

Equality, Diversity and Inclusion Strategy Statement

By recognising and meeting people's needs, valuing differences and providing opportunities to participate we are well on our way to achieving our aim of **providing people with a strong foundation for life**. This includes not only our customers who live in our homes but also our staff who everyday go out their way to deliver an excellent customer experience. Valuing diversity brings new perspectives, allows us to reach the widest pool of talent and ensures we understand and reflect the perspectives of our customers. We believe we can only be our best when we can be ourselves.

To help us achieve this, our values describe the kind of organisation we want to be, and how we will go about our work. The principles of equality, diversity and inclusion are embedded within these values:

- Inspiring** We believe in people, and create the conditions for them to succeed and unlock their own potential
- Dynamic** We continually learn, improve and innovate so we are able to respond to change and be the best we can be
- Bold** We go forward with confidence and are passionate, proactive and influential in building a better future
- Reliable** We use our knowledge and experience to be effective and efficient, and make sound well-informed business decisions with integrity
- Thoughtful** We work hard to understand the needs and aspirations of others and are mindful of our impact on people, communities and the environment

Through our activities and the services we provide, we are an organisation that values diversity and champions equality and inclusion.

With over 800 employees and almost 35,000 customers living in our homes, we have a fantastic opportunity to make a positive difference.

We are a welcoming and inclusive employer appreciating and benefitting from the richness in perspective that a diverse workforce brings. We also strive to better understand our customer base in order to tailor our services to meet differing needs which in turn makes our customers feel welcome and safe in their Karbon homes.

Equality is about ensuring that no one should have poorer life chances because of where they are from, what they believe, who they are or how they identify themselves or if they have a disability. Equality is not about treating everyone the same, it is recognising that people have different needs that are met in different ways.

Diversity is valuing that individuals and communities have differences, differences that are celebrated and we embrace people's different perspectives, ideas, histories, opinions, knowledge and culture to strengthen communities. By recognising the benefit of a diverse workforce where difference is welcomed, people can use their unique talents to provide services that meet the needs of the local population.

Inclusion is about offering opportunities to everyone and removing barriers that may inhibit participation. This may include taking positive action to encourage minority groups to participate in planning and making decisions.

Our vision for ED&I is one where everyone, whether staff or a member of the communities in which we work, is treated fairly, have equality of opportunities, freedom, respect, and access to services, and the reach their potential.

We listen to what our customers and people tell us, what we're doing right and what needs improving. We know we make a positive difference through our actions but also know there's more for us to do. That's why we have established Karbon's ED&I working group made up of colleagues across the business and supported by a senior leader to take feedback on board and to develop and deliver our EDI objectives.

By listening to our customers, people and leaders we've learnt that we should be focusing on the following priorities:

Leadership – to champion ED&I at Board and senior level

Domestic abuse – make sure we respond to new legislation (Domestic Abuse Bill)

Mental health – champion the importance of mental health and provide support to both colleagues and customers

Disability – ensure colleagues and customers with any form of disability are not at a disadvantage

Customer engagement – to reach out to all groups of customers

Customer experience – to deliver an excellent customer experience to **all** our customers

Data – better understand the diverse make up of our staff, customers and homes

Training – colleagues are confident and trained in embedding diversity issues into everything we do

Decision making – review and embed an equality impact assessment process into all our decision making at Karbon

Karbon's ED&I colleague working group, supported by a member of Karbon's leadership team, will develop an action plan to address these themes which will cover period 2020-22.

Next steps are is to establish and embed Karbon's ED&I group into the business, develop our ED&I objectives and ensuring that ED&I truly is part of our DNA.