

1 Scope

We are proud to celebrate diversity in all its forms and so the scope of this policy applies to every single aspect of what we do.

2 Policy Statement

Inclusivity and fairness are central to The Aster Way. We are committed to creating a fairer and more inclusive culture where diversity in all its forms is welcomed and celebrated in everything that we do.

Seeing and valuing everyone for who they are goes far beyond just the protected characteristics.

Difference in all its forms is what shapes our colleagues and customers and not only recognising this, but proactively welcoming it is at the heart of our culture.

Specifically, we will:

- Know our customers and colleagues better and make it easy for them to tell us who they are. This will enable us tailor how we behave and what we do.
- Provide services and spaces which are fair and accessible
- Ensure everyone's voice can be heard
- Put fairness and diversity of thinking at the centre of decision making
- Treat all of our colleagues and customers fairly and not tolerate anything else
- Equality Impact Assessments will be used as an active way to ensure we live up to our commitments.
- We will follow best practice guidance from regulatory bodies such as ACAS, or by the Equality and Human Rights Commission.
- We will meet all statutory and regulatory responsibilities.

3 Monitoring and Review

- 3.1 The policy approach and effectiveness will be regularly reviewed by the D&I network and delivery of the policy will be monitored by the CPP Panel (DM R050).
- 3.2 Equality information relating to our customers is updated regularly and monitored to make sure that it is fit for the purpose that it is collected.

- 3.3 Lettings to minority households are recorded monthly on 'CORE', a government database which records the characteristics of all our customers
- 3.4 The effectiveness of this policy will be scrutinised after 12 months by *Corporate Performance & People Panel*
- 3.5 This policy will be reviewed every three years as standard.

4 Related Policies and Procedures

- 4.1 Lettings Policy
- 4.2 Tenancy Policy
- 4.3 Employment Policies

5 Governance

Effective From:	25/09/2020	Expires:	24/09/2023
Policy Owner:	People Director		
Policy Author:	People Director		
Approved by:	<i>Corporate Performance & People Panel</i>		
Delegation Matrix Reference:	R050	Version Number:	6.00