

COMPANY DOCUMENTS

FOR

KATHERINE ARA LTD

PAINTINGS CONSERVATION & RESTORATION

DOCUMENTS INCLUDED:

1. MISSION STATEMENT
2. CODE OF ETHICS
3. PRIVACY POLICY
4. IMPACT REPORT: ENVIRONMENTAL AND SOCIAL PERFORMANCE

Mission Statement

The purpose of Katherine Ara Ltd. is to provide conservation and restoration services for its clients in the treatment and care of their easel paintings. The Studio takes very seriously its role in the preservation and protection of works of art as significant objects of global cultural heritage. In so doing, the Studio advocates for the importance of this endeavour in the definition and development of cultural identities, and in the safeguarding of historical knowledge for future generations.

The work of the Studio includes research, both technical and art-historical, practical conservation and restoration of the works of art in its care, and provision of condition reports prior to sale, loan and exhibition. The Studio aims to deliver a professional and thorough service to its clients maintaining the highest possible levels of integrity, quality and transparency in the work undertaken. As part of the provision of such work, the company also seeks to inform the clients it serves, to enable them to better understand the issues around the conservation and preservation of works of art, so that they themselves are better positioned to take responsible decisions in the care of works in their possession. The Studio aims for complete client satisfaction while maintaining best practice in accordance with the ethical codes of the sector's professional bodies, as set out in the Code of Ethics. Alongside these aims, its mission is to operate with socially and environmentally responsible procedures.

Policies and procedures towards these goals are set out in detail in the Studio's Code of Ethics, Company Policies and Privacy Policy. The following general definitions are intended to explicate the goals of the Studio:

1. Effective and Honest Work

The Studio's principal duty is to deliver quality conservation and restoration services to its clients, addressing issues or potential issues in the condition of the easel paintings consigned to the Studio for treatment or advice.

The Studio has a commitment to carry out research, restoration treatment and preventive conservation procedures according to the needs of the individual work of art, considering the requirements of the client. In this capacity, the Studio operates according to the professional standards and codes of conduct/ethics as set out by the American Institute of Conservation (AIC), British Association of Paintings Conservator-Restorers (BAPCR), the International Council of Museums (ICOM), and the Institute of Conservation (Icon). The Studio works on a policy of minimal intervention, with the aim of maintaining the integrity of the work of art.

In line with industry best practice, the Studio provides full documentation, written and photographic, for all the work it undertakes. This documentation covers both the condition and treatment of the works of art in its care.

The Studio makes every effort to carry out professional due diligence to verify the legitimate ownership and provenance of a work of art. All data obtained for this purpose is handled securely, in accordance with the company Privacy Policy and the EU General Data Protection Regulation 2016 (GDPR).

Discretion for our clients is of the utmost importance, and their personal information and information about their artworks is treated as strictly confidential.

2. Research

The Studio strives to ensure all treatments carried out are academically informed, by means of up to date and thorough knowledge of the relevant technical and art historical materials related to the paintings in its care. It encourages a culture of research and is actively involved in a number of conservation and art historical institutes and societies. In addition, it fosters good relationships with experts in a variety of related fields, and, where appropriate and permitted by the client, promotes collaborative research.

3. Safeguarding Cultural Property

The Studio adopts responsibility for the safeguarding of the works of art in its care for the duration of their treatment period. To carry out this responsibility, the Studio strives to maintain effective programmes of security, environmental control, and buildings maintenance and conservation. It also takes responsibility for works of art under the company's professional indemnity and public liability insurance, as well as for shipping, packing and transport where necessary. All staff handling or interacting with works of art under care of the Studio have received an appropriate level of training commensurate with their level of interaction. In addition, it strives to educate its clients on how best to care for their artworks, and commits to offering free advice on preventive conservation measures as well as offering a range of treatments.

4. Commitment to Positive Social and Environmental Impact

Katherine Ara Ltd. operates under ambitious social and environmental policies that seek to both reduce the company's environmental impact and promote corporate social responsibility as a central priority.

The Studio strives to operate in an environmentally responsible way, making considered choices with sustainability as a priority in regards to suppliers, equipment, materials, travel, disposal, waste management and buildings management. Carbon offsetting is carried out to compensate for carbon emissions stemming from chemical use, transport and travel. The Studio aims to continue to reduce waste sent to landfill through our recycling and upcycling programmes, and is committed to using 100% low-impact renewable energy.

The Company Policy on diversity ensures that any opportunities are offered equally and without prejudice. The Studio aims to create a positive and professional work environment, welcoming people from different backgrounds and experiences. This includes, but is not limited to members of any race, national origin, social and economic class, gender, or sexual orientation. The company is committed to providing equal opportunities, and does not tolerate discrimination or harassment. This policy includes finding meaningful work for those with different learning and physical abilities.

The Studio has a commitment to supporting local charities through both donations and volunteer service hours.

5. Education and Training

Katherine Ara Ltd. is committed to creating educational opportunities for students as well as young or emerging professionals by offering volunteer work experience placements. These are intended to give an insight into the profession for those considering, or currently undertaking, training. For more details, see our [Volunteer Work Experience Opportunities](#).

The Studio provides voluntary opportunities for work experience in the field in accordance with its policies of inclusivity and diversity, as outlined above. The Studio aims to reach out to students from non-traditional backgrounds through membership of relevant initiatives, with the specific aim of encouraging participation in the work experience programme for candidates from underrepresented groups in the field of conservation. The Studio has a commitment to offering careers guidance and advice to all of its work experience students, and offers long-term support to extend this help beyond the period of their placement.

In addition to offering voluntary placements, Katherine Ara strives to support students and emerging conservation professionals through regular donations from the Studio to scholarship funds, and by acting as an Icon mentor to those seeking accreditation by the professional body.

For current employees, the Studio is committed to providing funds and access to relevant educational and training opportunities to enhance career development. Examples include, but are not restricted to, sponsoring attendance at conferences and workshops, and contributing towards the training and fees associated with obtaining professional qualifications. Conservator-restorers employed at the Studio are actively encouraged to pursue accreditation from the Icon.

Code of Ethics

This Code Of Ethics and Professional Conduct is written in reference to the values and objectives of the company as laid out in its Mission Statement.

Professional Conduct

The primary goal of the Studio is the preservation of the works of art in its care. This is undertaken as a team of conservation and restoration professionals with extensive training and specialist expertise. The Studio regards these works of art as objects of cultural, historical and social significance that are part of an invaluable legacy requiring safeguarding for future generations.

In response to this, the Studio adheres to various national and international professional standards as a guideline code of ethics for all conservation and restoration services carried out on the premises. External subcontractors used for specialist services outside the Studio are properly vetted to ensure the same or similar professional standards are followed by themselves at their own premises.

The Studio's work practices align with the American Institute of Conservation (AIC)'s 'Code of Ethics and Guidelines for Practice' [1994], the British Association of Paintings Conservator-Restorers (BAPCR)'s 'Code of Practice' [as laid out in the Association's Constitution], the International Council of Museums (ICOM)'s 'Code of Ethics' [1986; revised 2004], as well as the Institute of Conservation (Icon)'s 'Code of Conduct' [v.1:2014], 'Professional Standards' [June 2020], and 'Ethical Guidance' [June 2020]. These statements broadly agree on the responsibilities and core principles of conservation practice. The original documents from these governing bodies can be accessed on the companies' respective websites.

The fundamental principles of the Studio, based on these ethical codes, are outlined in brief below:

- i. The Studio endeavours to attain the highest possible standard in all aspects of work undertaken, including examination, documentation, treatment and research. Where required treatment lies beyond the scope of the Studio's faculties, this will be outsourced to trusted third-parties.
- ii. All treatments are carried out with informed respect for the artwork in question and the artist who created it, as applicable.
- iii. The Studio is committed to carrying out due diligence to verify the legitimate ownership and provenance of all artworks entering the premises.
- iv. Methods and materials used for any treatment will not, to the best of current knowledge, adversely affect the artwork or its future examination, treatment or function.
- v. The Studio shall document examination, scientific investigation and treatment with complete and permanent records. These shall be provided to the client both during and

after the treatment. These records include photographic images as a minimum, and in most cases technical imaging shall also be provided where this is used to inform examination, treatment and/or research.

- vi. The Studio shall not undertake any treatment to an artwork without prior consent of the owner. The Studio reserves the right to refuse to carry out treatment that it considers to be unethical, as per *ii-iv*.
- vii. The Studio conducts its relationships with the client and owner of an artwork as strictly confidential. Information derived from examination, treatment or research will not be published or otherwise made public without first obtaining permission from both client and owner, if these are different. The Studio retains a separate, full Privacy Policy document, which may be read via the website or upon request.
- viii. The Studio commits to maintaining high standards of employee welfare. As an employer, the Studio ensures it is compliant with local and international laws and regulations governing employment, and international human rights and labour standards. The Studio commits to remunerating employees at or above industry benchmarks, and at the London Living Wage as a minimum (for both employees and contractors). The Studio promotes professional development opportunities for its staff, facilitating enrolment on courses and, where appropriate, financing employees for these opportunities.

Workplace Behaviour

The Studio expects all employees to act with integrity, in a considerate and respectful manner. Discretion is of the utmost priority, both in respecting our clients' confidentiality and upholding the Studio's privacy and security. All employees should comply with the Studio's policies, professional standards, and all relevant local and international laws. This applies both inside and outside the Studio.

Furthermore, the Studio undertakes to operate with conscientious environmental and social policies. All employees are expected to respect these policies, and act according to the guidelines, which are laid out in the Company Policies. These policies are available upon request.

All outsourced staff working on-site in the Studio are expected to adhere to this same code of conduct, and these staff members are made aware of this policy.

Stakeholder Engagement

The Studio is committed to inclusive and effective stakeholder engagement in the implementation of its company policies and code of ethics. Within this policy, the interests of all impacted stakeholders are taken into consideration. Furthermore, feedback from employees and outsourced workers is utilised while setting standards for the Studio's social and environmental performance targets. As a small business, this is generally conducted on an on-going basis through personal and direct correspondence with relevant stakeholders.

Stakeholders are identified as:

1. The Studio's internal company stakeholders include the company's shareholders and all employees.

2. External stakeholders include the Studio's clientele, outsourced service workers, suppliers and external subcontractors with whom the Studio works on a regular basis.

From these two groups, primary stakeholders are involved in affecting decision-making processes. These include both the company owner and employees, as well as key outsourced workers. These primary stakeholders are distinguished from other stakeholders as key holders for the business.

The Studio does not knowingly engage with organisations, businesses or individuals that engage in or endorse any unlawful behaviour, discrimination, promotion of activities with negative social or environmental impacts, or other negative characteristics as outlined above.

Client Satisfaction

The Studio is committed to providing an exemplary and trustworthy service for its clients, and aims for 100% satisfaction.

As outlined above, the primary goal of the Studio is the preservation of the works of art in its care. In order that this goal is compatible with achieving client satisfaction in every case, the Studio takes steps to ensure that the client is informed about the treatment, involved in the decision-making process as far as is possible and appropriate, and is provided with opportunities to give feedback about the work and service through regular contact both during and after the treatment process.

Customer outcomes are considered a key performance indicator for the company, and as such are monitored and discussed at the annual meeting of primary stakeholders.

Privacy Policy

The Studio takes the responsibility of data security very seriously, and is committed to storing and managing personal data responsibly and with transparency.

Personal data collection and use

Personal data is handled in compliance with the EU General Data Protection Regulation 2016 (GDPR). The studio only collects and uses personal data for the purposes of carrying out the work outlined in our Conditions of Contract – i.e. for the purposes of corresponding with clients, documenting restoration treatments, and maintaining financial records.

Examples of personal data collected relating to the services that the Studio provides thus might include:

- Names and contact details (physical addresses, email addresses, telephone numbers)
- Bank details (for processing payments)
- Details of insurance
- Details of personal property (i.e. information relating to the paintings the Studio works on; details of past invoicing)
- Records of written correspondence

Written and photographic documentation produced by the Studio related to a painting (including estimates, condition reports, treatment reports, art-historical research, and externally commissioned technical studies) is retained and stored indefinitely, following best-practice professional conservation standards. The Studio also provides copies of this documentation to clients to keep for their own records.

In order to carry out professional due diligence to verify the legitimate ownership and provenance of a work of art, the Studio might request proof of ownership and previous records relating to said artwork.

Data security

All data will remain strictly confidential and any data kept indefinitely will be stored securely.

Explicit consent is sought before any personal information is shared with any third parties, so as to ensure client confidentiality.

Digitised data is kept on secure computers, with copies automatically backed up onto external hard drives to prevent the loss of any important information.

Impact Report: Environmental and Social Performance

Environmental

The Studio operates with the aim of improving its water and energy efficiencies, and reducing the amount of waste it produces. As set out in the Mission Statement, the Studio is committed to using only 100% low-impact renewable energy sources. In addition, it is company policy that carbon emissions from energy requirements, travel for business purposes, shipping for business purposes and waste recycling and landfill are monitored and offset through ClimateCare, in a continued effort towards achieving carbon neutrality.

We aim for a reduction of 5% year-on-year in water and energy usage, and waste produced. To achieve these goals, energy usage, waste production and carbon offset tolls are monitored and regularly logged, as part of the Studio's environmental management system. To ensure transparency, the Studio's performance in these sustainability categories is disclosed on this page as it continues to be reviewed.

Figures are published on an annual basis, January - December. Figures obtained from the Studio waste reduction program and carbon offset commitments, all implemented in 2020, will therefore be available from 2021.

Energy Use (100% renewable)

Year 1 (2017)

Total energy consumption (KwH): 6610

Year 2 (2018)

Total energy consumption (KwH): 6239 (- 5.6% on previous year)

Year 3 (2019)

Total energy consumption (KwH): 5035 (- 19.3% on previous year)

Year 4 (2020)

Total energy consumption (KwH): 4751 (- 5.6% on previous year)

Waste Production

Year 1 (2020)

Total waste sent to landfill or incineration (kg): 67.35

Total waste sent to recycling (kg): 48.65

Water Usage

Year 1 (2020)

Total water consumption (m3): 17.97