



Flagship Group  
31 King Street,  
Norwich,  
Norfolk,  
NR1 1PD  
0808 168 4555  
info@flagship-group.co.uk  
flagship-group.co.uk

# Equality, Diversity and Inclusion Policy

<b>Department</b>	<b>People &amp; Workplaces</b>
<b>Policy Owner</b>	<b>Director of People &amp; Workplaces</b>
<b>Approved Date</b>	<b>August 2019</b>
<b>Date for Renewal</b>	<b>August 2022</b>
<b>Version Number</b>	<b>1.1</b>

## Purpose

We have one Equality, Diversity and Inclusion Policy, which sets out our intentions to build a culture where all our customers/residents, and colleagues feel they are treated fairly, with dignity and respect.

## Principles

- As an employer we attract, retain, develop, reward and recognise the best people for the job in a fair, non-discriminatory and inclusive way
- As a social landlord we commit to ensuring our customers/residents are supported in a fair, non-discriminatory and inclusive way
- By continuing to create a great place to work and a work environment that embraces diversity we will increase employee engagement which results in us delivering a better customer/resident experience
- Using data and interactions we will develop our understanding of our customers/residents and colleagues to enable us to tailor our approach to support all to participate and engage
- More great people will want to work for us as they are empowered, encouraged to reach their full potential and celebrated for being an individual.
- Ensuring our procedures are applied in a fair, non-discriminatory and consistent way promotes an inclusive environment where great people are supported to do great things and to work without discrimination
- We will deal with all issues in a timely and respectful way for our customers/residents and colleagues and seek to continually improve their experience with us
- In addition to the 9 protected characteristics (age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation) we will embrace and promote an inclusive attitude towards neurodiversity, differing perspectives and personalities
- To support everyone reach their full potential and as part of our commitment to remove barriers to enable everyone to bring their whole selves to work, we will make every reasonable effort to accommodate adjustments to support employees throughout their employment journey
- We will embrace technology, individual and collective creativity and through collaboration will generate the most innovative ideas to achieve our vision of solving the housing crisis in the East of England
- We will achieve this by involving our customers/residents and colleagues in shaping, changing and influencing our services.
- As an employer, under the Equality Act 2010 we have a legal and moral responsibility to ensure we do not discriminate against employees or potential employees. This policy demonstrates our commitment to go beyond the legal requirement
- In addition, as a social housing provider, we have a duty within the Public Sector Equality Duty to eliminate discrimination, advance equality of opportunity and foster good relations between different people when carrying out our activities
- This policy will be supported by internal and external procedures and ongoing training in Equality, Diversity and Inclusion

We will regularly review and update our procedures in line with any changes in UK Law and all policies and procedures are reviewed with our Joint Consultation and Negotiation Committee (JCNC).

### Version Control

Note: minor updates increase version number by 0.1; major updates increase version number by 1.0.

Version	Detail	Approved by	Date
1.0	First issue following introduction of new version control	Flagship Operations Board	August 2019
1.1	<i>Transferred to new template, change of BHAG to vision and addition of reasonable adjustment commitment, no material impact</i>	Lisa Collen	August 2021