

# BOUNTIFUL BRIDGES EQUALITY, DIVERSITY AND INCLUSION POLICY

**Policy Version:** 3.0

**Effective Date:** 01-JUNE-2024

**Review Date:** 01-JANUARY-2026

**Approved By:** Bountiful Bridges Leadership Team

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## 1. Policy Statement

Bountiful Bridges is committed to promoting equality, celebrating diversity, and creating an inclusive environment where everyone is treated with dignity, fairness, and respect.

We believe that every individual should have equal access to opportunities, services, support, and participation regardless of their background, identity, or circumstances.

We recognise that diversity strengthens communities and enriches the work we do. We are committed to removing barriers, challenging discrimination, and fostering a culture where all individuals feel welcomed, valued, heard, and empowered.

This policy applies to all staff, volunteers, trustees, contractors, partners, service users, participants, and visitors engaged with Bountiful Bridges.

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## 2. Purpose of the Policy

The purpose of this policy is to:

- Promote equality of opportunity for all.
  - Eliminate unlawful discrimination.
  - Foster positive relationships between different communities.
  - Create an environment where everyone feels safe and respected.
  - Ensure our programmes and services are accessible and inclusive.
  - Support compliance with legal and regulatory requirements.
  - Demonstrate our commitment to fairness and social inclusion.
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## 3. Our Commitment

Bountiful Bridges is committed to:

- Treating all people fairly and with respect.
- Providing services without discrimination.
- Encouraging participation from underrepresented communities.
- Promoting community cohesion and understanding.
- Recognising and valuing individual differences.
- Challenging prejudice, stereotypes, and exclusion.
- Creating opportunities for everyone to contribute and thrive.

We expect everyone connected with Bountiful Bridges to uphold these values.

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## 4. Legal Framework

This policy is guided by:

- Equality Act 2010
- Human Rights Act 1998
- Public Sector Equality Duty principles
- Data Protection Act 2018
- UK General Data Protection Regulation (UK GDPR)
- Relevant safeguarding legislation

Although Bountiful Bridges is not a public authority, we seek to apply best practices that support equality and inclusion across our activities.

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## 5. Protected Characteristics

Bountiful Bridges will not tolerate discrimination based on any protected characteristic under the Equality Act 2010, including:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity

- Race
- Religion or belief
- Sex
- Sexual orientation

We also seek to support and include individuals who may experience disadvantage due to:

- Socio-economic circumstances
  - Language barriers
  - Immigration status
  - Caring responsibilities
  - Educational disadvantage
  - Digital exclusion
  - Rural or geographic isolation
  - Mental health challenges
  - Community marginalisation
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## 6. What Equality Means

Equality means ensuring that everyone has a fair opportunity to participate, contribute, and benefit from our activities.

We recognise that people have different needs and circumstances.

Equality does not always mean treating everyone identically. In some cases, achieving fairness requires providing additional support, adjustments, or resources to remove barriers and create equal opportunities.

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## 7. What Diversity Means

Diversity recognises and values the differences between people.

These differences may include:

- Ethnicity
- Nationality
- Culture
- Language
- Faith

- Gender
- Age
- Disability
- Life experiences
- Perspectives
- Educational background
- Socio-economic background

We believe diverse communities are stronger, more resilient, and better equipped to solve challenges collectively.

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## 8. What Inclusion Means

Inclusion means creating an environment where everyone feels:

- Welcome
- Safe
- Respected
- Valued
- Supported
- Able to participate fully

Inclusion goes beyond representation and seeks to ensure that every individual has a genuine voice and sense of belonging.

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## 9. Zero Tolerance for Discrimination

Bountiful Bridges has a zero-tolerance approach to:

- Discrimination
- Harassment
- Bullying
- Victimisation
- Intimidation
- Hate speech
- Racism
- Religious intolerance

- Sexism
- Homophobia
- Transphobia
- Ableism
- Any behaviour that undermines dignity and respect

Such behaviour may result in removal from activities, termination of volunteering arrangements, exclusion from programmes, or referral to relevant authorities where appropriate.

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## 10. Inclusive Service Delivery

We will strive to ensure our services are accessible by:

- Using clear and understandable language.
- Providing information in accessible formats where possible.
- Considering physical accessibility needs.
- Considering cultural and faith requirements.
- Being sensitive to dietary requirements.
- Providing reasonable adjustments for disabled individuals.
- Ensuring venues are as inclusive as possible.
- Listening to participant feedback.

Where barriers are identified, we will seek practical solutions to reduce or remove them.

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## 11. Supporting BAME Communities

As an organisation committed to supporting diverse communities across Wales, we recognise that some individuals and families may face additional challenges due to:

- Racism
- Social exclusion
- Cultural barriers
- Language barriers
- Economic disadvantage
- Lack of access to opportunities

We are committed to creating programmes that promote inclusion, empowerment, wellbeing, and opportunity for all communities while maintaining an open and welcoming approach to everyone.

Our services are available to people of all ethnic backgrounds and communities.

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## 12. Recruitment and Volunteering

Bountiful Bridges is committed to fair recruitment and volunteer engagement.

We will:

- Recruit based on skills, experience, and suitability.
- Promote equal opportunities.
- Avoid unlawful discrimination.
- Encourage applications from diverse backgrounds.
- Make reasonable adjustments where possible.
- Foster an inclusive volunteering environment.

Selection decisions will be made fairly and transparently.

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## 13. Training and Awareness

We will promote equality, diversity, and inclusion through:

- Staff induction programmes.
- Volunteer induction programmes.
- Awareness training.
- Policy updates.
- Ongoing learning opportunities.

We encourage all individuals involved with Bountiful Bridges to contribute to an inclusive culture.

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## 14. Respectful Behaviour Expectations

Everyone involved with Bountiful Bridges is expected to:

- Treat others with dignity and respect.
- Listen to different viewpoints.
- Communicate respectfully.
- Challenge discrimination appropriately.
- Promote inclusion.
- Avoid offensive language or behaviour.
- Support a positive community environment.

Respectful behaviour is a condition of participation in our activities and programmes.

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## 15. Reporting Concerns

Any concerns relating to discrimination, harassment, bullying, exclusion, or inappropriate behaviour should be reported promptly.

Reports may be made to:

- Programme leaders
- Organisational leadership
- Safeguarding leads (where appropriate)

Concerns will be taken seriously and investigated fairly.

Confidentiality will be respected wherever possible.

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## 16. Monitoring and Continuous Improvement

Bountiful Bridges is committed to continuous improvement.

We will:

- Review participation levels.
- Seek feedback from communities.
- Identify barriers to inclusion.
- Improve accessibility.
- Review policies regularly.
- Learn from experience and best practice.

We recognise that inclusion is an ongoing journey and will continue working to strengthen equality and diversity throughout our organisation.

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## 17. Responsibilities

### Leadership Responsibilities

The leadership team will:

- Promote equality and inclusion.
- Ensure compliance with this policy.
- Address concerns appropriately.
- Provide resources where possible.
- Lead by example.

### Staff and Volunteer Responsibilities

All staff and volunteers must:

- Follow this policy.
  - Treat others respectfully.
  - Report concerns.
  - Promote inclusive practices.
  - Support organisational values.
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## 18. Related Policies

This policy should be read alongside:

- Safeguarding Policy
  - Data Protection Policy
  - Privacy Policy
  - Volunteer Policy
  - Complaints Policy
  - Health and Safety Policy
  - Code of Conduct
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## 19. Policy Review

This policy will be reviewed:

- Annually,
  - Following significant legal changes,
  - Following major organisational changes,
  - Following serious incidents relating to equality or inclusion.
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## 20. Approval

This Equality, Diversity and Inclusion Policy has been approved by the leadership of Bountiful Bridges and applies to all organisational activities, programmes, events, services, staff, volunteers, and representatives.

Bountiful Bridges is committed to building stronger communities by embracing diversity, promoting fairness, and creating opportunities where everyone can belong, contribute, and flourish.