

Our aims, values and equality statement

**citizens
advice
bureau**

We provide free, independent, impartial and confidential advice and information to ensure that people understand their rights and responsibilities and can express their needs effectively. We campaign and influence to tackle the root cause of the problems people face and work to strengthen their rights.

We believe that everyone should be treated with respect and dignity and that no client, job applicant, worker or volunteer should receive less favourable treatment than another on grounds of age, disability, gender, race, religion and belief, or sexual orientation.

We promote human rights and social justice and will not tolerate or practice unfair discrimination of any kind. We are committed to our obligations under the Equality Act 2010, and we extend these obligations to other aspects of equality such as socio-economic status, education, personality, social exclusion and communication style.

We value diversity and promote dignity and inclusion to strengthen our network and our service.

Penicuik Citizens Advice Bureau
14A John Street, Penicuik, Midlothian
EH26 8AB



Charity Number: SC014421