



Equality Impact Assessments (EIA) and Inclusive Design

Service Definition Document

G-Cloud 15

Status: Definitive

Security Commercial – In Confidence

Version no.1/0

THINKING
BEYOND
LIMITATIONS

We're Kainos

Formed in 1986, we set about finding the best people to tackle the most difficult digital work. We fostered a culture where people truly care for each other and the world around them.

Our reputation for software engineering and problem-solving was quickly established, and our customers started to view us more as their colleagues

We're much bigger now, helping organisations across the globe to navigate change in more ways than ever. But some things never change, like our commitment to our people, delighting our customers, and our technical ability

Some say we're leading a quiet revolution in digital, but if you ask us, we're just doing our bit to make the world a little bit better.



3,132 amazing
people



13 consecutive
years of growth



40 years
of innovation



£382m revenue
(FY2024)



13 locations
globally



FTSE 250 listed
tech company



Our core expertise

The digital revolution is already happening. We're leading from the front to help our clients **seize every digital opportunity** and be future-ready.



Cloud



Business Applications



Data and AI



Managed services



Engineering



Service and
experience design



Workday services
and products

- Test
- Audit
- Shield
- Deployment
- Optimisation
- Spark & Grow

Equality Impact Assessments (EIA) and Inclusive Design

Kainos provides equality impact assessments and inclusive design services to deliver services that comply with the Public Sector Equality Duty and Equality Act.

We identify service inequalities, and we resolve inclusion barriers so you can provide equal access and equitable outcomes for all.

Features

1. Expert equality impact assessment (EIA) covering all protected characteristics.
2. We identify all equality impact issues and propose solutions.
3. All operations including AI and data decisions are assessed.
4. Inclusive design enabling users to access reasonable adjustments.
5. Inclusive content and communications for users with inclusion needs.
6. User research validation with users with all protected characteristics.
7. Public Sector Equality Duty evidence and compliance documentation provided.
8. Ensure GDS inclusion standards and GDS assessments are passed.
9. Reporting and process enhancements to meet Equality Act ongoing.
10. All project delivery accelerated using our unique GenAI expertise.

Benefits

1. Identify direct and indirect discrimination.
2. Understand the needs of users with all protected characteristics.
3. Solve service inequalities and disparity among user groups.
4. Enable digitally excluded users through digital inclusion techniques, assisted digital.
5. Ensure equality across user touchpoints and data uses.
6. Improve reasonable adjustments for users with protected characteristics.
7. Measure and monitor equality impacts for all groups.
8. Eliminate discrimination, advance equality of opportunity and foster good relations.
9. Comply with the Equality Act and Public Sector Equality Duty.
10. Drive efficiencies in project delivery with our GenAI accelerator.

Equality Impact Assessments (EIA) and Inclusive Design

Inclusive Design makes sure services work for diverse users and Equality Impact Assessments provide evidence of equitable impacts for all. Our Equality Impact Assessments and Inclusive Design services enable users with all protected characteristics can use your services, with fair access and outcomes. This is a legal requirement in the public sector. Kainos offers these services to help you comply with the Equality Act and Public Sector Equality Duty.

Why engage in Inclusive Design?

By understanding the service needs of diverse users with all 9 protected characteristics, we ensure you engage the maximum possible number of users while safeguarding against user exclusion arising from biased design and delivery (indirect discrimination).

Our Approach

- 1. Equality impact assessment:** Review services to understand if users with particular protected characteristics are excluded from the service or receiving unfair outcomes from the service, and what you need to do to improve inclusion and equity.
- 2. Digital inclusion:** Design multi-channel and assisted digital journeys for digitally excluded and inexperienced users.
- 3. Inclusive design:** Whole system strategies that cover all aspects of service design, AI, data and operational delivery so you can provide equitable and inclusive services and continuous improvement against equality measures for users with all protected characteristics.

Equality Impact Assessments (EIA) and Inclusive Design



Kainos Inclusive Design

1. **Equal access:** We make sure diverse users can access your service in a way that is accessible to them.
2. **Equal experiences:** We make sure diverse users can complete their journeys and their specific service needs are met.
3. **Equal outcomes:** We make sure diverse users achieve fair outcomes and are not negatively impacted when they use your services.
4. **Compliance:** Users are reassured your service is compliant with the Equality Act and Public Sector Equality Duty.

Key Benefits

1. Compliance with the Equality Act, Public Sector Equality Duty, WCAG and accessibility regulations.
2. Equitable and inclusive of diverse users with all 9 protected characteristics, access needs and illnesses.
3. Reduces risk of excluding or indirectly discriminating against groups because of unconscious bias in your service designs, human and automated decisions, processes and policies.



Where we are

The Americas

Buenos Aires
Indianapolis
Nova Scotia
Toronto

UK and Ireland

London
Birmingham
Belfast
Derry
Dublin

Central Europe

Gdansk
Helsinki
Paris
Wommelgem



What makes us stand out



Our people



True collaboration



Innovation



Digital know-how



Common goals



Trust



Digital Services

We are **engineers**, specialists. We **overcome big challenges** for our clients, through delivery of **intelligent** digital services that use the best in **talent and technology**.



55 million UK citizens

positively impacted by
services we've delivered



**892
customers**



13 locations

And growing



99% of customers

rate our service as good,
great or excellent



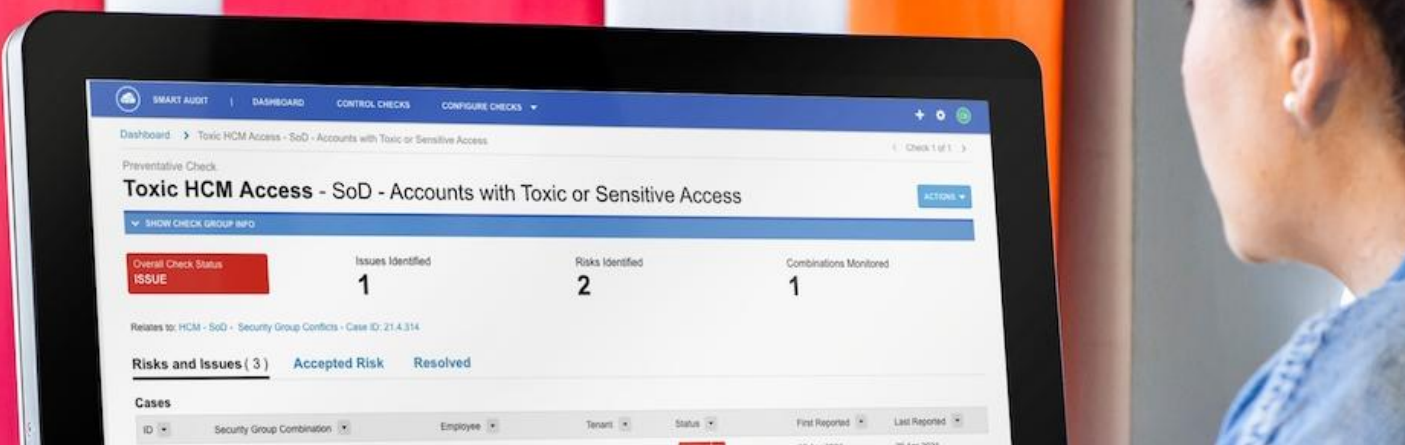
Key partners

Working closely with
Microsoft and AWS to
deliver results



Award-winning

90+ industry awards



Workday

Kainos is a Workday **phase one prime status partner** in all European, North American and Asia Pacific markets. We have worked with many public and private sector customers of various sizes and scale in over **40 countries worldwide**.



Partner Since 2011

We are the only certified Workday Services, Technology and Extend partner globally.



Workday Services

Full range provider from pre-deployment consulting, implementation and support.



650+ Customers

We have deployed to over 650 customers and are a proud Workday customer also, using HCM, Financials, Recruitment, Planning and PSA to run our business.



Workday Public Sector

We have worked with many UK Public Sector customers with their initial deployment, post-deployment support and adoption of new modules.



Kainos Smart

Our product is deployed to 500+ customers globally saving them 1000s of testing hours.

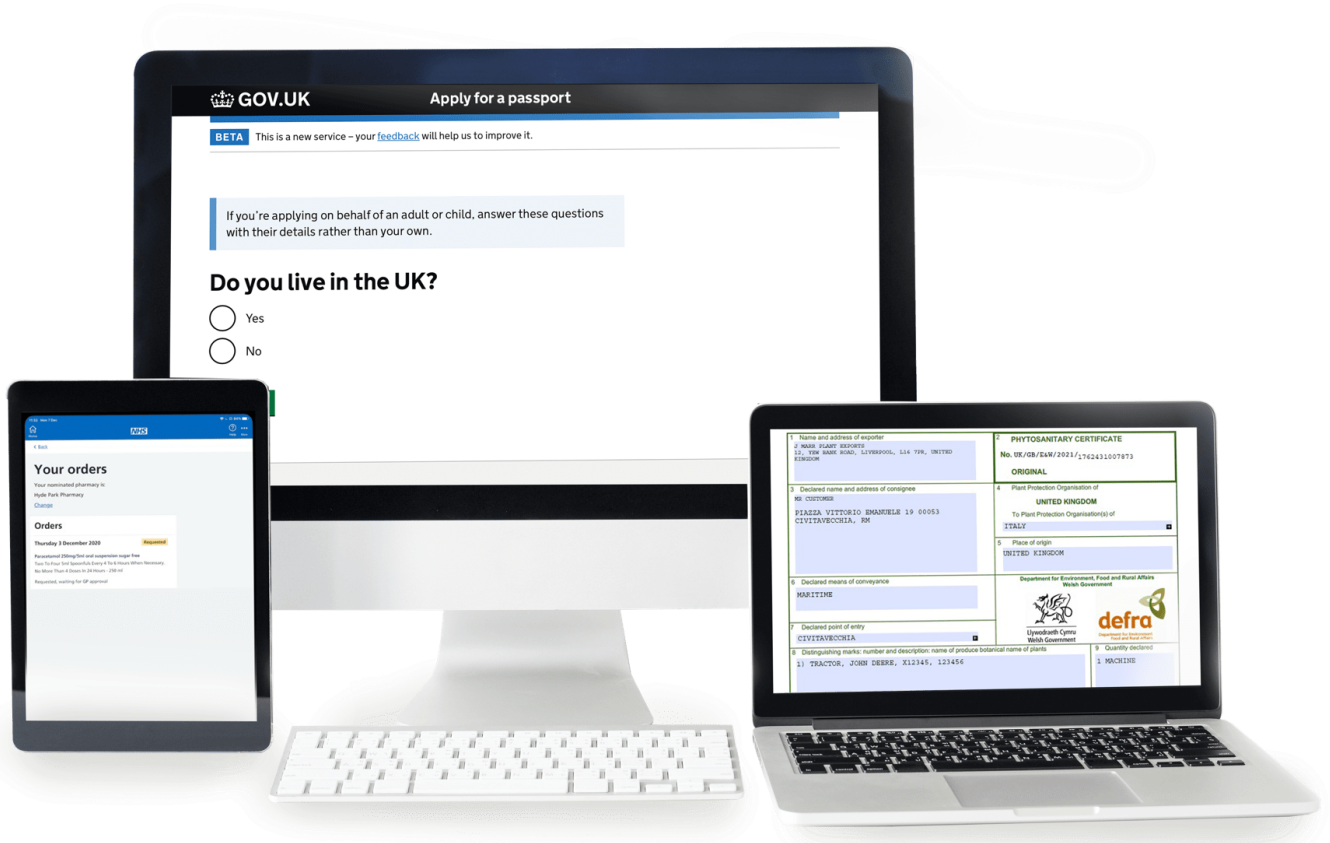


900+ Consultants

Hold over 2,700+ Workday certifications covering all areas of the platform.

65 million

citizens positively impacted
by services **built by Kainos**
for the UK Government



Every driver & every car on the road
Every piece of work to fix roads
Every court case & every prisoner
Every home helped with help-to-buy
Every passport & renewal application
Every COVID test sent out
Every COVID test result
Every user of the NHS App

Every voter registered
Every company opened & closed
Every UK civil servant trained
Every piece of produce grown in the UK
Every thing imported & exported to the EU
Every benefit fraud prevented
Every body's pension details

Our Social Values and commitment to HM Government strategy



Education & Capability Building

We empower people through technical and behavioral learning programs, academies, and outreach projects, fostering skills development and inspiring future technology leaders across communities and organisations.

Social Responsibility

Tackling workforce inequality and ensuring equal access to technical and vocational education, through our Academies, Camps and Earn as you Learn schemes.

Innovation & Future Readiness

Driving continuous improvement through technology

Health, Wellbeing & Accessibility

We support colleagues' physical, emotional, and career wellbeing through initiatives, guidance, and inclusive design, ensuring equal access, experiences, and compliance for all users with diverse needs.

Climate Action & Sustainability

With a comprehensive sustainability strategy underway, we will be a Carbon Net Zero company by 2030.

Equality, Diversity & Inclusion

Maximising service experience for citizens and civil servants by delivering projects with diverse teams, underpinned by our BAME, LGBTQIA+ and female communities.



The Code of Ethics

We are guided by our 6 ethical principles.



Wellbeing

We protect the wellbeing of our staff, customers and communities.



Equality

We improve access and inclusion and minimise bias.



Transparency

Our decisions are traceable and accountable.



Integrity

We hold ourselves and others to ethical standards.



Environment

We act responsibly towards the Earth and its resources.



Initiative

We take initiative to deliver social value and positive impacts.

BCDR and Exit Plan

Business Continuity and Disaster Recovery (BCDR)

A Business Continuity Plan can be provided if required. This shall set out the arrangements to be invoked in the event of an actual or perceived threat to business continuity, to ensure continued operation of the system and continuity of the services provided by Kainos pursuant to the Prime Agreement and shall include: the alternative processes, options and responsibilities that may be adopted in the event of a failure or disruption to the system and/or services provided by Kainos pursuant to the Prime Agreement; and the steps to be taken by Kainos upon resumption of the system and services provided by Kainos pursuant to the Prime Agreement in order to address any prevailing effect of the failure or disruption including a root cause analysis of the failure or disruption.

Exit Plan

An Exit Plan can be provided if required to detail the steps that would be carried out to ensure smooth transition of Kainos services to a new supplier. The steps outlined in the Exit Plan will help mitigate against any disruption to the service during the transition period. It is assumed that any new supplier will themselves have a procedure they wish to follow during the transition period, and as such the steps in this Exit Plan will serve as a checklist for the new supplier to ensure all key areas of the transition have been covered. The Exit Plan will therefore be subject to refinement should it be exercised.

Commercial Statement

Confidentiality and copyright

© Kainos Software Limited 2026 ("Kainos")

The contents of this document are commercial and confidential in nature and the copyright of Kainos. This document must not be reproduced (in whole or in part) save in connection with the purpose for which it was issued and must not be shared with Generative AI systems without express consent.

Trademarks

Kainos® is a registered trademark of Kainos Software Limited. All rights reserved. You may not delete or change or modify any copyright or trademark notice.

Caveats

Kainos has used all reasonable endeavours to ensure that the contents of this document are accurate but is not responsible for any errors or omissions.

All information provided prior to execution of a contract is provided 'as is' and 'subject to contract' without warranty of any kind.

This document does not constitute an offer from Kainos. In the event that the parties elect to work together, they will only be contractually bound to each other upon signature of a contract.

Corporate information

"Kainos" is the trading name of the Kainos group of companies, further information on which can be found here: <https://www.kainos.com/corporate-information/>.

Kainos Software Limited/ Kainos WorkSmart Limited, will be the contracting entity under this tender / for the provision of the service and may be assisted from time to time by other Kainos group companies.

Freedom of information

Kainos considers that the following information provided in this document is exempt from disclosure under the Freedom of Information Act 2000 (FOI):

The CVs of staff qualify under the "Personal Information Exemption (s.40)" of the Freedom of Information Act and are exempt from disclosure under the Data Protection Act 1998. The Period for which this information should be confidential is the lifetime of the Data Subject.

Rate and pricing information is confidential and commercially sensitive and covered by the 'Commercial Interests' exemption (s.43) of the FOI, as the release of this information is likely to prejudice the commercial interests of Kainos and is likely to adversely affect its (and the Customer's) future negotiating position. The period that this information should be confidential for should be 5 years.