



Creative Glasgow Equal Opportunities Policy

Approved: 15th January 2025

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Review Frequency: Annually

Next Review Date: 15th January 2026

Statement of Policy

At Creative Glasgow, we recognize the value and strength that diversity brings to our organization. Our commitment is to foster an inclusive environment where differences are respected, celebrated, and valued. We embrace diversity across gender, gender identity, social and economic background, race, disability, religion, age, sexual orientation, personality, and work style. Our aim is to create a culture where everyone feels valued, their talents are fully utilized, and organizational goals are met.

Our Commitment

Creative Glasgow is dedicated to ensuring equality for all groups, which we believe enhances our operations, enriches our culture, and strengthens our engagement with our community and stakeholders. We ensure that diversity and equality are integral to our service delivery and strategic objectives.

Our Aim

Creative Glasgow opposes all forms of unlawful discrimination. We commit to treating all job applicants, employees, participants, members and partners fairly, without discrimination on any grounds outlined in the Equality Act 2010, including the Protected Characteristics: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.

Service and Programme Delivery

At Creative Glasgow, we are committed to providing equitable and inclusive service and programme delivery that reflects our values and strategic goals as outlined in our [Equalities, Diversity, and Inclusion Plan 2025](#) and [Fair Work Statement 2025](#).

Our commitments include:

Prioritising Customer-Centric Services: We strive to provide services that meet the diverse needs of our customers, members, collaborators, and partners, ensuring that all individuals have equitable access to our offerings, tailored to their specific requirements.

We do this through:

- **Accessible Information:** We ensure that all information about our services and opportunities is accessible, utilizing multiple formats and communication channels to reach diverse audiences effectively. This includes ensuring our website meets the WCAG Accessibility Guidelines.
- **Inclusive Practices:** Our staff are trained and supported to deliver services in a manner that is inclusive and respectful of all backgrounds and identities. We are committed to removing barriers that may prevent individuals from accessing our services. This includes proactively budgeting for access and support adjustments, and building in adaptations that are bespoke and tailored to individual and group needs.
- **Being Responsive and Accountable:** We actively seek feedback from our customers and stakeholders at regular intervals to ensure continuous improvement in our service delivery. All complaints of discrimination are taken seriously and handled promptly and fairly.
- **Community Engagement:** We proactively engage with various communities to understand their needs better and incorporate their perspectives into our service delivery models, ensuring a collaborative approach to inclusivity.

Fair Work Principles: As part of our commitment to Fair Work, we ensure that our service delivery practices promote well-being, job security, and development opportunities for our employees. This includes adhering to fair employment practices and fostering a positive working environment.

We do this through:

- **Fair Opportunity:** Actively seeking diverse talent and ensuring transparent and unbiased recruitment processes, supported by a monthly opportunities newsletter aligning with our fair work principles.
- **Security of Income:** Prioritising security of income for our staff and collaborators, being a Real Living Wage employer, and offering fair compensation based on skills, experience, and industry standards, ensuring timely and equitable payment practices.
- **Fulfilment:** Creating an environment where individuals feel fulfilled and empowered in their work, promoting work-life balance, providing support and resources, and offering professional development opportunities. We foster open communication, encourage feedback, and recognise achievements.
- **Respect at Work:** Cultivating a culture of respect and dignity in all interactions, fostering inclusivity, support, and mutual respect, while strictly prohibiting discrimination, harassment, and bullying. We have clear policies and procedures in place to address concerns or grievances, ensuring everyone is treated with fairness and respect.
- **Effective Voice:** Empowering individuals to have an effective voice within our network, encouraging open dialogue, active listening, and participation from all staff, partners, and freelancers. We provide opportunities for input, consultation, and collaboration to ensure diverse perspectives are considered in decision-making processes.

These commitments are designed to ensure that our services remain relevant, accessible, and inclusive for everyone we engage with, reinforcing our dedication to diversity and equality in all aspects of our operations.

Scope of the Policy

This policy applies to all individuals working with or applying to work with Creative Glasgow, including job applicants, employees, contract workers, agency workers, trainees, and students on placements. It also covers our interactions with external partners and stakeholders, members and participants.

Implementation & Equality Commitments

The leadership team at Creative Glasgow has specific responsibility for implementing this policy. However, all employees are expected to contribute to an inclusive, equality-based environment. We are committed to:

- Complying with the Equality Act 2010.
- Providing equal opportunities in recruitment and promotion.
- Supporting diversity in the workplace.
- Maintaining a work environment free from harassment and discrimination.
- Ensuring procurement practices reflect our commitment to equality and Fair Work principles.

Monitoring and Reporting

We will monitor the effectiveness of this policy through data collection and analysis. This includes annual equalities monitoring of staff, programme contributors and partners, and routine feedback forms for participants and members. We will report on our commitments to equality and diversity, and our performance against the aims and objectives of our policy in our Annual General Meetings and Annual Reports. This will include a digest of any issues or complaints raised, and how they have been addressed.

All complaints relating to discrimination, harassment and victimization will be handled confidentially and sensitively in keeping with our commitment to UK GDPR. Complaints, and any actions or changes made as a result, will be recorded to ensure we are able to track our progress and improvements in this area.

Complaints Procedures

Any employee, contractor, partner, collaborator, member or participant who believes they have experienced discrimination, harassment, or victimization is encouraged to raise the issue through our established procedures, detailed below:

- Step 1: Raise any concerns, issues or complaints to the organisation's Staff, Director and/or The Board of Directors - you may raise complaints in any format that suits - verbally, in person or by telephone or written in a letter or email.
- Step 2: Creative Glasgow will liaise with you within 7 working days to:
- Identify the Issue: Clearly define the decision or policy you are concerned about, including the specific actions or behaviors that are causing concern.
 - Gather Information: Note the names and job titles of individuals involved, and how the decision or policy has affected you or is likely to affect you.
 - Outline Your Concerns: Explain the issue, how you have been affected, and what you want the organization to do (e.g., apologize, review the decision).
 - Set Expectations: Specify when you expect a reply, and in what format you would like to receive that.
- Step 3: Creative Glasgow will review and respond within 14 working days to:
- Acknowledge your complaint and confirm the details within it.
 - Communicate what the organisation has done within its review process since the complaint was made.
 - Confirm the change / response / action they are proposing going forwards.
 - Invite any further feedback or questions from the complainant.
- Step 4: If the initial response is unsatisfactory, you may escalate the complaint to a higher level within the organisation, or seek external support.

Throughout our complaints process we are committed to ensuring it is accessible, clear, fair, conducted in a timely manner, transparent, and leads to action.

Policy Review

Creative Glasgow's Equal Opportunities Policy will be reviewed and updated annually, taking into consideration any feedback, complaints, actions and changes made in the last 12month period. The policy will be reviewed and updated by the organisation's Staff and Board of Directors, and approved by the Board. The policy will be communicated actively to all staff, included in all onboarding of new staff and contractors, and made accessible to partners, members and programme participants through our website.

Contact Information

For any questions or feedback regarding this policy, please contact:

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