



*Touch of Love Outreach*  
UPLIFTING HUMANITY. CHANGING THE WORLD



92 Mansefield Road, Torry, Aberdeen, AB11 9LA

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## Equality, Diversity and Inclusion Policy

### **Introduction:**

Touch of Love Outreach, encompassing the Young Achievers Club, is dedicated to creating a respectful environment where equality, diversity, and inclusion are foundational. Our commitment extends to promoting fairness, eliminating discrimination, and valuing the diverse backgrounds and perspectives within our community.

### **Scope:**

This policy is applicable to all our staff, volunteers, participants, and stakeholders engaged in our programs and activities.

### **Purpose:**

Our aim is to ensure equality and fairness for everyone, irrespective of age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage or civil partnership status, pregnancy, or maternity. We stand against all forms of unlawful discrimination, acknowledging and addressing the unique needs of individuals.

### **Implementation:**

- **Board and Staffing:** We ensure equitable practices in board appointments, staff hiring, and volunteer recruitment, focusing on merit and fairness.
- **Community Engagement:** Our dealings with the public and participants emphasize dignity, respect, and the prevention of any form of harassment or bullying.
- **Development Opportunities:** Training and progression are offered to all staff, tailored to their roles, ensuring personal and professional growth.

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*Touch of Love Outreach. Reg. Charity Number SC050493*

*Website: [www.touchoflove.org.uk](http://www.touchoflove.org.uk) Email: [support@touchoflove.org.uk](mailto:support@touchoflove.org.uk) Phone Number: +44 7715044499*



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- **Recruitment:** Selection is based solely on individual merit, with conditions of service standardized across all employees.
- **Inclusivity Actions:** We actively work to include underrepresented groups, making reasonable adjustments for those disadvantaged by disability.
- **Training:** Equality, diversity, and inclusion training is provided, underpinning our commitment to these values.

### **Public and Participants:**

We strive to make our projects accessible to all, removing barriers to participation and ensuring inclusivity in our events and workshops. This includes accommodating cultural and religious needs, selecting accessible venues, and ensuring economic factors do not hinder participation.

### **Monitoring and Review:**

Our policy's effectiveness is regularly reviewed, with action plans developed to address any identified imbalances. We commit to refining our approaches to better serve our community.

### **Discrimination:**

We recognize various forms of discrimination, including direct, indirect, by association, and harassment, and are committed to addressing and preventing them. Victimisation for supporting equality rights is also safeguarded against.

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## **Addressing EDI Concerns:**

To address concerns related to equity, diversity, and inclusion (EDI) within Touch of Love Outreach, individuals are encouraged to follow a structured process that ensures every issue is acknowledged and addressed with sensitivity and urgency:

### **1. Immediate Reporting:**

- Report any EDI concerns directly to a designated EDI Officer or any trusted member of the management team. If uncomfortable, individuals may approach the Board of Trustees directly.

### **2. Confidential Submission:**

- Individuals are encouraged to document their concerns in writing, detailing the incident(s), including times, dates, and witnesses. This documentation supports a thorough review process.

### **3. Assurance of Confidentiality:**

- All reports are treated with strict confidentiality, with information shared only among those essential to the resolution process.

### **4. Thorough Investigation:**

- The organization commits to a prompt, fair investigation of all EDI concerns, employing impartiality. External experts or consultants might be involved to ensure a comprehensive approach.

### **5. Support and Resources:**

- Touch of Love Outreach provides support to all parties involved during the investigation process, offering access to counselling services or other resources as needed.

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**6. Transparent Resolution:**

- Upon investigation completion, findings and subsequent actions taken will be communicated to the complainant, ensuring transparency and closure.

**7. Right to External Escalation:**

- Should individuals feel the resolution is unsatisfactory, they are supported in escalating the concern to external bodies, such as EDI regulatory authorities or legal counsel.

Touch of Love Outreach is committed to fostering an inclusive environment where diversity is celebrated, and equity is pursued. We maintain an open-door policy for addressing EDI concerns, ensuring our community is a space where every individual feels valued, heard, and respected.

This policy embodies Touch of Love Outreach's dedication to a diverse, inclusive, and equitable community, where everyone's contributions are valued and respected.

Last Reviewed:

*Fr. Franklin Umekachikelu*  
23 November 2023

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