

ReSI Homes Limited

The Affordable Homes Programme 2021-26: Equality Diversity and Inclusion Action Plan

To meet the requirements set out in the Homes for Londoners: Affordable Homes Programme 2021-26 [Funding Guidance](#), ReSI Homes as an Investment Partners is contractually required to produce and publish an Equality, Diversity and Inclusion Action Plan for their organisation.

ReSI Homes' EDI action plan is based on the following four objectives across the three Themes:

Theme 1: Organisational equality, diversity, and fairness

Objective 1: Ensure talent acquisition practices consistently provide equal opportunity and integrate DEI concepts into talent acquisition.

Reason for objective selection:

Talent acquisition and recruitment is one the most key and fundamental ways that companies can ensure they develop and maintain clear DEI guidance and policies to support the DEI agenda through robust recruitment processes, policies and best practice.

Key KPIs:

- Increase % of applications from diverse and under-represented groups.
- Collate > 90% of ethnicity, age, and gender data from employees to enable accurate reporting against the London benchmark.

Status update: Applications for roles at Thriving Investments are run by our parent company, Places for People. All roles encourage applications from diverse and under-represented groups, with some under-represented groups guaranteed an interview. Every year, the company carries out a survey with its employees which includes asking for data about ethnicity, age, gender, social mobility, neurodiversity. The latest survey is currently live, and 100% of TI employees have responded. Data will be available in December.

Objective 2: Ensure that managers at all levels promote the vision and business case for DEI, by taking actions to increase diversity and equity in the workforce and maintain an inclusive workplace.

Reason for objective selection:

To improve decision making and the management of key risk by providing the right tools and information on DEI to all managers to enable them to base their decisions on a broader range of knowledge and experience and to avoiding "group think".

Delivering this objective will help us ensure that our senior management sets the right tone and become advocate for diversity to flourish in the workplace which will result in:

- Increased employee satisfaction and retention
- Increased attraction for new talent and brand value
- Increased ability to innovate and compete using diversity of thought
- Improved client demand and shareholder expectations
- Better internal representation of clients, shareholders and supply chains

Key KPIs:

- >95% unconscious bias training attendance/completion rate
- >95% inclusive leadership training for manager attendance/completion rate
- Managers demonstrating their commitment to hiring diverse candidates into their respective teams – increased % of successful applicants from diverse and under-represented groups.

Status update: All managers have been enrolled on training – “Flightpath” – which includes inclusive leadership training. The training is done over 4-5 different sessions and is with other managers from across the PfP group. Manager training is staggered so completion of this training will be over several months.

Theme 2: Sustainable and diverse supply chains

Objective 3: Understand material ESG risks across the supply chain of our most at risk investments and put in place policies and processes to manage and mitigate these where possible

Reason for objective selection:

The Sustainable and diverse supply chains objectives form a part of a wider Corporate Sustainability Strategy to achieve our five-year GH25 objective “to become a recognised leader in sustainable investment, including Environmental, Social and Governance (ESG)”. Reasons for having a corporate sustainability strategy:

- Sustainability credentials are now considered a license to operate in today’s world as more investors and other stakeholders demand that asset managers play a role in addressing global environmental and social challenges across their operations and in the investments they make.

- Creation of growth through development of new markets, products, and customers, as well as driving innovation and creating market differentiation.
- Protection of value through enhanced risk management to avoid regulatory risks and negative publicity events or potential boycotts.
- Improve efficiency across the business through operational cost reductions (e.g. water and waste use) and improved employee morale/engagement reducing turnover and recruitment costs.
- Meet increasing stakeholder requirements. Many of our stakeholders are also setting their own sustainability strategies and will look to their suppliers to fulfil their ambitions. Having a clear corporate strategy ensures we are able to consistently communicate how we integrate sustainability considerations into our culture and how any targets we set align with targets set by our clients, for example.

Key KPIs:

- Number of breaches of supply chain policy requirements
- Mitigation action taken on supply chain risks identified
- % of direct and indirect employees and contractors making a market level wage –subject to internal review of whether this is the most appropriate metric

Status update: No reported breaches; procurement policy at Thriving Investments ensures living wage is being paid when new suppliers are onboarded

Theme 3: Working together with Londoners

Objective 4: Ensuring that residents' voices are represented in governance and decision making.

Reason for objective selection:

As an inclusive landlord we want to be able to demonstrate effective residents' engagement and its influence on the type and the quality of services we deliver. By establishing Customer Service Improvement Panel, we will give our residents an opportunity to be directly involved in the development of our services, policies and to provide feedback on their experience of using our services. The information obtained during panel meetings together with the data from our regular satisfaction surveys will help us better understand and address the needs of our residents.

Key KPIs:

- At least one resident in the panel from each scheme/region
- Organise four panel meetings per annum
- Quarterly resident panel feedback report to be submitted to the Board for consideration
- Produce an annual Customer Service Improvement Panel Impact report

Status update: Customer feedback is sought through various forums; panel meetings being set up which will feed into the Annual customer report