

# Stronger Together

## Our Equality, Diversity and Inclusion Strategy



### Purpose

Our Equality, Diversity and Inclusion (EDI) Strategy explains how One Manchester is committed to being fair, inclusive and respectful to everyone we work with. It sets out how we will listen to our customers, remove barriers, and make sure our services meet the needs of our diverse communities. Shaped by feedback from customers and colleagues, it focuses on making inclusion part of everything we do so we can be more than just a landlord. By understanding our customers better and using their voices to guide our decisions, we aim to improve services, increase satisfaction, and make sure everyone feels valued, supported and able to belong.

### Objectives

Our objectives focus on making sure customers and colleagues feel heard, valued and able to shape what we do:

- We will use better data and meaningful feedback to understand the diverse needs of the people we serve, and clearly show how that insight leads to real service improvements.
- We will strengthen how we engage, making it more open, transparent and inclusive, while creating more opportunities for customers and colleagues to influence decisions and hold us to account.
- Guided by our focus on People, Place and Prosperity, and underpinned by our HEART values, we're committed to delivering inclusive services, building safe and welcoming neighbourhoods, and creating opportunities that support wellbeing and long-term resilience.

### Key principles

- **Lead with experience:** Inclusive leadership, clear accountability and zero tolerance for discrimination
- **Collaborative learning and partnerships:** Working with customers, colleagues and partners to improve together
- **Community connection and cohesion:** Using local insight to remove barriers and build connected neighbourhoods
- **Insight-driven inclusion:** Letting data and feedback shape fairer services and better decisions
- **Investing in people and culture:** Supporting colleagues to grow in a respectful, inclusive culture

### Measuring success

We will track our progress through clear performance measures and regular reporting to make sure this strategy delivers real impact. This includes monitoring delivery of our EDI Action Plan, analysing satisfaction and complaints data across different customer groups, reviewing workforce and tenant diversity, and gathering regular feedback from customers and colleagues. We will report openly on recruitment, progression and access to services, benchmark ourselves against sector standards, and set clear inclusion objectives for senior leaders.

Progress will be reviewed regularly by our Board and committees to ensure strong oversight, accountability and continuous improvement.

