

EQUALITIES, DIVERSITY AND INCLUSION POLICY

This policy is aligned to the [EDI Action Plan](#). CHARTS is committed to establishing and maintaining a culture of equal opportunities and inclusion for all: members, project participants and audiences, employed and freelance workers, prospective workers, volunteers, senior staff and trustees. We oppose all forms of unlawful or unfair discrimination. The aim is for our workforce to be truly representative of all sections of society and the organisations we collaborate with, and for each member of our workforce to feel respected and able to give their best.

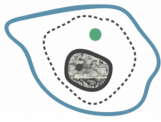
Our work helps unlock the power of arts and heritage engagement as a transformational tool for the communities and people of Argyll and Bute. We are passionate advocates for the benefits of cultural activities, including as a means of reducing inequalities and socio-economic disadvantage, and strive to encourage participation and widen access.

This is reflected in all we do, for example, in our policies on fair work, on the environment and on Gaelic. We operate as a digital organisation for our administration and planning, and as such are increasingly accessible for individuals and communities throughout the region. Our people also operate on the ground to offer in-person support for our members, projects and events.

STATEMENT OF INTENT

CHARTS strives to take an equitable approach to all aspects of development and delivery. We will endeavour to take account of the complexity of difference, widen access and wherever possible provide an equal experience for contractors, members, stakeholders and visitors. We seek to engage those who have previously felt excluded from culture, art and heritage.

We will consult with and involve our Steering Group, other members, communities and partner organisations, to encourage participation in our decision and planning processes.



We aim to identify improvements we should make in the quality of the services we deliver. We recognise that the arts and heritage are both manifestations of culture and the means of communicating cultural and historical knowledge. We will encourage debate and foster an environment where questions can be asked and voices heard.

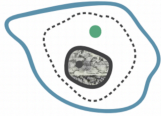
CHARTS will actively seek professional advice to ensure that we are engaging with equalities in every aspect of our work. In supporting our members, we will consider the importance of referencing specialists and seeking advice both from practitioners and from arts and heritage organisations who have expertise with specific target groups. CHARTS will work with these experts and with the target groups themselves to consider how best to widen accessibility.

CHARTS recognises the importance of developing programmes of events and projects that widen access to all. The Gaelic language is of particular importance and CHARTS strives to include the language whenever possible.

OUR POLICY

Our policy is to:

- Address equality, diversity, inclusion and access in all we do.
- Treat our members with equality, fairness and respect, and listen seriously to their views.
- Provide equality, fairness and respect for all in our workforce, whether temporary, volunteers, part-time or full-time, freelancer or employee.
- Oppose and avoid unlawful discrimination under the Equality Act 2010 protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, and ethnic or national origin), religion or belief, sex and sexual orientation.
- Oppose and avoid discrimination based on economic status, health status, parenting/caring responsibilities, part-time/full-time status, political or trade union interest or activity and social background.



- Reduce inequalities of outcome caused by socio-economic disadvantage, as set out in the Fairer Scotland Duty.
- Protect our workforce against all forms of unlawful discrimination. This includes in relation to pay and benefits, terms and conditions of employment, dealing with grievances and discipline, dismissal, redundancy, leave for parents, requests for flexible working, and selection for employment, promotion, training or other developmental opportunities.

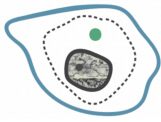
HOW WE WORK

We will:

- Recruit, retain and promote individuals from diverse backgrounds.
- Offer flexible working opportunities from day one of employment.
- Encourage diversity at all levels of our organisation.
- Promote inclusion as a core value, respecting and valuing diverse perspectives and experiences.
- Continually develop digital communications to ensure accessibility for all.
- Provide opportunities for promoting well-being, mental, social and physical.
- Create an environment where individuals feel safe, respected, and valued.
- Recognise and celebrate individual and group achievements.
- Ensure facilities and digital resources are accessible to all, including those with disabilities or long-term health conditions.
- Make reasonable adjustments to our products and services and raise awareness that reasonable adjustments are available on request.

Everyone in our workforce will be supported to:

- Condemn any racist or discriminatory attitudes or behaviour they are party to, and actively work on improving their skills to articulate this more confidently and constructively.
- Continue to listen, learn and set actions that positively contribute to combating racism and discrimination in CHARTS practice.



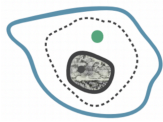
- Consider their responsibilities to safeguard project leaders/participants from hyper-visibility before embarking on a campaign or event; ensure staff and project workers are always equipped to advocate for and really listen to members/colleagues/industry peers.
- Provide ample time for approvals, sign off, discussions and planning to take place, to ensure that the way we speak about and represent members is as they would want.
- Ensure staff don't cut any corners or make assumptions that could be dangerous in a bid to garner publicity i.e prioritise care and time above everything else.
- Speak up and insist on this way of working when challenged or criticised.

In all our work, including providing services, CHARTS will oppose and avoid any unlawful discrimination of customers or the public. Every possible step will be taken to ensure that individuals are treated equally and fairly and that decisions on recruitment, selection, development and programming are based solely on objective criteria. CHARTS will treat everyone according to the gender in which they identify.

OUR COMMITMENT

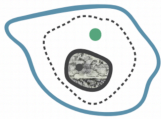
CHARTS commits to:

- Encouraging equality, diversity and inclusion in the workplace and in the way we provide cultural experiences, as this is good practice and makes business sense.
- Creating an environment that is:
 - Free from bullying, harassment, victimisation and unlawful discrimination.
 - Promotes dignity and respect for all.
 - Celebrates individual differences.
 - Recognises and values everyone's contributions.
- Training senior staff, project managers and all others in our workforce about their rights and responsibilities under the equality, diversity and inclusion policy and the Fairer Scotland Duty. Responsibilities include staff conducting themselves in a way that helps us provide equal opportunities in employment, prevents bullying,



harassment, victimisation and unlawful discrimination and promotes participation in cultural activities for our communities.

- Ensuring that everyone in our workforce knows that, if they feel they have been bullied, harassed, or discriminated against, they should inform their manager, or someone else they trust that can help, including a trustee. If the complaint is against a manager, the member of staff should inform the Executive Director in the first instance. If the complaint is against the Executive Director, the Chair of the Board should be informed.
- Taking seriously complaints of bullying, harassment, victimisation and unlawful discrimination by colleagues, customers, suppliers, visitors, the public and any others in the course of CHARTS' activities, including at social events.
- Dealing with such acts as possible misconduct under CHARTS's grievance and/or disciplinary procedures and taking appropriate action. Actions leading to particularly serious complaints could amount to gross misconduct and lead to dismissal without notice.
- Endeavouring to create opportunities for training, development, and progress to be available to everyone in our workforce, who will be helped and encouraged to develop their full potential, so their talents and resources can be fully utilised to maximise the effectiveness of the organisation.
- Ensuring that trustees and everyone in our workforce undertake access and equalities training as appropriate, to:
 - Increase understanding of the CHARTS workforce and membership, and their needs.
 - Ensure communication barriers to accessing services and facilities are reduced.
 - Ensure physical barriers to accessing services and facilities are reduced
 - ensure high-quality and effective processes for communicating with our members and addressing their views.
 - Assist in the monitoring and evaluation of our work on promoting equality and access for our members, participating communities and our workforce.
- Basing decisions concerning staff on merit (apart from in any necessary and limited exemptions and exceptions allowed under the Equality Act).



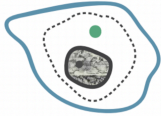
- Reviewing employment practices and procedures when necessary to ensure fairness and updating them and this policy to take account of changes in the law.
- Ensuring that the requirements of individual jobs are designed so that non-essential criteria, which may create a barrier to individuals applying to work for us or which may cause discrimination, are not used. We will work to develop fair and inclusive job descriptions, person specifications and job adverts. Serious attention will be given to attracting staff from underrepresented or marginalised groups.
- Monitoring the make-up of our workforce and membership in relation to age, sex, ethnic background, sexual orientation, religion or belief, and disability to track progress in equality, diversity and inclusion, and in meeting the aims and commitments set out in this policy. Monitoring will include assessing how the equality, diversity and inclusion policy is working in practice, reviewing it annually, and considering and taking action to address any issues.

CONTRACTS AND WORK OPPORTUNITIES

We will strive to be a good employer and commissioning body. CHARTS demonstrates fairness within systems and processes for the uptake of opportunities and award of contracts.

The organisation observes the following procedures, and all opportunities will be publicly advertised:

- Recruitment and provision of service opportunities will be advertised on the CHARTS website.
- Opportunities will be advertised on relevant culture, arts and heritage national online portals, as appropriate.
- All opportunity notices will be publicly advertised for at least 10 days.
- Recruitment panels for posts or commissions of over £15k will consist of at least three people drawn from trustees, senior staff and project partners as appropriate. A trustee will normally chair such panels.
- Panels for posts or commissions of less than £15k may be chaired by a senior member of staff, working alongside partner/funder representation.



- All who respond to a CHARTS opportunity will receive a response.
- Feedback to unsuccessful applicants will be provided on request.
- CHARTS is committed to meeting legal obligations in respect of Access and Equality laws when buying goods or services.

This equality, diversity and inclusion policy drew from CHARTS Equalities and Diversity Policy (2019), and Culture Collective resources via the Storytelling PR Ltd (2023) template as amended by ACAS.

Details of CHARTS grievance and disciplinary policies and procedures can be found in CHARTS contracts which also include 'working with us' guidance for roles at CHARTS. This includes information on who an employee should raise a grievance with – usually their line manager. Information is also provided for staff in our handbook and in the training referred to above.

Use of the CHARTS grievance and/or disciplinary procedures does not affect an employee's right to make a claim to an employment tribunal within three months of the alleged discrimination.

Document Version Control

Any questions, contact info@chartsargyllandisles.org

Reviewed 31 October 2025