



The Board: 28 October 2024

## 1. Equality, Diversity and Inclusion (EDI) Strategy 2024-2026

The new EDI Strategy for 2024-2026 was presented to Board. The three themes to this new strategy are, Great Governance and Leadership, Great Customer Experience and Supporting Great Colleagues.

Great customer experiences prioritises how Broadacres personalise and tailor services and support to meet customers individual requirements and to ensure that there is fair and equitable outcomes for all customers.

The development of the strategy and action plan included customer consultation (survey and focus groups) during August and September 2024 to gather customers' views on what they would like to see included. In addition feedback was also received from colleagues via a HIVE survey.

Following discussion by the Board the EDI Strategy was approved.

