

## Equality, Diversity, and Inclusion Policy

---

### Policy Statement & Purpose

This policy explains Bromford's commitment and approach to allying diversity within the organisation, inspiring and supporting our colleagues and customers to truly thrive. Whatever their background and circumstances we will treat people fairly and work with them to achieve their potential. It will be clear that any form of discrimination is unacceptable.

Our commitment to EDI is vital to us living our Bromford values, our DNA.

- Equality is about creating the same level of opportunity for everyone recognising that some people face barriers that others do not.
- Diversity is about recognising and harnessing our differences, respecting, and valuing each other and creating a workplace that is welcoming, respectful and engaging.
- Inclusion means that we create a truly inclusive culture where different life experiences, viewpoints and perspectives are valued and welcomed.

Valuing equality, diversity and inclusion means working with colleagues and customers who are all different, it is about having the awareness, skills, and confidence to embrace and enjoy alternative views enabling Bromford to deliver outstanding service, internally and externally and to drive better results.

---

### Scope

This document covers Bromford's approach to equality, diversity, and inclusion.

This Policy covers Bromford Housing Group and its subsidiaries.

---

### Reference Documents

Government guidance on Equality Act 2010

<https://www.gov.uk/guidance/equality-act-2010-guidance>

---

### Responsibilities

*All leaders are responsible for the day-to-day operation of the policy and ensuring it is adhered to. All colleagues are responsible for acting in line with the principles of this policy, associated methodology and tools.*

Bromford is committed to:

- understanding, valuing, and working constructively to achieve diversity so colleagues and customers can thrive
  - ensuring that there is no unjustified discrimination in our recruitment, selection, talent programmes, performance management and other processes.
-

- 
- ensuring action that promotes equality; this includes continuously reviewing and challenging what we do in regard to policies, procedures and activities across the organisation
  - treating everyone we work with fairness, dignity, and respect.
  - proactively removing barriers and redressing imbalances caused by inequality and unjustified discrimination.
  - Living our DNA, proactively role modelling inclusive leadership and adopting the Bromford competencies.

## **Leadership**

We expect leaders from the Board and throughout the business to proactively demonstrate a personal commitment to valuing, recognising, and responding to inclusive leadership; role modelling the right behaviours at all times. We expect leaders to understand that trust and respect are at the heart of all relationships with colleagues and customers.

Leaders will make sure we have:

- Fair and inclusive practices in the workplace
- Equal access to benefits and conditions
- A workplace that is free from unlawful discrimination, harassment or bullying at work
- Selection decisions that are based on objective criteria and regularly reviewed recruitment procedures
- Fair processes to deal with work related complaints and grievances
- Fair processes in the event of making redundancies
- Equal opportunities for training and development
- Equal opportunities for everyone to reach their full potential and succeed in the organisation
- A robust framework to ensure we can support all our customers to thrive
- A clear and dynamic approach to customer service, ensuring the customer is at the heart of everything we deliver

## **Colleagues**

We expect colleagues to proactively demonstrate a personal commitment to valuing, recognising, and responding to difference in others. We expect colleagues to role model our DNA, celebrate difference and diversity of thought.

We expect colleagues to:

- Treat everyone with dignity, respect and take time to understand how they would like to be treated.
  - Build rapport quickly with everyone through brilliant communication
  - Actively promote inclusion and seek out diversity, new thinking, new ideas, different opinions
  - Value and explore other people's contribution
  - Recognise own unconscious biases and take positive action to champion efforts to make our organisation more inclusive
  - Build strong relationships with all customers, understanding needs and valuing difference
  - Undertake the required learning
-

---

## Legislative Requirements

The Equality Act 2010 outlaws' discrimination on the basis of:

- Age
- Disability
- Gender re-assignment
- Marriage and civil partnerships
- Pregnancy and maternity
- Race
- Religion and faith
- Sex and
- Sexual Orientation

We will respond to updates in legislation which could result in our policy being updated before the next review date (August 2024).

---

## Assurance Framework

Through EDI project groups and auditing Equality Diversity and Inclusion, continuous improvement targets will be set by the EDI group and monitored by the Executive and Board.

Bromford commits to training leaders and colleagues in EDI.

---

## Document Details

**Owner:** Chief People Officer  
**Approved By:** Board of Bromford Housing Group Limited  
**Date of Approval:** August 2021  
**Next Review Due:** August 2024  
**Policy Version:** Final

---