

**FREEPOST EASS Helpline FPN6521**

**Telephone: 0808 800 0082**

**Text Phone: 0808 800 0084**

**Website: [www.equalityadvisoryservice.com](http://www.equalityadvisoryservice.com)**

# EASS

**WORKING TOGETHER,  
ACHIEVING EQUALITY**

Graeme Craig  
Transport for London  
5<sup>th</sup> Floor – West Wing  
55 Broadway  
London  
SW1H 0BD

Date:

Our reference: 170829-000078

Subject: Ms Mirca Morera

Dear Graeme Craig,

I am writing to you from the Equality Advisory and Support Service (EASS). We advise and assist individuals who may have experienced discrimination under the Equality Act 2010. Within the Act, there are nine protected characteristics.

The relevant protected characteristics that have been brought to our attention by Ms Morera are: Gender, Disability and Race.

Ms Morera contacted us regarding several discriminatory incidents which may amount to harassment, victimisation and discrimination in relation to the above mentioned protected characteristics.

Ms Morera informed us that following a complaint issued in February, 2017 against Jonathan Owen (TFL appointed Seven Sisters Market facilitator) regarding the above mentioned individual's behaviour and inappropriate language (racial undertones) during a public meeting with a migrant community on the 13<sup>th</sup> February 2017, there have been utility hikes of 300% experienced by 32% of the market traders.

According to Ms Morera, the traders subjected to this treatment are of Latin American origin, and many of them have not been provided with any cost breakdowns that would explain the significant increase in their bills.

Ms Morera mentions a disabled individual, Fabian Catano, one of the traders at the Seven Sisters Market, who has been given an eviction order dated 27/07/2017; Ms Morera believes that the eviction order is "wholly related to these hikes".



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Ms Morera stated that Mr Owen approached a disabled Latin trader, Fernando, on 5<sup>th</sup> September 2017, to express his indignation in reference to the public statements made at the CPO hearing in July, 2017. During that informal meeting with Fernando, Mr Owen threatened to take further actions against them (Fernando and our client).

Ms Morera believes that Mr Owen's behaviour could be classed as victimisation, which is unlawful under the Act.

Victimisation occurs when a service provider subjects an individual to a detriment because the individual has done a protected act, or because the service provider believes that the person has done or may do a protected act in the future.

A protected act is any of the following:

- bringing proceedings under the Act;
- giving evidence or information in connection with proceedings under the Act;
- doing anything which is related to the provisions of the Act;
- making an allegation (whether or not express) that another person has done something in breach of the Act.

Ms Morera outlined Mr Owen's intrusion in Vicky Alvarez's (trader) private business affairs, her private business accounts and information relating to her employees, without a clear indication on why he needed that information.

A witness stated that Mr Owen used offensive and sexist language to describe Vicky Alvarez, language which may contravene the Act; Mr Owen's remarks may amount to harassment in relation to her gender.

This type of harassment occurs when a service provider engages in unwanted conduct which is related to a relevant protected characteristic and which has the purpose or the effect of:

- violating the service user's dignity; or
- creating an intimidating hostile, degrading, humiliating or offensive environment.

Ms Morera mentioned negligence in security management, ignorance in matters of safety, maladministration, etc. In Ms Morera's opinion, clearly a less than favourable treatment to which the migrant community has been subjected to.



If less favourable treatment has been received due to a protected characteristic, this may amount to direct discrimination.

Direct discrimination occurs when an individual treats another less favourably than they treat or would treat others, because of a protected characteristic.

We kindly request a response in writing within 14 days to the address at the top of the letter outlining the steps you plan to take to overcome this problem. We will pass the details to Ms Morera with a view of achieving an informal resolution. I look forward to your response.

Yours sincerely,

Adriana

Equality Advisory & Support Service



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