

EQUITY, DIVERSITY AND INCLUSION (EDI) POLICY



RGS Properties

Equity, Diversity and Inclusion (EDI) Policy

Document Owner: Managing Director – RGS Properties

Author: Operations & Compliance Department

Purpose: This policy sets out how RGS Properties approaches its equity, diversity and inclusion responsibilities and demonstrates our commitment to creating an inclusive environment for employees, tenants, landlords, investors, contractors, partners, and all stakeholders.

Version History

Version No	Date Produced	Audience	Strategic Theme
1.0	11 June 2026	Employees, tenants, landlords, investors, contractors, auditors and stakeholders	Governance, Compliance, Customer Excellence and Sustainable Growth



Contents

1. Introduction
2. Responsibilities
3. Definitions
 - a. Diversity
 - b. Inclusion
 - c. Equity
4. Scope of Policy
 - a. Raising Concerns
5. Organisational Position on Identities
 - a. Age
 - b. Race and Religion
 - c. Sexual Orientation
 - d. Gender and Sex
 - e. Disability
 - f. Neurodiversity
 - g. Pregnancy and Parental Leave
6. References
7. Appendices
 - a. Appendix 1 – Protected Characteristics and Discrimination



1. Introduction

Equity, Diversity and Inclusion (EDI) are fundamental to the values and operations of RGS Properties. We are committed to creating an environment where everyone is treated with dignity, fairness and respect, regardless of their background, identity, personal circumstances, or protected characteristics.

We recognise that a diverse workforce and customer base strengthen our organisation by bringing different perspectives, experiences and ideas. An inclusive culture supports innovation, improves decision-making, enhances customer service and contributes to positive outcomes for employees, tenants, landlords, investors and communities.

RGS Properties is committed to complying with all relevant equality legislation and promoting a culture that actively challenges discrimination, harassment, victimisation and exclusion.

All employees, contractors, consultants and representatives of RGS Properties are responsible for helping create and maintain an inclusive environment where everyone feels valued, respected and able to contribute fully.



2. Responsibilities

This policy applies to all areas of RGS Properties' operations and to all employees, agency workers, contractors, consultants, suppliers and third parties acting on behalf of the organisation.

The policy applies regardless of location, role, employment status or working arrangement.

All Employees Will:

- Read and understand this policy.
- Treat colleagues, customers, tenants, landlords, contractors and stakeholders with dignity and respect.
- Complete mandatory equality, diversity and inclusion training.
- Promote inclusive behaviour and challenge discriminatory conduct where appropriate.
- Report any concerns relating to discrimination, harassment, bullying or victimisation.
- Support the organisation's commitment to equality and inclusion.

Managers Will:

- Ensure team members understand and comply with this policy.
- Promote inclusive leadership and equitable workplace practices.
- Address concerns, complaints or breaches promptly and appropriately.
- Ensure recruitment, promotion and performance management decisions are fair and objective.
- Support reasonable adjustments where required.
- Complete regular EDI training and development.

Senior Leadership Will:

- Champion EDI throughout the organisation.
- Ensure appropriate resources are available to support implementation.
- Monitor organisational performance against EDI objectives.
- Promote accountability and continuous improvement.
- Ensure compliance with legal and regulatory requirements.

Operations & Compliance Team Will:

- Maintain and review this policy.
- Provide advice and guidance on EDI matters.
- Monitor compliance and investigate concerns where appropriate.
- Deliver or coordinate relevant training and awareness initiatives.
- Support reporting and monitoring of EDI performance indicators.



3. Definitions

Diversity

Diversity refers to the range of visible and non-visible differences between people, including but not limited to age, disability, ethnicity, race, religion, sex, sexual orientation, gender identity, marital status, socio-economic background, culture, beliefs, education and life experiences.

RGS Properties values diversity because it strengthens our workforce, improves customer services and helps us better reflect the communities we serve.

Inclusion

Inclusion is the active practice of ensuring all individuals feel welcomed, respected, supported and able to participate fully.

An inclusive environment promotes psychological safety, where people feel comfortable expressing their views, contributing ideas and being themselves without fear of discrimination, exclusion or disadvantage.

Inclusion involves recognising individual needs, removing barriers and fostering a culture where differences are respected and valued.

Equity

Equity means recognising that people have different circumstances, needs and experiences and ensuring fair access to opportunities, resources and support.

While equality means treating everyone the same, equity recognises that different people may require different levels of support to achieve comparable outcomes.

RGS Properties promotes equity by:

- Identifying and removing barriers.
- Making reasonable adjustments where required.
- Supporting accessibility.
- Ensuring fair treatment and opportunity.
- Addressing systemic inequalities where identified.
- Considering the diverse needs of employees, tenants and stakeholders.

We recognise that individuals may experience overlapping forms of disadvantage due to multiple aspects of their identity. We therefore adopt an intersectional approach to equality and inclusion.

To support equitable outcomes, consideration should be given to:



Procedural Equity

Ensuring fair decision-making processes and opportunities for participation.

Communicative Equity

Using accessible, respectful and inclusive communication methods.

Material Equity

Providing fair access to resources, benefits, opportunities and support.

Emotional Equity

Promoting wellbeing, psychological safety and respectful workplace interactions.

4. Scope of Policy

RGS Properties will:

1. Embed EDI principles within business decisions, policies, procedures and customer interactions.
2. Provide EDI training and awareness programmes for employees.
3. Promote an inclusive workplace that values diversity and supports equitable treatment.
4. Oppose, prevent and address all forms of unlawful discrimination.
5. Review employment practices and operational procedures regularly to ensure fairness and compliance.
6. Foster respectful relationships with tenants, landlords, investors, contractors and customers.
7. Challenge and address prejudice, including but not limited to:
 - a. Racism
 - b. Sexism
 - c. Homophobia
 - d. Biphobia
 - e. Transphobia
 - f. Xenophobia
 - g. Ableism
 - h. Ageism
 - i. Religious discrimination
 - j. Socio-economic discrimination
8. Operate a zero-tolerance approach to unlawful discrimination, harassment, bullying and victimisation.

Specifically, RGS Properties will:



a) Complaints and Allegations

Take all complaints seriously and investigate concerns relating to:

- Bullying
- Harassment
- Sexual harassment
- Victimisation
- Discrimination

Appropriate disciplinary or contractual action may be taken where breaches are identified.

b) Sexual Harassment

Sexual harassment will be treated as a serious misconduct matter and may also constitute a criminal offence.

c) Individual Responsibility

Individuals may be personally liable for acts of unlawful discrimination and harassment.

Monitoring

RGS Properties may collect and analyse equality-related data where lawful and appropriate to support monitoring, compliance and service improvement.

All information will be processed in accordance with the UK GDPR and Data Protection Act 2018.

Raising Concerns

Employees may raise concerns through:

- Their line manager.
- The Operations & Compliance Team.
- The Grievance Procedure.
- The Whistleblowing Policy.

Members of the public, tenants, landlords and stakeholders may raise concerns through the Complaints Policy.

All concerns will be handled confidentially and fairly.



5. Organisational Position on Identities

Age

RGS Properties is committed to being an age-inclusive organisation and values contributions from people of all ages.

We support recruitment, development and progression opportunities regardless of age.

Race and Religion

We maintain a zero-tolerance approach to racism, racial harassment and religious discrimination.

Behaviour that targets, intimidates or disadvantages individuals because of race, ethnicity, nationality, culture or religion is unacceptable.

Sexual Orientation

We support LGBTQ+ inclusion and are committed to ensuring people can be open about their identity without fear of discrimination.

Gender and Sex

We support gender equality and respect all gender identities.

We promote inclusive language and challenge stereotypes and behaviours that create inequality or exclusion.

Disability

We are committed to improving accessibility and supporting disabled individuals through reasonable adjustments and barrier removal.

We strive to ensure recruitment processes, workplaces and services remain accessible and inclusive.

Neurodiversity

We recognise and value neurodiversity.

We support reasonable workplace adjustments and encourage flexible approaches to communication, learning and working styles.

Pregnancy and Parental Leave

We support employees during pregnancy, maternity, adoption, paternity and shared parental leave.

No individual will be disadvantaged because of pregnancy, childbirth or parental responsibilities.



6. References

This policy should be read alongside:

- Safeguarding Policy
- Complaints Policy
- Data Protection Policy
- Whistleblowing Policy
- Domestic Abuse Policy
- Health & Safety Policy
- Recruitment and Selection Policy
- Conduct and Disciplinary Policy
- Grievance Policy
- Unacceptable Behaviour Policy
- Customer Inclusion and Support Policy

Key Legislation

- Equality Act 2010
- Human Rights Act 1998
- Data Protection Act 2018
- UK General Data Protection Regulation (UK GDPR)
- Employment Rights Act 1996
- Health and Safety at Work etc. Act 1974



7. Appendices

Appendix 1 – Protected Characteristics and Discrimination

Protected Characteristics (Equality Act 2010)

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion or belief
- Sex
- Sexual orientation

Types of Discrimination

Direct Discrimination

Treating someone less favourably because of a protected characteristic.

Indirect Discrimination

Applying a policy, practice or rule that disadvantages a particular group.

Discrimination by Association

Treating someone unfairly because of their connection to another person with a protected characteristic.

Discrimination by Perception

Treating someone unfairly because it is believed they possess a protected characteristic.

Victimisation

Treating someone unfairly because they have raised or supported a discrimination complaint.

Harassment

Unwanted conduct that violates a person's dignity or creates an intimidating, hostile, degrading, humiliating or offensive environment.

Bullying

Persistent offensive, intimidating, malicious or insulting behaviour that undermines an individual's dignity, confidence or wellbeing.



Policy Review

This policy will be reviewed every three years or sooner if required by changes in legislation, regulation, organisational structure or operational requirements.

Approved By: Managing Director – RGS Properties

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Company: RG Services Property Ltd (Trading as RGS Properties)

Registered Office: 167–169 Great Portland Street, London, England, W1W 5PF

Website: www.rgsproperties.co.uk

Email: info@rgsproperties.co.uk

Company Number: 16848920

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1.0	Managing Director	11/06/2026	11/06/2029	Initial issue	Operations & Compliance Department

