

# INCLUSION & DIVERSITY PARTNERSHIP CHARTER

Accord is committed to supporting brokers to build outstanding relationships both with us, and your clients, to help you to get the best results, working together in partnerships we value in the highest regard.

At Accord, we pride ourselves on our high expectations of our colleagues' behaviour and in return we expect others to apply those same high standards when working with us. We will take an approach that we do not tolerate unacceptable behaviour and discrimination both from our colleagues and those who are interacting with them.

Unacceptable behaviour and discrimination includes the unjust or prejudicial treatment of someone related to a protected characteristic (religion, belief, disability, racism, sexism, homophobia, gender reassignment & transphobia, ageism), unwanted attention, violence, threatening or offensive behaviour, aggression, intimidation, creating a hostile or humiliating environment.

Intermediary use only



Working in partnership with us means:

- We treat each other with respect and value each other and our professional expertise.
- We recognise people are different, we are inclusive, we embrace diversity and value diversity of thought.
- We build trust through well intentioned open and honest communication, taking the time to listen to, and understand, each other.
- We keep you and your clients at the heart of everything we do.

We encourage partners and colleagues to call out any unacceptable behaviour using our dedicated mailbox [callitout@ybs.co.uk](mailto:callitout@ybs.co.uk) which is monitored and managed by the Accord senior leadership team.

Thankyou

A handwritten signature in black ink, appearing to read "J. Duncombe", is positioned above the name and title.

**Jeremy Duncombe**

Managing Director, Accord Mortgages

