

Equality Impact Assessment Form

Please ensure you have read the EIA Policy and Guidance document before completing this form. If you need assistance, please contact the EDU. Please return the completed form to the EDU.

STEP 1 – Define policy/practice			
i. Name of policy/practice/significant change			
Implementation of Yo-Yo, a Loyalty and Marketing Application for use within Catering			
ii. Owner of policy/practice (College, School/Research Institute or Service)			
Commercial Services, Catering			
iii. Date of policy/practice approved			
October 2020			
iv. Approved by? (Committee, College, School or Service)			
Commercial Services			
STEP 2 – Description of policy/practice			
i. What are the aims?			
The aim of onboarding Yo-Yo is to reward Students, staff and visitors for their loyalty by offering discounts / incentives for purchasing products within the University of Glasgow Catering outlets. Reviews on their 'App Store' include those from students who have saved money at university through using the app.			
ii. Who does it cover?			
This covers staff, students and visitors.			
iii. How often is this policy/practice reviewed?			
TBC			
STEP 3 – Could there be any implications for a protected characteristic group (as defined by the Equality Act 2010) in this (or the development of) policy/practice?			
STEP 3a – Yes, there is a potential implication or barrier for a protected characteristic group.			
Please tick all that are relevant			
	Protected Characteristics	Tick ✓	Notes
	Age	✓	
	Disability (including BSL users)	✓	
	Gender Reassignment (including Gender Neutral Language)		
	Marriage and Civil Partnership		
	Pregnancy and Maternity		
	Race		
	Religion or Belief		
	Sex		
	Sexual Orientation		
If any of the above have been ticked - Go to Step 4			
STEP 3b – No, there are no potential implication or barrier for a protected characteristic group.			
Go to Step 8			
STEP 4 – What evidence do you have for this conclusion (potential implication for a protected characteristic group)?			
Briefly explain:			
As this is a new application, there is little evidence for the potential impact.			
STEP 4a – Does the evidence show a positive impact?			
Please provide an example and attach evidence:			
Go to Step 5			

STEP 4b – Does the evidence show a negative impact?

You need to consult with relevant stakeholders – the EDU will assist with this process.

Provide brief details and attach evidence:

Potential negative impact areas are:

Age - use of the app will vary across all age ranges.

Disability - ensuring the app is compliant with accessible technology.

Language - use of the app will vary across staff and students from different countries

Go to Step 6

STEP 4c – Does the evidence show NO impact?

Attach evidence:

Go to Step 8

STEP 5 – Continue to promote good opportunity for all people

Promote and implement as exemplar policy/practice

Go to Step 8

STEP 6 – Involve and consult stakeholders to address any negative impacts?

EDU will assist with this process. Provide brief details of involvement and consultations:

SRC were consulted prior to tender being launched.

Go to Step 7

STEP 7 – Outline any changes made to the policy/practice as a result of the consultation

Provide details of changes:

Address / Mitigate the impact:

Age: The app can be used by users varying in age. The University Catering team are currently undergoing significant detailed training to ensure the knowledge of the application is high, therefore being able to provide support to those users wishing to use the application.

Disability: The app will be used by users with disabilities, including visual impairment. Yo-Yo have confirmed that the application works well with voiceover technology, which has gained positive feedback from visually impaired application users. Furthermore, Yo-Yo have completed a WCAG review, which is attached to this submission. WCAG is not required as Yo-Yo is not web based.

Language: The app is only published in the UK in English, however Yo-Yo have the capability to translate the app. Once again, the Catering team will be able to assist users who may require support. Yo-Yo operate within other Universities (University of Oxford, University of Newcastle, Imperial College London), whilst they also operate with large multinational corporations such as Burger King, Café Nero, Nandos and KFC.

Go to Step 8

STEP 8 – Publish results (as required by law)

Return this form, once completed, along with copy of amended policy or practice and any relevant information, to the EDU for annual reporting and for inclusion on the University website. Please note items sent to EDU here:

WCAG review

Go to Step 9


STEP 9 – Regular review

Regular reviews ensure that policy and practice is kept up to date and meets the requirements of current equality legislation. Where a negative impact has been identified and remedial actions are being implemented, the policy owner should define a timescale for review.

Please give details of review process:

The app is regularly reviewed and updated by Yo-Yo, at time of writing (30 September 2021) the latest update was 4 weeks ago. It is currently on version 7.74.0.

SIGN OFF PROCESS

Name of EIA Owner	Callum Williamson
Signature	
College/School/RI/Service	Commercial Services
Date of Completion	30/9/2021
Date received by EDU	30 September 2021
Approved in Principle?	YES NO
Any actions required? Please specify	
Signed on behalf of EDU	Mhairi Taylor
Date	22 December 2021