

University Concert Hall Diversity & Inclusion Policy

Adopted:	May 2022
Contact Officer:	Emma Foote
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Version/Reviewed by:	V1 – 1 st version April 2022 by Emma Foote
Next Formal Policy Review:	Every 2 Years Next Review due – May 2024
Formal Review of Policy by:	Irish Centre for Diversity
Policy Links:	<p>This policy links to all policies, procedures and strategy documents adopted by University Concert Hall.</p> <p>Specific reference is made to the following documents:</p> <ul style="list-style-type: none"> • Disciplinary and Grievance Procedures • Complaints Procedure • Anti-bullying and harassment policy

Brief Policy Summary:

This policy sets out how University Concert Hall (UCH) will achieve its aims to promote diversity & inclusion as an employer and supplier of services.

It outlines how Diversity & Inclusion will underpin all areas of the organisation's work and service provision, including the communities within which it operates.

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1. Purpose

1.1. Policy Statement

UCH recognises that its customers and staff come from diverse backgrounds, with varying experiences and needs. We are committed to ensuring diversity and inclusion is embedded into our day-to-day working practices. UCH actively promotes fairness, respect, equality, diversity, inclusion and engagement and is committed to continuous improvement.

- 1.2. Through our policies and in our day to day work and fulfilment of our legal responsibilities, UCH is committed to promoting equality and fairness and combating discrimination. This applies to everyone, regardless of **Gender, Civil status, Family status, Sexual orientation, Religion, Age, Disability, Race** (includes race, colour, nationality or ethnic or national origins) or **Membership of the travelling community**.

2. Objectives

- 2.1. In order to effectively implement its commitment to being an equal and diverse organisation, UCH has identified the following objectives and means by which we aim to achieve them:

Objective	How We Aim To Achieve It
<ul style="list-style-type: none">• Provide the organisation's leaders with the skills and knowledge to fully embed fairness, respect, equality, diversity, inclusion and engagement into the organisation's culture, strategy and processes.	<ul style="list-style-type: none">➤ Facilitating training through the Irish Centre for Diversity together with ongoing learning opportunities around EDI e.g. UL delivered EDI programme in Higher Education
<ul style="list-style-type: none">• Provide diversity & inclusion training to all staff and Board members, which will include	<ul style="list-style-type: none">➤ Circulating ICD findings and recommendations on the UCH Staff and Customer survey.

<p>content on their responsibilities, relevant legislation and this policy</p>	<ul style="list-style-type: none"> ➤ Circulating this Policy and including in all staff onboarding into the future. ➤ Provide access to EDI programme in HE
<ul style="list-style-type: none"> • Ensure that no customer or potential customer receives less favourable treatment than any other, making adjustments to services where necessary in order to facilitate this. 	<ul style="list-style-type: none"> ➤ Conduct an accessibility audit of the venue in order to address any areas for improvement. ➤ Monitoring customer feedback via surveys and complaints log. ➤ Renewed training of all staff around accessibility of UCH i.e. wheelchair lift, hearing loops etc.
<ul style="list-style-type: none"> • Ensure opportunities are accessible to all, including fair treatment for job applicants, which is free from bias and introducing reasonable accommodations to facilitate this where required 	<ul style="list-style-type: none"> ➤ Be clear on our equal opportunities policy on all job vacancy advertising ➤ Monitor incoming applications
<ul style="list-style-type: none"> • Gather data to enable the monitoring of customer and staff satisfaction to identify and address any negative trends by the 9 Grounds of discrimination. 	<ul style="list-style-type: none"> ➤ Conduct regular Customer surveys ➤ Include EDI as a recurring item on management meeting agenda and in larger customer focus meetings
<ul style="list-style-type: none"> • Provide a safe, supportive and welcoming environment where everyone is treated fairly, with dignity and respect, and can contribute to their fullest potential 	<ul style="list-style-type: none"> ➤ Open door policy with senior management so people feel able to articulate any concerns they have ➤ Zero tolerance of bullying and discrimination
<ul style="list-style-type: none"> • Enforce a zero tolerance approach in relation to discrimination, bullying, harassment and inappropriate behaviour 	<ul style="list-style-type: none"> ➤ Thoroughly investigate any reported incidents and take all appropriate actions.
<ul style="list-style-type: none"> • Act as role models to partner organisations and other external stakeholders. 	<ul style="list-style-type: none"> ➤ Promote the policies and practices we are adopting in relation to EDI internally and externally to customers, promoters and suppliers.

<ul style="list-style-type: none"> • Ensure that no direct or indirect discrimination exists within our policies, processes and procedures 	<ul style="list-style-type: none"> ➤ Undertake Equality Impact Assessments on these.
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3. Scope

3.1. This policy applies to the organisation, its Board members, employees, partners and to any external stakeholders which are supported by or engage with the organisation.

3.2. Diversity & inclusion imposes rights and responsibilities on every member of staff. All employees and the Board of Directors will be informed that a Diversity & inclusion policy is in operation and that they are bound to comply with its requirements. The policy will also be drawn to the attention of external stakeholders, job applicants and customers.

3.3. The policy ensures that our statutory equality duties outlined in the Employment Equality Acts 1998–2015 and the Equal Status Acts 2000 are met.

3.4. The 9 Grounds are defined as being:

- Gender
- Civil status
- Family status
- Sexual orientation
- Religion
- Age
- Disability
- Race (includes race, colour, nationality or ethnic or national origins)
- Membership of the travelling community.

4. Key Equality & Diversity Concepts

4.1. **Diversity** can be defined as the visible and non-visible differences between individuals. These differences can be related to race, ethnicity, religion, age, disability, sexual orientation and gender, as well as the many differences in values, attitudes, beliefs, cultural views, skills, knowledge, education, background, employment, parenthood, marital status, and life experiences of every individual.

4.2. **Equal Opportunities** can be defined as ensuring all those involved with or wishing to be involved with the organisation, regardless of their diversity, are provided with opportunity based on their ability or potential to perform the required activity.

- 4.3. **Discrimination** is unequal treatment of an individual because of their membership of a particular class or group, such as sex, race or trade union. It may be direct, for example, refusing to send someone on a training course because they are married or have children. It may be indirect, for example, declaring a post as being suitable only for a full-time member of staff without proper justification (i.e. establishing the need for a full-time member of staff rather than for part-timers or job sharing).
- 4.4. Discrimination may be subtle and unconscious and may not be easy to identify. For example, discrimination sometimes results from general assumptions about the capabilities, characteristics and interests of particular groups or individuals, which are allowed to influence the treatment of staff or job applicants or clients. This includes unconscious bias.
- 4.5. **Harassment or bullying** has the effect of causing undue stress on individuals and of de-motivating them. Harassment or bullying of any kind will not be tolerated and serves to undermine the safe, supportive and welcoming environment which UCH wishes to encourage.

5. Management and Delivery of this policy

- 5.1. Fairness, Respect, Equality, Diversity, Inclusion and Engagement are the responsibility of everyone within UCH
- 5.2. The Leadership team of UCH is committed to embedding Diversity & inclusion within the business, ensuring that everything we do and the manner in which it is done, refers to and considers the impact upon our equality objectives.
- 5.3. UCH uses the procurement process to ensure that its partners and external stakeholders operate their businesses with similar equality objectives and delivers its services with the same ethos.
- 5.4. It is the responsibility of UCH Director to implement, monitor and evaluate the diversity & inclusion policy in terms of employment practices (selection, recruitment and retention) and service delivery. The Chief Executive is also under a duty to ensure that the Board of Directors is regularly kept updated in terms of the policy's implementation. Additionally, the implications for the Board arising from the decisions it makes and the policies it introduces must be made clear to the Board.
- 5.5. The Policy Statement (at paragraph 1.1) will be communicated to all staff, visitors, customers and other stakeholders using a variety of methods such as the staff intranet, the website, displayed in offices and where appropriate included in publications.
- 5.6. Annual work plans are in place, which specifically address the diversity & inclusion aspects of all areas of work for staff and the Board of Directors; these support the delivery of the objectives contained within this policy.

- 5.7. Our staff will receive appropriate training to ensure they understand their responsibility not to discriminate and to treat everyone with respect and dignity. Staff are expected to be aware of personal prejudices, unconscious bias and stereotypes and avoid labels at all times.
- 5.8. All staff will be made aware of and follow the requirements in the Anti-Bullying and Harassment Policy
- 5.9. Existing processes will be used to review and investigate any complaints in relation to discrimination, harassment or bullying as follows:
- staff - Disciplinary and Grievance procedures
 - customers (those using our services) - Complaints procedure
- 5.10. It is expected that when staff or Board Members represent UCH at any time, including through attendance at committees, meetings with external stakeholders and contact with customers, they will ensure that the diversity & inclusion principles and practices outlined in this policy are adhered to.
- 5.11. When representing UCH on the committees of other agencies, each staff member or Board Member will endeavour to ensure that diversity & inclusion principles and practices are adopted by those agencies.
- 5.12. We will use an Equality Impact Assessments framework to regularly review our policies, to minimise the possibility of directly or indirectly discriminating against any group or individual as a result of our working methodologies.

6. Selection, Recruitment and Retention

- 6.1. UCH aims to promote diversity & inclusion as an employer. It also aims to ensure that no job applicant or employee receives less favourable treatment or is disadvantaged by conditions or requirements that cannot be shown to be justifiable within the context of the policy.
- 6.2. Selection, recruitment, training, promotion and employment practices generally will be subject to regular review to ensure they comply with this policy. In particular, selection and recruitment procedures will be reviewed annually in order to constantly improve diversity & inclusion practices and respond to changes in legislation. UCH will monitor data on all applicants as well as those that are successful in order to identify any practices that unintentionally discriminate against specific groups.
- 6.3. We will take whatever positive action is required where it can be shown that under-representation of any particular group has occurred in recruitment. Where appropriate and legally permissible employees from under-represented groups will be given training and encouragement in order to promote diversity & inclusion within UCH.

- 6.4. Employees involved in the selection and recruitment process, and in the management of staff, will receive appropriate training to ensure they recognise when they are making stereotypical assumptions or judgements about people, and avoid any discriminatory practices in the way in which they shortlist, recruit or manage employees. This will include unconscious bias training.
- 6.5. We regard discrimination, harassment, abuse, victimisation or bullying of staff, customers or of others in the course of work as disciplinary offences that could be regarded as gross misconduct. Condoning such behaviour could also be treated as a disciplinary offence. As well as disciplining the perpetrator(s), we will give appropriate support to people who complain of harassment of themselves or others.
- 6.6. UCH has considered the working practices it has in place to address inequality, and discrimination and how it promotes fairness for all. Examples of these against each of the protected characteristics are given below but is not a definitive list of all that UCH does:
- 6.6.1. We recognise that employees have different needs at different stages during their career, both men and women, for example to balance work and caring responsibilities. We will attempt to accommodate staff requests to work flexibly, whether part-time or some other working arrangement, for whatever reason, so long as agreement is consistent with the needs of the organisation. We will also encourage initiatives designed to help staff who wish to return to work after a career break.
- 6.6.2. Our terms and conditions of employment allow for paternity and partner leave in addition to standard maternity leave, in accordance with current legislation. Allowance is also made for compassionate and dependant's leave to deal with domestic emergencies through our family friendly policies.
- 6.6.3. We recognise that organisations are obliged, under the Employment Equality Acts 1998–2015 to make reasonable accommodations to support disabled people and enable them to do their job without unnecessary difficulty. We will make accommodations which are reasonable, whether or not we are obliged to do so by law, and whether or not a disabled applicant or employee is covered by the definition of 'disabled' under the Employment Equality Acts 1998–2015
- 6.6.4. We are committed to ensuring employees do not experience discrimination (or less favourable opportunities/treatment) on the basis of their race, religion or belief by:-
- Allowing time and, if possible, a place for prayers during the working day and at the workplace as appropriate.
 - Considering employees' dietary requirements in catering for staff, and when providing facilities for staff to eat and store food.

- Allowing staff of particular faiths to take their holidays for religious festivals and other religious observance.
- Trying to arrange job interviews or other important work meetings at times when they do not clash with important religious festivals.
- Not imposing a dress code with which people of a particular religion cannot comply.

6.6.5. We will not discriminate on grounds of age in recruitment, promotion, training, or the availability of benefits - such as pension contributions or health insurance.

6.6.6. We will not discriminate on the grounds of gender, where an individual is in the process of gender reassignment or where an individual has completed this reassignment.

6.6.7. UCH will not discriminate on the grounds of marriage or civil partnership and will support individual need as required.

6.6.8. We will not discriminate on the grounds of an individual's sex or on the grounds of the sexual orientation providing everyone, whether a member of staff or a customer, with exactly the same opportunity to achieve their goals.

6.7. As part of its talent management strategy, UCH will operate an annual staff appraisal system. Training or education development to enhance potential within the existing job, arising out of needs identified through appraisal or from other circumstances, will, where appropriate or possible, be provided. We may, in certain circumstances, allow for paid or unpaid leave for training or educational purposes.

6.8. UCH's retention, reward and progression processes are fair and take account of the social, domestic, cultural and physical obstacles to people progressing. We seek to identify where these exist for individuals and take actions to limit these where necessary.

6.9. We undertake review of pay and continually work towards eliminating any unfair pay gaps where these are identified.

6.10. All training opportunities will be published widely through Line Managers to all appropriate employees, and not in such a way as to exclude or disproportionately reduce the numbers of applicants from a particular group. In all training opportunities we will pay due regard to the need to eliminate discrimination on the grounds set out in this policy.

7. Service Delivery

7.1. We will use a variety of methods to regularly consult with our customers. We will gather their views on existing and planned services, including changes to provision.

- 7.2. We will make public our commitment to combating discriminatory attitudes where these are encountered by publishing this policy widely amongst staff, partners, recognised trade unions and external stakeholders and in a variety of formats.

8. Procurement

- 8.1. UCH is committed to working with a wide range of suppliers and contractors, from local businesses through to large multi-nationals across a wide range of different types of contracts and purchases.
- 8.2. UCH tender documents will outline the company's commitment to Diversity & inclusion and it will be clear on the award of contracts that there will be an expectation that contractors comply with the relevant legislation and principles of this policy.

9. Monitoring and Evaluation

- 9.1. UCH will systematically evaluate its services and the effectiveness of its diversity & inclusion policy by a variety of means.
- 9.2. Information gathered through the complaints, grievances, disciplinary or other appropriate processes will be analysed by the 9 Grounds of discrimination where this information is available to identify any particular trends. Where any negative trends are identified, these will be investigated fully and recommendations made to the Board.
- 9.3. We will report annually to the Board on the outcomes of monitoring and evaluation activities, including any trends in relation to particular 9 Grounds.

10. Review Cycle

- 10.1. Responsibility for review of this policy sits with Emma Foote, Business Development Manager of UCH.
- 10.2. A formal review will be completed 2-yearly.
- 10.3. Additionally, an interim review would be conducted in the following circumstances:
 - A change is made to relevant legislation, including but not limited to the Employment Equality Acts 1998–2015 and the Equal Status Acts 2000
 - The investigation into a negative trend indicates a review of this policy is appropriate