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LOST ART LIMITED: FAIRNESS, INCLUSION, & RESPECT (FIR) POLICY

1. Purpose

This policy sets out Lost Art Limited's to a workplace where everyone is treated fairly, included, and respected. It defines expected behaviours, explains how to raise concerns, and describes how concerns will be handled.

2. Scope

- This policy applies to all employees, workers, and anyone acting on our behalf.
- It applies to behaviour at work and in work-related settings, including business travel, events, training, social activities connected to work, and online/remote working spaces (e.g., calls, chat, email).
- It applies to interactions with colleagues, customers, suppliers, and members of the public where we are representing the organisation.

3. Definitions

- **Fairness:** making decisions consistently and transparently, based on relevant criteria, and taking steps to remove barriers that disadvantage people.
- **Inclusion:** ensuring people feel welcomed, supported, and able to participate fully, with equal access to opportunities and resources.
- **Respect:** treating people with dignity, listening, communicating professionally, and valuing different perspectives.
- **Discrimination:** unfair treatment based on a protected characteristic or other personal attribute that is not relevant to the role or situation.
- **Harassment:** unwanted conduct that violates a person's dignity or creates an intimidating, hostile, degrading, humiliating, or offensive environment.

- **Victimisation:** treating someone badly because they raised a concern, supported a complaint, or took part in an investigation.
- **Microaggressions:** subtle comments or actions (often unintentional) that can be experienced as exclusionary or demeaning over time.

4. Policy statement

We are committed to providing a workplace free from discrimination, harassment, bullying, and victimisation. We expect everyone to contribute to a culture of fairness, inclusion, and respect.

- We make recruitment, pay, promotion, training, and other people decisions fairly and using objective criteria wherever possible.
- We foster inclusive ways of working so that different viewpoints are heard and valued.
- We address inappropriate behaviour promptly and proportionately.
- We support people who raise concerns in good faith and do not tolerate retaliation.
- We comply with applicable equality, employment, and human rights laws.

5. Expected behaviours

5.1 We expect everyone to

- Communicate professionally and respectfully, including during disagreements.
- Listen actively and avoid interrupting or dismissing others.
- Use inclusive language and be mindful of how comments may affect others.
- Challenge inappropriate behaviour safely where possible and report it when needed.
- Respect privacy and confidentiality when concerns are raised.

5.2 Behaviour that is not acceptable

- Bullying: intimidating, undermining, or humiliating behaviour (in person or online).
- Harassment, including unwanted jokes, comments, or gestures of a discriminatory nature.
- Exclusionary behaviour: repeatedly leaving people out of meetings, decisions, or information without a valid reason.
- Retaliation against someone for raising a concern or supporting a complaint.
- Abusive or aggressive communication, including shouting, insults, or threats.
- Deliberately misgendering someone or refusing to use a person's name or pronouns after being informed.

6. Roles and responsibilities

6.1 All colleagues

- Follow this policy and treat others with fairness, inclusion, and respect.
- Speak up or report concerns as early as possible.
- Cooperate with any review or investigation.

6.2 Managers and leaders

- Model the expected behaviours and set clear team standards.
- Make fair and evidence-based decisions; document key people decisions appropriately.
- Act promptly when issues are raised or observed (including low-level concerns).
- Ensure work allocation, meetings, and communications are inclusive and accessible.

6.3 People/HR team (or nominated policy lead)

- Provide guidance on applying this policy and related procedures.
- Support fair handling of concerns and maintain appropriate records.
- Identify themes and recommend improvements (e.g., training, process changes).

7. Raising concerns

If you experience or witness behaviour that conflicts with this policy, you are encouraged to raise it as soon as you feel able. Concerns can often be addressed early and informally, but formal routes are available where needed.

- Speak to your line manager (unless they are involved).
- Speak to another manager or a senior leader.
- Contact the People/HR team.
- Use any confidential reporting channel (e.g., whistleblowing/speak-up line) if available.
- If you feel at risk or unsafe, seek immediate assistance and follow site safety/security procedures.

8. What happens when a concern is raised

1. **Acknowledgement and initial review:** we will acknowledge receipt and consider what immediate steps are needed (e.g., safety, wellbeing support, temporary arrangements).
2. **Informal resolution (where appropriate):** this may include facilitated conversations, coaching, or clarifying expectations.
3. **Formal process (where needed):** concerns may be investigated in line with relevant procedures (e.g., grievance/disciplinary). We aim to be fair, timely, and proportionate.

4. **Outcome and actions:** we will take appropriate action, which may include training, mediation, management action, or disciplinary steps where policy breaches are found.
5. **Support:** we will signpost to available support (e.g., manager support, People/HR, employee assistance programme if applicable).

We will handle concerns sensitively and share information on a need-to-know basis. Absolute confidentiality cannot be guaranteed, for example where an investigation is required or where there are legal obligations.

9. Accessibility and reasonable adjustments

We are committed to removing barriers to participation at work. Where someone requires adjustments (for example due to disability, health condition, neurodiversity, religion, pregnancy, or caring responsibilities), we will consider reasonable adjustments and supportive measures as appropriate.

10. Training and communication

- We provide information and training to help colleagues understand expected behaviours and how to raise concerns.
- Managers receive additional guidance on inclusive leadership and handling issues promptly and fairly.
- This policy is shared during onboarding and is available for ongoing reference.

11. Monitoring and review

We monitor how this policy operates in practice, including themes from concerns raised (in aggregated form), employee feedback, and relevant people metrics. We review this policy at least annually, or sooner if needed due to organisational or legal changes.

12. Related policies and documents

- Code of Conduct
- Dignity at Work / Anti-Bullying and Harassment Policy
- Grievance Policy
- Disciplinary Policy
- Whistleblowing / Speak-Up Policy
- Reasonable Adjustments Policy
- Safeguarding / Health & Safety (where applicable)

Policy owner	Damian Liptrot/Office Manager
Approved by	Dominic Liptrot/Managing Director
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