

Make Them Smile

Equality, Diversity & Inclusion (EDI) Policy

Charity Number: 1150013

Approved by Trustees: 1st March 2026

Review Date: Annually

1. Policy Statement

Make Them Smile is committed to promoting equality, valuing diversity and fostering inclusion in all aspects of its work.

We believe every child, family, volunteer and trustee should be treated with dignity, fairness and respect, regardless of background or personal circumstances.

2. Purpose

This policy ensures that:

- Services are delivered fairly and without discrimination
- Grant decisions are made objectively
- Volunteers and trustees operate within an inclusive culture
- The charity complies with the Equality Act 2010

3. Scope

This policy applies to:

- Trustees
- Volunteers
- Applicants and beneficiary families
- Donors and supporters
- Contractors acting on behalf of the charity
- It covers all charity activities, including grant-making, events, holiday provision and fundraising.

4. Protected Characteristics

In line with the Equality Act 2010, the charity will not discriminate on the basis of:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race (including colour, nationality, ethnic or national origin)
- Religion or belief
- Sex
- Sexual orientation

5. Our Commitments

Make Them Smile will:

- Treat all applicants fairly and consistently

- Apply grant criteria objectively and transparently
- Make reasonable adjustments where required
- Promote inclusive communication
- Challenge discriminatory behaviour
- Ensure trustees and volunteers understand equality responsibilities

6. Grant-Making and Service Delivery

Grant decisions will be based on:

- The charity's objectives
- Demonstrated need
- Available funds
- Personal characteristics unrelated to eligibility will not influence decisions.

Where appropriate, the charity will make reasonable adjustments to ensure equal access to application processes and services.

7. Volunteer and Trustee Conduct

Trustees and volunteers must:

- Treat everyone with respect
- Avoid discriminatory language or behaviour
- Support inclusive practice
- Report concerns promptly
- Breaches of this policy may result in appropriate action.

8. Accessibility

The charity will aim to:

- Provide accessible communication where possible
- Use clear and inclusive language
- Consider accessibility needs when organising events

9. Monitoring and Review

- Trustees will review equality practices annually and consider whether any barriers to inclusion exist.
- Feedback from families, volunteers and stakeholders will inform improvements.

10. Review

This policy will be reviewed annually or sooner if legislation or operational requirements change.