

Diversity and Inclusion Statement

Introduction

Diversity and Inclusion is an integral part of The Hyde Group's social purpose. In our role as a developer of homes and communities, a provider of housing services and a partner in community regeneration, we have a longstanding and impressive record of working with the most vulnerable and socially excluded communities in society.

We aim to ensure we provide and deliver services across the variety of communities and individuals we are responsible to as a social landlord.

Our workforce is diverse reflecting the communities we work in, and we work to ensure that we maintain and benefit from the different perspectives our employees offer.

Our commitment to diversity and inclusion

The Hyde Group is committed to embedding diversity and inclusion in all our business functions.

Diversity, for us, means that we recognise that our customers and staff are drawn from diverse communities and cultural backgrounds and may have specific and individual requirements from the services that we provide to them. In practice this means that we aim to be professional, responsive and agile in responding to these specific service requirements.

Inclusion is an approach that we use to create a culture and service ethos that values diversity and difference and aims to maximise the benefits that this provides to our business.

Our customers

We recognise the diversity of our customers. We will ensure that we deliver accessible services and equitable outcomes for the diverse communities we serve, with a focus on improving the quality of service experience for all our customers. At the same time, we will continue to work to minimise the gap between the most economically disadvantaged and socially excluded groups in the communities that we work with and the majority of the population. This includes:

- supporting vulnerable residents to sustain their tenancies and offering money and debt and employment support to residents with complex needs
- working in priority areas to pre-empt and address wider community issues
- developing partnerships that increase positive pathways for young people and improves the health and wellbeing of older residents

Our staff

We aim to create an inclusive workplace where everyone in our diverse workforce feels valued. This includes:

- nurturing an organisational culture based on our values, mutual trust and respect
- developing an approach to talent to help us spot people with potential across the organisation and promote career pathways
- putting workplace wellbeing at the heart of our HR practice with a particular emphasis on responding to stress and mental health issues and the needs of our staff who are also carers

How we will deliver

Our approach is to ensure that Diversity and Inclusion is embedded in our core business functions through integrating diversity actions into our annual business planning process.

We will deliver on our commitment by ensuring that we:

- provide robust leadership and effective governance to support the delivery of Diversity and Inclusion. Overall accountability for Diversity and Inclusion sits with the Group Remuneration and Appointments Committee and a senior level Diversity and Inclusion Group maintains an overview of our diversity practice.
- ensure that Diversity and Inclusion actions are embedded in business delivery plans through the annual business planning process. Plans are monitored throughout the year.
- monitor and review the impact of our policies and practices to ensure equitable and inclusive outcomes for all our customers and staff. We will do this by:
 - undertaking Equality Impact Assessments on our key policies and practices
 - using our diversity data intelligently to help us provide specific and tailored services
 - using our people data intelligently to check there is no institutional bias within our people practices
 - benchmarking our people and business practices with regard to race, gender and sexual orientation
- maximise the opportunities for social and economic inclusion for our customers through targeted programmes and resources.
- develop the skills, awareness and expertise of our employees and board members to support the delivery of Diversity and Inclusion through training and development