

Equality, diversity and inclusion policy

Document owner	People Services
Approved by	Executive Director of Resources
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Version	2
Scope	The Regenda Group

1. Introduction / policy statement

This policy sets out our commitment to supporting and promoting the principles of Equality, Diversity and Inclusion (ED&I). This commitment is embraced by our Executive Team and Group Board. It informs all our activities and their impact on our customers, colleagues and other stakeholders.

The policy will help us to deliver our vision and uphold all our values whilst creating and upholding a culture where everyone can feel they belong. It underlines our commitment to valuing and promoting diversity, proactively challenging inequality to provide opportunities for employment and development to all, a key priority set out within our Group Corporate Plan.

It aims to ensure that as a minimum we comply with all our legal and regulatory responsibilities. The current requirements are set out principally in the Equality Act 2010.

2. Definitions

Will and Should; Within this document **will** is used when the Group or others always need to comply with requirements and **should** is used when it is advised to.

Given that the Group is diverse, for the purposes of this policy, the term **customers** can refer to tenants, clients, subcontractors, consultants, freelancers, contractors, suppliers, service users, parents, schools, children (defined as anyone under the age of eighteen years old), vulnerable adults, colleagues, family of service users and learners.

Some relevant definitions are:

- Equality is about ensuring that every individual has an equal opportunity to make the most of their lives and talents and believing that no-one should have poorer life chances because of where, when or whom they were born, or because of other characteristics. Promoting equality is about behaving in a way that tackles inequalities, aiming to ensure that all colleagues and service users are treated fairly, and do not experience discrimination.
- Diversity, and promoting diversity, is about recognising that everyone is different and creating a working environment that values each customer and colleague, ensuring that services are delivered in a way that suits all sections of the community.



- Inclusion is about positively striving to meet the needs of different people and taking deliberate action to create environments in which everyone feels respected and able to achieve their full potential.
- Protected characteristics within the Equality Act 2010 are: race, religion or belief, sex, age, gender reassignment, disability, sexual orientation, marriage and civil partnership and pregnancy and maternity.
- Equal Opportunities refers to the elimination, regulation and prevention of discrimination across: sex, marital status, race, disability, age, sexual orientation, language, social origin or other personal attributes, including beliefs or opinions, such as religious beliefs or political opinions.
- Discrimination means treating someone 'less favourably' than someone else, because of a protected characteristic. Less favourable treatment can be anything that puts someone with a protected characteristic at a disadvantage, compared to someone who does not have that characteristic. It can still be discrimination even if the less favourable treatment was not intended.

We are committed to championing diversity in its widest sense and challenging discrimination based on a variety of social and cultural characteristics. Whilst not explicitly covered by equality legislation, this includes:

- Socio-economic background
- Class
- Appearance
- Language
- Accents
- Education
- Learning style.
- Political affiliation
- Trade union affiliation

We also recognise that a number of other specific groups are particularly at risk of disadvantage and social exclusion, including, for example:

- Looked-after children
- Homeless households and rough sleepers
- Refugees and asylum seekers
- UK armed forces veterans
- People with experience of the criminal justice system

3.Scope and exemptions

All policies championed by the Director of People Services are applicable to all employees within The Regenda Group (i.e. Regenda Homes and all of its wholly owned subsidiaries).

This policy applies to all who represent The Regenda Group in any capacity including employees, volunteers, agency and relief workers, consultants and board members. The policy also applies to suppliers and subcontractors in our supply chain, partners who work with us and to customers and service users across our areas of operation.

All policies championed by the Director of People Services will be subject to consultation with the Group's Employee Representative Forums and / or recognised trade unions, Resident Voice Panel and ED&I Ambassadors group, as amended from time to time.



There are no variations or exceptions to this policy.

4. Policy detail

4.1. Principles

This policy adheres to the following principles:

- Our values incorporate openness, honesty and dynamism in an environment in which we expect supportive and inclusive teamwork within our organisation and in partnership with others. We treat each other, our customers, and our stakeholders with respect. We maintain a working atmosphere in which everyone is able to deliver a high level of performance.
- We take action to prevent discrimination, eliminate prejudice, promote inclusion and celebrate diversity within the organisation.
- We are fair in our dealings with all people – Board members, colleagues, customers, service users, volunteers and partners – with whom we have relationships, considering the diverse nature of their culture and backgrounds.
- We ensure that the principles of ED&I are embedded in everything we do.

4.2. Our data driven approach

We will:

- Devise a Group-wide ED&I Strategy and action plan which addresses colleagues, customers and stakeholders and review it each year, reporting outcomes to our ED&I Steering Group, Executive Team and Board.
- Use ED&I demographic modelling to establish the profile of our colleagues and customers compared to national and local benchmarks, using this information to enable local and departmental action planning and customer engagement.
- Identify and consider positive action in which we identify significant underrepresentation of groups with protected characteristics within our wider base of customers, Board / committee members or colleagues.
- Identify when positive action is required to address a different customer or colleague experience across protected characteristics.
- Carry out equality impact assessments on key policies, strategies and significant change programmes, making changes wherever necessary to ensure they deliver our ED&I objectives.
- Collect, review, and measure data on a regular basis to inform us on ED&I performance and outcomes including lettings, complaints, satisfaction, governance, recruitment, achievements / attainment, colleagues and pay (through pay gap reporting).
- Report on data gathered within a demographic context, where relevant, to the ED&I Steering Group, Executive Team and Board.
- Explain why information is collected and what we use it for, treating sensitive personal data confidentially and only for the purposes of promoting and ensuring equality and fairness and improving outcomes. This is in accordance with the Data Protection Act 2018.

4.3. Embedding best practice

We will:

- Promote equality through all our activities as an employer, a service provider and a partner.



- Recruit and retain a diverse workforce and governance structure, reflecting the makeup of the communities we serve.
- Ensure that Group Board, the boards of subsidiaries and Executive Team are accountable for the embedding of our ED&I approach in our policies, procedures and practices and for monitoring our performance and decision making.
- Ensure that all Board and committee members, colleagues and volunteers receive regular, relevant and up to date training and support to enable them to champion and meet the Group's policy objectives.
- Take all reasonable steps to ensure our partners, contractors, suppliers (through our procurement processes) and groups connected to us are actively committed to ED&I principles.
- Support our colleagues to understand how to address prejudice and unconscious bias.
- Establish and maintain an ED&I Steering Group of colleagues from across the Group, with Executive and Board level sponsorship, to act as a forum.
- Provide guidance and support on the principles of ED&I through the ED&I Steering Group and via the People Services team.
- Celebrate diversity by supporting initiatives marking key cultural events.
- Ensure our communications, including the images we use, reflect the diverse makeup of our colleagues and customers.
- Participate in sector-wide best practice forums and initiatives, including benchmarking data and performance against sector colleagues.

4.4. Ensuring accessibility

We will:

- Ensure that all policies and procedures conform with this ED&I Policy.
- Provide accessible communication channels for customers to access our services and contact us, shaped to customers' requirements, including effective use of digital services.
- Make a clear commitment to customers on how we meet service requirements.
- Involve a diverse range of customers in shaping our policies and activities by putting in place actions which encourage those from under-represented groups to participate in ways which reflect and meet their preferences.
- Ensure we make reasonable adjustments to the way we deliver services to customers based on their protected characteristics.
- Make it easy for concerns to be reported, ensuring we investigate promptly and take appropriate action where required. If there are allegations raised against employees, the Disciplinary Policy will be followed so that these allegations can be investigated fairly and thoroughly.
- Have up-to-date and recognised procedures for the management of incidences of domestic abuse, hate crime and harassment and other forms of abuse and discrimination. For more information, please see the Domestic Abuse Policy and / or the Anti-Harassment and Bullying at Work Policy.
- Recognise that some vulnerable groups of people may need support and address this by having robust procedures in relation to Safeguarding / Adult Support and Protection, Child Protection and Modern Slavery. Please see the Safeguarding Adults at Risk Policy and Safeguarding Children Policy for more information.
- Ensure that our workplace is compliant with legislation and welcoming to those with accessibility needs.
- Have procedures in place to ensure reasonable adjustments are provided when required by colleagues with disabilities or additional needs, to enable them to work, recognising that disability includes mental health and that not all disabilities are visible. Please see the Sickness Management Policy and the Mental Health Policy for more information.



- Ensure that all People Services and recruitment procedures reflect the principles in this policy including equality of opportunity. This includes ensuring that protected and other disadvantaged groups don't experience barriers to job opportunities or career progression. Please see the Recruitment and Selection Policy for more information.

4.5. Roles and responsibilities

The general roles and responsibilities under this policy will be:

- Group Board and Executive Directors / Executive Team:
 - Providing overall leadership, championing ED&I across the Group and approving the policy.
 - Setting the overall ED&I strategy and monitoring our approach and performance against agreed objectives.
- EDI Steering Group:
 - Championing the policy with network group members.
 - Working with their peers to ensure that Group activities support the delivery of the Group's ED&I Strategy.
- All employees:
 - Taking responsibility for delivering positive ED&I outcomes, by being aware of the policy and knowing how it affects their relationships with other colleagues and their work and service delivery to customers and partners.

5. Associated documents

5.1. Associated legislation, regulation, and guidance

Associated legislation, regulation and external standards

Equality Act 2010

Data Protection Act 2018

5.2. Associated Regenda Homes / Group documents / guidance

This should include any internal documents that may be referred to or sit alongside this policy, this may include any processes, guidance notes and system user guides.

Associated Regenda Homes / Group documents / guidance

Equality, Diversity and Inclusion Strategy

Anti-Harassment and Bullying at Work Policy

Disciplinary Policy

Domestic Abuse Policy

Safeguarding Adults at Risk Policy

Safeguarding Children Policy

Sickness Management Policy

Mental Health Policy

Recruitment and Selection Policy

Anti-Social Behaviour Including Hate Crime Policy

6. Equality, diversity, and inclusion

This policy sets out the Group's approach to equality, diversity and inclusion.



7. Data protection

The Regenda Group has a responsibility to ensure that privacy and data protection is a key consideration in the early stages of any piece of work that includes the use of personal data and then throughout its life cycle.

All information provided under this Policy will be retained in accordance with the UK General Data Protection Act (UK GDPR) and Data Protection Act 2018.

8. Monitoring and reporting

The People Services team will oversight for the application of this Policy as it relates to matters of employment, including the recruitment process and the provision of learning and development initiatives.

Departmental leads will be identified for the oversight of the application of this Policy as it relates to customers, service users, volunteers, partners and other stakeholders.

In general, the performance and application of this policy will be monitored via our ED&I Strategy and the actions and KPIs identified therein, as amended from time to time.

9. Risk management

The following strategic and operational risks are associated with this policy.

Reference	Name
RGOOR6.5	Failure to deliver corporate objectives
SR01	Failure to comply with regulatory requirements
SR02	Failure to comply with legislation
SR08	Poor demand for products and services
SR10	Failure to attract and retain staff
RHOR1.3	Failure to manage aids and adaptations
RHOR2.9	Inadequate tailoring of service to meet the needs of vulnerable customers
RHOR1.1	Failure to manage and maintain Group brands

10. Amendment log

Change	Made by	Authorised by	Effective date
Added in a definition of "customers" and referenced a new policy, the Mental Health Policy.	Mark Williams	Sean Rothwell	March 2026