



Volunteering equal opportunities policy

Introduction

The food bank is committed to encouraging and promoting equity, diversity, and inclusion in all aspects of a volunteer's time with us, including recruitment, selection, and training.

We believe everyone has the right to volunteer and we will always seek to encourage and recruit volunteers from wide and varied backgrounds. Where possible we will make suitable adaptations to our processes and procedures to facilitate this.

We are committed to non-discriminatory procedures and practices across all our activities, and everyone will receive equal treatment regardless of age, disability, gender reassignment, pregnancy or maternity status, marriage or civil partnership, race, religion or belief, sex, and sexual orientation (these are protected characteristics).

Discrimination

We will not tolerate any form of discrimination, bullying, or harassment on any grounds. This includes physical, verbal, or psychological discrimination, either face to face or online.

Direct discrimination: treating someone differently or worse than someone else based on any of the protected characteristics listed above.

Indirect discrimination: when a practice, policy, or rule applies to everyone in the same way but, due to a protected characteristic, it has a worse effect on some people than others, putting them at a particular disadvantage.

Disability discrimination: the failure to make reasonable adjustments to alleviate disadvantages caused by a disability.

Bullying or harassment: unwanted conduct or behaviour that makes someone feel that their dignity has been violated or that an offensive, intimidating, hostile, degrading, or humiliating environment has been created.

Victimisation: treating someone badly or putting them at a disadvantage because they have complained about discrimination or have helped someone who has been the victim of discrimination.

The food bank commits to:

- encouraging equity, diversity, and inclusion in all aspects of its activities
- promoting dignity and respect for all
- recognising individual differences and valuing the contributions of everyone
- training managers of volunteers and all volunteers about their rights and responsibilities within this policy
- creating an environment free of discrimination
- taking seriously complaints of discrimination
- reviewing and updating volunteering policies, practices, and procedures to ensure fairness and take account of changes in the law
- ensuring equality monitoring is in place
- regularly reviewing the implementation of this policy and making changes as necessary.

Responsibility of this Policy

Implementation of the Equal Opportunities Policy is the responsibility of everyone. The overall strategy, administration, and general application of the policy throughout the charity is the responsibility of the Chair of Trustees. Anyone who witnesses or experiences behaviour or decisions that seem contrary to this policy, is encouraged to challenge this, or raise the issues with their main contact / manager.

Breaches of this Policy

Any breach of this policy will be taken seriously and will be investigated using our problem-solving procedures. Serious breaches, including gross misconduct, could lead to ending your volunteering.

The Trustees approved this volunteering equal opportunities policy with attached Volunteering agreement at the trustees meeting held at Auckland Hall on the 23rd January 2026

Name: Simon Hogan Signed: 

Position: Chairman of Trustees Date: 23/1/2026



North Solihull Foodbank Volunteering Agreement

Vision, mission, and values

Our Vision

No man woman or child goes hungry in the area that we serve

Our Mission

To be that good Samaritan when people need it most

Core Values

Not to judge nor condemn but to be motivated by love compassion and empathy as if we were standing and walking in the shoes of our clients

Aim and scope of the agreement

This agreement provides guidance for volunteers who have accepted an agreed role within the food bank, and their supervisor. The agreement forms part of our commitment to volunteering, acknowledging the hugely valuable contribution that volunteers make.

Our volunteering principles

- Volunteers are recognised as equal partners in achieving the aims of the food bank.
- All volunteers are recruited using North Solihull Foodbank's processes.
- Volunteers are integrated into the structure of the charity and can actively contribute to the charity's work.
- Food bank leaders at all levels will engage positively with volunteers.

Equity, diversity, and inclusion

North Solihull Foodbank staff and volunteers are committed to embracing diversity and promoting equity and inclusion. See our EDI policy for further information.

As a volunteer you can expect to be:

- involved with an organisation that is dedicated to ending hunger
- welcomed and treated with courtesy and respect
- provided with clear instructions, information, and training to assist you
- consulted and informed about any possible changes to your role
- offered regular reviews to ensure you are confident and comfortable in your role, with the food bank actively seeking to ensure needs are met
- treated fairly, regardless of sex/gender, sexual orientation, age, parental or marital status, disability, religion, race, ethnic or socio-economic background
- provided with a named contact: your main contact is Carol Rogan
- have your right to privacy respected
- recognised and shown appreciation for your contribution and efforts.

North Solihull Foodbank expects volunteers to:

- uphold and champion the vision, mission, and values of North Solihull Foodbank
- whilst remembering that you are a representative of the charity
- collaborate positively with staff, volunteers, members of the public, as well as visitors and staff from partner organisations throughout your volunteering
- be open and honest in your dealings with us
- comply with relevant policies and procedure
- meet mutually agreed expectations around your role and communicate with your main contact if these cannot be met
- let us know if we can improve the service and support that you receive
- let us know if you wish to change the nature of your volunteering role, or if you are unable to continue as a volunteer.

Expenses -

Volunteering should not leave people out of pocket. North Solihull Foodbank will pay for reasonable out-of-pocket expenses incurred whilst undertaking your volunteering role. Expenses should be discussed and agreed with your main contact in advance of your role. For more information, please see our Volunteer Expenses Policy.

Insurance, risk assessment, and health and safety

All volunteers are covered by North Solihull Foodbank's public liability insurance. Our Health and Safety Policy will be talked through with you as part of your induction.

Problem solving

Problems may arise in a number of different ways. In cases of difficulty, North Solihull Foodbank endeavours to get it right from the beginning, by following guidance on good practice, having up to date policies, and listening to the concerns of volunteers. Further information can be found in our Problem Solving Procedure:

Safeguarding

North Solihull Foodbank ensures that it promotes a safe environment for children and adults at risk as well as for staff and volunteers. This means that we want to protect their health, wellbeing, and human rights, to enable them to live free from harm, abuse, and neglect. When volunteering, you may come across a safeguarding concern. The food bank has clear procedures for reporting concerns; please see our Safeguarding Policy:

Confidentiality

Whilst volunteering, you may have access to or discover information of a confidential nature. We expect all volunteers to comply with our confidentiality guidelines and sign up to our Confidentiality Agreement.

Data Protection

As a volunteer at the charity, the charity will hold some data about you. See the Data Privacy Statement: for further information on the data, we hold and how we keep it safe.

Thank you for volunteering with us. We are delighted to have your support.

Reviewed: January 2026

The Trustees approved this volunteering agreement attached to the volunteering equal opportunities policy at the trustees meeting held at Auckland Hall on the 23rd January 2026

Name: Simon Hogan

Signed: 

Position: Chairman of Trustees

Date: 23/1/2026