

V-Aid (Victual Aid)

Equal Opportunities Policy



**V-Aid Equal Opportunities Policy approved by
Trustees on 13/10/26**

The policy will be subject to an annual review.

Signed: *C. Lau* (Christin Lau on behalf of Trustees)



Equal Opportunities Policy

1. Purpose

V-Aid is committed to promoting equality, diversity and inclusion throughout its work.

We aim to ensure that people are treated fairly, with dignity and respect, and that unnecessary barriers do not prevent people from participating in our activities, volunteering opportunities or services.

This policy applies to trustees, staff, volunteers, participants, beneficiaries, partners and others representing or working with V-Aid.

2. Our commitment

V-Aid will not unlawfully discriminate against anyone because of:

- age;
- disability;
- gender reassignment;
- marriage or civil partnership;
- pregnancy or maternity;
- race, including nationality, ethnic or national origin or colour;
- religion or belief;
- sex;
- sexual orientation.

V-Aid also recognises that people may experience disadvantage because of circumstances such as poverty, homelessness, social isolation, displacement, involvement with the criminal justice system or other forms of hardship.

We aim to provide fair and inclusive opportunities wherever reasonably practical.

3. Participation and volunteering

V-Aid welcomes people from a wide range of backgrounds and communities.

This may include:

- members of the wider community;

- veterans;
- refugees and people seeking asylum;
- people with experience of the criminal justice system;
- people supported through domestic-abuse or women's services;
- people with disabilities or additional support needs;
- people experiencing financial hardship or social isolation;
- young people where appropriate;
- people who have themselves previously received support.

People will be considered according to their suitability for the activity rather than assumptions about their background or circumstances.

4. Removing barriers

V-Aid will make reasonable efforts to reduce unnecessary barriers to participation.

Depending on the activity and available resources, this may include:

- reasonable adjustments;
- accessible information;
- alternative formats;
- language or communication support;
- additional explanation or induction;
- adapting tasks where practical;
- support from a partner organisation;
- additional supervision;
- considering travel or access needs.

Not every adjustment will be possible in every situation, but V-Aid will consider reasonable options where appropriate.

5. Recruitment and selection

Recruitment of staff and volunteers will be fair and proportionate to the role.

V-Aid will seek to:

- provide clear information about opportunities;
- avoid unnecessary barriers;

- assess people against requirements relevant to the role;
- consider reasonable adjustments;
- avoid assumptions based on personal background or circumstances;
- encourage participation from people and communities who may be underrepresented.

Where qualifications, experience, checks or licences are genuinely required, these will be applied according to the needs of the role.

6. Community activities and partner organisations

Many V-Aid activities take place through partner organisations and trusted community settings.

V-Aid recognises that different people and groups may require different approaches to participate fully.

Where appropriate, V-Aid may work with partner organisations to understand:

- accessibility requirements;
- communication needs;
- reasonable adjustments;
- cultural or religious considerations;
- safeguarding arrangements;
- other relevant support needs.

V-Aid will respect the knowledge and expertise of organisations that already support the people taking part.

7. Disability and additional needs

V-Aid will seek to make reasonable adjustments where disability or additional needs might otherwise create a barrier to participation.

Adjustments will depend on the individual, activity, setting and what is reasonably practical.

Where specialist support is required, V-Aid may work with a participant's existing support organisation or partner service.

8. Language and communication

V-Aid recognises that people may have different language, literacy and communication needs.

Where reasonably practical and appropriate, support may include:

- verbal explanation;
- simpler written information;
- alternative formats;
- translation or interpretation support;
- assistance from partner staff or volunteers.

Welsh-language arrangements are covered separately within V-Aid's Welsh Language Policy.

9. Respect and behaviour

Everyone involved with V-Aid is expected to treat others with dignity and respect.

Discrimination, harassment, bullying or victimisation will not be tolerated.

Concerns may be raised through the appropriate V-Aid procedure, including the Complaints Policy, Safeguarding Policy or another relevant process.

10. Training and awareness

Staff, volunteers and others with responsibility within V-Aid activities may receive information or training appropriate to their roles.

This may include awareness of:

- equality and inclusion;
- reasonable adjustments;
- accessibility;
- appropriate language and behaviour;
- safeguarding;
- cultural awareness where relevant.

Training will be proportionate to the role and activity.

11. Monitoring and feedback

V-Aid welcomes feedback from staff, volunteers, participants and partner organisations to help identify barriers and improve its activities.

Where appropriate and proportionate, V-Aid may monitor participation to help understand whether particular groups are being unintentionally excluded.

Any personal information collected will be handled in accordance with V-Aid's Data Protection Policy.

12. Concerns and complaints

Anyone who believes they have been treated unfairly or discriminated against while involved with V-Aid is encouraged to raise the matter.

Where appropriate, concerns may initially be discussed informally.

Where this is not suitable or does not resolve the matter, the relevant V-Aid complaints or safeguarding procedure may be used.

13. Responsibility

The Board of Trustees has overall responsibility for ensuring V-Aid operates in accordance with this policy.

Staff, volunteers and others representing V-Aid also have a responsibility to:

- treat others fairly and respectfully;
- follow this policy;
- avoid discriminatory or exclusionary behaviour;
- raise concerns where appropriate.

14. Review

This policy will be reviewed periodically and may be updated where:

- V-Aid's activities change;
- relevant legal or funding requirements change;
- feedback or experience indicates that improvements would be useful.

15. Related policies

This policy should be read alongside relevant V-Aid policies and procedures, including:

- Volunteer Policy;
- Volunteer Recruitment & Selection Policy;
- Safeguarding Policy;
- Data Protection Policy;
- Welsh Language Policy;
- Complaints Policy;
- Health & Safety arrangements;
- relevant activity procedures and risk assessments.