

The Chartered Insurance Institute

Equality and Diversity Policy Statement

Introduction

The CII provides membership and services to a diverse profession which in turn serves a diverse range of consumers. It seeks to:

- promote ethical business and professional practices among persons engaged or employed in insurance or financial services
- employ staff from a diverse range of backgrounds.

The CII values and respects diversity and strives in all of its activities to take account of and reflect the interests of all the people it serves in line with section 5 of the CII Code of Ethics.

1. Commitment

The CII strives to

- 1.1 eliminate unjustifiable discrimination on any grounds including gender, family status, age, race, ethnic origin, sexual orientation, religion, belief, political opinion, geographic location, economic status or disabled status or any other status
- 1.2 promote equal treatment and diversity for all existing and potential stakeholders including staff, Members, examination candidates, learners, Board, Council and committee members and contractors in all its practices and arrangements
- 1.3 improve diversity within its employment and encourage a wider diversity of people to work in financial services and to become members of the CII

2. Strategic Objectives

In order to make progress towards fulfilling its commitments, the CII aims to become an organisation that:

- 2.1 strives to carry out its responsibilities fairly and consistently – in compliance with equalities and anti-discrimination legislation and the CII's equality and diversity policies by:
 - ensuring that its policies, processes, systems and procedures do not discriminate unjustifiably and consider how equality of opportunity for all stakeholders can be ensured.
 - making changes to policies, processes, systems and procedures where inequalities or discriminatory practices are identified

- making reasonable adjustments and changes to access requirements where possible and practicable
 - ensuring equality of opportunity for all stakeholders
- 2.2. works towards a more inclusive profession which:
- is able to provide sensitive, appropriate and high quality professional services to diverse clients
- 2.3. ensures that any proposed changes in relation to the regulation of the profession and arrangements for providing professional services take full account of the impact on all sections of the profession and consumers by:
- undertaking equality and diversity assessments of the implications for the profession and all stakeholders
 - considering and commenting on, where appropriate, minority and under-represented groups in the profession
 - raising awareness within the profession of new opportunities arising from proposed changes
- 2.4. seeks to ensure a diverse profession by taking into account and promoting the interests, views, needs and aspirations (commensurate with the CII's equality and diversity commitment) of all sections of the profession by:
- understanding the needs and issues of the different groups within the profession and identifying and mitigating against any barrier to exam entry and qualification and any other product or service provided by the CII
 - actively consulting the different groups in the profession and those seeking employment and taking exams in relation to the profession
 - challenging views and policies which either fail to take account of or are silent on the impact on different groups in the profession, users of financial services and the CII
 - collating, monitoring and evaluating information regarding the different background of each Member, staff member and examination candidate
- 2.5. develops the CII's governance structure and organisational capacity to deliver its equality and diversity commitment by:
- working towards ensuring that the Board, Representative Council, other Boards and Committees in all their activities reflect and represent the diversity in the profession and the communities they serve
 - ensuring that organisational structures are designed and reviewed regularly to enable the effective implementation of equality and diversity policies
 - ensuring that organisational resources are adequate and used effectively to support equality and diversity activities
 - providing those involved in the governance and management of the organisation with opportunities to develop and maintain awareness, skills and competencies so that they have the knowledge and the confidence to deal with equality and diversity issues in an inclusive and robust manner

- 2.6. works towards adopting the CII as a model of good practice on equality and diversity issues by:
- leading by example
 - actively promoting equality and diversity with its partners and stakeholders
 - regularly reviewing and assessing progress toward achieving its equality and diversity goals

3. Implementation

3.1 Action plan

- 3.1.1 The CII will develop an action plan which will translate the objectives set out above into action, activities and initiatives. The action plan will be developed taking into account the wider legislative and policy context, the business needs of the CII and the resources available.
- 3.1.2 Responsibility for ensuring that progress is made on equality and diversity issues has been delegated to the Professional Standards Board (PSB). It is supported and advised on this by the Diversity Sub Committee and is a regular item of report at the meetings of the PSB.
- 3.1.3 Other Boards and Committees have a responsibility to ensure that equality and diversity issues are taken into account fully in respect of their responsibilities and spheres of activity.

3.2 Responsibility

Everyone is entitled to be treated equally and without unjustifiable discrimination. They also have responsibilities to act without unjustifiable discrimination to others.

- 3.2.1 Responsibility for equality and diversity issues within the CII are allocated as follows:
- overall responsibility for staff of the CII rests with the CEO of the CII on behalf of the Board;
 - each Board member has responsibility for complying with and promoting the CII's equality and diversity policies.
 - each representative of the CII is responsible complying with and promoting equality and diversity issues in his or her area;
 - responsibility for equality and diversity within departments rests with the head of each department;
 - the Head of Human Resources has the responsibility for implementing agreed equality and diversity policies for the CII Group;
 - all members of staff have responsibility to ensure that equality and diversity policies are put into practice commensurate with their jobs and responsibilities. Employees are also responsible for making sure that they have read and understood equality and diversity policies, follow the policies and ensure that their managers are

informed of any instances of potential unjustifiable discrimination in relation to the CII's responsibilities.

- the CII's HR department is responsible for monitoring the CII's practices and arrangements with regards to Institute staff.
- all other parties, for example, contractors, recruitment agencies, consultants, and others acting on the CII's behalf are expected to adhere to the relevant equality and diversity policies.

3.3 Communication

The CII will communicate its equality and diversity policies and activities both internally and externally using a variety of methods and formats. This will include communicating with the profession including members and learners on a regular basis and providing information to staff and potential employees.

In addition to providing information on specific equality and diversity issues, we will also strive to ensure that all our communication (including consultations, publications, leaflets, reports, advertising, website, etc) is accessible and reflects our commitment to equality and diversity.

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