

Equality, Diversity and Inclusion Policy

As an employer, Greenoak is committed to FREDIE- Fairness, Respect, Equality, Diversity, Inclusion and Engagement within its workforce and the communities it serves.

Our goal is to ensure that these commitments, reinforced by our values, are embedded in our day-to-day working practices with all our customers, colleagues and partners.

We will provide equality of opportunity and will not tolerate discrimination on grounds of gender, gender identity, gender reassignment, sexual orientation, marriage and civil partnership, pregnancy and maternity, race, colour, nationality, religion or no belief, age, disability, HIV positivity, working pattern, caring responsibilities, trade union activity or political beliefs – or any other grounds.

We will demonstrate our commitment by:

- promoting equality of opportunity, diversity and inclusion within the communities in which we work and with all our partners and workforce
- aiming to build a workforce which reflects our customer base, within the diverse communities in which we work, with the aim of having parity of representation across the workforce
- encouraging recruitment from groups currently under-represented in the Company and their career progression once employed
- treating our customers, colleagues and partners fairly and with respect
- promoting an environment free from discrimination, bullying and harassment, and tackling behaviour which breaches this
- recognising and valuing the differences and individual contributions that people make
- understanding the needs of people from the diverse communities we serve, in order to help shape the services we provide.
- providing feedback on comments received and reporting on how we are progressing with regards to Equality, Diversity and Inclusion.
- providing support and encouragement to staff to develop their careers and increase their contributions to the Company through the enhancement of their skills and abilities
- building in legislative requirements and best practice to all our service delivery and employee policies and procedures, and supporting these with appropriate training and guidance

Every person working for the Company has a personal responsibility for implementing and promoting these principles in their day-to-day dealings with everyone – including members of the public, potential and existing customers, contractors, consultants, employees and partners

1 Policy

We recognise that our staff, tenants, contractors and customers are central to our success and that we work in a diverse society. We acknowledge our legal and moral obligations to make sure all individuals and groups have equal opportunities.

We have placed FREDIE at the centre of everything we do, in order to achieve our mission of fair and inclusive services and workplaces. Our approach is based on these principles:

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- **Fairness:** We will work in a way that promotes fairness and does not discriminate against any of our customers, colleagues and partners.
- **Respect:** We will work in partnership with our customers, colleagues and partners to encourage a culture where everyone is valued and respected.
- **Equality:** People with protected characteristics should have equal access to services. All communities should be equally satisfied with the choices available and the quality of services they receive.
- **Diversity:** We will work to ensure that the skills and knowledge of our workforce meet the diverse needs of our customers. We will work towards having a fair representation in our Board and workforce of the communities we serve.
- **Inclusion:** We will work to ensure that our practices are transparent and open to scrutiny. We will work towards a culture which is fair and where all our customers, colleagues and partners have the opportunity to reach their full potential.
- **Engagement:** We will work in partnership with our customers, colleagues and partners to encourage a culture where everyone's voice is heard.

This Policy covers all aspects of housing, providing services, employment and other areas of work.

Our aim is that our residents, Board and Committee Members, contractors, Resident Forums and staff reasonably reflect the communities in which we work. We will endeavour to address under representation relating to residents, Board and Committee members and our workforce.

The aim of the policy, whether in relation to individuals or groups, is to get rid of unlawful discrimination, promote equal opportunities and take action to tackle the effects of discrimination. In achieving these, we will comply with the Equality Act 2010. In addition, we will adhere to the Homes England and Regulator of Social Housing new standards and approach to regulation.

The responsibility for the Policy lies with the Board. The Chief Executive and the Management Team are responsible for the effective day-to-day implementation of the policy. The Chief Executive is the senior manager responsible for the policy, however, each member of staff has a responsibility to make sure they keep to this policy.

We have included a copy of the policy in our Employee Handbook and it is also available on our website

2 The General Parts of the Policy

In providing housing services and jobs, we will aim to make sure we treat everyone equally.

We will not treat anybody applying for housing, receiving services or working for us more or less favourably than anyone else.

All main contractors, consultants and other agencies we hire should have adequate equality and diversity policies. If we discover unlawful discrimination, we will do everything possible to influence the partners, consultants, contractors or suppliers to take action to eliminate such discrimination and we may review our agreements with them. Where contractors do not have an adequate equality and diversity policies in place, we will require them to observe our own policy.

We will take effective action to tackle victimisation and harassment and we will always place the victim at the centre of what we do. We will provide support to residents and will follow the processes in the various resident centred harassment policies. Additionally, our staff will follow

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all our Harassment policy and procedures that apply to the service they provide, and will provide extra support to help employees.

To make sure people have equal access to services, we will use an interpreter service and will translate policies and documents where needed. We aim to build all new housing to Lifetime Homes Standard. We will make sure there is equal access to information and services by providing appropriate facilities and equipment in our offices and on our schemes

3 The Housing parts of the policy

In providing services to our clients, we will:

- make sure our properties are let through a system that aims to produce a fair assessment of housing need and to prevent prejudice or discrimination; and
- make sure we deal with complaints promptly, fairly and without discrimination.

4 The Employment parts of the policy

We are an equal opportunities employer and are committed to a policy of treating all our employees and job applicants equally and ensuring that our workplace is free from unlawful and unfair discrimination.

We will avoid unlawful discrimination in all aspects of employment including recruitment, promotion, opportunities for training, pay and benefits, discipline and selection for redundancy.

Job specifications will be limited to those requirements that are necessary for the effective performance of the job. Candidates for employment or promotion will be assessed objectively against the requirements for the job, taking account of any reasonable adjustments that may be required for candidates with a disability. Disability and personal or home commitments will not form the basis of employment decisions except where necessary.

We will consider any possible indirectly discriminatory effect of its standard working practices, including the number of hours to be worked, the times at which these are to be worked and the place at which work is to be done, when considering requests for variations to these standard working practices and we will refuse such requests only if we have good reasons, unrelated to any discriminatory factors. We will comply with our obligations in relation to statutory requests for contract variations and will also make reasonable adjustments to standard working practices to overcome barriers caused by disability.

This section of the policy makes sure we keep to the Equality and Human Rights Commission codes of practice for employment.

4.1 Advertising Jobs

- Wherever possible, we advertise all jobs both inside the organisation and to the public at the same time.
- All job packs will include an appropriate short statement on equal opportunities.
- In determining short-lists and applicants for interview, we will always seek to make decisions which are without discrimination of any kind.

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4.2 Selection and Recruitment of staff

- More than one person will be involved in the selection process, and all should have received training in recruitment skills and equal opportunities.
- We will record our reasons for choosing and rejecting applicants for jobs and will store this information for no longer than the required period.

4.3 Staff records

- Each year, employees will be able to check or if appropriate, correct their own records. Otherwise, we will restrict access to this information in line with the data protection regulations.

4.4 General

The aims of the employment section are to:

- make sure that we have access to the widest range of people and get the best employee for the job
- make sure that no applicant or employee receives more or less favourable treatment and that, wherever possible, we give them the help they need to reach their full potential
- achieve a workforce based on ability, which is as representative as possible of with the working population in the communities in which we work
- make sure all staff co-operate in this policy and
- take appropriate action against anyone who breaches this policy.