



EQUALITY AND DIVERSITY POLICY

Policy owner	Board of Directors
Version	1.0
Effective date	24 July 2026
Review date	24 July 2027, or sooner if legislation or activities change
Applies to	Directors, workers, volunteers, contractors, participants, visitors and partner organisations

1. Policy Statement

The Joinery Hub Glasgow CIC is committed to creating a welcoming, respectful and inclusive environment in which everyone is treated fairly and with dignity. We value the different experiences, backgrounds, skills and perspectives that people bring to the organisation and our community programmes.

We will not tolerate unlawful discrimination, harassment, bullying or victimisation. We will seek to remove avoidable barriers to participation and make reasonable adjustments for disabled people where required and practicable.

2. Purpose

- Promote equality of opportunity and respect diversity
- Provide fair access to our programmes, facilities and opportunities
- Prevent and respond to discrimination, harassment, bullying and victimisation
- Consider individual needs and make reasonable adjustments
- Monitor our practice and improve it when concerns or barriers are identified

3. Scope

This policy applies to all directors, workers, volunteers, sessional tutors, contractors, participants, applicants, visitors, partner organisations and anyone acting on behalf of the Hub. It applies to recruitment, volunteering, referrals, participant selection, programme delivery, procurement, communications, events, online activity and use of the workshop.

4. Legal Framework

The Hub will act in accordance with the Equality Act 2010 and other applicable equality and human-rights law. The Equality Act protects people from discrimination, harassment and victimisation in employment and in the provision of services.

The nine protected characteristics under the Equality Act 2010 are:

- 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

The Hub also aims to prevent unfair treatment connected with socioeconomic background, caring responsibilities, employment status, recovery from addiction, health, appearance, accent or any other irrelevant personal characteristic.

5. Our Commitments

- Treat people fairly, respectfully and consistently
- Make decisions using relevant, transparent and proportionate criteria
- Provide information in clear and accessible formats where reasonably possible
- Consider reasonable adjustments for disabled people and those with long-term health conditions
- Challenge discriminatory language, conduct, stereotyping and exclusion
- Ensure publicity and communications are inclusive and do not reinforce harmful stereotypes
- Work with referral and community partners to reach people who may face barriers to participation
- Protect anyone who raises a concern in good faith from victimisation
- Review practices when monitoring, feedback or complaints identify unequal outcomes or avoidable barriers

6. Fair Access to Programmes and Services

Programme places will be allocated according to the purpose of the programme, participant needs, safety considerations, available capacity and any published eligibility criteria. Decisions will not be based on assumptions or prejudice connected with a protected characteristic.

The Hub may offer targeted programmes or positive action where this is lawful and proportionate, for example to address disadvantage, different needs or low participation experienced by a particular group.

7. Accessibility and Reasonable Adjustments

People are encouraged to tell us about any access requirement or reasonable adjustment that would help them participate. Requests will be considered individually and confidentially, with the person involved wherever possible. Adjustments may include changes to communication, session pace, instructions, equipment, seating, breaks, lighting, noise exposure or the way an activity is completed.

Workshop safety remains essential. Where a requested adjustment cannot be made safely or reasonably, the Hub will explain the reason and explore a suitable alternative with the person concerned.

8. Recruitment, Volunteering and Contracting

Any future recruitment, volunteering or contracting process will be fair and based on the skills, experience and requirements relevant to the role. Opportunities will be communicated as widely as reasonably possible. Selection decisions will be recorded, and reasonable adjustments will be offered throughout the process.

9. Expected Behaviour

Everyone covered by this policy must treat others with dignity and respect. Discriminatory comments, jokes, images, gestures, unwanted conduct, intimidation, exclusion, bullying, harassment and victimisation are not acceptable in the workshop, during activities, online or when representing the Hub.

Concerns will be addressed promptly and proportionately. Serious or repeated misconduct may result in removal from an activity, termination of a volunteering or contractual arrangement, or referral to an appropriate external authority.

10. Responsibilities

Board of Directors

- Approve, champion and review this policy
- Ensure equality considerations are included in governance and decision-making
- Respond appropriately to serious concerns
- Ensure adequate arrangements exist for accessibility, complaints and monitoring

Directors, Workers, Volunteers and Contractors

- Follow this policy and model inclusive behaviour
- Challenge or report discrimination, harassment, bullying or exclusion
- Respect privacy and handle sensitive personal information appropriately
- Complete relevant equality and inclusion guidance or training appropriate to their role

Participants and Visitors

Participants and visitors are expected to respect other people, follow workshop rules and report behaviour that makes them or someone else feel unsafe, excluded or unfairly treated.

11. Raising a Concern or Making a Complaint

A person who believes they have experienced or witnessed discrimination, harassment, bullying or victimisation should raise the matter as soon as possible with Andrew Ferguson, Founder and Director, or with another Director if the concern involves Andrew Ferguson. Concerns may be raised verbally or in writing, and support from another person is welcome.

- Listen without making assumptions
- Record the concern accurately
- Consider immediate safety or support needs
- Handle information sensitively and share it only when necessary
- Investigate or review the matter fairly and without unreasonable delay
- Communicate the outcome as far as confidentiality permits
- Take appropriate action and identify any wider learning for the organisation

No person will be treated unfavourably for raising a genuine concern, supporting another person or participating in an investigation. Knowingly false or malicious allegations may be addressed separately.

12. Confidentiality and Records

Equality-related information, adjustment requests and complaints will be handled in line with the Hub's data-protection arrangements. Information will be limited to those who need it for a legitimate purpose and retained only for as long as necessary.

13. Monitoring and Review

The Board will review this policy at least annually and sooner if there is a significant change in legislation, organisational activity or identified risk. The Hub may use anonymised participation information, feedback, complaints and access requests to assess whether its activities are reaching intended communities and whether barriers need to be addressed. Providing equality-monitoring information will be voluntary and will not affect access to services.

14. Related Policies

- Safeguarding and Child Protection Policy
- Data Protection & GDPR Policy
- Health and Safety Policy
- Complaints Policy and Procedure

Approval

This policy is approved on behalf of The Joinery Hub Glasgow CIC.

Name	Andrew Ferguson
Position	Founder and Director
Approval	Approved electronically for publication
Date	24 July 2026