

Bromford Flagship LiveWest

Diversity, Equity, & Inclusion Policy

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| Department | Corporate Services |
| Policy Owner | Chief Corporate Services Officer |
| Approved Date | 29 January 2026 |
| Date for Review | 29 January 2028 |
| Approving Body | BFL Board |
| Associated Legislation/Regulation | Equality Act 2010, Human Rights Act 1998, The Employment Rights Act 1996, Modern Slavery Act 2015, The Work & Families Act 2006, Data Protection Act 2018/UK GDPR, H&S at Work Act 1974, Trade Union and Labour Relations (Consolidation) Act 1992, National Minimum Wage Act 1998, Agency Workers Regulations 2010, Worker Protection Act 2023 |
| Legal Advice From | |
| Equality Impact Assessment Date | 08.12.25 |
| Version Number | 1.0 |

Purpose / Principles

The purpose of this policy is to:

- Ensure that diversity, equity, and inclusion are embedded in all aspects of our operations, going beyond our legal obligations of The Equality Act 2010.
- Create an environment where everyone feels respected, valued, safe, and able to contribute to their fullest potential.
- Support our organisational culture of high performance, customer focused, and accountability by leveraging diverse perspectives.

The principles include:

- **Fairness:** Decisions are made without bias.
- **Respect:** Every individual is treated with dignity.
- **Opportunity:** Equal access to development, progression and service provision.

Roles / Responsibilities

- **The Board:** Responsible for promoting fairness and valuing diversity. Leads by example to promote, enable and support all individuals to meet their responsibilities.
- **Executive Leadership Team:** Champion DEI and allocate resources.
- **Managers and Leaders:** Implement inclusive practices within teams and monitor compliance.
- **HR, Academy & Culture Teams:** Provide guidance, training, and monitor policy effectiveness.
- **All Colleagues:** Demonstrate inclusive behaviours and report concerns.

Main Content

Recruitment and Selection Practices

We will ensure recruitment processes are inclusive, transparent, and designed to attract diverse talent that reflects the communities we serve. Selection decisions will be based on merit and capability, while actively removing barriers to participation and promoting equal opportunity for all candidates.

Inclusive Leadership & Management Behaviours

Leaders and Managers are expected to model inclusive behaviours, creating environments where every colleague feels respected, valued, and empowered to contribute.

Reporting and Addressing Discrimination, Hate Crimes, Harassment, Sexual Harassment or Victimisation

We maintain a zero-tolerance approach to discrimination, hate crimes, harassment, sexual harassment, or victimisation. Clear reporting channels and prompt, fair investigation processes will ensure issues are addressed effectively, reinforcing a culture of respect and responsibility.

Accessibility and Reasonable Adjustments

We will provide reasonable adjustments to remove barriers for colleagues, customers and interview candidates with disabilities or specific needs. Accessibility will be considered in all aspects of employment and service delivery, ensuring equitable experiences and opportunities.

Monitoring and Reporting DEI Metrics

We will regularly monitor representation, customer data, progression, and engagement data to identify trends and areas for improvement. Transparent reporting will hold us accountable for progress and ensure DEI remains integral to organisational performance and customer satisfaction.

Allocation and Lettings

When assessing whether a home can be let to a customer, we will follow a clear, transparent and fair process. All applicants will be treated equally, and we will implement the necessary reasonable adjustments to the application process to ensure equal opportunities for customers who require them.

EIA statement

An Equality Impact Assessment (EIA) has been completed for this policy on 08.12.25. The EIA ensures that the policy is fair, inclusive, and does not negatively impact any protected groups under the Equality Act 2010. The outcomes of the assessment will be monitored, and actions where needed to promote equity.

Training statement

This policy will be trained to all colleagues during onboarding and refreshed annually for managers and leaders.

Measuring Effectiveness

The effectiveness of this policy will be measured through:

- Annual Engagement survey results.
- Representation metrics across all levels.

- Customer feedback related to inclusivity.
- Review of recruitment and promotion decisions.
- Regular review of people-related metrics for trends, patterns and forecasting.
- Regular review of customer data

Review Period

This policy is updated as required and formally reviewed every two years by the Group Director of Culture & Organisational Design. It is approved by the BFL Board or its nominated subsidiary.

FOR INTERNAL USE ONLY –

Supporting documents

This policy is supported by:

- DEI Procedures
- Equality Impact Assessment
- Inclusive recruitment guidance
- Vulnerability and Inclusive Services procedure
- Aids and Adaptations procedure
- Disability Confident Membership
- Armed Forces Covenant

Version Control

Note: minor updates approved by delegated authority increase version number by 0.1; major updates and formally approved versions increase version number by 1.0.

| Version | Detail | Approved by | Date |
|----------------|---------------|--------------------|---------------|
| 1.0 | First Issue | BFL Board | 29 January 26 |
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