

EQUALITY, DIVERSITY

AND INCLUSION



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Introduction from Kerry Beime

"At The Sovini Group, our customers experience is our priority, and we believe that this starts with our people. We're committed to creating a team that truly reflects the diverse communities we serve, and our workplace culture is built on a foundation of fairness, respect and inclusion for every individual.

Diversity isn't just accepted here, it's celebrated. No matter who you are, you will be treated fairly, with respect and free from discrimination. We know that culture starts at home and weaves itself into every interaction and service we provide, which is why it's important we get it right.

Our commitment to equality, diversity and inclusion is unwavering, and we have taken significant steps to reinforce this; from robust policies and procedures and engaging events to educational initiatives for our customers and colleagues to

benefit the communities we serve.

We're excited to share our key accomplishments throughout 2024/25, taking a look back at the positive collaborative impact we have had on our customers, colleagues and communities."

Kerry Beirne,

Chief People and Communications Officer







Our Contribution Counted

-2.75% mean gender pay gap in favour of women

125 training courses completed with a 100% pass rate by colleagues

Generated £139.4m social value in 2023/24

8 Anti-Modern Slavery **Champions recruited**

26 active members of the **Diversity Forum**

93% collection rate in colleague data

96.18% collection rate in customer data

200 One Vision Housing involved **customers** to shape our practices and Group

18 Pine Court Housing Association involved customers to shape our practices and Group

6 lived experienced talks

delivered to colleagues

7 Race Equality Group members

Welcomed 16 Neurodiversity Network champions



03 A Better Future

Driving Inclusion:Diversity Leaders Forum

2024 saw the launch of our revamped internal Diversity Leaders Forum, a powerful example of the passion and dedication of our employees who champion diversity and inclusion.

This dynamic group doesn't just talk about change – they drive it. They identify challenges head-on, implement positive solutions, and work tirelessly to create a more inclusive workplace for everyone. Their responsibilities include:

- Identifying issues and suggesting improvements related to diversity and inclusion
- Delivering corporate messages and fostering communication between colleagues and management

- Providing feedback from employees to ensure their voices are heard
- Orchestrating activities, events, and training programmes that promote inclusion
- Reviewing company policies and practices to ensure compliance with legislation and best practices
- Considering the impact of new legislation and Government policies on diversity and inclusion
- Providing support and updates relating to relevant accreditations

Taking a Stand Against Modern Slavery

The number of victims of modern slavery rises year on year, with an estimated 130,000 people currently living in conditions of modern slavery in the UK.

As an ethical and sustainable business, we have a zero-tolerance stance to modern slavery, whether that be within our Group, or our wider supply chains. We believe in going beyond awareness – we have taken

action and formed an Anti-Modern Slavery Steering Group dedicated to combating modern slavery and human trafficking.

Our team of dedicated champions advocate for the voiceless, raising awareness of modern slavery and the signs to look out for, ensuring ethical practices are upheld throughout our organisation.

Paving the Way in Plumbing: Summer the Plumber

Summer Fitzmaurice, Sovini Property Services' rising star, is not just completing her fourth and final year as an Apprentice Plumber and Domestic Heating Technician; she's shattering stereotypes across a traditionally male-dominated industry.

Initially joining the Group to undertake work experience, Summer then went on to secure an apprenticeship. Since then, she has gone from strength to strength and is a powerful advocate for women in construction.

Her dedication and exceptional skills were rewarded this year as she was named the City of Liverpool's Apprentice of the Year at the prestigious Livercool Awards, securing the win amongst over 655 other apprentices.

When asked what the most rewarding aspect of her job is, Summer noted that it was making an impact on our customers lives and making them feel safe and secure in their homes. Reflecting on her recent success, she told us:

"When I started my apprenticeship, I thought being a girl in a male-dominated industry would have impacted me more. It was very daunting at first – will I fit in? Will people accept me? But within a month I thought what was I even worried about? Especially at the Group, where I've been welcomed with open arms. I just hope my story inspires other young girls to consider a career in construction, and that they never let an industry being traditionally male-dominated put them off."



Celebrating Diversity: Diversi-tea Party

Diversity was celebrated at our first ever 'Diversi-tea' party. This event provided an opportunity to delve into the experiences of neurodiverse, disabled and underrepresented individuals.

We were privileged to be joined by experts from the ADHD Foundation, with a lived experience talk that shared insights into living with ADHD, the diagnosis process and workplace accommodations. Additionally, an interactive sight loss experience shed light on the challenges faced by those

living with various eye conditions, from diabetic retinopathy to cataracts.

Our very own Katie Joynson from One Vision Housing, hosted an introductory sign language lesson, whilst a variety of gadgets offered a glimpse into tools that can support focus and productivity for those with ADHD.

Beyond the activities, the event provided a space for connection, celebration and deeper understanding of the barriers faced.

Mental Health Matters: Investing in the Minds of Our Team

It is estimated that 875.000 workers suffer from work-related stress. depression, or anxiety in the UK.

These statistics underscore our understanding that mental wellbeing is fundamental to a thriving workplace, and it is vital to invest in mental wellbeing for our colleagues. Our internal Mental Health Hub provided crucial support to over 300 colleagues.

In addition, our dedicated Mental Health Mates, a group of trained Mental Health Champions and First Aiders offered confidential support, guidance and a listening ear to all colleagues.

To further promote open conversations about mental health, our workplace podcast launched an episode surrounding Mental Health during Mental Health Awareness Week. The pilot episode featured Steven

Scott, Group Head of HR, in conversation with Paul Kirkham, Group Health and Safety Manager, and Michael Fazakerley, Health and Safety Officer, who shared personal experiences and strategies for maintaining a healthy work-life balance.

By having open and honest conversations surrounding mental health, we break the stigma, letting our colleagues know that their minds matter.



04 Our Approach

A Culture of Inclusion: The Disability Employment Charter

Disabled people in the UK face a near 30% employment gap and a 14% pay gap. These stark figures highlight the urgent need for systemic change to ensure a more equal tomorrow.

With this in mind, we are proud to have signed the Disability Employment Charter, launched by Disability Rights UK. This charter calls on the UK Government to implement changes relating to:

- Mandatory disability employment and pay gap reporting to increase transparency and accountability
- Reform of Access to Work and

Disability Confident employment to ensure disabled people receive the support they need

- Leveraging of Government procurement to prioritise accessibility and inclusion in supply chains
- Enhanced access to reasonable adjustments to support employers in creating inclusive and accessible workplaces

We fully support the call for change, and believe that, together, we can build a better future for all.

Supporting the Next Generation: Patron Status by Elevate EBP

For another consecutive year, we were delighted to be awarded Patron Status by Elevate for our work in delivering quality careers support to young people across the Liverpool City Region.

Our continued partnership with Elevate Education Business Partnership (EBP) has been instrumental in our pursuit of a better future. Each year, we work closely with them to inspire and educate the younger generation, providing meaningful work experience, career quidance,

mock-interview support and much more.

Patron Status is awarded to organisations that play a valuable role in raising aspirations, providing career guidance and preparing the workforce of the future. Elevate EBP connects young people with educational establishments, businesses and professionals, nurturing their talents whilst improving social mobility, supporting the local economy and creating a region of opportunity.

Leading the Way on Gender Pay

In the UK, for every pound a male earns, a female only earns 87 pence. This contrast highlights the importance of bridging the Gender Pay Gap in the UK to ensure a more equal tomorrow.

In April 2024, the gap was reported to stand at 7.0% in favour of men, serving as a poignant reminder that gender equality remains a nationwide issue.

At the Group, we are proud to lead the way on gender pay gap reporting, with our gender pay analysis revealing a mean gender pay gap of -2.75% in favour of women.

For us, this figure is more than numbers - it reflects our dedication to creating a positive workplace culture where everyone can thrive, no matter their gender or background.

Investing in Our People: Fair Employment Charter

It's no secret that the cost-of-living has soared over recent years, with our colleagues, customers and communities all feeling the impact.

We believe that everyone deserves to be paid properly for a hard day's work, which is why we've joined a group of 50 organisations from across the region that have been awarded Aspiring status of the Mayor's Fair Employment Charter.

The Fair Employment Charter not only encourages businesses to pay employees a

Real Living Wage but eradicates the use of zero-hour contracts, provides mental health support and encourages flexible working.

"We are proud to be one of the first organisations to sign the Fair Employment Charter, which is such an important initiative for the Liverpool City Region and would encourage other businesses to join us to ensure the region is one of the fairest places to work in the UK." - Paula Robinson, Director of Housing and Customer Services.

Scoring Platinum with Investors in People

For the sixth year in a row, we're proud to have retained Investors in People Platinum status for 'We Invest in People.'

This accolade highlights our commitment to continuous improvement, especially when it comes to employee engagement, communication, work practices and organisational culture.

In addition, Investors in People recognised our commitment to employee wellbeing,

awarding us Gold for 'We Invest in Wellbeing.' This showcases our commitment to raising the bar when it comes to people management practices, always ensuring our colleagues are centred in everything we do.

"You are continuing to demonstrate a leading-edge approach by demonstrating exemplar practices in areas such as talent development, recognition & reward, evaluation, and social responsibility." - Investors in People judges

Partnership with Purpose: The Race Equality Hub

At the Group, we adopt a zero-tolerance approach to discrimination of any kind and are committed to tackling inequality.

To support us with this approach, we have partnered with The Liverpool City Region (LCR) Race Equality Hub, whose primary purpose is to tackle systemic injustice and inequality. The Hub drives positive change for Black, Asian and Minority Ethnic residents and employees, by supporting career opportunities and the development of Black, Asian and Minority Ethnic businesses.

Through this partnership, we will receive support with:

- Recruitment and Selection
- Procurement and Supply Chain Management
- Employee Inclusion

We look forward to continuing to develop our inclusive and equal workplace culture, propelled by the invaluable support of the Race Equality Hub.



Government-selected National Living Wage,

A Fair Day's Work for a Fair Day's Pay:

The Real Living Wage

We recognise the impact of the rising

cost-of-living and as such, we paid all

employees the Real Living Wage in 2024.

The Real Living Wage is higher than the

and is an independently calculated hourly rate of pay based on the actual cost of living.

Each year it is recalculated and announced by the Living Wage Foundation.

A Promise to the LGBTQ+ Community: The LGBTQ+ Housing Promise

Did you know that research has found within the social housing sector:

- 60% of trans residents do not feel that their neighbourhood was a safe place to live
- One in five gay men reported modifying their home in some way (e.g. moving pictures or books) to hide their sexual orientation from visiting repairs operatives or housing officers
- A third of respondents felt that their housing provider was not able to deal effectively with issues like harassment

These shocking statistics highlight the urgent need for LGBTQ+ resident equality and support, which is why the LGBTQ+ Housing Pledge by HouseProud-LGBTQ+ was created. It is a scheme that all social housing providers can sign up to, supporting them to improve equality and inclusion within the communities they serve.

We are proud to have officially made the 'Pledge Promise' and will work closely with HouseProud to complete a gap analysis, engaging with and involving our tenants, employees and board members to successfully move us forward.

Commitment to Care: The Caring Business Charter

The Caring Business Charter was launched by Sefton Council, and represents a commitment from local businesses and partners to offer high quality opportunities to young people who have experience of the care system.

Through this partnership, we have established policies and practices that support care-experienced young

people, including a guaranteed interview scheme for care leavers providing they meet the essential criteria.

In addition, our People and Learning team offer support with developing employability skills and accessing employment, ensuring care leavers can secure the future they deserve.

From Care to Careers: Supporting Care-**Experienced Young People**

Did you know that an estimated 106 children enter the care system in the UK every day, with only 14% of care leavers under 19 progressing to higher education?

These figures highlight the urgent need to support care experienced young people in preparing for their future, evening the scales and providing them with the opportunities they deserve.

The Care Leavers into Careers (CLIC) initiative supports young people between the ages of 18 to 30 across the Liverpool City Region to become ready for work. Through comprehensive employability support, the CLIC has positively impacted the lives of more than 160,000 people

Through our partnership with them, we will receive vital training and advice on how to adapt our recruitment processes to prioritise individuals that face barriers to work, how to support them in their roles, as well as optional trauma training to understand what participants have been through.

Initiatives like these are vital in bridging the gap between those who are careexperienced and those who are not, and we look forward to supporting the CLIC in any way we can.





05 Educating

Diversifying Our Industry: Pathway into Construction

Our annual 'Pathway into Construction' initiative made its return, with the aim of encouraging young women to consider a career in construction, a traditionally male-dominated industry.

This innovative programme saw us welcome our 35th student, offering female higher education students meaningful work placements, providing them with the opportunity to learn more about the careers available in the construction industry.

With support from Group partners Sovini Trade Supplies, Sovini Property Services, Sovini Construction and Teal Scaffold, the week-long work experience programme culminates in an interview skills and CV writing workshop with our dedicated People and Learning team, supporting the participants to secure future employment.

Developing our Customers: Customer Training and Skills Hub

At the heart of our business is our customers, and we are committed to ensuring that they have the opportunity to thrive. In line with this commitment, we offer a wide range of resources, training and career opportunities to empower individuals.

Whether they're seeking to enhance existing skills, acquire new ones or explore new career paths, we are there to support them with:

- CV Writing and Interview Preparation: Our dedicated People and Learning team support our customers with expert advice and guidance on building a strong CV, as well as practicing answering common interview guestions with confidence.
- Work Experience: We offer meaningful work experience opportunities, allowing customers to explore potential career paths and gain valuable hands-on experience, in areas such as: housing management, customer experience, trade and support services.
- Apprenticeships: We encourage our customers and local communities to apply for our apprenticeship opportunities, allowing them to earn and learn through a mix of on-the-job training and classroom learning.
- External: We signpost our customers to external educational resources and initiatives, designed to fuel their personal development journey.

Investing in EDI Education

We prioritise ongoing education and training for our colleagues, ensuring they know of the importance of equality, diversity and inclusion.

In 2024, 125 EDI courses were completed on through MyLearning, highlighting our colleagues commitment to professional development in this crucial area.

Cultivating Potential: Supported Internships Programme

In England, only 4.8% of adults with a learning disability or autism go on to secure paid employment, a figure reduced to 4.1% in the North West. Our Supported Internship programme is here to change that, supporting individuals with special educational needs and disabilities (SEND) to secure long-term employment by breaking down barriers.

In collaboration with Liverpool City Council, the programme aims to provide young people with SEND the opportunity to gain experience in the workplace, whilst improving their confidence and developing essential skills.

We were delighted to be presented with the Best Partnership Working Award by Liverpool City Council for the programme, honouring our collaborative approach to partnering with local education providers across the Liverpool City Region.

"I never thought I would enjoy work. I'm looking forward to my future in the workplace. I am a lot happier with my life and feel more confident and independent."

Ryan, Supported Intern



06 Engaging





Fostering Equality: Our Race Equality Group

At the Group, we are committed to tackling inequality both inside and outside of our workplace.

We have a dedicated Internal Race Equality Group that actively promotes race equality within our organisation. This initiative invites those with lived experiences to improve

our approach to race equality, supporting us to create a more inclusive workplace.

Led by Dave Brown, Director for Pine Court Housing Association, the group provides a platform for open discussion, driving initiatives, and ensuring that our workplace is equitable for all.

Championing LGBTQ+ Inclusion Through Strategic Partnerships

Creating inclusive communities requires more than just internal initiatives; it demands active collaboration and public commitment.

We've signed the HouseProud Pledge, a powerful demonstration of our dedication to fostering welcoming and supportive environments for our LGBTQ+ customers.

This pledge signifies our commitment to ensuring equality and respect within the communities we serve and underscores our belief in the importance of working with specialist organisations to achieve meaningful change.



Sponsoring Diversity: Inclusion FC

Throughout 2024, Sovini Construction, proud Group partner, continued their support for Inclusion Plus FC, Merseyside's first LGBTQ+ women's football team.

This sponsorship supports the team as they compete in the region's first female

only league, LCFA Sefton, allowing them to continue their mission of supporting positive mental health and promoting inclusion across the local LGBTQ+ community, creating a safe space both on and off the football pitch.

Investing in our Communities

Our innovative approach to creating social value not only enhances the health and wellbeing of our communities, but also stimulates economic growth and creates opportunities.

Each Group partner has dedicated Social Value Champions, who support to steer the direction of the social value activities

across the Group, collaborating with each other to enhance our impact.

By actively engaging with our communities and developing our customer voice strategy, we edge closer to our vision of a better future, with £139.4M in social value created throughout 2023/24.

Driving Continuous Improvement: Navajo

To ensure our diversity and inclusion practices are effective and are continuously evolving to meet the changing needs of our communities, we must engage in selfevaluation and seek external expertise.

Partnering with Navajo, a signifier of good practice, commitment and knowledge of the specific needs, issues and barriers facing LGBTIQA+ people in Merseyside allows us

to do just that. The partnership provides us with the tools and knowledge to critically evaluate our practices and implement data-driven strategies to continuously improve our diversity and inclusion efforts.

We were once again proud to be part of the Navajo community!



Honouring their Service: Mill Spring Court

In 2024, we were joined by Mayor of Sefton, June Burns and local veterans to honour the rich history of Mill Spring Court.

The now Merseyside retirement housing scheme was once Park Street Barracks, home to The Kings Regiment, The Royal Tank Regiment and The Royal Corps of Transport between 1913 and 1982.

At the outbreak of World War I, the Royal Corps of Transport (RCT) were responsible for transport whilst the Royal Army Service Corps (RASC) managed military supplies. The RASC & RCT Association remain active with more than 50 branches across the UK.

To mark events, a plaque was unveiled in honour of Mill Spring Court, formerly Park Street Barracks history.

Amplifying Vital Conversations Through Digital Platforms

In today's world, it's crucial to utilise diverse communication channels to connect with our communities and address important issues.

We recognise the power of digital platforms, such as podcasts, to engage in meaningful conversations about vital topics, such as mental health, in an accessible and impactful way. These platforms allow us to create a space for open dialogue, reduce stigma, and provide accessible information and support to both our employees and the wider community.

We launched our very first podcast episode, "Sovini Speaks: Mental Health," during Mental Health Awareness Week 2024. This podcast is designed to create a culture of understanding and support, ensuring everyone feels empowered to prioritise their mental wellbeing and seek assistance when needed.

"The podcast offered a truly accessible discussion on a deeply relevant issue. Mental health affects us all — personally, through our families and friendships, and professionally, within our communities. Breaking down barriers is crucial. Well done to all involved in creating in the podcast." – Employee

Building an Inclusive Future: Our Customer Equality, Diversity and Inclusion Forum

We remain committed to creating an equitable and inclusive environment for all, and in 2024 we invited our customers to join us on this mission with the launch of our Customer Equality, Diversity and Inclusion (EDI) forum.

As part of the forum, our customers share their unique perspective and

experiences to help shape and improve our services. Discussing diversity and inclusion, sharing best practices and making recommendations on policies, strategies and more, our customers support us to build strong communities with inclusion embedded at their core.



To ensure our services are truly equitable and inclusive, it's important for us to understand our diverse customer base and their needs. To achieve this goal, we regularly collect and analyse customer profiling data, supporting us to deliver services that genuinely meet the specific needs of all individuals.

By collecting this data, we ensure:

We can proactively address

barriers, ensuring everyone has fair access to our services

- We create inclusive environments where everyone feels valued, respected and represented
- We can develop personalised, responsive services that cater to the unique requirements of our diverse communities, enabling continuous improvement

Understanding Our Employees: Internal Data Collection

To ensure we can meet the needs of our diverse workforce, we regularly collect and review essential profiling data to understand the demographic we cater to.

Utilising internal data collection provides us with valuable insights, enabling us to provide tailored services and support that meet the unique needs of each individual.



We were incredibly proud of Pine Court Housing Association customer, Martin Chung, after he was named Tenant of the Year at the Northern Housing Awards for his invaluable work in the community.

Martin regularly volunteers his time to make a positive impact and is a well-known figure in Liverpool's Chinese community. The prestigious award celebrates Martin's dedication to creating a better future for his neighbours and the wider community.

In addition to arranging customer gatherings and recreational activities for his neighbours, the retiree dedicates his time to supporting the local community across a range of initiatives.

Championing equality for elderly Chinese residents, Martin helps the community access funding and services, regardless of language or physical barriers.

David Brown, Director of Pine Court Housing Association said:

"We are thrilled that Martin has been recognised for the valuable work he does across our communities, creating an inclusive environment for, and celebrating, our diverse customers. An incredible accolade for an incredible man who represents our vision of a better future."











Celebrating Cultural Richness and Heritage

We believe that celebrating and embracing diverse cultures is essential to building a truly inclusive community. This commitment is reflected in our active participation in and recognition of various cultural events throughout the year.

As part of this commitment, we are proud to have Pine Court Housing Association as a Group partner, as they provide quality housing services to predominantly ethnic minority customers. We work closely with them to celebrate and promote Chinese culture.

During 2024, we had the pleasure of bringing together colleagues from across the Group at our co-working space to celebrate Lunar New Year in a spirit of unity and cultural appreciation.

Bilingual Housing Assistant at Pine Court Housing Association, Tracy Lin highlighted the significance of these events in building a more inclusive and connected community, saying:

"2024 was the first year we celebrated Chinese New Year internally with the Group since the pandemic, which I was excited and proud about. Being given the opportunity to promote Chinese culture and share the new year translation to all Group colleagues meant a lot to me.

Pine Court is committed to promoting social integration of minority ethnic groups into the wider society. Celebrating Chinese New Year, one of Pine Court's largest events, has an extremely positive impact on our customers, colleagues and the communities in which we serve. We always receive positive feedback from residents who feel we are extremely inclusive as a housing company, these type of events leave our residents feeling appreciative of our cultural cohesion practices."





07 • Empowering

Pledging Allegiance: Supporting Women in Construction

During Women in Construction Week, we were proud to stand at the forefront of advocating for equality and diversity within our workforce, with the launch of the Women in Construction Allegiance Pledge.

The pledge encouraged colleagues to demonstrate their commitment to gender equality and actively contribute to a more inclusive and supportive workplace by signing The Sovini Group Allegiance Pledge.

Their signature signified their dedication to breaking down barriers and creating opportunities and changing lives for women across the sector.

"Women have long been underrepresented in the construction industry, facing obstacles ranging from stereotypes and bias to lack of opportunities for growth and development.

Despite these challenges, women continue to break barriers, excel in their roles, and pave the way for a better future. It is our collective responsibility to support and uplift them in their journey." – Mike Dale, Director of Operations at Sovini Property Services and Teal Scaffold.

A Culture of Inclusion: **Our Workplace**

Our commitment to equality, diversity and inclusion is unwavering, and we strive to embed inclusive practices into the fabric of our organisation. We promote a positive culture that values and celebrates diversity, accepting and including people regardless of their personal characteristics or circumstances.

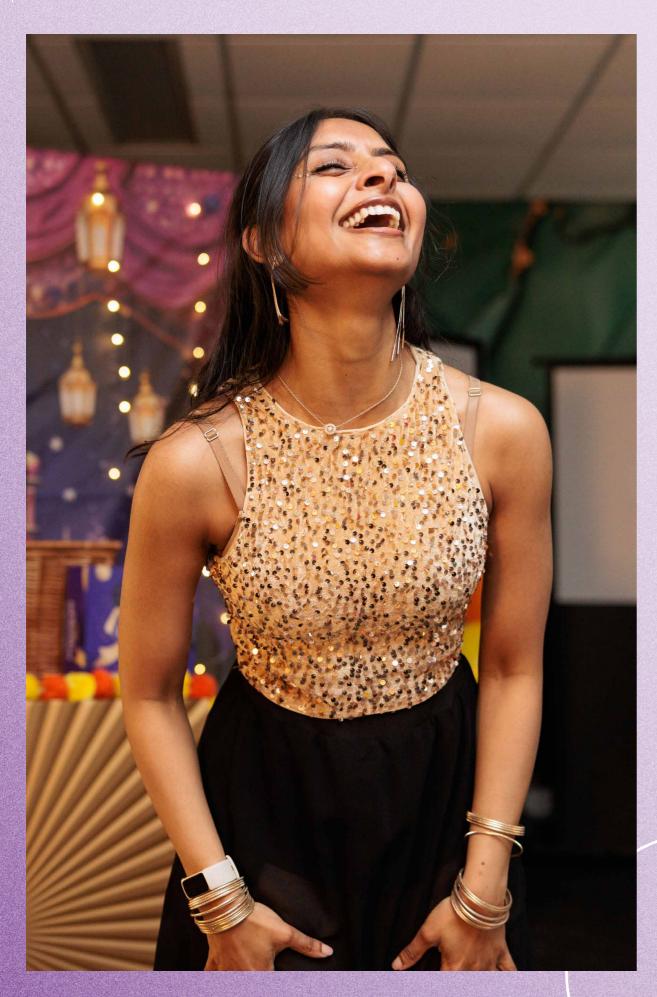
Whoever you are, you can expect to be treated fairly, with respect and free from discrimination. Our work environment is a welcoming, friendly place that supports all colleagues to thrive.

Here is an overview of how we maintain our inclusive culture:

- Our policies and practices promote fairness and equal opportunities, supporting diverse groups of people working together
- We have established Equality, Diversity and Inclusion forums, including an EDI Steering Group, Diversity Leaders forum, Neurodiversity Network and Race Equality Project Group
- We have signed up to the Navajo LGBTQI+ Charter Mark and LGBTQ+ Housing Promise, demonstrating our commitment to LGBTQ+ customer equality and support

- We have formed a team of trained Mental Health Champions and Mental Health First Aiders, known as our 'Mental Health Mates'
- We are an accredited Mindful Employer, recognising our commitment to better mental health at work
- We are proud to be a Level 2 Disability Confident Employer
- We regularly show support for national campaigns, including Women in Construction Week, Black History Month and Pride Month
- Our Empower campaign raises awareness and provides support on female related topics, including menopause awareness
- We deliver bespoke diversity training courses to colleagues to increase awareness
- Colleagues across the organisation are encouraged to display their chosen pronouns on emails and in our employee app





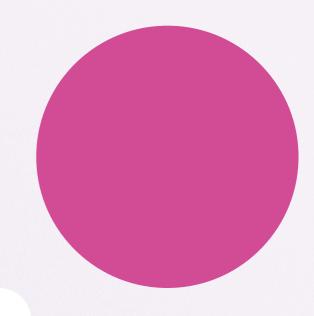
07 Our Strategy: Delivering Excellence

With a robust strategy driving us forward, we aim to continuously improve our customers experience, ensuring they receive the service they deserve.

Our Equality, Diversity and Inclusion Strategy outlines key areas for improvement, and this is what we hope to achieve:

- Support our vulnerable customers to live independent lives and actively participate in their communities
- Be recognised as a fair and equitable service provider and attract customers from diverse backgrounds
- Provide services that are easily accessible to all
- Work in partnership with representative groups and advocacy services to share best practice, ensuring our services exceed legal and regulatory requirements

 Utilise our Customer Voice Group to ensure clear lines of influence for customers, taking lived experiences of equality issues into consideration







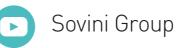
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