



Alliance
homes

Alliance for All

Our commitment
to Equality,
Diversity, and
Inclusion



Introduction

At Alliance Homes, we celebrate the diversity within our workplace and in the communities we serve.

We believe that creating an inclusive environment is essential to our success, where all our colleagues, customers and partners can access equitable services and live and work without fear of discrimination.

We know that by respecting and valuing each person's unique characteristics, we can build stronger communities, improve our work environment, and better serve our customers.

We understand that discrimination and inequalities have a significant negative impact on individuals, families, and communities. That's why we are committed to being an anti racist, anti discrimination organisation, and to treating colleagues and customers fairly, making sure that no person, group or community is unfairly disadvantaged or discriminated against.

Our approach to Equality, Diversity and Inclusion (ED&I) applies to all our customers, colleagues, board members, partner organisations, contractors and volunteers.



Our vision

We're committed to creating a culture where respect, equity and opportunity for all are at the heart of everything we do. Our aim is not only to achieve ED&I compliance, but to strive for excellence by adopting best practices, learning from others, and always leading with our values.

Letting our values guide all our actions will help us recognise each person's unique needs and do the right thing by them.

Our commitments

We are committed to:

- Creating a respectful, inclusive culture that celebrates individual differences and values everyone's contributions, making our organisation a great place to work.
- Regularly reviewing our processes and practices to promote equality and inclusion for colleagues and customers.
- Making sure that everyone - whether customers or colleagues - benefits from equality of opportunity and fair treatment, in line with our values.
- Making reasonable adjustments to ensure that colleagues and customers receive a tailored service which considers their individual needs.
- Adopting the principles of the R.A.C.E Equality Code across all underrepresented groups:
 - Being transparent to all stakeholders through the disclosure of required, concise and current information on the progress and impact of initiatives across the organisation.
 - Having measurable actions and outcomes that contribute to, and enable a shift in, our approach to deliver positive and sustainable change.
 - Having a clear set of measures that help improve racial diversity at every level of the organisation.
 - Creating positive change through education, to break down the mental, cultural, and institutional barriers that prevent true equality and inclusion.



How will we achieve our commitments

We will do this by:



Attracting and retaining a more diverse group of colleagues — from leadership downward — who share our values and purpose, and reflect the communities we serve.



Improving our data collection and analysis to ensure fairness and equity in all our practices with both colleagues and customers.



Gaining insight through our Customer Scrutiny Panel and our ED&I Champions to help shape our policies, practices and initiatives.



Providing education and awareness opportunities for customers and colleagues to break down the mental, cultural, and institutional barriers to true equality.



Setting a clear action plan for change and being transparent about our progress on our equality, diversity and inclusion initiatives.



Having clearly defined policies and procedures, such as our Reasonable Adjustments Policy, that demonstrate our commitment to equality and inclusion and appropriately address any instances of discrimination, harassment or prejudice.

Our ED&I Champions — a diverse group of colleagues from a wide range of roles and departments across the organisation — and our customers, through the Scrutiny Panel and HIVE (our online customer community), both play a key role in challenging and shaping our approach to equality, diversity, and inclusion. The ED&I Champions have a direct voice to the Board through the Remuneration Committee, which focuses on people and culture, giving them real influence and helping to drive meaningful change.

To help us better understand and meet the needs of our customers, we launched the 'Life Through Your Lens' project. This helped us learn more about the diversity among our customers and strengthened our ability to provide fair and inclusive services.

The main data collection phase is now complete. Life Through Your Lens is now part of our everyday work — we are committed to keeping this information up to date, so we can continue to improve how we support our customers.



As part of this project, we also introduced our Reasonable Adjustments Policy, which sets out how we'll make sure every customer can access our services in a way that works for them. This includes things like translation support, accessible formats, or changes to how we communicate.

'Being you' is our ED&I approach for colleagues, setting out our ambition to be a diverse and inclusive great place to work.

In 2024, we adopted the principles of the R.A.C.E Equality Code to support all underrepresented groups. This helps us track progress through clear, transparent actions and measures. R.A.C.E. is an acronym and stands for four key principles: Reporting, Actions, Composition and Education. These are built into our commitments and initiatives.



We will monitor and share progress against our commitments by:



Using a clear set of key indicators to track meaningful change in diversity at all levels of the organisation.



Reporting on our progress biannually to the board through the Remuneration Committee, which focuses on people and culture matters.



Publishing our Gender Pay Gap report annually, and our Equality Pay Gap report every other year.



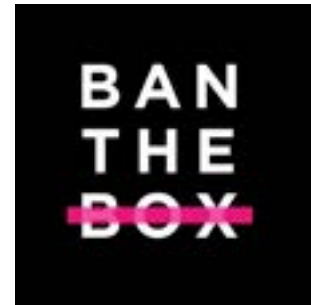
Publishing the results of our colleague surveys annually.



Publishing our annual Environmental, Social, and Governance report.

In partnership with SARI (Stand Against Racism and Inequality), we work to eliminate racial discrimination, promote equality, and raise awareness about the causes and effects of racism. Alliance Homes offers a racial harassment casework service through SARI.

For more information, visit www.saricharity.org.uk or call 0117 942 0600.



Alternative formats

If you need this document in another format, such as large print, or a different language, please call **03000 120 120** or email **act@alliancehomes.org.uk**.

40 Martingale Way, Portishead, BS20 7AW

03000 120 120

alliancehomes.org.uk

