

The RHP Board's report:

Inclusion

It is important to RHP Group that whether you are a customer, colleague, or other stakeholder working with us, you feel valued, respected, appreciated, and free to be who you are - regardless of your background, identity, or other aspect which makes you unique.

We understand that this is a commitment that we need to constantly work on and seek to improve. As a result, with input from customers and colleagues, we updated our Equality Diversity & Inclusion (EDI) Strategy for 2025 - 2028, designed to build on what we have already started, and continue to address the areas we still need to improve.

Our external goals for the three-year period are:



Goal 1:

**Improve accessibility
of services**



Goal 2:

**Broaden customer
engagement**



Goal 3:

**Become an EDI
community leader**

Our internal goals for the three-year period are:



Goal A:

**Governance
housekeeping**



Goal B:

Data & analytics



Goal C:

**Supporting a diverse
workforce**



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Progress made in 2025/26

- ▶ Launched new website that is accessible with Web Content Accessibility Guidelines (WCAG) 2.1.
- ▶ Worked with RUILS, a local disability support organisation, to run a focus group with customers and advocates to find out how can we make repairs better for customers with disabilities or additional access needs.
- ▶ Increased promotion of alternative customer communication formats (e.g. translations, large print, Easy Read, and Braille).
- ▶ Continued to increase the diversity data we hold on customers so we can better meet individual needs.
- ▶ Improved recording of individual needs on our Customer Relationship Management (CRM) system to enable us to better adapt our services.
- ▶ Published a 'Menu of opportunity' which clearly sets out the range of ways customers can engage with RHP and provide feedback and insight in a way that meets their needs.
- ▶ Achieved Disability Confident Status Level 1 reflecting our commitment to inclusive recruitment and employment practises.
- ▶ Launched a refreshed Inclusion Champion Group for colleagues and ran a programme of activities which helped educate and engage.
- ▶ Increased accessibility of internal communication channels for neighbourhood based colleagues.

Gender Pay Gap

Our mean gender pay gap is 3.09% in favour of women. We are confident that our approach to pay is fair and transparent. We place huge importance on providing equity across the Group.

In addition, we are proud that women make up:

- ▶ 51% of our workforce
- ▶ 80% of our Exec Team
- ▶ 58% of our Leadership Team
- ▶ 54% of RHP's Board
- ▶ 61% of internal transfers and promotions

Looking ahead

In 2026/27 we'll be focussing on delivering year two of our EDI strategy. Externally this includes carrying out an exercise to increase the data we have on our customers so we can better tailor our services to meet their individual needs, continue our work to make our repairs service more accessible, and incorporate into our next Customer Engagement Strategy plans to connect with harder to reach customers. Internally we will be launching a new EDI Policy, working towards moving from 'Committed' to 'Confident' status in the Disability Confident Employer scheme, and continuing our work with our Inclusion Champion Group to raise awareness around important topics and drive meaningful change.