Equality, Diversity, and Inclusion Policy

Document Review	
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14/09/2025	07/09/2026

1. Policy Statement

The Long Shop Museum is committed to providing equality of opportunity, encouraging diversity, and eliminating discrimination, harassment, and victimisation both in its role as an employer and as a provider of services. The Museum aims to create a culture that respects and values each other's differences, promotes dignity, equality, and diversity, and provides an accessible and responsive service to our audiences.

2. Purpose

The purpose of this policy is to promote equality of opportunity and fairness for all in our employment processes, including Trustees and volunteers and in the provision of services, and not to discriminate on the grounds of the nine protected characteristics set out in the Equality Act 2010. It also informs and makes clear that all Trustees, employees, and volunteers have an obligation to carry out the policy effectively in all aspects of their roles.

3. Scope of the Policy

This policy covers all Trustees, employees, volunteers, and trainees on a placement and applies to our contractors, funders, partners, stakeholders, suppliers, and general public who visit our premises.

All Trustees, employees, and volunteers, whether full-time, part-time, temporary or on fixed-term contracts will be treated fairly and with respect. Recruitment and selection for employment, training and volunteering or any other benefit will be on the basis of skills, ability and that individual merit is recognised.

This policy applies not only at our premises but wherever the Trustee, employee or volunteer is carrying out their role and extends to any social occasions organised by the Museum.

4. Principles

The Long Shop Museum's commitment to Equality, Diversity and Inclusion is to:

- create an environment that promotes inclusion, dignity, and respect for all.
- ensure training, development and progression opportunities are available to all
- ensure any form of discrimination, intimidation, bullying or harassment will not be tolerated
- regularly review all employment and volunteering practices and procedures to ensure no job applicants, Trustees, employees, or volunteers are treated less favourably than others.
- regularly review Museum services to ensure they are accessible and appropriate to all visitors and its audiences
- treat complaints and breaches of the Equality, Diversity, and Inclusion Policy seriously and to take disciplinary action when required.
- support Trustees, employees, and volunteers in challenging, reporting or directly dealing with discriminatory behaviour, unfair treatment, harassment, or victimisation.
- provide information and training to all Trustees, employees, and volunteers so that they are fully aware of the issues relating to equality, diversity and inclusion and their responsibilities.

5. The Equality Act – Legislative Framework

The Equality Act came into force one 1 October 2010 and provides a legal framework to protect the rights of individuals and advance equality of opportunity for all. The Equality Act 2010 brings together and replaces previous equalities legislation. It aims to 'harmonise discrimination law, and to strengthen the law to support progress on equality'. It consolidates over 116 separate pieces of anti-discrimination legislation into one single Act.

The Act provides a framework of protection against direct and indirect discrimination, harassment and victimisation in services and public functions, premises, work, education, and associations into a single piece of legislation and covers nine 'protected characteristics'. It directly affects those who work and volunteer at the Museum, including external contractors.

6. Legal Obligations

Under the General Equality Duty set out in the Equality Act 2010, the Museum is required both as an employer and as a service provider to have due regard to the need to:

- eliminate unlawful discrimination, harassment and victimisation and other conduct that is prohibited by the Act;
- advance equality of opportunity between people who share a protected characteristic and those who do not;
- foster good relations between people who share a protected characteristic and those who do not

7. Protected Characteristics

The Equality Act 2010 protects people against unfair discrimination on the grounds of discrimination and harassment related to nine protected characteristics. It is against the law to discriminate against someone because of the following:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion or belief
- Sex
- Sexual orientation

These 'protected characteristics' and other definitions are set out in more detail in the Glossary at the end of this document.

8. Roles and Responsibilities

The Board of Trustees is the governing body of the Museum. As such it is responsible for championing equality, diversity, and inclusion and for ensuring that the Museum complies with the requirements of the Equality Act 2010 and that resources, support and leadership is provided to ensure this policy is fully implemented.

The Museum requires all its Trustees, employees, and volunteers to behave in ways that promote equality of opportunity and to refrain from discriminatory practices and behaviours towards others in the course of their roles and towards members of the public in the delivery of the Museum's services.

Equality, diversity, and inclusion is the responsibility of everyone at the Museum, as it is for others conducting business on behalf of the Museum, to act in accordance with the principles of this policy. They have individual responsibility to support and foster the aims of this policy by:

- understanding the value and benefits of equality, diversity, and inclusion
- complying with the Museum's Equality, Diversity and Inclusion policy and procedures
- ensuring equality of opportunity and non-discriminatory practices in the delivery of service provision when carrying out their job or volunteer role
- ensuring their conduct towards all others is always respectful and free from discrimination, harassment, and victimisation.
- alerting management to suspected or alleged discriminatory practices
- noting that everyone has a responsibility to abide by this policy, to challenge inappropriate behaviour if they feel able to do so, in an appropriate way, and to report any behaviour that contravenes this policy.

9. Implementation

This policy will be made available to all Trustees, employees, and volunteers, including trainees on a placement at the Museum. It will also be made available to current and prospective contractors, funders, partners, stakeholders, suppliers and to other parties on request so that they are aware of the Museum's expectations.

10. Training

All Trustees, employees and volunteers will receive training in Equality and Diversity so that they are equipped to meet the legal requirements of the Equality Act relevant to their role.

11. Complaints and Breaches of Policy

All Trustees, employees and volunteers should treat each other with dignity and respect whilst undertaking their roles at the Museum. The Museum takes seriously any reports of discrimination, harassment, bullying and victimisation and all Trustees, employees and volunteers are encouraged to raise a complaint about unacceptable conduct without fear of reprisals or retaliation.

Any employee or trainee who feels that they have not been treated in accordance with this policy is entitled to raise the matter through the Museum's grievance procedure. Complaints by Trustees or volunteers are dealt with under the Museum's volunteer problem solving procedure.

All reported complaints and breaches of the Policy will be investigated and dealt with seriously, promptly and confidentially. The Museum will also take a serious view of any complaints made on false or frivolous grounds. All Trustees, employees and volunteers should remember that unfounded allegations themselves can be distressing to the recipients of such complaints and may lead to further disciplinary proceedings.

If a Trustee, employee, or trainee is found to have breached the Equality, Diversity, and Inclusion Policy they may be subject to disciplinary action which could result in dismissal from service in the case of gross misconduct.

12. Review

A formal review of this policy will occur every three years unless there is a significant change in relevant legislation or best practice which triggers a review before then.

Glossary of terms stated in the Equality Act 2010

Age

The Act protects people of all ages. However, different treatment because of age is not unlawful direct or indirect discrimination if the employee can justify it, i.e., if the person can demonstrate that it is a proportionate means of meeting a legitimate aim.

Bullying

Bullying and harassment is behaviour that makes someone feel intimidated or offended. Bullying itself is not against the law, but harassment is. This is when the unwanted behaviour is related to one of the following:

- age
- sex
- disability
- gender reassignment
- marriage and civil partnership
- pregnancy and maternity
- race
- religion or belief
- sexual orientation

Disability
Under the Act, a person is disabled if they have a physical or mental impairment which has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities.

Gender reassignment
The Act provides protection for transsexual people. A transsexual person is someone who propose to, starts, or has completed a process to change his or her gender.

Marriage and civil partnership
The Act protects employees who are married or in a civil partnership against discrimination. Single people are not protected.

Pregnancy and maternity
A woman is protected against discrimination on the grounds of pregnancy and maternity during the period of her pregnancy and any statutory maternity leave to which she is entitled.

Race
For the purposes of the Act 'race' includes colour, nationality and ethnic or national origins.

Religion or belief
In the Equality Act, religion includes any religion. It also includes a lack of religion, in other words those that do not follow a certain religion or have no religion at all. Additionally, a religion must have a clear structure and belief system. Belief means any religious or philosophical belief or a lack of such belief. To be protected, a belief must satisfy various criteria, including that it is a weighty and substantial aspect of human life and behaviour.

Sex
Both men and women are protected under the Act.

Sexual orientation
The Act protects bisexual, gay, heterosexual, and lesbian people.

Direct discrimination
Direct discrimination occurs when someone is treated less favourably than another because of a protected characteristic they have or are thought to have (see perception discrimination below), or because they associate with someone who has a protected characteristic (see discrimination by association below).

Discrimination by association
This is direct discrimination against someone because they associate with another person who possesses a protected characteristic.

Perception discrimination
This is direct discrimination against an individual because others think they possess a particular protected characteristic. It applies even if the person does not actually possess that characteristic but are perceived as doing so.

Indirect discrimination
Indirect discrimination can occur when you have a condition, rule, policy or even a practice that applies to everyone but particularly disadvantages people who share a protected characteristic. Indirect discrimination can be justified if the employee can show that you acted reasonably in managing your business, i.e., that it is 'proportionate means of achieving a legitimate aim'.

Harassment
Harassment is "unwanted conduct related to a relevant protected characteristic, which has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual". Employees are also protected from harassment because of perception and association.

Third party harassment
The Equality Act makes you potentially liable for harassment of your employees by people (third parties) who are not employees of your company, such as customers or clients. You will only be liable when harassment has occurred on at least two previous occasions, you are aware that it has taken place and have not taken reasonable steps to prevent it from happening.

Victimisation
Victimisation occurs when an employee is treated badly because they have made or supported a complaint or raised a grievance under the Equality Act; or because they are suspected of doing so.

Discrimination arising from a disability
The Act says that treatment of a disabled person amounts to discrimination where:

- an employer treats the disabled person unfavourably.
- this treatment is because of something arising in consequence of the disabled person's disability; and
- the employer cannot show that this treatment is a proportionate means of achieving a legitimate aim,

unless the employer does not know, and could not reasonably be expected to know, that the person has the disability.

Discrimination through failure to provide reasonable adjustments
Discrimination against a disabled person occurs where an employer fails to comply with a duty to make reasonable adjustments imposed on them in relation to that disabled person, the employer must:

- avoid the substantial disadvantage where a practice applied by or on behalf of the employer puts a disabled person at a substantial disadvantage compared to those who are not disabled.
- remove or alter a physical feature or provide a reasonable means of avoiding such a feature where it puts a disabled person at a substantial disadvantage compared to those who are not disabled.
- provide an auxiliary aid where a disabled person would, but for the provision of that auxiliary aid, be put at a substantial disadvantage compared to those who are not disabled.