



## Equality Impact Assessment Template

Before carrying out EqlA, you should familiarise yourself with the University's EqlA Policy Statement and Guidance and Checklist Notes, and undertake our online training on Equality and Diversity and EqlA. These, along with further information and resources, are available at [www.ed.ac.uk/schools-departments/equality-diversity/impact-assessment](http://www.ed.ac.uk/schools-departments/equality-diversity/impact-assessment)

EqlA covers policies, provisions, criteria, functions, practices and activities, including decisions and the delivery of services, but will be referred to as 'policy/practice' hereinafter.

**A. Policy/Practice (name or brief description): Microsoft Teams rollout across the University.**

**The University of Edinburgh is licensing all users across campus for Microsoft Teams which is a chat-based platform available with our Office 365 subscription at no additional cost to users and shares many familiar features already in use across The University (namely skype for business, SharePoint, OneDrive & OneNote).**

**It is already in use by about 600-700 early adopter staff and students from across campus and disciplines, the majority have self-enrolled themselves because they have a purpose for using it and Information Services Group (ISG) IT facilitates their access to use the product. The product is built by Microsoft and is available globally.**

**Update 2021:**

**Some new features have been introduced to the Microsoft Teams platform:**

- **Registration functionality introduced with Teams webinar**
- **Addition of PowerPoint Live feature**

**Update 2022:**

**Some new features have been added and small changes have been made to the Microsoft Teams platform:**

- **New person generated live captions (CART captions) can be added to Teams meetings and webinars**
- **Small UI change moving options from the menu under the user's profile picture / initials to a new "Settings and more" menu**
- **Changes have been made to recordings in Teams. Recordings are now saved in OneDrive (for private meetings) or SharePoint (for Channel meetings)**

**These features were released globally by Microsoft, and there is no way for the University to stop this release or turn the features off.**

**Update 2023:**

**Some new features have been introduced to the Microsoft Teams platform:**

- **Improved caption setting of Live Captions in Teams Meeting**
- **Adding pronouns on profile cards is now supported in Teams**
- **Users can set work location for that day on profile cards**

**B. Reason for Equality Impact Assessment (Mark **yes** against the applicable reason):**

- **Proposed new policy/practice - YES**
- ~~Proposed change to an existing policy/practice~~
- ~~Undertaking a review of an existing policy/practice~~
- ~~Other (please state):~~

June 2021 – Update to EqIA

**C. Person responsible for the policy area or practice:**

Name: **Alex Carter**

Job title: **Head of Service Management**

School/service/unit: **Service Management, Information Services Group (ISG)**

**D. An Impact Assessment should be carried out if any of the following apply to the policy/practice, if it:**

- **affects primary or high level functions of the University - YES**
- **is relevant to the promotion of equality (in terms of the Public Sector Equality Duty 'needs' as set out in the Policy and Guidance)? - YES**
- **It is one which interested parties could reasonably expect the University to have carried out an EqIA? - YES**

**E. Equality Groups**

To which equality groups is the policy/practice relevant and why? (add notes against the following applicable equality group/s)

- Age
- Disability
- race (including ethnicity and nationality)
- religion or belief
- sex
- sexual orientation
- gender reassignment
- pregnancy and maternity

- marriage or civil partnership<sup>1</sup>

**Microsoft Teams has the potential to impact on all 9 protected characteristics as all staff and students throughout the University will be able to use it as part of their Office 365 account. We feel however, the characteristics of disability, race and pregnancy and maternity may be the most likely to be affected.**

**Teams may be of particular relevance to the protected characteristic of disability, in that the online system will need to be accessible in terms of meeting current guidelines as stated by the Web Content Accessibility Guidelines Version 2.1 AA standard including compatibility with assistive technology. The University has a web accessibility policy, which is based on the Web Content Accessibility Guidelines Version 2.1 AA standard.**

**<https://www.ed.ac.uk/about/website/accessibility/accessibility-policy>**.

**Teams may be of relevance to the protected characteristic of race as the system will automatically be in English. This is mitigated by the fact that the main teaching language of the university of English. There is also the ability to change the language preference in the settings tab of Teams quickly and easily. This could therefore have a positive impact on the protected characteristic of race.**

**The availability of Teams 24 hours a day alongside the use of Teams as a mobile app may positively impact the protected characteristic of pregnancy and maternity, disability and those with caring responsibilities (which have been shown to be disproportionately women) as it allows for flexible home/on the go access for those that may not be able to work in the offices where they can use the web-based browser.**

**All content added to the platforms must not discriminate against any of the protected characteristics. Any content that was found to discriminate against any of the protected characteristics would result in severe disciplinary action. The University vision is a continuing commitment to equality and diversity for both students and staff. The University has a single equality strategy to ensure that equality and diversity are guiding principles in our pursuit of academic excellence. Within MS Teams a user would be identifiable to other users and therefore caution will be needed ensure other users are not making judgments based on a user's name particularly in regard to gender or race.**

**The uploading of a photo or adding pronouns to accompany a user's name in Teams is optional so there should be no discrimination for users who do not wish a photograph to be used for religious reasons or revealing pronouns. If a person was undergoing gender transformation the system would pull the information from Euclid so as soon as the user's name was changed in the main system it should also change in MS Teams and the user could upload whichever photo they wished and change it over time.**

**Update 2021:**

**All protected characteristics may be impacted by the new registration feature for Teams Webinars, as users creating will have the ability to add any question to the registration form that they want to. This may be helpful for asking users if they**

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<sup>1</sup> Note: only the duty to eliminate discrimination applies to marriage and civil partnership. There is no need to have regard to advancing equality or opportunity or fostering good relations in this respect.

require any reasonable adjustments to the webinar when they register, which may have a positive impact. We have provided guidance for users on customising the registration form, on our [Teams Webinar guidance page on the University of Edinburgh website](#). We have recommended that users do not mark their customised questions as required, and instead allow these to be optional for users.

The update of PowerPoint Live presentations may be of impact to the protected characteristic of disability, in that the feature will need to be accessible in terms of meeting current guidelines as stated by the Web Content Accessibility Guidelines Version 2.1 AA standard including compatibility with assistive technology.

The PowerPoint Live update may positively impact the protected characteristic of race, due to the new ability to translate slides shared through a range of languages in real-time. This feature will only be available through the desktop app version of Teams, whereby we will refer users to our webpage guidance to ensure greater awareness.

#### **Update 2022:**

All protected characteristics may be impacted by the new person generated live captions (CART captions) in Teams meetings and webinars, as this feature will be available for all users to add to their meetings.

#### **Update 2023:**

The update of caption setting in Live Caption may positively impact the protected characteristic of race, due to the new ability to change the spoken language, caption language, or adjust colours, height, position and font size will be supported in real-time. This feature will only be available through the Teams desktop app, whereby we will refer users to our webpage guidance to ensure greater awareness.

The feature of adding pronouns on profile cards positively impact the protected characteristic of sex orientation. The University has enabled this feature to ensure greater inclusivity. Users can choose whether or not to apply this pronoun feature.

#### **Notes against the following applicable statements:**

- On any available information about the needs of relevant equality groups:

The system has been tested by the Disability Information Officer for accessibility and compatibility with assistive technology in line with the Web Content Accessibility Guidelines 2.1 AA standard and any major changes will continue to be reviewed and assessed. Microsoft has a WCAG 2.0 compliance report on MS Teams which can be reviewed by searching for “Teams” at [MS Teams WCAG compliance report](#).

A pilot phase was also carried out on Teams from Summer 2018 with an aim to understand the impact of rolling out Teams across the university. The pilot involved a cross section of staff and students across the university. They were given the

ability to give feedback on Teams through email communications and a survey. This is to ensure buy in and a positive user experience All feedback is captured and monitored for any positive or negative feedback related to any of the nine protected characteristics. To date we have received no feedback related to any of the nine protected characteristics.

**Update 2021:**

Microsoft have [published updated accessibility information and testing](#) in line with the new features. We continue to monitor feedback for any comments, positive or negative, related to any of the nine protected characteristics,

The updates to Teams will be tested for accessibility in line with the Web Content Accessibility Guidelines 2,1 AA standard

The updates were posted to the “Teams User Focus Group” at the University of Edinburgh. This is a Team that is open for any staff to join at the University of Edinburgh, to give feedback and get help with Teams. This includes users from across the University, involved with different Schools, Edinburgh University Students’ Association and Information Services Group among others. We used their feedback on the features to update our guidance page on staff for the new features.

**Update 2022:**

- Any gaps in evidence/insufficient information to properly assess the policy, and how this be will be addressed:

**At this stage, we feel we have sufficient information to proceed.**

**Update 2021: as above**

- If application of this policy/practice leads to discrimination (direct or indirect), harassment, victimisation, less favourable treatment for particular equality groups:

**We do not feel that Teams will result in any form of prohibited conduct. We will do all we can to make the system as accessible as possible and where issues are out with our control we will report this back to Microsoft. Where disabled staff are unable to use the system, where the changes are within our control, we will look to rectify this and if this is not possible then reasonable adjustments will be put in place. Examples include providing additional assistive technology to the user or providing one to one assistance.**

**As Teams is a Microsoft based system, should any adjustments to the technology be out with our control, we will work with Microsoft, the supplier, to ensure that such adjustments are put in place.**

**Update 2021:**

**We do not believe these updated should lead to any form of prohibited conduct. We have evaluated the accessibility and where any disabled user is unable to use the new features and we are unable to rectify this, reasonable adjustments will be put in place to ensure no disabled person is placed at a disadvantage.**

- If the policy/practice contributes to advancing equality of opportunity<sup>2</sup>

**Teams has the ability to advance equality of opportunity as the system will be available 24 hours a day, as well as be available as an app on a smartphone. This will allow access for groups who require flexible working hours, such as disabled users, groups with certain religious beliefs which restricts the days or times they can work or those under the protected characteristic of pregnancy and maternity and those with caring responsibilities' which have been shown to be disproportionately woman (so potentially also having a positive impact on gender) who may not be working normal office hours.**

**Update 2021: -**

**The update of the PowerPoint Live sharing may positively impact some users, including the protected characteristic of race. In particular, there is the ability to change the language preference in the 'settings' tab.**

- If there is an opportunity in applying this policy/practice to foster good relations:

**Teams should create no disadvantage and by showing that through this EqIA we have considered impacts upon the protected characteristics and acting accordingly it is hoped this demonstrates the commitment Information Services and the University has to Equality and Diversity issues we will be able to foster good relations.**

**Update 2021:**

**As before. It is hoped that by considering impacts, positive and negative, on all the protected characteristics via this EqIA, we are showing that the University is committed to equality, diversity and inclusion..**

- If the policy/practice create any barriers for any other groups?

**We do not feel that Teams will create barriers for any other groups as whilst groups on low incomes may not have access to the mobile site due to the requirement of a smartphone, the technology is still available on a web browser and there is free 24-hour access to IT facilities to all staff and students.**

**For those who may still be disadvantaged by not having access to Teams on a mobile device, Schools within the University would be able to make arrangements for any students who does not have individual access to one if this was deemed a requirement to their course and they were unable to afford one. With regards to staff on low incomes who may not have individual access to a smart phone, their Line Manager would have the flexibility to purchase one for the member of staff if it was deemed a key requirement of their job.**

**Update 2021:**

**The PowerPoint Live update feature is only available through a desktop computer, and users will require a means of internet access. Staff and students have free, 24 /**

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<sup>2</sup> This question does not apply to the protected characteristic of marriage or civil partnership

7 IT facilities at the University, principally at the George Square Main Library, in addition to being provided at other campuses across Edinburgh. In the UK, libraries offer free internet access, whereas similar arrangements exist in other countries.

- How the communication of the policy/practice is made accessible to all groups, if relevant?

There is a dedicated Teams web page created by the University, which sits under the Collaboration Tools Business Service in the university web page structure. The web page has basic guidance on getting set up on Teams and how to use it. This can be found here: <https://www.ed.ac.uk/information-services/computing/comms-andcollab/office365/teams> The web page, as part of the university will adhere to a University Web Accessibility Policy, which is based around the Web Content Accessibility Guidelines Version 2 AA standard. In line with The Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 the Teams webpage has an accessibility statement.

All communication about this new service will be available to disabled users in alternative formats free of charge on request. .

<https://www.ed.ac.uk/about/website/accessibility/accessibility-policy>

Update 2021:

Additional updates have been made to the [aforementioned webpages](#) on guidance about how users can set up the new features, including the registration form and what they should consider before adding customised questions. Moreover, the webpages has [guidance on the new PowerPoint Live](#) feature too, including how to use the feature and alongside translation options. .

As noted above, users [can request information from the aforementioned webpages](#) in an alternative format, free of charge, if required.

- How equality groups or communities are involved in the development, review and/or monitoring of the policy or practice?

The Information Services Disability Information Officer will continue to review the accessibility of the system for disabled users whenever there is any major change. In addition, all feedback will be monitored for any positive or negative impact on any of the 9 protected characteristics and acted on accordingly.

A pilot phase was also carried out on Teams from Summer 2018 with an aim to understand the impact of rolling out Teams across the university. The pilot involved a cross section of staff and students across the university. They were given the ability to give feedback on Teams through email communications and a survey. This is to ensure buy in and a positive user experience All feedback is captured and any recommendations for better accessibility/issues faced will be monitored and addressed as appropriate.

This will continue into the full launch of teams across the university.

Update 2021:

Should there be any further major updates to Teams that may impact on any of the 9 protected characteristics, positively or negatively, we will involve groups of staff and students, as was on a similar basis for the initial roll out.. As noted above, the Teams User Focus Group helped coordinate and collate feedback on the new

features, which helped in to update our guidance webpages. Individuals from these groups will be able to give feedback on Teams through email communications and through feedback messages on the Focus Group Team. Any feedback will be captured, and any recommendations for better accessibility / issues faced will be monitored and addressed as appropriate. We have also contacted the Staff Disability Network, Student Disability Service, Edinburgh Race Equality Network and the Staff Pride Network

- Any potential or actual impact of applying the policy or practice, with regard to the need to eliminate discrimination, advance equality and promote good relations:

**Nothing further to what is mentioned above at this stage.**

**Update 2021: As above.**

#### **F. Equality Impact Assessment Outcome**

Select one of the four options below to indicate how the development/review of the policy/practice will be progressed and state the rationale for the decision

**Option 1: No change required – the assessment is that the policy/practice is/will be robust.**

**This decision is based on the reasons provided above.**

~~**Option 2:** Adjust the policy or practice – this involves taking steps to remove any barriers, to better advance equality and/or to foster good relations.~~

~~**Option 3:** Continue the policy or practice despite the potential for adverse impact, and which can be mitigated/or justified~~

~~**Option 4:** Stop the policy or practice as there are adverse effects cannot be prevented/mitigated/or justified.~~

**Update 2023:** option 1 for the reasons detailed above

#### **G. Action and Monitoring**

1. Specify the actions required for implementing findings of this EqIA and how the policy or practice will be monitored in relation to its equality impact (or note where this is specified above).

**All feedback will be monitored for any potential positive or negative impacts on any of the 9 protected characteristics.**

**Staff will be made aware of the need to make reasonable adjustments where necessary and the need to provide information in alternative formats upon request.**

**Update 2023:**

**Staff will also be provided with guidance on the customisable registration form feature to ensure they do not ask required questions which may negatively impact any of the protected characteristics.**



**The original actions listed above also remain**

2. When will the policy/practice next be reviewed?

**Anytime the system goes through a significant upgrade/change i.e. a software upgrade or when we receive any positive or negative feedback related to any of the 9 protected characteristics.**

**H. Publication of EqlA**

Can this EqlA be published in full, now? **Yes**

If No – please specify when it may be published or indicate restrictions that apply:

**I. Sign-off**

EqlA undertaken by (name(s) and job title(s)):

**Stephen Smith, Service Manager, Service Management, Information Services Group**

Accepted by (name): **Alex Carter, Head of Service Management, Applications Directorate, Information Services Group**

**Date: 31/07/19**

**Update 2021:**

EqlA undertaken by (name(s) and job title(s)):

**Eilidh Macleod, Messaging Service Assistant, Service Management, Information Services Group**

Accepted by (name): **Alex Carter, Head of Service Management, Applications Directorate, Information Services Group**

**Date: 03/2021**

**Update 2023:**

EqlA undertaken by (name(s) and job title(s)):

**Sharon Chen, Online and Digital Events Service Assistant, Service Management, Information Services Group**

Accepted by (name): **Alex Carter, Head of Service Management, Applications Directorate, Information Services Group**

**Date: 07/2023**

Retain a copy of this form for your own records and send a copy to [equalitydiversity@ed.ac.uk](mailto:equalitydiversity@ed.ac.uk)