

Grosvenor Hart Homes:
Equality, Diversity and Inclusion
Policy



GROSVENOR

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Equality, Diversity and Inclusion Policy

Grosvenor Hart Homes (GHH) is committed to being an inclusive organisation by eliminating all forms of discrimination and encouraging equality, diversity and inclusion among our workforce, supply chain and customer base. GHH adheres to Grosvenor's Common Thread, including our shared values of:

- Integrity - Being honest, fair and open
- Respect - Being straightforward, thoughtful and caring
- Trust - Being loyal, reliable and delivering on our commitments

The aim is that as GHH grows our workforce will be reflective of the communities and customers we serve and for each employee to feel respected and able to give their best. This aim will apply equally to our customers, who we expect to behave in line with our shared values in their dealings with each other, our workforce and other people we engage to work with our customers. We are committed to creating an inclusive working environment where people feel comfortable, psychologically safe and where the richness of talents, ideas, backgrounds and skills are appreciated and harnessed to create business value.

Who does this policy apply to?

This policy applies to all GHH customers, employees, contractors, freelance staff, secondees and any agency staff. We will seek to apply this policy to our suppliers through contract terms and will embed the policy intent in all our customer facing systems, processes and service delivery using Equality Impact Assessment methodology to ensure we are effective in this respect.

All employees, and particularly managers with responsibility for employment-related decisions must comply with this policy. Managers, with the support of human resources, have additional responsibilities to ensure that this policy is implemented and that matters arising within the scope of this policy are dealt with effectively.

Our policy's purpose

Grosvenor Hart Homes seeks to achieve higher standards than the minimum set out in relevant legislation.

We will:

- actively develop a culture that supports diversity, inclusion and equality;
- recognise and value the potential that all individuals bring to the workplace regardless of visible or invisible characteristics;
- use relevant information and data to understand the diverse needs of customers, without making assumptions, to assess whether the services provided to customers deliver fair and equitable outcomes
- treat every employee with respect and dignity throughout their employment with the Company and uphold their right not to be discriminated against;
- cascade our values and intent through our supply chain;
- apply a zero-tolerance attitude to bullying, harassment, victimisation or discrimination of any kind.

This policy's purpose is to:

1. Provide equality, fairness in all that we do as an employer, a service provider and as a landlord.
2. Not unlawfully discriminate because of the Equality Act 2010 protected characteristic and/or GHH defined protected characteristics of:
 - age
 - disability
 - gender reassignment
 - marriage or civil partnership
 - pregnancy and maternity
 - race (including colour, nationality, and ethnic or national origin)
 - religion or belief
 - sex
 - sexual orientation
 - Care Experience
3. Ensure that all our customers are respected and treated fairly in respect of:
 - how we process applications
 - how we allocate properties
 - how we deliver services e.g. support, housing management, incubator hub
4. As an employer oppose and avoid all forms of unlawful discrimination. This includes in:
 - pay and benefits
 - terms and conditions of employment
 - dealing with grievances and discipline
 - dismissal
 - redundancy
 - leave for parents
 - requests for flexible working
 - selection for employment, promotion, training or other developmental opportunities

Our commitments

The organisation commits to:

1. Encourage equality, diversity and inclusion in the workplace and service delivery as they are good practice and make business sense.

Adopting the evidence-based approach of conducting Equality Impact Assessments on all key policies, processes and programmes to guard against unconscious organisational bias.

2. Create a working environment and service delivery free of bullying, harassment, victimisation and unlawful discrimination, promoting dignity and respect for all, and where individual differences and the contributions of all staff are recognised and valued.

This commitment includes training managers and all other employees about their rights and responsibilities under the equality, diversity and inclusion policy. Responsibilities include staff conducting

themselves to help the organisation provide equal opportunities in employment, and prevent bullying, harassment, victimisation and unlawful discrimination.

All staff should understand they, as well as their employer, can be held liable for acts of bullying, harassment, victimisation and unlawful discrimination, in the course of their employment, against fellow employees, customers, suppliers and the public.

3. Take seriously complaints of bullying, harassment, victimisation and unlawful discrimination by fellow employees, customers, suppliers, visitors, the public and any others in the course of the organisation's work activities.

Such acts will be dealt with as misconduct under the organisation's grievance and/or disciplinary procedures, and appropriate action will be taken. Particularly serious complaints could amount to gross misconduct and lead to dismissal without notice.

Further, sexual harassment may amount to both an employment rights matter and a criminal matter, such as in sexual assault allegations. In addition, harassment under the Protection from Harassment Act 1997 – which is not limited to circumstances where harassment relates to a protected characteristic – is a criminal offence.

4. Make opportunities for training, development and progress available to all staff and customers, who will be helped and encouraged to develop their full potential, so their talents and resources can be fully utilised to maximise the efficiency of the organisation.
5. Make decisions concerning staff being based on merit (apart from in any necessary and limited exemptions and exceptions allowed under the Equality Act).
6. Review employment and operational delivery practices and procedures when necessary to ensure fairness, and also update them and the policy to take account of changes in the law.
7. Monitor the make-up of the workforce and our customers (in particular our target beneficiaries) regarding information such as age, sex, ethnic background, sexual orientation, religion or belief, and disability in encouraging equality, diversity and inclusion, and in meeting the aims and commitments set out in the equality, diversity and inclusion policy.

Monitoring will also include assessing the impact of the equality, diversity and inclusion policy, and any supporting action plan, are working in practice, reviewing them annually, and considering and taking action to address any issues.

Details of the organisation's grievance and disciplinary policies and procedures can be found on SharePoint. This includes with whom an employee should raise a grievance – usually their line manager.

Use of the organisation's grievance or disciplinary procedures does not affect an employee's right to make a claim to an employment tribunal within three months of the alleged discrimination.

Review schedule

This policy will be reviewed every three years or more frequently as a result of feedback obtained, internal/external audits or change in legislation/regulatory requirements. This process ensures the policy's continuing suitability, adequacy, and effectiveness.

The Chief Executive has responsibility for this policy, and ultimate responsibility for performance and compliance sits with the board.

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