

UNDERTAKING A HUMAN RIGHTS AND EQUALITY INTERNAL AUDIT

- **Who is this for?**
Public and private sector organisations who provide goods and services to the public
- **What will it help me do?**
Review the approach to human rights and equality taken by my own organisation and identify areas for improvement

To improve your provision of goods and services you can begin with an internal audit. The following questions can help identify any areas of strengths or gaps.

1. Is your company aware that investing in equality for your customers can yield benefits for your business?
 2. Has your company taken action to find out the equality needs of your customers?
 3. Has your company ever engaged with organisations representing customers from across the nine equality grounds to find out the equality needs of customers or potential customers?
 4. Does your company know if there are barriers preventing potential customers from accessing your goods and services?
 5. Do you have any feedback mechanisms to enable customers or potential customers from across the nine equality grounds to rate your goods and services?
 6. Is your company fully compliant with the Equal Status Act 2000-2008?
 7. Does your company combat discrimination against all customers and potential customers?
 8. Does it promote equality of access to your goods and services for customers and potential customers?
 9. Does it make reasonable accommodation for customers with disabilities?
 10. Does your company have an equal status policy outlining its commitment to equality for customers?
 11. Have you a system for implementing the equal status policy?
 12. Have you allocated responsibility for implementing the equal status policy to a particular employee or employees?
 13. Is there top-level commitment to implementing the policy?
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