LiveWest

Equality, Diversity and Inclusion Policy

LiveWest is committed to being fair, inclusive and embracing the diversity for all of our customers, colleagues and stakeholders. We recognise that this is good for our people, business and communities.

We aim to be a fully inclusive employer who listens and responds to the views of everyone.

We will work together as one team to deliver great services which focus on the needs of our customers.

We will only achieve this if we:

- Remove barriers
- Eliminate discrimination and inequality, including unconscious bias.
- Address disadvantage
- Promote good relations among colleagues and our customers.

This includes, but is not limited to, those who share a protected characteristic.
The Equalities Act 2010 identifies the protected characteristics as:

- Race and ethnicity
- Pregnancy and maternity
- Age
- Disability
- Gender

- Sexual orientation
- Gender reassignment
- Religion or belief
- Marriage and civil partnerships

Through our policy we aim:

- To ensure that our services meet the needs of our diverse range of customers.
- For our colleagues to broadly reflect the diversity of the communities we serve.
- To embed a culture of inclusiveness across the organisation.

Our culture

Our values are a key part of who we are and what we do. In delivering our policy we will ensure that:

- We are fair, open, and transparent and communicate honestly.
- We take time to listen to and understand our customers' individual needs.
- We embrace different viewpoints.
- We are inclusive and treat everyone with respect.

Our policy principles

We will deliver services that best meet the diverse needs and aspirations of our customers:

- We will best serve our communities by ensuring that our workplace reflects the diversity of our customers.
- We proactively seek to promote inclusion through our approach, behaviours, practices and policies at every opportunity.
- We will be compliant with the provisions of the Equalities Act 2010 and all other relevant legislation.
- We will actively challenge behaviours that do not respect the diversity of our customers and colleagues.
- We will constantly review our services to ensure that they remain relevant;
- We will be open to challenge.
- We will look for equality of outcome and opportunity;
- We will expect companies working with us or on our behalf to adopt the same principles on equality, diversity and inclusion.
- We will monitor our progress towards achieving our aims.
- We will ensure that there is no unjustified discrimination in our recruitment and allocations processes, and service offer.

Scope

- This policy applies across LiveWest, to all our customers and colleagues.
- All our policies, procedures and actions will be guided by this policy and its principles.

Responsibilities

- We are all responsible for ensuring the effective implementation of this policy.
- The delivery rests collectively with all of our people, our Board and our involved customers. Proactively delivering equality, diversity and inclusion is the responsibility of every individual.
- It is the attitudes and behaviour of our people that are crucial to the successful delivery of our services and fair employment practices.

Monitoring

- The Board and Executive Team are responsible for ensuring the operation of this policy is regularly monitored.
- The Equality, Diversity and Inclusion group will report quarterly to the Executive Team and annually to the Board.
- Some of the key measures will include but not be limited to reviewing customer satisfaction, access to housing, the gender pay gap and the engagement and diversity of our colleagues.

Review

The effectiveness of this policy and associated arrangements will be reviewed annually or in the event of significant change. The next full review of the policy will be September 2022.

Effective date: September 2019
Reviewed date: September 2020
Next Review date: September 2022

Version control:

Version	Date of review	By whom	Reason
V1	Sept 2020	EDI Group	Desktop review - no changes made