

Our equality and diversity commitment

At Moat, we value diversity and we're committed to promoting equality of opportunity, and to tackling all forms of discrimination through our role both as a service provider and an employer. This commitment applies to everyone, including contractors that work with us, who are required to sign-up to the contents of this commitment as a condition of their contract.

This commitment underpins all aspects of Moat's work and applies in respect of the following 'protected characteristics':

- Age
- Disability
- Gender reassignment
- Marriage or civil partnership
- Pregnancy and maternity
- Religion or belief
- Race (including ethnicity, colour and national origin)
- Sex
- Sexual orientation.

Statement of commitment to our customers

We will always strive to ensure that our services meet the needs of individuals who live in our communities.

To do this, we will:

- Integrate equality and diversity considerations into all areas of our business
- Improve employee awareness and understanding of the needs and profiles of our customers, and provide homes that reflect their needs
- Deliver accessible, appropriate and sensitive services, providing fair treatment for all our customers
- Provide information about our services in appropriate formats and languages, guaranteeing effective communication.
- Ensure our contractors' services are accessible: delivered appropriately, sensitively and with dignity and respect.
- Statement of commitment to our people

We will strive to embed a strong awareness of equality and diversity into the organisation by:

- Ensuring we have a diverse workforce that is representative of the local working-age population
- Making our jobs accessible to people from all sections of the community
- Recruiting based on the demands of the job, using clear and objective methods of assessment
- Treating employees fairly in all areas of employment
- Tackling any discrimination, victimisation, harassment and bullying in the workplace arising from employees, customers, suppliers, contractors or visitors

- Conducting regular workforce profiling and monitoring recruitment, promotion, training attendance, grievances, disciplinary procedures and exit interview data.
- Embedding equalities and diversity awareness within all relevant training including induction, management and customer service training.

Our statement of commitment to our partners and stakeholders

In working with partner agencies, we'll maintain our pledge to be equal and diverse by:

- Choosing contractors, consultants, suppliers and partners that mirror our commitment to equality and diversity, signing them up to our commitments as a condition of their contracts addressing breaches appropriately
- Ensuring our contractors have appropriate and regular training in place for their direct and indirect workforce
- Ensuring all our Board, committees and working group members reflect the communities they serve
- Supporting and developing good relationships with organisations that represent communities where we provide services.

Making it happen

It is the responsibility of everyone at Moat to adhere to these equality and diversity commitments, and to help embed them within the organisation. To do this, we'll undertake three key actions:

- We'll operate an elected Equality and Diversity Group which will hold Moat to account, scrutinising areas of the business throughout the year. Departments will present to the group on how they incorporate the equality and diversity commitment into their work and teams, with individual action plans devised where necessary.
- Equality impact assessments will be carried out for all new or significantly altered policies and will be assessed as to their impact on the groups covered by this commitment.
- A representative from our Employee Forum will sit on the group. The forum's terms of reference for equality and diversity are:
 - To champion equality and diversity issues, keeping awareness high
 - To review our commitment and training to make sure that they are up to date and relevant
 - To discuss best practice and provide a 'think tank' to develop new thinking, innovative approaches and responses to changing legislation