



**EQUITY, EQUALITY, DIVERSITY
AND INCLUSION POLICY**

Signed

A handwritten signature in black ink, appearing to read "Dominic Deeson", written over a horizontal line.

Dominic Deeson
Chair of Trustees
Faversham Foodbank

Registered Charity Number: 1158413

Policy control

Equity, Equality, Diversity and Inclusion Policy Version 1.0

Board of Trustees approved: 29 July 2026

For review: August 2028

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Details of our organisation

Name of Organisation: Faversham Foodbank

Address: Gospel Mission Church, Tanner Street, Faversham, Kent. ME13 7JL

Telephone 07938 720604

Website www.faversham.foodbank.org.uk

General Email address info@faversham.foodbank.org.uk

Senior Leader Name: Magdalen Tyler-Whittle Telephone 07938 720604

Faversham Foodbank is a franchise of Trussell, an anti-poverty charity and community of foodbanks. We work together to ensure no one in the UK needs a foodbank to survive, while providing food and practical support to people who do not have enough money to live on.

Purpose

Faversham Foodbank is committed to creating an environment where everyone is treated with dignity, respect and fairness.

We believe that everyone has the right to access our services, volunteer, work and participate in our organisation without fear of discrimination, harassment or exclusion.

This policy sets out our commitment to Equity, Equality, Diversity and Inclusion (EEDI) across all aspects of our work.

It applies to:

- Employees
- Volunteers
- Trustees
- Clients and service users
- Visitors
- Contractors and agency workers
- Partner organisations working on our behalf

Our commitment

Faversham Foodbank exists to serve everyone in our community who needs support. We recognise that every person has inherent worth and should be treated with dignity, compassion and respect.

We are committed to creating an organisation where everyone, whether they are seeking help, volunteering, working, visiting, or serving as a trustee, feels welcomed, valued and able to contribute free from discrimination or prejudice.

Faversham Foodbank is committed to:

- Treating everyone fairly and with respect.
- Creating an inclusive environment where everyone feels welcome.
- Removing barriers that prevent people from participating.
- Recognising that people have different needs and experiences.
- Making reasonable adjustments wherever possible.
- Promoting equality of opportunity.
- Challenging discrimination, harassment and bullying.
- Reflecting the diversity of the communities we serve.
- Encouraging a culture of kindness, compassion and understanding.

We recognise that equity means recognising different needs and providing appropriate support so everyone has a fair opportunity to participate.

Legal framework

This policy supports our responsibilities under:

- Equality Act 2010
- Human Rights Act 1998
- Health and Safety at Work etc. Act 1974
- Data Protection Act 2018
- UK GDPR
- Charity Commission guidance on equality, safeguarding and governance

Protected characteristics

We will not discriminate because of:

- Age
- Disability
- Gender reassignment
- Marriage or civil partnership
- Pregnancy and maternity
- Race (including colour, nationality and ethnic origin)
- Religion or belief
- Sex
- Sexual orientation

We also recognise that people may experience disadvantage for reasons not specifically protected by law, including:

- Caring responsibilities
- Socio-economic disadvantage
- Homelessness
- Mental health
- Neurodiversity
- Literacy levels
- Language barriers
- Refugee or asylum status
- Previous involvement with the criminal justice system

Scope

This policy applies to:

Employees

All employment practices including:

- Recruitment
- Selection
- Training
- Promotion
- Development
- Pay
- Flexible working
- Performance management
- Disciplinary procedures
- Dismissal

Volunteers

We will ensure volunteers are:

- Recruited fairly
- Supported appropriately
- Given equal access to opportunities
- Treated with dignity and respect
- Able to raise concerns safely

Trustees

Trustees will:

- Demonstrate inclusive leadership.
- Promote equality in governance.
- Consider diversity when recruiting trustees.
- Ensure strategic decisions support inclusion.

Clients

Every person accessing our foodbank will be treated with:

- Respect
- Compassion
- Confidentiality
- Fairness
- Dignity

Support will never be refused on discriminatory grounds.

Visitors and contractors

Everyone visiting or working with Faversham Foodbank is expected to comply with this policy.

What equality, diversity, inclusion and equity mean

Equality

Treating people fairly and ensuring they have equal opportunities.

Diversity

Recognising, respecting and valuing people's differences and experiences.

Inclusion

Creating an environment where everyone feels welcomed, respected and able to participate fully.

Equity

Recognising that some people require additional support, adjustments or resources in order to have equal access and opportunity.

Recruitment

Recruitment decisions will be based on:

- Skills
- Experience
- Qualifications (where appropriate)
- Values
- Ability to perform the role

Recruitment will never be influenced by protected characteristics.

Where practical we will:

- Advertise roles widely.
- Encourage applications from under-represented groups.
- Offer reasonable adjustments throughout recruitment.
- Use objective selection criteria.

Accessibility

We aim to make our services accessible by:

- Providing clear information.
- Using plain English.
- Making reasonable adjustments for disabled people.
- Considering physical accessibility.
- Being flexible where appropriate.
- Supporting people with communication needs.
- Providing food appropriate to everyone's dietary needs.

Where barriers cannot immediately be removed, we will seek practical alternatives wherever possible.

Behaviour and conduct

Everyone associated with Faversham Foodbank is expected to:

- Treat others with courtesy.
- Listen respectfully.
- Value different perspectives.
- Challenge discrimination appropriately.
- Avoid offensive language or behaviour.
- Maintain confidentiality.
- Contribute to a welcoming environment.

Bullying, harassment, victimisation or discriminatory behaviour will not be tolerated.

Harassment and discrimination

Examples include:

- Offensive jokes
- Derogatory comments
- Intimidation
- Exclusion
- Bullying
- Unwanted physical contact
- Online abuse
- Hate speech
- Victimisation following a complaint
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Any such behaviour may result in disciplinary action, removal from volunteering, exclusion from premises, or other appropriate action.

Reasonable adjustments

We will consider reasonable adjustments for employees, volunteers, trustees, clients, and visitors where appropriate.

Examples include:

- Flexible volunteering arrangements
- Accessible meeting spaces
- Alternative communication formats
- Additional support during interviews
- Adapted equipment
- Additional breaks
- Assistance with forms or paperwork

Each request will be considered individually.

Training

We will provide appropriate training to help employees, volunteers and trustees understand:

- Equality law
- Inclusive behaviour
- Unconscious bias
- Respectful communication
- Safeguarding
- Appropriate responses to discrimination

Reporting concerns

Anyone who experiences or witnesses discrimination, harassment or exclusion is encouraged to report it.

Reports may be made to:

- The Project Manager
- The Assistant Project Manager
- Chair of Trustees
- Complaints Trustee

Complaints will be:

- Taken seriously
- Investigated fairly
- Handled confidentially wherever possible
- Resolved promptly

No individual will suffer retaliation for raising a genuine concern.

Responsibilities

Trustees

Trustees are responsible for:

- Approving this policy.
- Monitoring implementation.
- Promoting inclusive governance.
- Reviewing progress regularly.

Managers

Managers will:

- Lead by example.
- Apply policies fairly.
- Address inappropriate behaviour.
- Support reasonable adjustments.

Volunteers and employees

Everyone is responsible for:

- Treating others respectfully.
- Following this policy.
- Reporting concerns.
- Supporting an inclusive culture.

Monitoring

To improve our services we may monitor diversity information where appropriate and lawful.

Any information collected will:

- Be voluntary.
- Be confidential.
- Be stored securely.
- Comply with data protection legislation.

Monitoring helps us identify barriers and improve inclusion.

Related policies

This policy should be read alongside:

- Safeguarding Policy
- Volunteer Policy
- Complaints Policy
- Grievance Policy
- Disciplinary Policy
- Data Protection Policy
- Health and Safety Policy
- Codes of Conduct