



Title: Equality, Equity, Diversity and Inclusion -
Group Policy Statement

Business Function: All Functions across Sanctuary Group

Authors: Diversity and Inclusion Manager

Other Contributors: Diversity and Inclusion Steering Group

Authorised by: Executive Committee

Sanctuary Group:
Sanctuary Group is a trading name of Sanctuary Housing Association,
an exempt charity, and all of its subsidiaries.

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Review schedule

Date	Details
September 2026	Formal review, clarification of Sanctuary Group's (the Group) obligations and the internal arrangements.

Appendices

Appendix 1 - Equality Act Requirements

1. Policy statement

- 1.1 Sanctuary Group (the Group) is committed to being a 'diverse, inclusive organisation where our people thrive and meet our customers' needs with fairness and empathy.'
- 1.2 We believe, it is the right thing to do. An inclusive culture attracts, retains and enables a rich mix of people to perform to their best. Diverse perspectives and insight help us make better decisions, innovate and deliver services that are accessible and take account of the different needs of our tenants, residents, clients and customers.
- 1.3 We strive to deliver four key outcomes through everything we do:
- **Equity** - Recognizing that people may need to be treated differently to get equality of opportunity. We work to remove barriers that get in the way of people's ability to work to the best of their skill sets or to access services.
 - **Equality** - Treating everyone fairly. As outlined in our [HR - Group Policy](#), we do not tolerate any form of discrimination, harassment or victimization based on race, colour, nationality, ethnic or national origins, sex, disability, sexual orientation, gender reassignment, marriage, or civil partnership, pregnancy or maternity, age, religion or belief, class, appearance, responsibility for dependants, unrelated criminal activities, health condition, or any other matter which may cause someone to be treated with prejudice ([See HR - Group Policy](#)). The Group recognises that people may experience multiple and overlapping barriers, and is committed to creating an accessible and inclusive environment in which everyone feels they belong.
 - **Diversity** - Valuing difference of all kinds for example social, economic, professional, educational, or working style.
 - **Inclusion** - Developing a culture in which all people feel valued, respected, and comfortable to be themselves and do their best work.
- 1.4 Inclusion is one of five behaviours set out in our [behavioural framework](#). This describes how we are expected to behave every day to every colleague and customer.
- 1.5 '[Inclusion for All](#)', our diversity, and inclusion strategy, sets out how we will make progress towards our goal and meet the requirements of the [Equality Act 2010](#); (**Appendix 1**). It is supported by a Group-wide programme of activity, objectives and action plans.

2. Responsibilities

- 2.1 Everyone in the Group is expected to:
- contribute to achieving the four outcomes equity, equality, diversity, and inclusion;
 - act in a way that demonstrates our inclusion behavioural value and contributes to developing an inclusive culture; and
 - grow their diversity and inclusion knowledge and competence in delivering service to our diverse customers.

2.2 Every manager and leader, is responsible for:

- ensuring their teams understand these policy commitments and are supported to deliver;
- developing an inclusive team culture; and
- developing knowledge and confidence in addressing equity, equality, diversity, and inclusion issues relevant to their area of operation.

2.3 Each Executive Director, for their business area, is accountable for

- improving performance against these policy commitments;
- monitoring and supporting progress towards the strategic goal and aspirational targets; and
- delivery against [Inclusion for All](#) objectives.

3. Monitoring and reporting

3.1 The Executive Committee and Group Board monitor progress twice annually.

3.2 The Diversity and Inclusion Steering Group (comprising two Executive Directors), the Director of People Services - Group, and Diversity and Inclusion Manager, monitors progress quarterly.

3.3 Individual performance is monitored via [My Performance](#) twice annually as a minimum.

3.4 The Group produces an Annual Report on the progress made and annually reviews its corporate and operational action plans. Sanctuary also reviews this policy statement, [Inclusion for All](#), and objectives on a regular basis.

4. Period of review

4.1 Until a new policy is formally adopted, this document will remain in force and operational.

4.2 This policy statement will be reviewed in accordance with the policy review programme agreed by Executive Committee.

4.3 If there are significant changes to legislation or regulation or there are found to be deficiencies or failures in this policy statement, as a result of complaints or findings from any independent organisation, the Executive Director - Corporate Services will initiate an immediate review.

4.4 Where appropriate, key stakeholders, employees and interested parties will be consulted as part of any review of this policy statement.



Nicole Seymour
Executive Director - Corporate Services