

HERITAGE CHESTER

love our heritage

Heritage Chester CIC Equality, Diversity and Inclusion Policy

Adopted October 2025. For review October 2026.

Heritage Chester CIC is committed to encouraging equality, diversity and inclusion among our workforce (staff and volunteers), and eliminating unlawful discrimination.

The aim is for our workforce to be truly representative of all sections of society and our audiences, and for all who work for and engage with us to feel respected and able to give their best.

The organisation - in providing goods and/or services and/or facilities - is also committed against unlawful discrimination of customers or the public.

Our Policy's Purpose

This policy's purpose is to:

1. Provide equality, fairness and respect for all in our activities and employment.
2. Not unlawfully discriminate because of 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
 - Sexual orientation
3. Oppose and avoid all forms of unlawful discrimination. This includes in:
 - Remuneration
 - Terms and conditions of employment including voluntary employment
 - Dealing with grievances and discipline

- Selection for employment, promotion, training or other developmental opportunities

Our Commitments

Heritage Chester CIC commits to:

1. Encourage equality, diversity and inclusion in all our activities.
2. Create a working environment free of bullying, harassment, victimisation and unlawful discrimination, promoting dignity and respect for all, and where individual differences and the contributions of all workers are recognised and valued. This commitment includes training staff and volunteers about their rights and responsibilities under the equality, diversity and inclusion policy. Responsibilities include workers conducting themselves to help the organisation provide equal opportunities in employment, and prevent bullying, harassment, victimisation and unlawful discrimination. All workers should understand they, as well as Heritage Chester CIC, can be held liable for acts of bullying, harassment, victimisation and unlawful discrimination, in the course of their employment, against fellow workers, customers, suppliers and the public
3. Take seriously complaints of bullying, harassment, victimisation and unlawful discrimination by fellow workers, customers, suppliers, visitors, the public and any others in the course of the organisation's activities. Such acts will be dealt with as misconduct under the organisation's grievance and/or disciplinary procedures, and appropriate action will be taken. Particularly serious complaints could amount to gross misconduct and lead to dismissal without notice. Further, sexual harassment may amount to both an employment rights matter and a criminal matter, such as in sexual assault allegations. In addition, harassment under the Protection from Harassment Act 1997 – which is not limited to circumstances where harassment relates to a protected characteristic – is a criminal offence.
4. Make opportunities for training, development and progress available to all workers, who will be helped and encouraged to develop their full potential, so their talents and resources can be fully utilised to maximise the efficiency of the organisation.
5. Make decisions concerning workers based on merit (apart from in any necessary and limited exemptions and exceptions allowed under the Equality Act).
6. Review relevant practices and procedures when necessary to ensure fairness and also update them and the policy to take account of changes in the law.
7. Monitor the make-up of the Heritage Chester CIC workforce regarding information such as age, sex, ethnic background, sexual orientation, religion or belief, and disability in encouraging equality, diversity and inclusion, and in meeting the aims and commitments set out in the equality, diversity and inclusion policy. Monitoring will also include assessing how the equality, diversity and inclusion policy, and any supporting action plan, are working in practice, reviewing them annually, and considering and taking action to address any issues.

Agreement to Follow This Policy

The equality, diversity and inclusion policy is fully supported by the Heritage Chester CIC directorate.

Agreement to follow this policy and to raise concerns with the Heritage Chester directorate when the policy is breached or cannot be followed is a condition of all employment with Heritage Chester CIC.

Our Disciplinary and Grievance Procedures

Details of the Heritage Chester CIC grievance and disciplinary procedure can be found on the Heritage Chester website. This includes with whom any grievance should be raised.

Use of the organisation's grievance or disciplinary procedures does not affect a worker's right to take action against an alleged discrimination external or in addition to those procedures.

Heritage Chester is a community interest company registered in England and Wales with company number 16268584.

The Bluecoat Building, Upper Northgate Street, Chester, United Kingdom, CH1 4EE.