

Feedback

Valuing People Workshop - Roadworks Safety & Accessibility

21st October 2019

Cadent participated in this workshop to develop our understanding of the challenges faced by adults with learning disabilities and how this learning is being introduced into your business as we build and develop our future business plans. We have a new vision *to set standards that all of our customers love and others aspire to*. We appreciate the scale of the journey we must undertake to deliver on this ambition.

Our attendance to the workshop in October was fuelled by our desire to witness first hand the types of obstacles that can be encountered due to the ways in which the construction and streetworks sector currently operate. We have taken insights and learnings to feed into the business to improve practices as soon as possible. Insights from the workshop have also fed into our new **Diversity and Inclusion Strategy** that will feature in our Annual Report.

On our journey to create our strategy we have considered the following;

1. **Understand what we mean by D&I;**

- What is Diversity and Inclusion? Thinking beyond recruitment
- Why is it important to Cadent?
- What are our challenges and why are we addressing our imbalances?
- This is about everyone and not just specific demographics (inclusion)
- We must challenge exclusive behaviours – confident to speak out
- Our message must reach the harder to reach employees
- Link into values

2. **Everyone has a part to play** in increasing our diversity levels and creating a culture without bias, where everyone feels like they belong and are included;

- In **Talent**: inspire, attract, recruit, develop, retain
- How our **Leaders** influence and the impact that has
- The impact on our **Culture**

3. **Proactively celebrate diversity;**

- Communicate our activities and celebrations
- Role models
- Share stories
- Support and take part in ERG/ events

We are very much committed to continue to learn and improve the service that we provide to all customers both in and outside of their homes, and the workshop offered extremely valuable learning opportunity.

Cadent – External Affairs Manager