

The Green Gram Refill Shop Equality and Diversity Policy

Aims

The main aim of The Green Gram Refill Shop ("The Green Gram") is the operation of The Green Gram Community Refill shop. Our organisation will provide opportunities for people in the community to volunteer in the shop and, in the longer term, have an input into how any surplus profits will be applied for the benefit of the local community of Fordingbridge and surrounding areas.

We aim for both the organisation and The Green Gram Refill shop to have an atmosphere of friendship, respect and care for each other. In particular, we aim to treat every committee member, volunteer and member equally, regardless of their age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

We recognise that where direct or indirect discrimination, and also associative discrimination, occurs within The Green Gram, it is both morally and legally unacceptable. The purpose of the Equality and Diversity Policy is to set out clearly and fully the positive action the organisation intends to take to combat discrimination in the organisation, in the services it provides and its relationships with others.

In adopting this Equality and Diversity Policy, The Green Gram is making a commitment to implementing it. In writing this policy, consideration has been given to the Equality Act 2010 (Amendment) Regulations 2023.

Accessibility

All our meetings and events will be held in venues that are accessible to wheelchair users. When there are more than 40 people at an event we aim to use a PA system and a hearing loop. We will ensure that carers will be able to attend any meetings and events, if members can only attend if they bring a carer.

We are committed to ensuring that anyone is able to volunteer with The Green Gram and access The Green Gram Refill Shop and will endeavour to include all those who apply to volunteer. To this end, we will reassess our access requirements to meet the needs of volunteers and customers on a regular basis. We will also take reasonable steps, where it is practical, to enable all individuals to volunteer in some capacity.

Diversity

The Green Gram belongs to all its members. We aim to meet the needs of a wide variety of people and be open to new ideas, respecting different ways of life and cultural heritages. We encourage a broad spectrum of volunteers from varying backgrounds.

Inclusion and respect

Everyone who is in contact with The Green Gram should be made to feel equally welcome and included at all times, whether as a customer, volunteer, supplier, delivery person, member or committee member.

Sexist, racist, homophobic, transphobic or otherwise offensive and inflammatory remarks and behaviour are not acceptable. These constitute harassment, and have no place at The Green Gram.

Dealing with discrimination and harassment

If any volunteer, member or committee member feels they have been discriminated against by the organisation or whilst volunteering they should raise this with either the Volunteer coordinator or any member of the committee.

The committee will investigate the complaint, listening to all members involved. (If the complaint is against a committee member, that member will not be part of conducting the investigation). If the complaint is against a particular individual, this person will have the opportunity to express their point of view, accompanied by a third party. The person making the complaint will also have this opportunity.

If the complaint is against the organisation as a whole, the committee must work to ensure that such discrimination is not repeated in the future, and must inform the members of how they propose to do this.

Any decision to exclude a person from the organisation due to discriminatory or harassing behaviour will be made with reference to the organisation's constitution. The Green Gram will support people who feel they have been harassed or discriminated against, and will not victimise or treat them less well because they have raised this.

Review

This policy will be reviewed annually.

Last reviewed: November 2025.