



Our commitment to equality, diversity, and inclusion

We are developing our Equality, Diversity, and Inclusion (ED&I) Strategy to help us strengthen our culture, creating an inclusive environment where colleagues and tenants feel accepted, respected and are able to be themselves. We will help colleagues understand and value people's differences, understand the importance of trust and create an environment where they can raise concerns without fear.

We will work to ensure that we serve and represent our tenants, whatever their circumstance or background and we will monitor our progress and publish our performance on a regular basis, alongside an annual summary in line with the requirements of the NHF Code of Governance 2020 and work with specialists to support us on this journey.

An equal, diverse, and inclusive workplace creates a great working environment for our colleagues and the best outcomes for our customers. Our Board is committed to improving its own diversity and drive initiatives to help attract, train, and develop members who better reflect the communities that we serve.

We are committed to understanding who our customers are and their specific needs better, to help us ensure our organisation reflects the communities in which we work. Doing so will provide our customers with confidence that we truly understand their needs, can identify, and remove any systematic disadvantage, and will put us in the best position to deliver on our purpose – to ensure that everyone has a warm, safe, affordable home when they need it.