

Aster Group is the overarching brand name of Aster Group Ltd and all of its subsidiaries.

1 Scope

- 1.1 We are proud to celebrate diversity in all its forms and so the scope of this policy and its associated principles applies to every single aspect of what we do and to all colleagues, customers, and suppliers across the Aster Group.
- 1.2 We will ensure our policies, practices, and services are fair and accessible.
- 1.3 We will create a psychologically safe culture by embedding The Aster Way values and behaviours.
- 1.4 Everyone has a personal responsibility to treat others fairly and with respect. No one is more important than anyone else.

2 Policy Statement

- 2.1 Inclusivity and fairness are central to The Aster Way, and we are committed to creating a fair and inclusive culture where diversity is welcomed and celebrated.
- 2.2 Diversity and difference come in many forms, and seeing and valuing everyone for who they are goes far beyond the protected characteristics under the Equality Act 2010 of:
 - Age
 - Sex
 - Race
 - Disability
 - Religion or belief
 - Sexual orientation
 - Gender reassignment
 - Marriage or civil partnerships
 - Pregnancy and maternity.
- 2.3 We'll create a diverse and representative workforce with a strong sense of belonging by:
 - Setting clear expectations about what we value and how we expect everyone to behave through The Aster Way
 - Actively listening to our customers, colleagues, and each other, embedding the restorative practice principles into how we communicate
 - Reviewing how effective The Aster Way is through our colleague listening framework
 - Engaging colleagues through learning and communications
 - Knowing our customers and colleagues better and making it easy for them to tell us who they are to enable us tailor what we do and how we do it
 - Providing services and spaces that are fair and accessible

Aster Group is our overarching company brand and comprises the following companies and charitable entities. Aster Group Limited, Aster Communities, Synergy Housing Limited, East Boro Housing Trust Limited, Central and Cecil Housing Trust, Enham Trust, 55 London, Aster Foundation, Aster Living, Aster 3 Limited, Aster Homes Limited, Aster LD Limited, Aster Property Limited, Aster Solar Limited, Silbury Housing Holdings Limited, Silbury Housing Limited, Central & Cecil Innovations Limited, and Central & Cecil Construction Services Limited.

- Reasonably adjusting and tailoring our services and communications to ensure an equitable colleague and customer experience
- Putting fairness and diversity of thought at the centre of decision making
- Offering a range of entry, development, and succession programmes to attract and retain diverse talent
- Taking a data driven and evidence-based approach to inclusion
- Creating a positive complaints culture ensuring all complaints are dealt with consistently and fairly
- Meeting all statutory and regulatory responsibilities

2.4 We'll provide an environment where all colleagues, customers, and stakeholders can be their best and true selves and are treated with respect and dignity. We will not tolerate any form of intimidation, bullying, harassment, victimisation and/or unlawful discrimination.

3 Monitoring and Review

- 3.1 This policy, its associated principles, and the strategic and annual operational plans are in place to provide an effective mechanism for the embedding of inclusivity.
- 3.2 Diversity and inclusion measures within the strategic and annual operational plans, and People plan will inform progress and policy adherence.
- 3.3 Colleague and customer diversity data from our PowerBi dashboard, as well as throughout the employee lifecycle – from recruitment and selection, succession, grievances, and exit will be regularly monitored and reviewed.
- 3.4 The effectiveness of this policy will be continuously monitored by the Inclusion Steering Group and colleague diversity and inclusion networks, and the embedding of the policy scrutinised after 12 months by the *Operational Scrutiny & Assurance Panel*
- 3.5 This policy will be reviewed every 3 years unless business need, regulation or legislation prompts an early review

4 Related Policies and Procedures

- 4.1 Appendix A – Diversity and Inclusion Principles
- 4.2 Appendix B – Dignity and Respect Principles
- 4.3 Family Life Policy and Procedures
- 4.4 Resolution Policy and Procedures
- 4.5 Tenancy Policy
- 4.6 Lettings Policy
- 4.7 Anti-Social Behaviour Policy
- 4.8 Dignity at Work Procedure

5 Governance

Effective From:	01/11/2024	Expires:	31/10/2027
Policy Owner:	Chief Innovation Officer		
Policy Author:	Head of Inclusion		
Approved by:	<i>Operational Scrutiny & Assurance Panel</i>		
Delegation Matrix Reference:	V10. A R050	Version Number:	7.01