



*Making a Difference by Understanding our Differences*  
SAHA Diversity Summary Statement

**We are committed to putting the values of equality and diversity into practice by acting as a responsible Organisation, Employer and Landlord.**

**To do this we will:**

- **Develop our understanding of discrimination and appropriate working to ensure the Association does not discriminate in any way and uses different methods and opportunities to promote equality and diversity within all areas of our operation.**
- **Motivate our employees to achieve a shared understanding of diversity issues amongst ourselves and agencies/businesses with whom we work.**
- **Fully recognise and embrace the wide and diverse communities where we work and employ a diverse and knowledgeable workforce.**
- **Focus on our customers and be aware that each individual has differing needs for a variety of reasons: such as age, ethnic background, ability to access services or ability to participate in the life of their community.**
- **Incorporate a wide variety of issues and utilise information to guide our work, educating and challenging customers, employees, stakeholders and the wider community.**
- **Remove all forms of discrimination and adopt helpful approaches to deal with and eliminate discrimination, supporting and assisting those who may be victims or perpetrators of such acts - our approach to respect and understand individual needs in society.**
- **Address any imbalance in the services provided and ensure our partner agents demonstrate they are providing a similarly high standard of service.**
- **Continually update and inform the Association's Diversity Action Plan and review and monitor our performance to improve upon the services we provide.**

***A full copy of SAHA's Diversity Policy is available on request***