step-by-step guides on how to carry out these changes.

Instead of trying to look at these problems in isolation we want to turn workplaces into places which are actively anti-racist. Genuinely inclusive workplaces don't just acknowledge diversity, they actively embrace and honour workers' culture, experiences, beliefs, needs and preferences.

This toolkit sets out ways in which your workplace, in partnership with trade unions, can actively become an anti-racist place.

In the toolkit we'll cover why it's important to do this and give you real life practical examples of how this has been done in other workplaces already.

Shavanah Taj
General Secretary, TUC Cymru



Information

What this toolkit aims to achieve

As a trade union movement, we want to see anti-racist workplaces. This means taking active steps to achieve this. Systemic racism is already a part of workplace culture and so workplaces need to work to dismantle it. This toolkit highlights ways of doing this in partnership with unions, but there are things that we can all do in our personal journeys too.

Trade unions are at the forefront of making sure that workplaces deliver good quality, fair work for Black, Asian and Minority Ethnic workers.

This means safe workplaces, where:

- Voices of Black, Asian, and Minority Ethnic workers are respected, listened to, and acted upon
- Pay is fair, collectively bargained and rises in relation to inflation
- Terms and conditions are favourable to workers, don't discriminate disproportionately and don't rely on zero-hour or gig economy conditions
- Progression, development, and learning is factored into the worker experience so that all workers can develop their skills and grow within a workplace

- Workplaces are active in preventing racism, and in dealing with it quickly, effectively and through a trauma-led approach when it does happen.

In our efforts to champion the rights of all workers in a safe and respectful workplace, we must work to bring about and embed a cultural change that promotes a zero-tolerance approach to all forms of discrimination and abuse on race bases.

We do this whilst cultivating an environment that validates and empowers those that have experienced race discrimination to come forward and seek support.

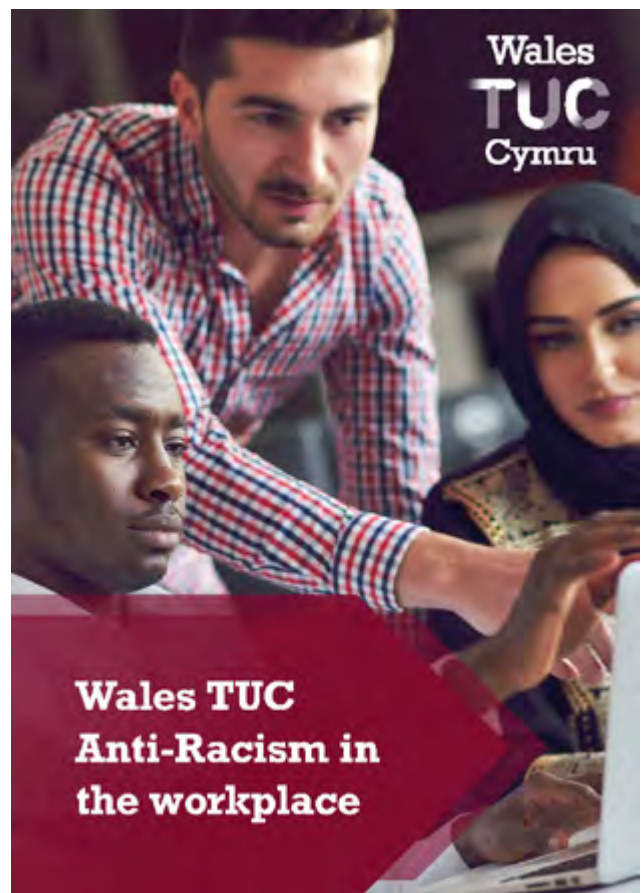
In this toolkit, you will find information and support to help you:

- Identify workplace race discrimination and offer effective support to those who experience it
- Understand the legalities around workplace race discrimination
- Navigate conversations and negotiations with employers on behalf of members who have experienced workplace race discrimination



- Hold employers to their legal responsibility to prevent race discrimination from happening in workplaces
- Campaign for a zero-tolerance approach to workplace race discrimination through various preventative measures

This toolkit is also supported by a 10-point plan, which is a shorter version of the practical steps that can be taken in the workplace. This plan is available online via the TUC Cymru website.



tuc.org.uk/research-analysis/reports/anti-racism-workplace-10-actions-workplace-reps_1

What is discrimination

Race discrimination is when you are treated unfairly because of your race, or because of the race of someone you are connected with, such as your partner. 'Race' includes colour, nationality, citizenship and ethnic or national origins.

The Equality Act 2010 says you must not be discriminated against because of your race. In the Equality Act, race can mean your colour, or your nationality (including your citizenship). It can also mean your ethnic or national origins, which may not be the same as your current nationality.

There are four main types of race discrimination which are 'prohibited conduct' under the Act:

Direct discrimination – This happens when someone treats you worse than another person in a similar situation because of your race. For example:

- If a letting agency would not let a flat to you because of your race, this would be direct race discrimination.

Indirect discrimination – This happens when an organisation has a particular policy or way of working that puts people of your racial group at a disadvantage. For example:

- A hairdresser refuses to employ stylists that cover their own hair; this would put any Muslim women or Sikh men who cover their hair at a disadvantage when applying for a position as a stylist.

Sometimes indirect race discrimination can be permitted if the organisation or employer is able to show that there is a good reason for the discrimination. This is known as objective justification. For example:

- A Somalian asylum seeker tries to open a bank account but the bank states that in order to be eligible you need to have been resident in the UK for 12 months and have a permanent address. The Somalian man is not able to open a bank account. The bank would need to prove that its policy was necessary for business reasons (such as to prevent fraud) and that there was no practical

Harassment – Harassment occurs when someone makes you feel humiliated, offended, or degraded. For example:

- A young British Asian man at work keeps being called a racist name by colleagues. His colleagues say it is just banter, but the employee is insulted and offended by it.

Harassment can never be justified. However, if an organisation or employer can show it did everything it could to prevent people who work for it from behaving like that, you would not be able to make a claim for harassment against it, although you could make a claim against the harasser.

Victimisation - This is when you are treated badly because you have made a complaint of race related discrimination under the Equality Act. It can also occur if you are supporting someone who has made a complaint of race related discrimination.

For example:

- The young man in the example above wants to make a formal complaint about his treatment. His manager threatens to sack him unless he drops the complaint.

Circumstances when being treated differently due to race is lawful:

A difference in treatment may be lawful in employment situations if:

- Belonging to a particular race is essential for the job. This is called

an occupational requirement₂. For example, an organisation wants to recruit a support worker for a domestic violence advice service for South Asian women.

The organisation can say that it only wants to employ someone with South Asian origins.

- An organisation is taking positive action₃ to encourage or develop people in a racial group that is under-represented or disadvantaged in a role or activity. For example, a broadcaster gets hardly any applicants for its graduate recruitment programme from Black Caribbean candidates. It sets up a work experience and mentoring programme for Black Caribbean students to encourage them into the industry.

Racist behaviour towards you, conducted by anybody at your place of work, is against the law.

Racist behaviour might include:

- being called racist names
- racial 'jokes' and 'banter', including offensive tweets, text messages, social media entries and screen savers
- being denied certain benefits
- being overlooked for promotion and/or training
- being bullied

Trade unions fighting for anti-racism

Unions have long been at the forefront of the campaign for equality, through the struggle for race equality. Many of the protections that are in place have been developed through trade unions working in partnership or campaigning for change.

Unions fought hard for legal protections for Black, Asian and Minority Ethnic workers. The Race Relations Act 1965 and further amendments to this legislation, and later the Equality Act 2010 were important milestones in the campaign for greater race equality.

We know that union reps already make a huge difference within the workplace.

Evidence shows that unionised workplaces are more likely to have better equal opportunity practices. Union reps have a huge impact in terms of promoting equality in the workplace and improving employers' policies and practices towards Black, Asian and Minority Ethnic workers. This is especially true where union reps have received training to help them represent members on equality and race issues.

The Equality Act:

The Equality Act 2010 is a law that is intended to protect workers from unfair treatment due to age, sex, race, and several other characteristics. This law can only protect workers if there are strong equal opportunities policies and practices within every organisation.





Language

When collectively discussing racism against a group of people, using terms or acronyms can be helpful in illustrating the collective experience of racism.

However, when in workplaces or services – respecting a person's expression of their personal identities in the way they choose is important.

In this document we take on board the feedback that Welsh Government received in their consultation on the Anti-Racism Action Plan, which was to use the term Black, Asian and Minority Ethnic people when referring to those groups most likely to encounter racism.

However, we also recognised that for Gypsy and Traveller people, Jewish people, Muslim people and others with different ethnic identities, there are concerns about how much this term includes their identities. We will strive to be as specific as possible.

What is 'the workplace'?

The concept of a workplace has gradually changed over the years. A workplace does not have to be an office or physical place, especially in the gig economy where we have seen an increase in mobile workers using cars, motorcycles and bicycles to deliver fast-food and groceries (Uber, Deliveroo and Just Eat).

We have also seen an increase in home working since the start of the Covid pandemic where even government workers were operating from their home. The workplace can now be any place where you are working. For example, you may be using your morning commute to answer emails or have been asked to attend an event on behalf of your employer.

Another example could be, working from home, using your personal mobile phone or computer but engaging in work activities. Or musicians, writers, performers and other freelance workers who may not have a set place of work.

Each of these are examples of workplaces and you should feel safe, protected and in a healthy environment. However, many employers are still catching up to the reality of their responsibilities towards workers when they are working outside of the traditional workplace.



Who is your employer?

If you are hired to work for someone, they have specific responsibilities towards you. This includes determining your employment status accurately for both tax and employment law purposes. These assessments must be done separately, as they do not always align.

The distinction between different employment statuses can be ambiguous. Some employers exploit this ambiguity and take advantage of job seekers by misclassifying them as self-employed when they are, in fact, employees (for tax purposes) or employees or workers (for employment law purposes). This practice is referred to as 'false self-employment', and this type of working is called the 'gig economy' or the 'platform economy'.

False self-employment allows employers to avoid operating pay as you earn (PAYE) and, consequently, avoid making tax and National Insurance (NIC) payments to His Majesty's Revenue & Customs (HMRC) on your behalf. In some situations, HMRC may require you to make the PAYE payments that should have been made by the employer if they determine you should have been classified as an employee.

However, according to HMRC guidelines, they should approach the employer first.

PAYE is designed to reduce the burden on workers of declaring their earnings to HMRC through the self-assessment system. Navigating the complex self-assessment system can easily lead to non-compliance, which can have long-term consequences. This is an important consideration for those in false self-employment.

If you are misclassified as self-employed for tax purposes, you may also be misclassified for employment law purposes, potentially missing out on certain rights. Additionally, you might be in a vulnerable position, working for a business that lacks employer liability insurance, among other protections.

Be cautious if:

- You are offered work with the option to choose between being an employee or self-employed
- A prospective employer informs you that you are self-employed
- Rather than being employed by a person or company you are allocated pieces of work by a computer programme

It's crucial to understand your employment status before starting work. If something seems amiss, consider checking with your union, challenging the employer or contacting HMRC.

Today, more and more people work in the platform or gig economy. But migrant workers and ethnic minority workers are more likely to be working in this way.

Many delivery companies and taxi firms operate on this model, but this way of operating is expanding to social care, hairdressing and other areas.

Unions are taking steps to organise in these sectors and to pressure governments and courts to ensure workers can access their rights.



What is a worker?

The role of a 'worker' is a protected role, and a person is generally classed as a 'worker' if:

- they have a contract or other arrangement to do work or services personally for a reward₄ (a contract can be written or unwritten)
- their reward is for money or a benefit in kind, for example the promise of a contract or future work
- they only have a limited right to send someone else to do the work (subcontract)
- their employer has to have work for them to do as long as the contract or arrangement lasts
- they are not doing the work as part of their own limited company in an arrangement where the 'employer' is actually a customer or client

Employment rights

The Government website states that workers are entitled to certain employment rights, including:

- getting the National Minimum Wage₅
- protection against unlawful deductions from wages
- the statutory minimum level of paid holiday₆
- the statutory minimum length of rest breaks
- to work no more than 48 hours on average per week₇, or to opt out of this right if they choose
- protection against unlawful discrimination₈
- protection for 'whistleblowers' who report wrongdoing in the workplace₉
- not to be treated less favourably if they work part-time

Workers may also be entitled to:

- Statutory Sick Pay₁₀
- Statutory Maternity Pay₁₁
- Statutory Paternity Pay₁₂
- Statutory Adoption Pay₁₃
- Shared Parental Pay₁₄

Unions leading on anti-racism

Trade unions in the UK have played a significant role in leading anti-racism efforts through various initiatives and actions.

Black, Asian and Minority Ethnic workers are more likely to be union members than their white counterparts as a protection mechanism, and many trade unions now have their own groups, forums or committees for Black, Asian and Minority Ethnic members. These have been created by grassroots members to create space to discuss issues and find ways of campaigning and changing practices.

We must also recognise that every trade union has its own challenges when addressing racial equality and justice – from the diversity of recruitment, organising, sector demographics and the priorities placed by their executives. However, it's crucial to move forward on this issue and it needs to be a carefully considered part of trade unions' work.

Trade unions must continue to recruit Black, Asian and Minority Ethnic members and continue to keep addressing racism at work. This must be at the core of their work. This will grow our movement and make it diverse and truly representative of the working class of modern-day Britain.

“The TUC Cymru Black Activist Development Programme has reignited an enthusiasm to fight injustices and be a voice in the spaces needed to make change.”

Rianna Powell 2023 Black Activist Development Programme



Being anti-racist

Anti-racism, in a workplace context, is when systems, policies and procedures are put in place to counter racial prejudice, systematic racism, and the oppression of specific racial groups.

However, there remain many barriers facing Black, Asian and Minority Ethnic people and there is much more that needs to be done both within and outside the workplace for race equality to be achieved and to challenge prejudices and myths.

Sir William Macpherson's definition of institutional racism

"The collective failure of an organisation to provide an appropriate and professional service to people because of their colour, culture or ethnic origin. It can be seen or detected in processes, attitudes and behaviour which amount to discrimination through unwitting prejudice, ignorance, thoughtlessness and racial stereotyping."

Stephen Lawrence Inquiry, 1999

It is important to understand that unions are also subject to the law: the Equality Act places obligations on unions as "trade associations." This means unions must ensure they do not discriminate against a member or applicant, on grounds of race in the provision of access to training or events, publications, level of representation, benefits, meetings and election procedures.

Unions also sometimes work with organisations who promote diversity for

Black, Asian and Minority Ethnic people, and trade unionists may benefit from their expertise. Many unions find that making these links can be very helpful in breaking down barriers and building links in local communities.

It can also help in raising awareness among non-members of the benefits of joining a union and the support unions can provide.

“It is vitally important that the trade union movement represents every section of the workforce and the community. Unions like mine are proud of the diversity of our membership, which enriches and strengthens us as the voice of working people. We must remain committed to encouraging

and supporting members of Black, Asian and Minority Ethnic heritage to take leading positions in our workplaces and democratic structures, so that our unions can be as representative and effective as possible.”

Mark Serwotka – Former General Secretary PCS





Recruitment

- Bias in recruitment processes leading to underrepresentation in the workplace, particularly in senior roles

Lack of Representation

- In workplaces, trade unions and leadership positions
- Fewer mentorship opportunities with mentors who understand the unique challenges faced by Black, Asian and Minority Ethnic workers



What barriers exist at work?

Discrimination and bias



- Pay gaps
- Lower-paid, less secure jobs often in sectors with poor working conditions
- Lack of opportunity to progress
- Stereotyping
- Microaggressions

Workplace Policies



- Inadequate Anti-discrimination policies that are poorly enforced and fail to protect Black, Asian and Minority Ethnic employees effectively.
- Insufficient or unclear mechanisms for reporting and addressing discrimination and harassment.

Workplace data



- People do not always trust their employers with their data; this means that finding out about a culture of racism in the workplace can be difficult.
- Anti-racism work still needs to be done even if data does not show a problem.

Lack of recognition of Religious and Cultural Practices



- Inadequate recognition of diverse religious and cultural practices creating a less inclusive environment.
- Time off to visit family abroad.
- Black, Asian and Minority Ethnic workers may feel pressure to conform to the dominant workplace culture.

How racism impacts on your performance/ mental health

Experiencing racism can make you more likely to develop mental health problems. It can also lead to internalised racism and internalised colourism¹⁵, and racial trauma¹⁶.

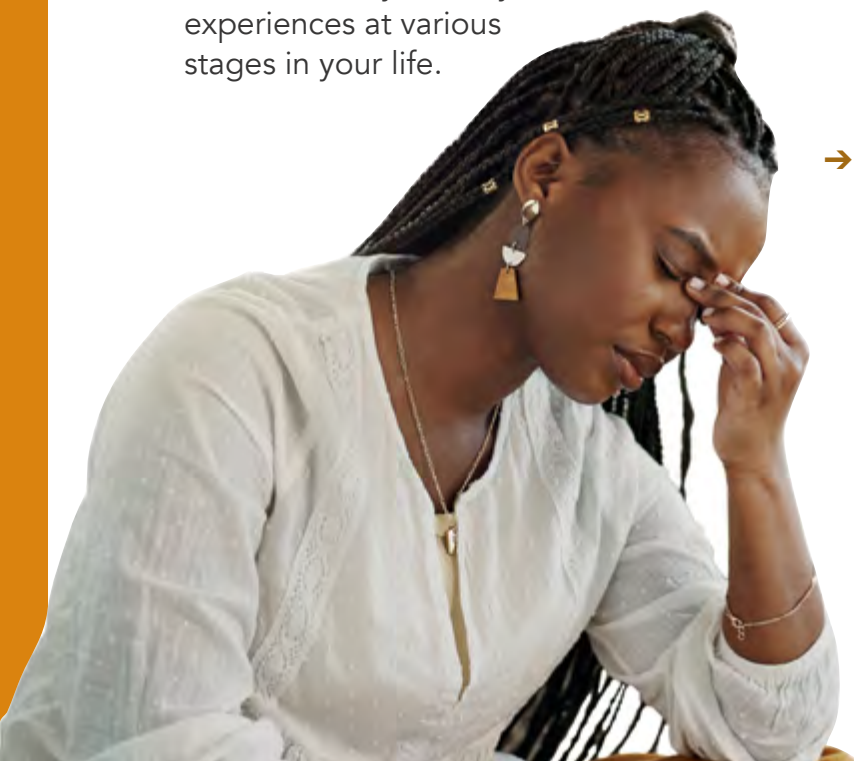
Experiences of racism are also personal to each one person. And they intersect with many other factors.

You might find that you:

- Face overlapping discrimination to do with other aspects of your identity, like your gender, sexuality, or religion
- Feel that some experiences apply to you directly while others do not
- Feel differently about your experiences at various stages in your life.

Racism can make us feel:

- **Unwelcome, lonely, or isolated.**
Especially if people or organisations have said or implied that you do not belong.
- **Anxious, fearful, and unsafe.**
You may worry about how people are going to perceive and treat you. You might feel visibly different and vulnerable when you are around lots of people of a different race. You may spend time thinking about how you will protect yourself before entering certain spaces.
- **Angry or frustrated.**
Particularly if you are being treated unfairly, and if you feel powerless to control it.
- **Stressed.**
All kinds of racism can contribute to stress. This might be events such as sudden, unexpected abuse from another person. But it can also be a more long-term impact of encountering regular microaggressions¹⁷. Or from the ongoing effects of systemic racism¹⁸ on your life. This can partly help explain links between racism and physical health problems, like increased blood pressure.





→ **Unusual and strange.**

Especially if people highlight, mock, or criticise things that are 'different' about you. This process of making you feel as if you do not fit society's norms is sometimes called being 'othered'.

→ **Confused or unsure about whether you've experienced racism.**

This is especially true if others ignore or deny your experiences. It can make you question your reality. This is sometimes referred to as racial gaslighting¹⁹.

→ **Forced to suppress how you feel.**

You may find that you cannot show or even fully feel your natural responses to your experiences. To avoid more abuse, and keep yourself safe, you may feel like you must not react to racism. This can leave you feeling numb or mean that the experience stays with you for a long time.

→ **Overwhelmed or worn down.**

You may encounter racism regularly in lots of various parts of your life. This can have a cumulative effect on your mental health. You may feel surrounded by racism or unable to escape it.

Intersection of anti-racism and other protected characteristics

We do not enter a space with just one identity, often many of us will have multiple identities, such as being a Black disabled woman, or an Asian gay man. These identities impact on us in many ways, and they can also impact on the

way we are treated by other individuals or institutions. Dr Kimberlé Crenshaw coined the term 'Intersectionality' to describe how race, class, gender, and other individual characteristics 'intersect' with one another and overlap.

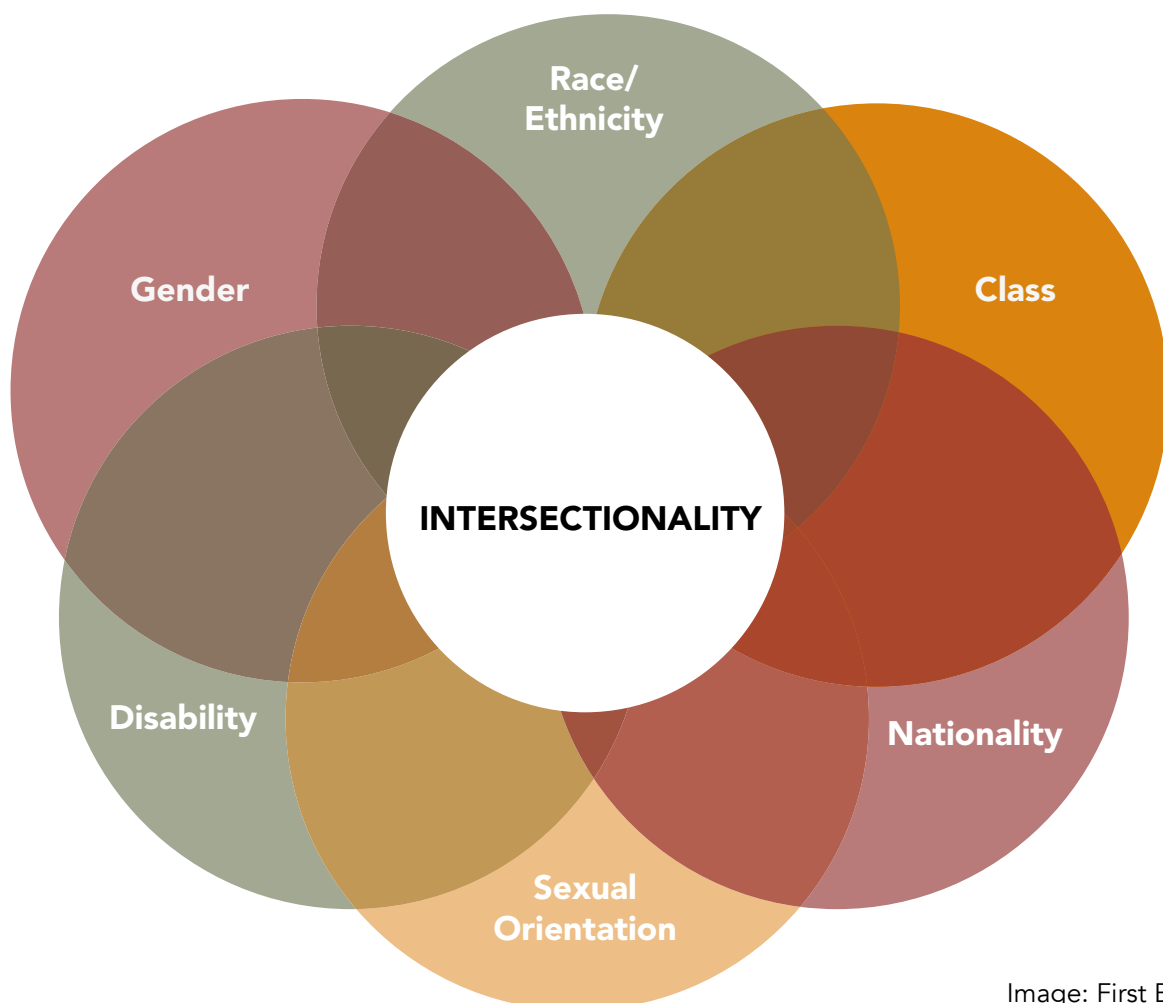


Image: First Book

Disability

Disabled workers face more barriers in both accessing and staying in work.

10.4%

of disabled Black, Asian and Minority Ethnic workers face an unemployment rate almost four times higher than the unemployment rate for non-disabled white workers. (10.4 per cent compared to 2.6 per cent)

10.7%

It's highest among disabled Black, Asian and Minority Ethnic women.

Accessing reasonable adjustments in work, such as time off to attend appointments, access to specialist equipment, altered working time patterns, or working from home arrangements are barriers for disabled people.



TUC Cymru recommendations for employers include:

- Develop clear and properly implemented policies that support disability equality
- Collect data about disability in the workplace to monitor disability equality
- Build awareness raising campaigns
- Provide mandatory disability equality training for all managers and staff
- Take action to eliminate discrimination and harassment of disabled workers
- Improve access to support for disabled people within the workplace, including peer support groups and mentoring schemes
- Offer paid disability leave, carers' leave and flexible working practices (such as adjustments to hours and home working)
- Work towards developing decent jobs – permanent, secure contracts with decent hours and pay.

TUC data shows disabled workers are more likely than non-disabled workers to be employed on zero-hours contracts (4.5 per cent, compared to 3.4 per cent). A further breakdown by ethnicity and gender shows that a large contributor to this gap is due to disabled white men being over twice as likely to be on a zero-hour contracts than non-disabled white men (4.7 per cent, compared to 2.2 per cent).

However, according to TUC findings disabled Black, Asian and Minority Ethnic women are almost three times more likely than non-disabled white men to be employed on a zero-hour contracts, but it's non-disabled Black, Asian and Minority Ethnic women who are the most likely group to be employed on a zero-hour contracts.



Religion and religious belief

The protected characteristic of religion or belief includes any religion or philosophical belief and includes a lack of religion or philosophical belief. It is ultimately for a tribunal or court to decide what qualifies as a religion or belief under the Act. The term 'religion' is not defined by the Equality Act. However, in line with the European Convention on Human Rights and Britain's Equality and Human Rights Commission's employment statutory code of practice, it is accepted that:

- a religion must have a clear structure and belief system
- a clearly structured denomination or sect within a religion can be covered
- employees without a religious faith, as well as those with a faith, can be protected against discrimination.

What makes up religious belief or practice may vary among people in that religion.

Religious belief is an individual's own faith and how it affects their life. No one religion or branch of a religion overrides another – so an employee is protected against discrimination by someone of another religion, or of the same religion or of a different branch or practice of their religion.

For example, it would be discriminatory for an employee to treat a colleague of the same religion unfairly because they regard them as less orthodox in their belief.

Caste discrimination

Caste usually refers to the social levels in certain cultures and racial groups, such as in India, where people's positions in society are fixed by birth or occupation and are hereditary. Caste can also affect life in Britain. In July 2018, the Government decided it would not specifically add caste discrimination as part of the Equality Act 2010. For some time, some legal opinions and case law have considered caste to be already covered through ethnic origin

under the Act. The Government expects employment tribunals and courts to continue to rely on that interpretation. Caste can be linked to religion.



Young workers

Statistics tell us that Black, Asian and Minority Ethnic young people have a more difficult time in the labour market than their white peers (ONS, 2024).

The unemployment rate for young Black, Asian and Minority Ethnic workers has risen at more than twice the speed of the unemployment rate for young white workers (according to TUC analysis published 2021).

Young Black, Asian and Minority Ethnic people and insecure work

Young Black, Asian and Minority Ethnic people are also much more likely to be in insecure work, including zero-hour contracts. Insecure work, often accompanied by low pay, financial instability and under-employment, is disproportionately affecting young Black, Asian and Minority Ethnic workers. These workers are vulnerable to exploitation and lose out on basic employment rights.

Young Black, Asian and Minority Ethnic people and under-employment

Young people are consistently told that the level of education they achieve is vital to their future career success in the labour market. There is an expectation that higher levels of educational attainment will result in better job prospects and higher wages.

A TUC report shows that Black, Asian and Minority Ethnic young people, aged 16-24, are much more likely to be studying while inactive in the labour market. Currently, 43 per cent of Black, Asian and Minority Ethnic young people are studying rather than working, compared to 23 per cent of young white people.

However, when eventually entering the labour market, Black, Asian and Minority Ethnic workers are much more likely to be underemployed. This means that they are not in a job that pays the rate that matches their skills or qualifications. A TUC report showed that Black workers with degrees earn a quarter less than white workers with degrees.

Racist abuse and reporting from young workers

TUC findings showed that Black, Asian and Minority Ethnic young workers were more likely than older workers to have had racist comments directed at them or to have heard them directed at someone else. They were also more likely to have seen racist material being shared online.

19 per cent of young workers who reported verbal abuse were treated less well at work, and unsurprisingly Black, Asian and Minority Ethnic young workers worry about speaking up about their experience of racism and discrimination due to the fragile nature of their jobs.

With many young workers stuck in insecure jobs young workers are only too aware that reporting racist abuse could result in significant repercussions at the hands of unscrupulous employers - such as being given less hours or no hours at all as well as being targeted with further abuse.

As a movement, trade unions are concerned about the disproportionate effect on young Black, Asian and Minority Ethnic people at work. We recognise that this is further evidence of racism within the labour market.



Older workers

The UK's population is changing significantly and will continue to do so in the coming decades. Arguably the biggest changes are the ageing population and the increasing diversity of that population. According to Government data, Black, Asian and Minority Ethnic people aged 50+ will make up 22 per cent of the total 50+ population in the UK in 2051. It is therefore crucial that Black, Asian and Minority Ethnic workers who may have already faced many layers of discrimination throughout their working lives are able to work, retire and enjoy their older lives. However, there is much to be done to address the huge inequalities faced by the Black, Asian and Minority Ethnic community when it comes to work and retirement. Overall Black, Asian and Minority Ethnic workers are more likely than white workers to be stuck in temporary or zero-hours work. Black women have been the worst affected.

Ensuring that older workers can participate in the labour market will require major changes in the workplace to ensure that all older workers have the skills they need, and that jobs and workplaces meet the needs of an ageing workforce. And making sure that those who are unable to continue working into their mid-sixties are not penalised as a result will require an overhaul of working and pension age benefits.

Black, Asian and Ethnic Minority and working-class workers are significantly more likely to be forced out of work before they can access their state pension. So, improving jobs for these groups of workers

as they age will be key to tackling labour shortages and reducing poverty in later life and retirement.

While Black, Asian and Minority Ethnic workers are less likely to retire early than their white counterparts, those that do leave the labour market early are significantly more likely to do so because of poor health, and more than twice as likely to do so because of caring responsibilities. Just 17 per cent of Black, Asian and Minority Ethnic people who are economically inactive aged 50-65 have retired, compared to 40 per cent of economically inactive white people, reflecting a wide ethnicity gap in average pension wealth.

People in low paid and manually intensive jobs are also at far greater risk of being forced out of the labour market early.

Those working with heavy machinery and in 'elementary occupations' like cleaning or security are particularly vulnerable, closely followed by people in caring and other service occupations and retail and customer service.

Intersection of sexism and racism

As shown by the Welsh Government's Anti-Racist Wales Action Plan published in 2022, Black, Asian and Minority Ethnic women face the double disadvantage of both race and sex discrimination in the workplace.

In a survey conducted by the TUC, 37 per cent of women reported that race and gender was the reason for the verbal abuse they received.

Black, Asian and Minority Ethnic women may feel that they must conform to white aesthetic norms at work. This could mean that they style their hair differently or dress, act, and speak in a different way (often referred to as code switching). This is used by Black, Asian and Minority Ethnic women in an attempt to reduce bias and stereotypes towards them, especially in non – Black, Asian and Minority Ethnic dominated spaces.

Furthermore, the casualisation of work, the gig economy and the increase of zero-hour jobs mean that underemployment and low pay is endemic amongst Black, Asian and Minority Ethnic workers.

Research shows that millennials from Black, Asian and Minority Ethnic backgrounds are 47 per cent more likely to be on a zero-hours contract, compared to their white peers (University College London, 2020) and of those workers, Black, Asian and Minority Ethnic women are more likely than Black, Asian and Minority Ethnic men to work in zero-hour jobs.

This structural racism, sexism and discrimination means that for many Black, Asian and Minority Ethnic women, work can be a place where discrimination is almost baked into the workplace experience.

When power dynamics are so explicit, this increases the likelihood of sexual harassment, meaning that Black, Asian and Minority Ethnic women are not only more likely to be unsafe at work because of sexual harassment, they are also less likely to have the power, financial resources or help when it has happened.

LGBTQ+

LGBTQ+ people are more likely to face hatred in the forms of transphobia, homophobia, biphobia or other forms of hatred and discrimination. This can impact on mental health, confidence, ability to progress at work, and performance.

LGBTQ+ workers may have concerns about their safety when travelling to or from work, especially if they have to travel in the dark or on public transport.

For some LGBTQ+ people, they may face additional barriers to coming out or being accepted within their own families and communities. Recent research from Stonewall, found 51 per cent of Black, Asian and Minority Ethnic LGBTQ+ people had faced discrimination or poor treatment from the wider LGBTQ+ community. This issue was found to be greater for Black LGBTQ+ people where the figure rises to 61 per cent.







Perinatal and postnatal mothers

Every mother, including Black, Asian and Minority Ethnic mums, deserves good support and care they need during pregnancy and after childbirth.

Yet Black, Asian and Minority Ethnic mothers experience unique challenges that contribute to higher rates of mental health issues, including anxiety, depression and other mood disorders. They also face greater barriers to accessing mental health care.

Black mothers are disproportionately affected by cultural barriers that hinder their access to health care. The unique challenges facing Black mothers are due to factors such as historical trauma, racial discrimination, and limited access to culturally competent care. This results in far poorer outcomes for mothers who are pregnant, giving birth or postnatal.

Black women are more than four times more likely to die in pregnancy or childbirth than white women in the UK, a review of 2017- 2019 deaths shows.

The Mothers and Babies Reducing Risk through Audit and Confidential Enquires -UK (MBRRACE-UK) report also found that women from Asian backgrounds are almost twice as likely to die as white women.

Case study:

Dorothy member of Royal College of Midwives

My first experience of midwifery was when my sister-in-law was in hospital having her first child. She couldn't speak English very well at the time, the care she had was lacking the compassion that is instilled in midwives at entrance level to the profession. Many years later, after I had my three children, I thought this is the work I would like to do, to be with women when they are at a very vulnerable stage, where correct words and actions can mean so much.

Having worked as a midwife for almost three years, plus three years of training, I have seen and heard of many incidents that will hopefully change to improve one day.

The throw away comment of, 'Oh I can't say her name, whatever that is', not giving a person the dignity they deserve to be referred to correctly. Or 'They don't need help with breastfeeding, they just get on with it', ignoring that not everyone of an ethnicity is the same, some women may struggle to breastfeed like any other new mum. Or 'those women always do that', forgetting that people may have different cultural practices that may be different but not necessarily wrong. Such comments have come from either midwives and/or auxiliary staff.

As a qualified midwife I have seen many systemic issues that can affect how women are treated. Not having appropriate interpreter services meant a lady's urine result was not understood therefore no antibiotics given. This lady was then seen in clinic two weeks later still symptomatic of the infection. Thankfully the outcome was ok but there was potential for her to have become another statistic of premature labour from a non-white woman or even more, fatal results. This could have been easily resolved had an interpreter been used to explain the urine results.

When covering another midwife's break, I was told the labouring lady spoke some English and didn't need an interpreter. However, when I spoke to her and mentioned I spoke her language, she let out a huge sigh of relief and said it was tiring having to speak in English. So, when I explained everything that had happened previously, it became apparent that she had not understood a lot of what was happening but had a basic understanding only. She had given consent for an emergency C-Section but didn't really understand why this was happening and the concerns the doctors had.

A person smiling and nodding shouldn't be taken as consent, steps should be taken to ensure a person does understand.

Thankfully the health board has made a positive effort to ensure these situations do not happen again. Ensuring interpreters are used in all necessary situations with the use of mobile interpreter devices, which were available before but not utilised.

The response I get from women whom I'm meeting antenatally as their midwife in

their subsequent pregnancies can be lovely because they report they finally can speak openly about what they're feeling. So much can be lost in translation. Clearly, we need to push for more midwives from diverse backgrounds. Hopefully this too should be happening soon.





This is Hoppy.



He is the happiest rabbit in the whole world. He loves to hop all day long and never gets tired!

He lives with his mummy Mrs. Hop A lot. He does not have any brother or sisters so sometimes Hoppy gets lonely.

Anti-racist Wales Action Plan

The Welsh Government's Anti-racist Wales Action Plan (ARWAP)₂₀ was developed in response to racism in society, and is informed by the lived experiences of ethnic minority people in Wales. It aims to tackle the root causes of racism in how Wales is led and managed, as well as how Welsh Government works with other organisations to deliver public services.

It seeks to address the day-to-day realities of racism in Wales, including how difficult it can be to challenge overt and more subtle expressions of racism, as well as systemic and cultural racism within public services and society more broadly. It focuses on six ways that racism impacts people's lives:

- experience of racism in everyday life
- experience of racism when experiencing service delivery
- experience of racism in being part of the workforce
- experience of racism in gaining jobs and opportunities
- experience when they lack visible role models in position of power
- experience of racism as a refugee or asylum seeker

Many institutions - including the NHS and councils - are also some of Wales's biggest employers so it is crucial that they develop anti-racist employment practices with their recognised unions, as well as implementing an anti-racist approach to service delivery.

TUC Cymru and trade unions contributed to the development of the plan, as well as many other organisations that work with ethnic minority people across Wales. We strongly welcome the ambition to make Wales an actively anti-racist nation and this toolkit is part of our response to this.

The Anti-racist Wales Action Plan is relevant to all of us, but some of the specific ambitions and actions could be especially helpful if you are organising or representing members in workplaces that are part of the devolved public sector.

If you would like more information on the Anti-racist Wales Action Plan, or to share your views on how it is being implemented in your workplace, contact your union or TUC Cymru.





Tools for trade unions

What is a trade unions' duty of care?

All employees have a right to work in a safe environment without discrimination or the fear of harassment or abuse, and trade unions have an important role to ensure this happens. While many workplaces have policies jointly negotiated between the employer and trade union on bullying and harassment at work, and an equal opportunities or anti-racism policy, they may have been in place for some time and could now need review.

They also may need promoting to all workers, customers or service users; there is little point in having a policy if no one knows about it. Trade unions are ideally placed to support this.

As part of the policy, employers and trade unions should make it clear that there will be zero tolerance in the workplace for any form of discrimination on race or harassment whether from visitors, customers, clients or employees.

This means more than just putting up a poster. All staff should be trained and supported on how to deal with any abuse they witness or receive, whether inside the workplace or from others if it is directed at a worker. It must be made clear that any discriminatory or abusive remarks are unacceptable - 'banter' is no excuse.

There should be simple methods for reporting any abuse or harassment and any reports must be acted on. This must include a policy for dealing with any customers or service users who are abusive or threatening.





Risk assessments should always include the possibility of violence or abuse and, if any risk is identified, the employer has a duty to consider what steps they should take to reduce that risk. Often personal alarms or other equipment is suggested to deal with the risk of threatening behaviour, but, while these can be useful, they are not a replacement for dealing with the issue at source and looking at working practices that may make abuse more likely, such as having employees work alone or jobs that entail visiting patients or customers in their homes.

Support should also be offered to anyone who experiences any kind of race hate incident and who is worried about the possibility of abuse. This may involve making links with local Black, Asian and Minority Ethnic workers or migrant support groups, or access to an employee assistance programme.

Trade unions should make it clear that they will support any workers if they wish to report an incident to the police or are involved in any criminal case as a victim or witness, including providing legal advice or assistance if necessary. It should not normally be up to the employer to decide whether to involve the police, but the victim, who should be offered support and advice before deciding.

Recruitment: how can trade unions work with employers to encourage diversity?

Diversity in the workplace, at all grades and levels, is one of the best ways to support inclusion and combat racism at work. This means thinking about recruitment and retention practices; how new staff are employed, who sees adverts for vacant posts, and understanding why people choose to move on. Here's a checklist of things reps and employers should consider together:

- ✓ Advertising in diverse media – newspapers, magazines, social media sites and websites traditionally viewed by Black, Asian and Minority Ethnic communities.
- ✓ Offering briefing sessions for members of Black, Asian and Minority Ethnic communities, before the deadline of any vacancy, so these workers have the chance to find out a bit more about the workplace and ask any questions they might have.

- ✓ Removing names from application forms before they go to a recruitment panel – unconscious bias can lead to applications being disregarded when names sound unfamiliar to a panel lacking diversity.
- ✓ Exit interviews – why do people choose to leave? Asking people the right questions when they resign or move on could show up issues within the workplace around bullying, harassment, or in the case of Black, Asian and Ethnic Minority workers, racism.



What can trade unions do?

Take proactive action

Don't wait for incidences of racism to be reported before tackling the problem. Trade unions should take steps to try to make sure race discrimination does not happen in the workplace and aim to have a culture of zero tolerance towards it.

Trade unions should aim to:

- Develop a proactive approach and an inclusive, supportive culture where it is clear to all employees that race discrimination, racism and microaggressions will not be tolerated and that all complaints and allegations are always taken seriously and are properly investigated.
- Seek to remove or reduce risks to make sure the workplace is safe.
- Consider how different worker contracts can give unequal access to employment rights, even when workers are doing the same job, in the same organisation.

A TUC report on Health, Safety & Racism in the workplace (2022) has highlighted the associated psychosocial risk, including the impact of racism from the public towards frontline workers and suggests that if trade

unions only consider physical risk, they can overlook the other impacts of racism as central to the health and safety of workers.

Engage with workers and union reps

- In creating a strategy to prevent race discrimination from happening in a workplace, it is crucial that trade unions establish a baseline of what measures and support is currently in place. Using this information, trade unions should consult widely with staff and union reps and use this insight to form the basis of new or updated prevention measures.
- Anonymous staff surveys can be a useful tool to gain an insight into employees' views on the culture of an organisation and whether there are potential 'risk-areas' that need to be addressed.
- Running focus groups, ideally with an external facilitator, can also provide useful insight.
- Additionally, a 'climate survey' can help assess where in the organisation race discrimination would be more likely to occur. Risk areas such as a power imbalance, the presence of alcohol,

language barrier or third parties should be considered, and prevention plans should be specifically tailored where additional risks are identified.

- It is important that staff feel their views and experiences are valued and will be used to actively inform procedures and underpin change. Findings should be disseminated and discussed with staff in an open and transparent manner to ensure everyone is clear about the programme of work and their integral role in developing and changing cultures. Safeguarding the anonymity of participants is imperative throughout this process.

Policy

- Update your policies so that they are a written record of your zero-tolerance approach and they allow workers to safely report, in the knowledge that action will be taken. Trade unions should ensure that they have in place an effective anti-race discrimination policy that incorporates the consultation feedback and is regularly reviewed and updated.
- Policies should set out safe reporting routes, the specific processes for receiving and responding to reports of race discrimination, as well as what steps will be taken to remedy and prevent race discrimination from occurring.
- Policies should define race discrimination and provide a broad range of examples of it. These examples should be relevant to your specific workplace and any risks identified within your climate survey and risk assessment. The policy should also acknowledge the heightened nature of sexual harassment for Black, Asian and Minority Ethnic women, for disabled women and for those from the LGBTQ+ community and include a commitment to eradicating all forms of discrimination under The Equalities Act 2010.
- A guide on creating a race discrimination policy and template examples can be found on page 96 of this toolkit.
- Consider the changing nature of 'the workplace' when drafting a policy. It is important to consider how workplaces



have changed since the pandemic and how this could impact any anti-race discrimination strategy. Shared workspaces, 'working hubs' and 'hot desks' could pose elevated risks for harassment. Even if race discrimination is carried out by a third-party in this space, it is possible that employers can be found to be vicariously liable.

Ensure a culture of partnership

- A commitment to fostering a workplace culture that is safe, respectful and race discrimination free will only be effective if there is meaningful buy-in across the whole leadership team, management structure and the relevant trade unions. Trade unions should take time to communicate and explain their strategy that visibly sets out a zero-tolerance approach to race discrimination in the workplace so that management can effectively cascade this information to the wider workforce. Working with trade unions can help provide the insights from the workforce on what needs to be changed and can build trust that change is happening.
- It is extremely important that any managers or senior employees undertake specific workplace anti-racism discrimination training so that they are equipped and confident in recognising discrimination and dealing appropriately with complaints or disclosures. Trade unions can often help deliver training for management and workers.

Communicate the strategy far and wide

- Anti-discrimination strategies should be reflected in formal statements released by management.

- They should be prominent on the organisations website and intranet and should be brought to the attention of all employees through internal communications channels.
- This information should also be communicated with all suppliers and third parties that work with the employer. This will ensure that all suppliers to the employer are aware of what is expected of them and how to report instances of race discrimination.

Training

- A company or organisation-wide training programme for all workers that is accessible and inclusive is a crucial step in preventing race discrimination at work. Training should be developed with anti-race discrimination specialists as well as experts from within the organisation, including trade union reps.
- Training should centre around challenging harmful normalisations, expectations and bias and provide meaningful movement towards a shared vision of a safe, equitable workplace that is free of race discrimination.
- Consider additional, specialised training for key members of the team who can identify race discrimination on intersectional bases. These individuals can help signpost victims to necessary support services.

Culture change

- Promote diversity – race discrimination thrives on race, religion and cultural segregation.
- Cultural change is not a tick-box exercise and doesn't happen overnight but taking the time to develop and

implement a strategy that builds trust and empowers everyone to play their part increases the chances of making an effective and lasting change to the workplace environment.

Support

- Provide robust support to anyone involved in a race discrimination complaint.
- Work with the employer to create a workplace environment where support is readily available. This will reassure victims that they have options and agency when considering how they want to progress or respond to an experience of race discrimination.
- Clear signposting to support services and information on the correct grievance process should be readily available to all employees. Ensuring this information is on the intranet or homepage, in employee handbooks and visible on noticeboards, reception desks and break rooms will help victims know the employer's stance on workplace race discrimination and that there is support available to them.
- A list of support services can be found on page 100 of this toolkit.

Monitor and evaluate progress

- When the strategy and policy has been communicated and processes put in place, monitoring and evaluation is necessary to assess effectiveness and maintain accountability. The use of regular anonymous climate surveys and exit interviews ensures leaders are kept informed of the progress being made, any barriers to strengthening progression, and any necessary adjustments to strategic plans.
- There has been a general shortage of health and safety reps and the under-representation of Black, Asian and Minority Ethnic workers. Recent TUC research indicates the importance of interacting with existing workplace health and safety reps to encourage new recruits to the role and advocate the importance of identifying, nurturing and supporting a new generation of Black, Asian and Minority Ethnic reps.

What should trade unions do when a worker discloses an incidence of racism to them?

All reports of race discrimination must be taken seriously and thoroughly investigated. Trade unions must keep in mind that most instances of workplace race discrimination go unreported.

If a trade union rep becomes aware of an incident of racism, they should approach the process in both a timely and sensitive manner.

- ✓ Because race discrimination is defined by how that experience made the victims feel, it isn't up to a rep to prove either way if an act of race discrimination has taken place. The priority of the rep should be to acknowledge the victim's experience, thank them for coming forward and explain to them what their options are.
- ✓ A victim's experience of race discrimination may also be intertwined with experiences of sexism, ableism and homophobia and compounded by prior experiences of racist abuse. Trade unions should be sensitive to this fact and facilitate access to any additional external support needed.
- ✓ If a victim makes a complaint of race discrimination or assault that may be a criminal offence. The rep should speak to the individual about whether they

want to report the matter to the police and support them with this process. In cases of rape or sexual assault where there is a criminal investigation, it is possible for trade unions to continue to carry out internal inquiries and take necessary steps to ensure the workplace is safe for all employees whilst a criminal investigation takes place.

- ✓ Having a procedure in place that offers a range of options for victims of race discrimination can help to ensure that a disclosure is dealt with appropriately. The Equality and Human Rights Commission (EHRC) advises that robust anti-race discrimination procedure should:
 - Offer multiple reporting channels.
 - Explain the different courses of action that can be taken, including informal solutions and formal disciplinary processes.
 - Set out a range of appropriate consequences and sanctions if race discrimination, harassment or victimisation occurs.
 - Provide information and contact numbers for those working with the business or organisation that can help to support.

Because race discrimination is defined by how that experience made the victim feel, it isn't up to an employer to prove either way if an act of race discrimination has taken place.

- Provide signposting to information and helplines that offer legal or holistic support and advice on workplace race discrimination. A list of these support services can be found on page 120 of this toolkit.
 - State that victimisation or retaliation against a complainant will not be tolerated.
 - Offer safeguarding actions that will prevent additional harassment, retaliation or victimisation being experienced by the victim.
- Offering to accompany the victim in any discussion with the person that has racially discriminated them.
 - Helping the victim to draft out their thoughts in writing.
 - Offering to raise the matter informally with the racially discriminated on the victim's behalf.
 - Setting up a mediation session facilitated by a trained mediator.
 - Offering to source additional advice from external support services on behalf of the victim.
 - Helping to obtain advice on or assistance in dealing with issues relating to particular protected characteristics (for example, from a charity with expertise relating to a particular disability).
 - Helping to obtain counselling or support for the individual.

Informal resolution

If the victim chooses to resolve the issue informally, there should be no expectation on them to resolve the issue themselves.

An informal meeting (carried out in a way that ensures that the victim feels safe and supported) can be a useful step in setting out various options. Victims have the right to be accompanied to informal meetings by a chosen person or their union rep.

When facilitating an informal meeting, it is important trade unions are guided by and listen to the victim to determine how they can help them to resolve the issue informally.

The EHRC suggests that the following solutions should be discussed:

- Determining if the victim feels empowered to approach the issue directly with the person that has racially discriminated them.

Throughout this process, it is important that the victim doesn't feel pressured into any particular course of action and is reassured that the process will be led by them at this stage.

In discussing these options, the victim may decide that an informal resolution will not effectively resolve this issue and they may want to explore other options available to them. The victim can choose to seek a formal resolution at any point in the process.

Regardless of the decision, trade unions should respect the wishes of the victim. If the victim chooses to pursue no further action, it is important to keep a record of their complaint and their decision, as this may be useful evidence if the victim changes their mind. Additional support services should still be signposted to, and victims should be made aware that they can choose to pursue any one of the above options at a later date if they so wish.

The only time a rep may consider progressing to formal resolution procedures even if the victim does not want to pursue this themselves, is if the incident gives a rep cause to believe that not addressing and resolving the situation could lead to significant risk to the victim or other people in the workplace. If this is the case, the reasons for this course of action need to be clearly communicated to the victim, and additional safeguarding may be required to ensure they are not victimised or at risk from additional discrimination.



Formal resolution

Trade unions should familiarise themselves with ACAS guidance on conducting workplace investigations and discipline and grievances at work if an employee wishes to seek a formal resolution to an experience of workplace racial discrimination. Trade unions can be penalised at tribunal if they don't follow the grievance process properly.

The trade union rep and employer should take all steps to reassure the victim and protect them from further potential racial discrimination or victimisation whilst offering support and counselling.

Hate crime

Racially motivated hate crimes are the most common cases reported to the police, making up three quarters of all reported cases, however it is estimated that racist hate crimes are still largely unreported.

Trade union reps should bear in mind that victims of racist hate crimes may face additional barriers after experiencing the incident such as:

- Lack of trust in police and criminal justice agencies
- Language barriers in communication their experiences or the impact it had on them.
- Cultural barriers or being perceived as different by criminal justice agencies, support agencies or the police.

Moving to anti-racism practices

Aim	Output	Outcome
Launch an awareness raising campaign about racism and its impacts.	Produce an information booklet for workplace reps, explaining anti-racism and its importance.	Reps alerted to racism's divisive impact on their members and union strength.
Promote equality in the workplace and society.	Work with your union to campaign for stronger anti-racism laws and policies, both within workplaces and in broader society.	Black, Asian and Minority Ethnic workers feel more confident in the workplace and are more vocal.
Make workers aware of racial issues in the workplace and neutralise racism.	Take up your union's offer of education and training for members on issues related to racism and discrimination/ This might include workshops, seminars, and courses designed to increase awareness and understanding of racial issues.	The workforce would be empowered to promote racial awareness and contribute to a fairer, more united workplace.
Make the workplace more inclusive.	Work with your union to ensure that they develop and distribute educational materials that help members reject racism and combat it.	Make the workforce more aware of racism and its divisive character, challenge it and foster a more inclusive workplace.
Have direct contact with Black, Asian and Minority Ethnic workers.	Promote trade union support and representation to workers who experience racial discrimination. This support includes legal assistance, representation in grievances and disciplinary hearings, and counselling services.	Give Black, Asian and Minority Ethnic workers confidence that their issues are being recognised and dealt with, and their union is part of the solution, not part of the problem.
Take the anti-racism awareness message to the employers and get them to change their practices and procedures.	Work with your union to ensure that your employer addresses complaints of racism promptly and effectively.	Gives workforce confidence the union will be holding employers accountable and responsible for promoting a safe, inclusive workplace.

Aim	Output	Outcome
Create a climate of anti-racism.	Develop and promote policies that aim to eliminate racism in the workplace. These policies might include diversity and inclusion strategies, equal opportunities policies, and anti-harassment procedures.	These policies contribute to a workplace where everyone feels respected, valued, and free from discrimination.
Have relevant, up to date information on race issues.	Access and make available research and reports on the state of racism and discrimination in various sectors.	Highlight ongoing issues and advocate for necessary changes.
Work with like-minded organisations.	Work with other organisations, such as anti-racist groups, selected NGOs, and community organisations, to amplify their efforts and create a broader movement against racism.	Coordination of large-scale campaigns and resources to direct public support more effectively.
Identify and foster allies.	Organise and participate in public events such as marches, rallies, and demonstrations to protest against racism and show solidarity with affected communities.	Keep anti-racism on the public agenda and demonstrate widespread support for equality, as well as bolstering workplace activity.
Make racism/anti-racism an upfront issue in society.	Engage in lobbying efforts to influence legislation and public policy on issues related to racism and discrimination. Ensure that anti-racism measures are included in political platforms and government agendas.	Progressive changes in law and policy which create a more equitable society.
Make your union structures resemble the workforce/ membership.	Take steps to ensure that unions' own leadership and membership are diverse and representative of the broader workforce. This includes promoting the participation of Black, Asian and Minority Ethnic members in union activities and leadership roles. If your union is lagging, activate it via members' petitions, motions, conference and committee agendas.	Better advocate generally for racial diversity and show members their commitment to rooting out racism from the top right down to the workplace.



**Tools for
workers**

What can workers do if they experience discrimination at work?

If you have been discriminated at work because of your ethnicity or experienced any form of racism, you should not suffer in silence but should seek immediate advice from your union representative or manager. You should not feel guilty or weak or that you are to blame in any way for inviting bullying and/or harassing behaviour.

- Do not blame yourself. Experiencing race discrimination is traumatic and it is right to seek support.
- Contact your trade union and ask your rep to help you. If you do not feel you can trust your rep, then ask to speak to the trade union officer that represents your workplace.
- Begin a diary detailing factually what is happening with the times and dates. Try to gather as much information as possible, such as emails or details of any witnesses. You should also include how these incidents made you feel.
- Gather all the evidence that you have either in hard copy or on a secure computer drive where only you have access do not store on the company hard drive or cloud drive such as SharePoint or OneDrive. This may

include letters, emails, texts, WhatsApp messages or relevant screenshots and photographs.

- Check with your trade union rep if your workplace will allow you to take recordings as evidence. In some workplaces this may be a grievance issue so it is best to take advice on this.
- It may be useful to find out if you are the only person being discriminated or whether other people are also affected and try to make a collective complaint. Talk to colleagues and see if they will support you. Try to get witnesses to discrimination, bullying, or harassment incidents - try to avoid situations where you are alone with the bully.
- Keep copies of all annual appraisals, and letters/memos relating to your ability to do the job. Make sure that you know exactly what your job description is so that you can check whether the responsibilities you are given match it. This is particularly important if you are experiencing discrimination, bullying or harassment from a manager or senior member of staff, or if your ability to do your job is being questioned.

- Make sure you keep your union representative informed of all developments.
- You may want to tell someone you can trust; a colleague, friend, or family member.
- Work with your trade union representative to raise this issue at work. You may wish to highlight that this is happening and ask for it to be stopped or raise a grievance. There does not have to be a timescale to this, and your employer should take your case seriously irrespective of time passed.
- Your union rep may need to check if your workplace is adhering to their own policies so it may be helpful to find where these policies are kept, for example on a workplace intranet. Many workplaces have wider policies on discrimination, harassment or unacceptable behaviour which may cover race discrimination.
- If you wish to raise a grievance, make sure you keep copies of all correspondence both sent and received.
- If you want to report a hate crime, then your employer should support you to do this. This support may mean paid time off.

What is hate crime?

- Any criminal offence which is perceived by the victim or any other person, to be motivated by hostility or prejudice, based on a person's race or perceived race; or religion or perceived religion; disability or perceived disability; sexual orientation or perceived sexual orientation or transgender identity or perceived transgender identity.
- Many workplaces offer independent and free access to mental health services such as counselling or CBT, you may wish to access this support.



You can talk to Victim Support as an alternative to the Police. They provide independent, confidential help, advice and support to victims and witnesses of hate crimes in Wales. Contact the free Victim Support helpline on **0300 303 0161**.

What is a grievance?

If you have a concern, problem or complaint at work, you might want to take this up formally with your employer. This is called 'raising a grievance'.

You might want to raise a grievance about things like:

- things you are being asked to do as part of your job
- the terms and conditions of your employment contract - for example, your pay
- the way you're being treated at work - for example, if you're not given a promotion when you think you should be
- bullying
- discrimination at work - for example, you might think your work colleagues are harassing you because of your race, age, disability or sexual orientation.

Your employer should also have a formal procedure for raising a grievance. You should try to follow this, where possible. You should be able to find details of your employer's grievance procedure in your Company Handbook, HR or Personnel manual, on your HR intranet site or in your contract of employment. If your employer doesn't have a formal procedure, you can follow the Acas Code of Practice²¹.



If you need legal support your trade union can help by putting you in touch with solicitors. If you feel that your problem has not been addressed at work, you should contact your branch. However, if you are worried about the time scales contact ACAS (Advisory Conciliation and Arbitration Services).

How to be a good ally

Everyone deserves to be treated with dignity, respect and fairness at work. Unfortunately, this isn't the case for all workers. Black, Asian and Minority Ethnic workers often experience high levels of discrimination in the workplace, poor contracts, terms and conditions and microaggressions.

Workers have told us that their experience of workplace harassment or discrimination has a negative effect on their mental health.

The trade union movement is built on solidarity among workers in an explicit acknowledgement that we are stronger together. This is why it's important all working people, union members and trade union representatives are allies.

Being an ally isn't difficult, but many members have told us they aren't sure how to be a good ally to Black, Asian and Minority Ethnic people.



Five tips on how to be a good ally

Tip 1. Educate yourself and others

Many people have said they want to be a good ally and support Black, Asian and Minority Ethnic people. They may have shared a black square during the Black Lives Matter movement in 2020. However, it may feel difficult to move that activism from an online space into real and tangible actions in the workplace and in our communities.

If you feel this way, there are many resources you can use to learn more and empower yourself so you can be an ally. And there are many online resources you can find using Google, YouTube and by reading books by Black, Asian and Minority Ethnic authors on this topic.

- Take the initiative to learn about the histories, cultures, and contributions of Black, Asian and Minority Ethnic people and communities. Understanding systemic racism, microaggressions, and unconscious biases is crucial.
 - Encourage ongoing education within your workplace by organising or participating in workshops, seminars, and discussions on diversity and inclusion.
- Use your voice to challenge discriminatory behaviour and policies. This can include calling out racist jokes or comments, reporting unfair treatment, and supporting Black, Asian and Minority Ethnic colleagues when they face discrimination.
 - Advocate for inclusive policies and practices within your workplace, such as diverse hiring panels, mentorship programs, and anti-racism training.

Tip 2 - Speak up and advocate

Tip 3 - Listen and amplify voices

- Create spaces where colleagues can share their experiences and concerns without fear of retribution. This might involve listening sessions or regular check-ins.
 - Amplify the voices of Black, Asian and Minority Ethnic colleagues by ensuring their ideas and contributions are recognised and valued. Support their participation in leadership roles and decision-making processes.
- Push for fair representation of Black, Asian and Minority Ethnic individuals at all levels of the organisation, from entry-level positions to senior management.
 - Support efforts to collect and analyse data on workplace diversity and use this information to advocate for equitable opportunities and outcomes.

Tip 4 - Promote fair representation

- Show consistent support by standing alongside Black, Asian and Minority Ethnic colleagues in their efforts for equality and justice. This includes being present at solidarity events and supporting initiatives that promote diversity and inclusion.
- Recognise that being an ally is an ongoing commitment, not a one-time action.
- Continue to educate yourself, challenge your own biases, and remain engaged in the fight against racism and discrimination.
- Don't forget your voice and your actions have weight and can change hearts and minds.

Tip 5 - Be a reliable ally

Don't leave challenging racism to those people who are impacted by it.





Tools for trade unions

Case study: TUC Cymru Black Activists Development Programme

The Wales TUC Black Activist Development Programme (BADP), which supports the Welsh Government's Anti-Racist Wales Action Plan, aims to give the participants an understanding of the union structure while identifying their role within it. It also aims to increase the representation of people from ethnic minority backgrounds in leadership and senior roles.

It strives to encourage, educate and support growth and development not just within the trade union movement but also in politics, society and community. Addressing past experiences and sharing information within the participant cohort strengthens the learning setting and creates a lasting network system for those taking part. The participant groups have access to a diverse knowledge from different age groups, work backgrounds and home lives

to build their individual and combined development throughout the Programme.

Each new programme will be shaped by those participant groups and aims to ignite a passion for moving onwards upon completion while providing the tools and paths to achieve this.

TUC Cymru creates opportunities within the BADP to grow knowledge bases, create contacts in the movement and wider political environments in the hopes of creating a more diverse, equal and equitable system which reflects the full interests of the workforce and society we seek to represent. It hopes to tackle discrimination in the workplace and offers a space to develop the skills and knowledge of those taking part.



TUC Cymru Black Activist Development Programme participants at the Senedd

What actions can trade unions take to help their workplaces move towards anti-racism at work?

Trade unions' responsibility to stop racism

In dealing with race complaints, it is important that members in your workplace have full confidence in the union to deal effectively with the issues raised around race discrimination and harassment. It is often a difficult decision for a member to approach the union with a race case, which is why union representatives and officers need to be confident in dealing with this and have full support and assistance if needed.

Remember also that creating a climate of anti-discrimination and promotion of diversity in the workplace will assist in encouraging members to come forward.

You also need to bear in mind that sometimes colleagues and management are not fully supportive and responsive to complaints of race discrimination and harassment and this can often make matters worse.

Unions have a crucial role in ensuring that all workers can do their jobs free from discrimination or harassment. Many unions will have policies on dealing with race discrimination. All reps should receive training on how to support and represent members in cases of race discrimination. This should include training on discrimination law in relation to race discrimination, how to be sympathetic and supportive, and how to ensure that victims keep a record of any incidents, including details of witnesses. The TUC runs a number of courses on this, as may your trade union.

Trade unions have a unique role in tackling race discrimination through a combination of:

- organising and campaigning for awareness and better education of workers and trade unions, and for stronger laws to protect workers.

An organised workplace is one where:

- the union draws its strength from not just the number of members it has, but also the number of reps and activists
- the union campaigns on issues that members care about and seeks to involve them in campaign activity

- the union reflects the diversity of the workers amongst its membership and activists

Joint working to prevent incidences of race discrimination from happening.

One of the most important things a union representative can do is ensure that their employer has policies for preventing and dealing with race discrimination. It is equally important that these policies are well publicised to everyone in the workplace and are kept under regular review. If you are aware of race discrimination in the workplace, even if you are not working on a specific case, you should draw this to your employer's attention as it may be that current policies are ineffective, or are not being properly implemented, or that people simply are not aware of them.

Carrying out member surveys is a good way of ascertaining how many people have experienced or witnessed race discrimination. A survey could also ask whether people are aware of existing policies. If there is more than one union recognised in your workplace, you should work together to ensure that the trade union movement is presenting a united front in combatting race discrimination.

Trade union branches can also work with local or national organisations which tackle race discrimination.

Collective bargaining

→ Collective bargaining is the official process by which trade unions negotiate with trade unions, on behalf of their members. Trade unions use our experience and influence to shape better workplace policies and cultures.

Collective bargaining requires union recognition within the workplace and most collective bargaining arrangements in the UK are voluntary, because good trade unions recognise the benefits that come from union recognition, such as being able to negotiate wages and other terms and conditions collectively for large groups of workers at the same time.

But the law also allows unions to make even hostile employers recognise them, if enough workers become union members and support union recognition. This is known as 'statutory recognition'.

Under the statutory recognition process, if an employer does not voluntarily recognise it, a trade union may apply to the Industrial Court for the legal right to be recognised by an employer for collective bargaining over pay, hours and holidays, in respect of a group of workers in a particular "bargaining unit".

If your employer recognises a union for collective bargaining and you are a member, improvements to your contract terms such as pay rises, negotiated by the union, should be automatically incorporated into your employment contract.

Collective bargaining with a recognised union is the best way to get decent wages, terms and conditions. If you are not already a union member, it is a good idea to join.

Collective bargaining on issues such as race discrimination not only protects workers but the employer too, as trade unions who don't take reasonable steps to prevent race discrimination could be found legally responsible for any race discrimination that occurs in the workplace. If you're already a member but your union is not yet recognised, consider speaking to someone from your union for advice on how to go about getting recognised.

Case study: Amarjite Singh - Moving to anti-racism in recruitment

In early 1987, when I started in Royal Mail in Penarth Road, Cardiff, the site employed roughly 1,200 people, the vast majority of whom were white males. A new Branch Secretary, Stephen Bell, was elected in 1987. He came from Southall in London and was amazed that very few Black, Asian and Minority Ethnic people, or women, were employed by Royal Mail, especially as it was a very multi-cultural area and the adjacent housing areas included not only the old docks areas of Cardiff but also the newer Asian immigrant concentrations.

The Branch Secretary and other senior representatives met the district Postmaster and agreed on how they were going to recruit women and Black, Asian and Minority Ethnic people in Royal Mail Cardiff. This was done by advertising in newspapers specifically read by the communities they wished to target, as well as in local job centres. This was a move away from the old recruitment by word-of-mouth, which favoured the immediate family and social circles of the existing staff.

The recruitment changes also necessitated changes to more amenable interview techniques by properly trained managers. Thirty-five years on, although workplace numbers have dropped, the Cardiff Mail Centre resembles the communities it serves. This template was rolled out firstly in Liverpool, another area with a similar "traditional" multi-cultural mix, and then right across all UK postal regions.



Representation

Trade union reps are often in a position where they represent victims of race discrimination. For many people, a trade union rep may be the only person they feel comfortable disclosing this information to. This puts trade union reps in a unique position, and they must be allowed facility time to support workers who are victims of race discrimination.

There are many cases where victims may not report race discrimination, but as victims they will feel the consequences of it. It may impact their performance at work, and/or their mental health. Some workers may only disclose that they are victims of race discrimination when they are going through disciplinary procedures for another issue. Therefore, sensitively asking members who are being represented what other issues are taking place at work is a useful conversation to have, as it provides a more rounded insight into what that worker may be dealing with, or how much they have had to mask their feelings at work. Victims of race discrimination have the right to be accompanied by their trade union rep at every stage, including when an issue has been investigated and the outcome is delivered. The outcome should also be communicated in a letter or email and sent to the trade union rep who is representing the victim.

Make sure you adopt a sympathetic approach and make it clear that the union takes racial discrimination seriously in the workplace. Confirm that the individual will have a representative at all stages of the process and the process will be kept confidential. Inform the individual no action will be taken without the member's consent and he or she needs to keep notes of all incidents that have taken place.

Explain the approaches that can be taken.

- No action to be taken
- Informal approach by the union
- Formal grievance to be raised
- Legal application to be lodged
- Member to report incident to police

If there is a legal implication, then explain the process if assisting in a grievance and assisting with the legal case via the unions legal department and explain the legal process.

Health and safety reps

Ensuring trade unions are abiding by their duties to create and maintain healthy and safe workplaces comes within the remit of health and safety reps, who have statutory rights.

Challenging discrimination or harassment in the workplace should be seen not simply as part of the remit of equalities reps but also as part of the remit of health and safety reps. Instead of encouraging only 'anti-race discrimination champions' who have less power in the workplace, trade union membership and recognition should be encouraged in order that there is a more equitable balance of power in the workplace.



Understanding grievances

If a member has a concern, problem or complaint at work, you might want your member to take this up formally with their employer. This is called 'raising a grievance'.

You might need to assist the member to raise a grievance about issues such as:

- things they might be asked to do as part of their job
- the terms and conditions of their employment contract - for example, pay
- the way they are being treated at work - for example, if they are not given a promotion when you think they should be
- bullying
- discrimination at work - for example, you might think their work colleagues are harassing them because of your race, age, disability or sexual orientation

Your employer should also have a formal procedure for raising a grievance. You should try to follow this, where possible. You should be able to find details of your employer's grievance procedure in your Company Handbook, HR or Personnel manual, on your HR intranet site or in your contract of employment. If your employer

doesn't have a formal procedure, you can follow the Acas Code of Practice²².

There are some legal discriminations claim time limits which must be followed.

Discrimination claims must be presented to a tribunal within:

- General rule (three months less one day of act or omission complained of)
- Summary dismissal (three months from date employment terminated)
- Dismissal with notice (three months from date when notice expired)
- Constructive dismissal (three months from date of resignation, or from date when notice expired)
- Failed promotion (three months from employer's decision)
- Continuing act of discrimination (three months from last act in the series)
- Failure to make reasonable adjustments (three months from decision to do nothing, or from the expiry of a period within which the employer might reasonably have been expected to do something).

Who are ACAS?

The Advisory, Conciliation and Arbitration Services (ACAS) are an independent public body that receives funding from the government. They provide free and impartial advice to trade unions, employees and their representatives on:

- employment rights
- best practice and policies
- resolving workplace conflict

When things go wrong, ACAS help to resolve workplace disputes between trade unions and employees.

→ Speak to fellow union representatives about the case to gain support and advice.

- Follow your unions internal procedures.
- Contact the Advisory, Conciliation and Arbitration Services (ACAS) team for advice on how to proceed.
- Beware of the time constraints. The deadline to submit an application for an employment tribunal is 3 months minus 1 day.
- Follow the ACAS process for tribunal on the base of race discrimination.
- Make sure you inform your trade union legal department.



DON'T BE TIMED OUT

Online resources that may offer further help and support

Online training on handling challenging conversations



How to campaign for ethnicity monitoring²³

This short guide will show you how you can help tackle racist discrimination at work by negotiating with your employer for better ethnic monitoring and reporting on pay, training, promotion and more

Discrimination and trade unions - Negotiator's guide²⁴

Workplaces are becoming more diverse. But many Black, Asian and Minority Ethnic workers are lagging behind white workers when it comes to pay, promotion and working conditions.

The guide above will take you through some of the challenges facing Black, Asian and Minority Ethnic workers in today's economy, as well as helping you be proactive in finding solutions. It will look at issues such as equal opportunities policies and monitoring, as well as how trade unions can create more equal places of work through collective bargaining and negotiation.



Tackling the far-right

Far-right extremism is on the rise in Wales and across Britain. Hate speech spreads unchecked online and acts of far-right terrorism have rocketed. But unions have stronger weapons than the far right — solidarity, trust, and of course, our union reps and activists. Together we can keep our workplaces hate-free.

British workers have a proud history of standing up to Racists and Fascists from standing up to Oswald Mosley²⁵ to showing solidarity to Spanish workers against Franco²⁶. In modern day Britain we have seen trade unions at the forefront of challenging racism in the workplace and wider society by introducing training and supporting mechanisms. They also support like-minded organisation such as Stand Up To Racism and Show Racism the Red Card.

This QR code²⁷ will take you to the TUC Cymru E-Note; a short, online briefing detailing how we can combat the far-right.



Challenging conversations

We can't always prevent far-right propaganda spreading, but by talking to people who've been influenced, you can get them to question the lies and reconsider their views. We need to fight against divide and rule tactics. We can only win in workplaces and communities if we work together.

People are much more likely to listen to people that they know – that's why we need these conversations to be happening.

The video above²⁸ will help you plan these conversations and use techniques to keep them on track.

Activity:

Understanding the impact of microaggressions

Aim of activity:

- To understand the impact of microaggressions
- To understand the impact of our own biases in the workplace
- To empower reps to deal with microaggressions and make workers feel safe from them

Time needed (approximately): 1 to 1.5 hours

1. Identify language (10 minutes with opportunity for further group feedback)

Many parts of our everyday speech have historical roots in racism, sexism, and other forms of discrimination. In small groups ask participants to list commonly used phrases or words that may fall into this category.

2. Returning to small groups – discuss the following examples below and list how you would respond to them:

- “I didn’t realise you were Jewish - you don’t look Jewish,” signalling that a person of the Jewish heritage has a stereotypical look. (Of course, similar statements happen to people from many backgrounds.)
- “I believe the most qualified person should get the job,” signalling that someone is being given an unfair advantage because of their identity.

- “But where are you really from?”²⁹ signalling that where someone grew up isn’t their “true” origin. This microaggression often happens to people who are in ethnic and racial minorities, whom others assume are immigrants.

3. Responding to microaggressions

The more you increase your awareness of microaggressions, the more you will inevitably notice they are happening - and wonder how or if you should intervene. In your groups discuss how you would respond to microaggressions. You may want to consider the following factors:

- Timing - when is the right time to respond?
- Relationship – what is your relationship with the person and how well would they receive you?

- Safety - is this a safe person to raise this concern with?
- Opportunities for growth – how can you create an opportunity for the person to learn and grow from this experience?

4. Returning to your small groups, discuss and list actions that you could take if you realised that you had committed a microaggression.



Action for trade union reps

Action	Outcome
Carry out an audit on your workplace. Find out the ethnicity of all workers, what grade each worker is employed on and what contract type.	This data will help understand the situation in your workplace better and give you a basis to take further positive action. Many Black, Asian and Minority Ethnic workers are underemployed and are working below their qualification level, and often on poorer quality contracts.
Request information from your employer on how many roles are currently being undertaken on a zero-hour contract. Work towards providing these workers with decent contracts.	Eliminating zero-hour contracts allows workers to be in a safer and protected workplace with rights.
Create a workplace agreement on the treatment of workers who experience racism, both from colleagues or from customers or clients. Work through specific actions that will be taken to address the racism and protect the worker experiencing racism.	By creating a workplace agreement that has a zero tolerance anti-racism workplace practice you can better protect Black, Asian and Minority Ethnic workers, whilst educating all staff.
Negotiate that your workplace delivers anti-racism training to all members of staff and set up clearly a code of conduct within the workplace.	By training all workers, the workplace is taking necessary action towards educating their team on anti-racism.
Monitor your workplace to make sure you know where people are working and what types of contracts they are on, which can be useful in negotiations.	Keeping track of what data is being collected and why is important. By taking this action you are able to monitor any progress (or lack of) and use it in negotiations.

Action	Outcome
<p>Ensure fairness and equality throughout the recruitment process. Actions such as anonymised application forms, providing opportunities to visit the workplace prior to interview and guaranteed interview schemes may be positive steps to make your workplace a more welcoming place.</p>	<p>Unions campaigning for this can help make a positive difference to reducing the discrimination faced by Black, Asian and ethnic minority workers.</p>
<p>Run a retraining and retaining programme to make sure there are opportunities to progress and stay within the organisation if job roles change.</p>	<p>As workplaces continue moving towards more automation, they are losing jobs at the foundational level, and many of these are held by Black, Asian and Minority Ethnic workers. By working with trade unions to help them invest in workplace development of workers, this protects workers from potential job losses posed by the development of technology and AI.</p>
<p>Set up a union-backed Black, Asian and Minority Ethnic staff group.</p>	<p>This can help to find out how workers are treated within the organisation and if they are dealing with any workplace issues. It must be supported by trade unions.</p>
<p>Work with your employer to make sure that they don't just pay lip service and their actions are not performative. For example, some trade unions might celebrate Black History Month without doing anything for Black, Asian and Minority Ethnic staff internally.</p>	<p>Remember the past by honouring the future. Keep focus on the issue of becoming an anti-racist workplace all year round.</p>
<p>Ensure that your union is taking steps to see Black, Asian, and Minority Ethnic people represented at every level and put in measures to monitor these steps.</p>	<p>Your actions are important, and they rely on having a well organised workplace. By building a strong union you create solidarity and strength for workers in your workplace.</p>

Checklist for negotiating a safer workplace

Questions to consider	Actions you can take	Start date	Completed date
How can your workplace create a climate in which members will want to come to you with their complaints?	Are there policies and procedures in place to deal with complaints? If so, do members have confidence in them? If not, you will have to negotiate adequate, robust policies and procedures and set them up.		
Do you listen carefully to members' complaints and have a safe reporting mechanism?	Understand how your own preconceptions may influence what you hear and what you put emphasis on. Instead, engage with the member and ensure that the areas they feel are important are prioritised. Make sure clear, confidential mechanisms for reporting racism and discrimination are in place and followed. Ensure that reports are taken seriously and investigated promptly, with appropriate action taken.		
Do trade unions show commitment to anti-racism at senior levels? Trade unions should publicly commit to anti-racism, with company statement for display in workplace, and clear support from senior management.	Negotiate measurable goals for employer and its commitment to transparency about progress.		

Questions to consider	Actions you can take	Start date	Completed date
Has the workplace taken action to ensure data gaps are addressed?	<p>Map the workforce to understand how many Black, Asian and Minority Ethnic people work for the employer.</p> <p>Ensure that employer commits to publish ethnicity data gap information.</p>		
Do you work with the employer to develop anti-racist policies?	<p>Create or update workplace policies to explicitly include anti-racism measures; for example, no toleration of verbal racist abuse.</p> <p>Ensure these policies cover recruitment, retention, promotion, and disciplinary procedures.</p>		
Are members aware of the time limits (3months minus one day) from the start date of any case?	<p>Inform the member of time limits if they wish to take a case now or in the future.</p>		
Have you negotiated anti-racist training and education sessions for workers and management?	<p>Request strongly that management provide comprehensive anti-racism training for all employees, including management.</p> <p>Ask that this is offered as ongoing education on racial equity and unconscious bias.</p>		
Have you negotiated with management that strategies are also extended to new recruits?	<p>Implement recruitment strategies aimed at attracting a diverse pool of candidates.</p> <p>Ensure selection processes are free from bias and that diverse candidates are given fair opportunities</p>		

Questions to consider	Actions you can take	Start date	Completed date
Have you checked that professional support services are in place?	If not, negotiate jointly agreed avenues for individual help to employees.		
Are you monitoring the results of all agreed action carefully?	<p>Conduct regular audits of workplace practices and policies to identify and address racial disparities.</p> <p>Review pay equity, promotion rates, and other key metrics to ensure fairness.</p> <p>Regularly communicate progress on anti-racism initiatives to all employees.</p> <p>Hold management accountable for promoting and achieving diversity and inclusion goals.</p>		

Preventing racism: A safer workplaces checklist for union reps

Section 1: Working environment

Questions to consider	<input checked="" type="checkbox"/> <input type="checkbox"/>	Levels of risk	Possible preventative action
Do staff report a culture of banter or casual racism which is hard to challenge?	<input checked="" type="checkbox"/> <input type="checkbox"/>	L M H <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Are members of staff required to work at night?	<input checked="" type="checkbox"/> <input type="checkbox"/>	L M H <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Do members of staff work alone or in isolated workplaces?	<input checked="" type="checkbox"/> <input type="checkbox"/>	L M H <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Specifically, do members of staff work alone at night?	<input checked="" type="checkbox"/> <input type="checkbox"/>	L M H <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Do staff interact with third parties (e.g. contractors or members of the public at work)?	<input checked="" type="checkbox"/> <input type="checkbox"/>	L M H <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Are staff expected to work with third parties alone?	<input checked="" type="checkbox"/> <input type="checkbox"/>	L M H <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Do members of staff have to leave their main place of work often for work-related activities?	<input checked="" type="checkbox"/> <input type="checkbox"/>	L M H <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Are there certain members of staff who are often placed on night shifts or lone shifts or shifts with only one other member of staff?	<input checked="" type="checkbox"/> <input type="checkbox"/>	L M H <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Do staff members work in high pressured, competitive or stressful environments? Is alcohol consumed while staff are working (by staff or third parties)?	<input checked="" type="checkbox"/> <input type="checkbox"/>	L M H <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Are members of staff expected to socialise with third parties e.g., at events or conferences with contractors or clients?	<input checked="" type="checkbox"/> <input type="checkbox"/>	L M H <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	

Section 2: People

Thinking about who experiences the above, are they...	<input checked="" type="checkbox"/> <input type="checkbox"/>	Notes – are particular groups of people being placed in certain environments, are there any patterns between characteristics and working environments?
Black, Asian and Minority Ethnic workers?	<input checked="" type="checkbox"/> <input type="checkbox"/>	
Young people?	<input checked="" type="checkbox"/> <input type="checkbox"/>	
Women?	<input checked="" type="checkbox"/> <input type="checkbox"/>	
Disabled workers?	<input checked="" type="checkbox"/> <input type="checkbox"/>	
LGBTQ+ workers?	<input checked="" type="checkbox"/> <input type="checkbox"/>	
Migrant workers including those who may not be confident to make a complaint in English?	<input checked="" type="checkbox"/> <input type="checkbox"/>	
Agency staff including freelancers and those on zero-hours or temporary/short-term contracts?	<input checked="" type="checkbox"/> <input type="checkbox"/>	

Section 3: Outside the working environment

Questions to consider	<input checked="" type="checkbox"/> <input type="checkbox"/>	Levels of risk	Possible preventative action
Do staff often socialise? Is alcohol present when staff socialise?	<input checked="" type="checkbox"/> <input type="checkbox"/>	L M H <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	

Section 4: Management structure and reporting process

Questions to consider	<input checked="" type="checkbox"/> <input type="checkbox"/>	Levels of risk	Possible preventative action
Are there strong hierarchies in the workplace with some people who have a lot more power than others?	<input checked="" type="checkbox"/> <input type="checkbox"/>	L M H <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Do staff members have limited networks or not many ways of interacting with more than one line manager?	<input checked="" type="checkbox"/> <input type="checkbox"/>	L M H <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Does the workforce have a lack of diversity? Or is it segregated amongst vertical and horizontal occupations and levels?	<input checked="" type="checkbox"/> <input type="checkbox"/>	L M H <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Does the leadership and management of your organisation have a lack of diversity? Think of key characteristics such as class, ethnicity, disability and gender.	<input checked="" type="checkbox"/> <input type="checkbox"/>	L M H <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Does management consult with workers to decide working patterns, rotas, shifts and late night/early morning working patterns?	<input checked="" type="checkbox"/> <input type="checkbox"/>	L M H <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Is there clear signposting to staff on who they can talk to, besides their line manager, if they are having issues at work?	<input checked="" type="checkbox"/> <input type="checkbox"/>	L M H <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Do staff members know who the trained people are that they can report an incident of race discrimination to?	<input checked="" type="checkbox"/> <input type="checkbox"/>	L M H <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Do staff members know the informal reporting process for race discrimination?	<input checked="" type="checkbox"/> <input type="checkbox"/>	L M H <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	



Section 4: Management structure and reporting process

Questions to consider	<input checked="" type="checkbox"/> <input type="checkbox"/>	Levels of risk	Possible preventative action
Do staff members know the formal reporting process for race discrimination?	<input checked="" type="checkbox"/> <input type="checkbox"/>	L M H <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Do freelancers, agency workers and self-employed contractors have access to safe reporting mechanisms and know who they can report directly to?	<input checked="" type="checkbox"/> <input type="checkbox"/>	L M H <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Do staff members know what race discrimination is?	<input checked="" type="checkbox"/> <input type="checkbox"/>	L M H <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Do informal and anonymous reports of race discrimination outnumber formal reports made to the management team? Low rates of formal reporting can be a sign of distrust in management and in the reporting measures; this is why we recommend conducting regular climate surveys.	<input checked="" type="checkbox"/> <input type="checkbox"/>	L M H <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Does the organisation collect data on the number of reports of race discrimination?	<input checked="" type="checkbox"/> <input type="checkbox"/>	L M H <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Are there any trends or hotspots in the management team's records of race discrimination reports over the last three years?	<input checked="" type="checkbox"/> <input type="checkbox"/>	L M H <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	

Section 5: Preventative action

What steps should be taken, in order of priority?	
1.	
2.	
3.	
4.	
5.	

Trade union actions making an impact

10 steps to making a difference as a union rep

1. Survey members to find out what types of race discrimination is happening or how safe they feel at work.
2. When collectively bargaining on issues such as pay, recognise that feeling safe and comfortable at work is a huge issue and should be included in any discussions with management.
3. Race discrimination often happens when there are imbalances in power – monitor your Black, Asian and Minority Ethnic pay gap information. This can help you work out what imbalances exist.
4. Ensure all representatives are trained on the issue of race discrimination – TUC has training which is available to help with this.
5. Negotiate with your employer to ensure that your workplace has effective and inclusive policies, an example is found in this toolkit.
6. Ensure policies are regularly reviewed and monitored and that workers are regularly reminded about these policies.
7. If you have workers who are working in different locations (in an office, in a hospital, school, at home, in the community or at a workplace hub for example) make sure that your advice is tailored to the type of workplace as there may be quite different issues in those places.
8. Work with other unions and relevant campaigning organisations to make links and increase knowledge on this issue.
9. If you recognise a culture of race discrimination at work where workers feel there is a serious or imminent threat to be at work and your employer has failed to carry out activities to change the workplace, then Section 44 of the Health and Safety Act may apply.
10. Consider the journeys staff members make to and from work and how this can be made safer.

Top tips for activists to protect their own health and wellbeing

Being a trade union rep can be a difficult role and often you can be asked to work on topics that may impact on your own mental health or wellbeing. Especially if you are being asked to represent people who are experiencing racism in the workplace when you understand what that feels like too. Remember, you are a part of a team, and your trade union will have trained officers who can help you when things are difficult. Here are some tips to help you protect your own mental health and wellbeing.

1

Learn when to say 'no' to being involved in things.

7

Know when to go and get help for yourself.

2

Set your own limitations and stick to them.

8

Make sure you talk to people about how you are feeling.

3

Take care of yourself by doing the things that you enjoy (remember, this in itself is a revolutionary act!).

9

Develop your own personal support network with friends, family and fellow activists.

4

Take time to do things other than activism.

10

Remember: you are a more effective campaigner when you are happy, healthy and take care of yourself.

5

Set small, tangible goals and celebrate achieving these.

11

Seek professional advice from a GP if needed.

6

Find some inspirational quotations and look at these every day.

Case study: GMB GRASP Programme

The GMB Race Achievement Scholarship Programme (GRASP) is an initiative dedicated to fostering the development of activists from Global Majority Heritage backgrounds within the GMB. It targets members whose racial and ethnic origins have historically faced underrepresentation, marginalisation, and systemic racism. GRASP aims to recognise and amplify participants' inherent leadership talents, resilience, experiences, and expertise, nurturing them into competent and dynamic Race Ambassadors.

The programme operates on a six-month secondment between the GMB and trade unions, with the union covering all associated costs. GRASP focuses on three main themes: understanding the historical roots of race and racism, increasing awareness within the GMB, and promoting progressive workplace organising and campaigning for racial equity and justice.

It also seeks to deepen participants' understanding of GMB organisational structures, principles, and policies, enabling access to opportunities within both GMB lay and employment structures.

Combining classroom learning with fieldwork placements and shadowing opportunities within GMB regional industrial teams, GRASP equips participants with practical skills and tools to effect meaningful change in any workplace setting.



GMB GRASP programme members with TUC Cymru Black Activist Development Programme participants at the Senedd

Race discrimination risk factors for workplaces

Risk factor	What this means	Why this is a risk factor for racism	How risk can be reduced
<p>Lack of diversity within the workforce</p>	<p>The workplace tends to hire the same type of people.</p> <p>Workplace may be predominantly white, male or have a culture where leadership is only provided from one group of people.</p> <p>Any diversity within the workplace is not representative of the general population. For example, only employing one Black, Asian and Minority Ethnic woman or only hiring Black, Asian and Minority Ethnic workers in low paid jobs.</p>	<p>Workers who are part of a minority group may feel alone and vulnerable, making them less able to use their workers' rights.</p> <p>Workers in the majority group may feel that they can act in a different way towards minority represented groups of people than they do towards people in the majority group. If this behaviour is negative, then that can perpetuate a very poor workplace culture.</p>	<p>Increase diversity at all levels of the workforce, with particular attention to ensuring fairer contract types and fair pay, as well as ensuring equal opportunities for progression pathways within the organisation.</p> <p>Monitor working relationships and create a culture of action, so that if a worker highlights discrimination in any form, they are believed and know that the workplace will take meaningful action to stop it happening again.</p>

Race discrimination risk factors for workplaces

Risk factor	What this means	Why this is a risk factor for racism	How risk can be reduced
Zero-hour contract jobs	Worker in jobs where they do not have a guarantee of how many hours they will work. Workers who do not have a permanent contract with the employer.	<p>Women are more likely to undertake lower-paid roles and temporary roles. Whilst workers who work within the gig economy do have rights, they are often unable to ever exercise them because they are not protected by a proper contract at work.</p> <p>Often workers in the gig economy receive lower pay and are less likely to afford access to justice or cannot afford to 'rock the boat' and report race discrimination in case they face any negative consequences.</p>	<p>Provide all workers with decent jobs. This means proper contracts with meaningful hours at a proper rate of pay, and associated work benefits such as maternity leave, sickness pay and paid holiday leave.</p> <p>Ensure that workers feel able to report race discrimination with a guarantee that they will not face consequences for doing so.</p>
Culture and language differences in the workplace	Workers with different cultures or nationalities. Segregation of employees with different cultures or nationalities.	<p>Employees who do not speak English as a first language may not have access to the same information about their rights and may be more subject to exploitation.</p> <p>Different cultural backgrounds may make employees less aware of how they should expect to be treated at work.</p>	<p>Ensure that workers who have different cultures and nationalities are trained in understanding laws, workplace norms, and policies.</p> <p>Think of alternative ways to communicate what racial discrimination is. This could include getting support from outside organisations or translating key documents.</p>

Race discrimination risk factors for workplaces

Risk factor	What this means	Why this is a risk factor for racism	How risk can be reduced
<p>Social divisions in world issues, highlighted on social media</p>	<p>Increasingly polarised world views and discussion of current events occurring outside the workplace.</p> <p>Social media has both exacerbated this and reflected the changes in public discourse.</p>	<p>As issues become ever more global, and are available to access on social media, differences in opinions spill over into workplace discussions and culture. This may make harassment inside the workplace more likely or perceived as more acceptable.</p>	<p>Remind the workforce of the types of conduct that are unacceptable in the workplace and model good working practices based on tolerance and respecting of the views of others.</p>
<p>Workplaces with 'high value' (actual or perceived) employees.</p>	<p>Well paid and powerful members of staff, often in powerful positions within a workplace.</p>	<p>Management may be reluctant to jeopardize high value employee's economic value to the employer.</p> <p>High value employees may perceive themselves as exempt from workplace rules or immune from consequences of their misconduct</p>	<p>Apply workplace rules uniformly, regardless of position or value to the employer.</p> <p>If a high-value employee is found to have conducted race discrimination, others may be affected by this behaviour, so consider providing additional guidance, support, and opportunities to disclose to other workers.</p>

Race discrimination risk factors for workplaces

Risk factor	What this means	Why this is a risk factor for racism	How risk can be reduced
Workplaces with significant power disparities	<p>A large gap between the best paid workers and the lowest paid workers, often leading to a similar size gap in power within the workplace.</p> <p>Employees holding positions usually subject to the direction of others, e.g., administrative support staff, nurses, janitors, etc.</p> <p>Gendered or racial power disparities (e.g., most of the low-ranking employees are women, or Black, Asian and Minority ethnic women).</p>	<p>Supervisors feel emboldened to exploit low-ranking employees. Low-ranking employees are less likely to understand complaint channels (language or education/training insufficiencies).</p> <p>Undocumented workers may be especially vulnerable to exploitation or the fear of retaliation.</p>	<p>Apply workplace rules uniformly, regardless of rank or value to the employer.</p> <p>Pay attention to relations among and within work groups with significant power disparities.</p>
Public facing workplaces	Dealing with members of the public.	<p>Fear of losing a sale or tip may compel employees to tolerate inappropriate or harassing behaviour.</p> <p>Workers such as nurses, doctors or other health workers may face race discrimination from people within their care.</p>	Workplaces must operate a zero-tolerance approach that encourages reporting of these issues and provides immediate support to workers who report cases of race discrimination from members of the public.

Race discrimination risk factors for workplaces

Risk factor	What this means	Why this is a risk factor for racism	How risk can be reduced
<p>Isolated workplaces or workplace hubs</p>	<p>Physically isolated workplaces, workers working alone or who have few opportunities to interact with others.</p> <p>Workers working in workplace hubs, where they may work with others who are not employed by the same employer.</p>	<p>Harassers have easy access to their targets.</p> <p>There may be no witnesses in cases of racial discrimination.</p>	<p>Consider restructuring work environments and schedules to eliminate isolated conditions.</p> <p>Ensure that workers in isolated work environments understand complaint procedures.</p> <p>Create opportunities for isolated workers to connect with others (in person, online) to share concerns.</p>
<p>Workplaces that tolerate or encourage alcohol consumption.</p>	<p>Alcohol consumption during and around work hours.</p> <p>A culture of after work drinks or workplace social occasions always revolving around the consumption of alcohol.</p>	<p>Alcohol reduces social inhibitions and impairs judgment.</p>	<p>Ensure that workplace social occasions are not always centred around alcohol consumption.</p> <p>Train co-workers to intervene appropriately if they observe alcohol-induced misconduct.</p> <p>Remind managers about their responsibility if they see harassment, including at events where alcohol is consumed.</p> <p>Intervene promptly when customers or clients who have consumed too much alcohol act inappropriately.</p>



Betty Campbell MBE

Betty Campbell was told that a working-class black girl could never succeed, and that her desire to become a teacher would face “insurmountable” problems.

She is now immortalised in a statue in Cardiff; Wales’ first black headteacher and responsible for putting Black culture and history on Cardiff’s curriculum.

Born in Butetown in 1934, Betty Campbell was brought up in Tiger Bay where her mother struggled to make ends meet after her father was killed during the Second World War. She was always a keen reader and won a High School scholarship, but when she said that she wanted to become a teacher, she was told “Oh, my dear, the problems would be insurmountable”.

Betty Campbell once said that this response made her cry. She declared that this was “the first time I ever cried in school. But it made me more determined; I was going to be a teacher by hook or by crook”.

She was one of the first six female students at Cardiff Teacher Training College and qualified as a teacher before working her way up to headteacher. Determined to introduce her students to Black history, she championed multi-cultural education and helped to set up Black History Month.

Her statue is thought to be the first to a named, non-fictional woman in a public outdoor space in Wales. It was commissioned following a public vote from a shortlist of Welsh women, testimony to her significance and influence in Wales.



Statue of Betty Campbell sculpted by Eve Shepherd Central Square, Cardiff

Case study: CWU postal branch

Many workplaces will outwardly celebrate Black History Month without taking actions to support their own workers. Work with your employer to make sure that they do not just pay lip service, and their actions are not performative.

The CWU South East Wales Amal Postal Branch is one good example, where they jointly, with Royal Mail, hold a Black History Month in October each year. They invite speakers from outside organisation such as TUC Cymru, Show Racism the Red Card and Windrush Generation.

The event is aimed at staff to understand why Black History is celebrated. South Indian refreshments are also provided by reps and managers.



Anti-racism policy

Tips for writing a race discrimination policy

When writing workplace policy on race discrimination it helps to:

- Develop a separate and stand-alone policy.
 - Explain who is covered by the policy (scope).
 - Ensure buy-in from every level of the organisation/workplace.
 - Engage with workers to ask them what they need from a workplace policy.
 - Collaborate with trade unions and, where appropriate, equalities networks.
 - State the organisation's zero tolerance policy for staff, volunteers, partners and contractors committing harm, exploitation or abuse – specifying that racism is relevant here.
 - Outline the responsibilities of the organisation.
 - Update regularly, with a view to continuous improvement focused on developing and maintaining a respectful workplace.
- Work with trade unions to put the policy into action through developing workplace campaigns and awareness raising. This means sharing best practise where cases have been dealt with adequately, in a speedy manner. We will also monitor the numbers of grievances and work towards reducing them.
 - Enforce the view of the organisation/workplace that race discrimination of any kind is not acceptable and there is zero tolerance of racism.
 - Clearly define the consequences for race discrimination.
 - Refer to protection of whistleblowers (for anyone who discloses malpractice).
 - Ensure that this policy is supported by clear policies and procedures on equality, diversity, bullying, harassment, grievance and disciplinary action.
 - Comply with the ACAS's codes of practice and Equality and Human Rights Commission advice.

Anti-racist workplace policy

This is an example of what a workplace anti-racism policy might include. It is provided as a resource for union reps looking to negotiate their own policies. It should be adapted as needed to reflect the issues in different workplaces.

It should not necessarily be used as a 'model' suitable for all workplaces, *as reps should always consult with members and seek advice from their own union* regarding the development of a new policy. But it may be helpful as a starting point.

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1. Policy statement
2. Aims and objectives
3. Legislative compliance
4. Key principles
5. Workplace factors
6. Access to workplace support

1. Policy Statement

This policy recognises that Black, Asian and Ethnic Minority people may experience racism and discrimination. As an employer who champions anti-racism and social justice in the workplace, (name of employer) want to mitigate the likelihood of this taking place within the workplace.

(Organisation's name) is an anti-racist workplace and we are committed to ensuring that all individuals are treated fairly and with dignity and respect in their working environment. It is also committed to ensuring the health, safety and wellbeing of the workforce and we recognise how the impact of racism and discrimination can adversely affect our workers.

(Name of organisation/ workplace) believes that race discrimination of any kind is not acceptable.

We value inclusivity, appreciate difference, welcome learning from others, and consider people equal without prejudice or favour. We build relationships based on mutual respect.

We believe that anti-racist practices in the workplace create the environment where all of our workers can be valued for their talents, creativity, passion and ability.

2. Aims and objectives

The aim of this policy is to make managers aware of the (organisation's name)'s commitment to creating an anti-racist workplace. It also aims to raise wider awareness and understanding among workers for whom we have a duty of care. It will also outline support and changes that (name of organisation) will take to move to anti-racist practices.

(Organisation's name) aims to create an environment where our workers feel safe, valued, respected and confident enough to tell us if they are experiencing racism or discrimination, in the knowledge that we will take action.

The organisation is committed to ensuring that conditions in the workplace make our workers feel safe, protected and able to discuss racism.

If one of our workers experiences racism whilst in work, or from one of our workers then we will have a zero-tolerance approach and will take immediate action to stop the racism.

This organisation takes a proactive stance and will promote a greater understanding of racism in the workplace, including micro-aggressions, unfair work practices and discrimination. (Name of organisation) will also look at where we employ Black, Asian and Ethnic minority workers, on what grade and levels of our organisation and aim to improve this at all levels. We will also consider our recruitment and dismissal policies to ensure that we are not biased.

This policy and supporting guidance is intended to provide clarity and direction on how (organisation's name) should deal with racist or race discrimination related issues, either for Black, Asian or Ethnic Minority individuals experiencing those issues or those who are affected indirectly for example partners, colleagues, members of the public or line managers.

3. Legislative compliance

The Health and Safety at Work Act (1974) requires employers to ensure the health, safety

and welfare of all workers. The Equality Act (2010) prohibits discrimination against people on the grounds of certain 'protected characteristics' including sex, age, disability, religion or belief.

4. Key principles

It is recognised that the impact of racism or discrimination upon the individual can be a very personal experience and that people can be affected and impacted in different ways. We want to stop all incidences of racism and build preventative cultures in the workplace. We will ensure that those who experience racism in our workplace have support, help and trust that (name of organisation) will support them.

Appropriate information, support and training will be provided to all workers with regards to anti-racism in the workplace. However, we will also expect workers to show ongoing commitment to racial equality by having consistent and regular conversations, especially at managerial level.

We understand that reporting bullying or harassment and racism can be intimidating. Working with unions and (enter name of workplace support group for Black, Asian and Ethnic Minority workers), working conditions, practices

and policies will be reviewed and adjusted to take account of the practices that currently take place and what will need to be changed.

We will respect confidentiality where possible and aim to make the process of reporting clear and straightforward. If anyone comes forward to report behaviour which might amount to bullying or harassment and/or racism, we will endeavour to investigate objectively. Individuals who have made complaints of bullying and harassment and/or racism or participate in good faith in any investigation should not suffer any form of reprisal or victimisation as a result.

Additional training on developing understanding of anti-racism and its practices will be provided for all managers and staff and information will be given to all workers on this new approach.

5. Workplace factors

This policy recognises that there are many workplace factors which can make working life more difficult for Black, Asian and Ethnic Minority workers and/or increase the likelihood of experiencing racism in the workplace. An Anti-racism policy should also be considering intersectional issues. This policy will compliment (employer's) considerations of ethnic

monitoring in the workplace and work towards publishing our ethnicity pay gaps.

These include:

- Pay and conditions
- Lack of representation of Black, Asian and Ethnic minority workers in the workplace
- Zero-hour contract jobs
- Outsourcing of roles that had been previously in-house
- Lack of support for workers who have had to take on multiple roles
- Workplace racism through lack of access to training opportunities, lower pay, fewer opportunities to progress and develop.
- The impact of racism on Black, Asian and Ethnic Minority worker's mental health, stress levels and levels of satisfaction when working.
- A lack of understanding by employers on faith and cultural sensitivities
- Social divisions in world issues, highlighted on social media
- Power disparities and hierarchy
- Working with members of the public

- Isolated workplaces or workplace hubs
- Workplace stress
- Bullying and harassment

This organisation is committed to ensuring that the above factors are eliminated from this workplace and to taking proactive steps to ensure conditions in the workplace do not condone or encourage racism.

6. Access to workplace support and adjustments

It is recognised that the experience of racism and discrimination can be very personal, isolating and difficult. This organisation is committed to ensuring that line managers are sympathetic and provide appropriate support.

Although we will ensure that managers undertake training, the organisation has made other options available including x person in x department (e.g. a trained person from HR, OH, Employee Assistance Service).

Time off should be made available to union representatives to attend training by their union or TUC Cymru.

Further information and support

If you have been affected by any of the issues raised in this toolkit, you can seek further support from

ACAS - Advisory, Conciliation and Arbitration Service

0300 123 1100

Bawso

0800 731 8147

Citizen's Advice Advicelink (Wales)

0800 702 2020

Disability Wales

029 2088 7325

Equality and Human Rights Commission

029 2044 7790

Equality Advisory and Support Service

0808 800 0082

Eye to Eye Wales

01443 202940

LawWorks

020 7092 3940

Mankind Initiative

0808 800 1170

Mind Cymru

0300 102 1234

The Mix

0808 808 4994

NHS Direct Helpline

111

Refuge

0808 2000 247

Samaritans

116 123

Stonewall Cymru

08000 50 20 20

Victim Support

0808 1689 111

Women Connect First

029 2034 3154

Wales Hate Support Crime

0300 30 31 982

Welsh Refugee Council

0808 196 7273

Welsh Women Aid

0808 80 10 800

*Please be aware contact details can change at any time.

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We would like to acknowledge the work of so many in this campaign. Their dedication, hard work and determination to create safer, equal and healthier workplaces is inspiring and we hope to continue working with you to create a campaign which has a lasting impact.

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This publication is also available in the Welsh language.

All TUC publications can be provided for dyslexic or visually impaired readers in an agreed accessible format, on request, at no extra cost.

This toolkit will be regularly updated, so we would welcome any comments or suggestions on how it could be improved. Please let us know if you notice anything that is out of date, unclear, or that you think may need correcting or updating.

Contact: Amarjite Singh or Rhianydd Williams

e: cymru@tuc.org.uk t: 029 2034 7010

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TUC Cymru,
1 Cathedral Road,
Cardiff CF11 9SD
www.wtuc.org.uk

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