

Our Diversity, Inclusion and Belonging Strategy

(2025–2028)

Our Vision

We will foster an environment where every individual is seen, heard, and empowered. We will create a culture where diversity is valued and used as an asset. This will underpin all that we do to support people to thrive.

We will do three things to help us achieve our vision. In the strategy, we call these our “pillars” – engage, empower, and evaluate.



Engage

We will get to know you better to help us to make decisions

If we know our people and communities better, we'll make better decisions. We want to make sure that we listen to everyone. We will communicate openly and allow everyone to share their ideas. This will help us to work together and be more inclusive.



Empower

We'll do this all together

We can only improve and make sure everyone is heard if we do things together. We will make sure that our communities and customers have the confidence, skills, and resources they need so that they can share ideas, experiences, and solutions.



Evaluate

We'll look at what works well so that we can continue to improve

We'll look at all the things we do so that we can understand what worked well, and what didn't work well. This helps us to improve in the future. If something isn't working, we'll change it. We'll use this evaluation to make sure we continue meet the needs of our customers and colleagues.

