

Zurich Community Trust (ZCT)

Diversity, Equity, Inclusion and Belonging Policy

Our Vision

*"Our future is bright because our voices are **diverse**,
our behaviours are **inclusive**, our actions drive
equity, and our people feel a sense of **belonging**"*

As a values driven charitable trust and grant funder, equality through DEIB is pivotal to our mission and to our impact.

DEIB helps connect us to the diverse communities in which we live and serve – we recognise that we are only as strong as we are different.

What is Equality & DEIB and what do we mean by it?

*"If **equality** is where we want to be, then diversity, inclusion and equity [and belonging] inspired designs are how we travel the path".*

Daniel McClelland

Diversity – Diversity encompasses protected characteristics (differences) and it means that whatever your gender, race, ethnicity, national origin, age, sexual orientation, identity, abilities, or education, you should feel valued and respected.

Each person that works for or interacts with ZCT offers a unique set of ideas, beliefs, and skills. We value such qualities, life experiences, different perspectives, and recognise the diverse cultural environments in which we live and work-

Inclusion – *"Diversity is being invited to the party. Inclusion is being asked to dance" (Verna Myers).*

Inclusion is about building human connections and ensuring that we are respectful to one another. It also means ensuring that every employee is given the

opportunity to thrive. We want everyone to feel comfortable bringing their whole selves to work without fear of prejudice¹, bias², or discrimination³.

Equity - Equity refers to the policies and practices we are adopting to support diversity, inclusion and a sense of belonging, at ZCT. Where equality is about being equal in rights, opportunities etc, equity is about being fair and impartial. As each individual is unique with differing needs, we aim to accommodate their needs properly.

We know that within workplaces certain groups may be subject to advantages, and vice versa — such as a gender pay gap or biased onboarding practices. ZCT recognises and commits to taking direct, sustained action to help make our Trust an equitable place to work and to work alongside.

Belonging – “is about creating a culture where people can be themselves, [feel safe]... appreciate each other, and feel part of something bigger.”⁴

Why DEIB is important to us

It's really simple - unique people and varied backgrounds vastly improve our work, workplace, and service to the charitable, not for profit and for social benefit sectors.

One of ZCT's primary aims is to be fully connected to the diverse communities in which we live and work so we may help improve the lives of people experiencing personal difficulties from across the United Kingdom – we can only do this if we have a diverse workforce and volunteer base that truly embraces DEIB.

We're a pro-equity organisation - a place where everyone, regardless of their characteristics, feel welcomed to work, volunteer or seek guidance and support.

We aspire to be a catalyst to the charitable, not for profit and for social benefit sectors. As we learn and grow, we pledge to help these sectors on their own journey towards creating diverse and inclusive environments, where people feel a sense of belonging, and with equitable treatment for all.

¹ Prejudice is based on stereotypes and stems from pre-judging other people's characteristics which can include habits, customs, clothes, ways of speaking, values and many others. This can take place with no basis for the judgment other than the fact that they or their characteristics or customs, values and ways of life are different. An example is thinking that an individual from an ethnic minority group is inferior to another race.

² Biases are associations made by individuals in the unconscious state of mind. This means that the individual is likely not aware of the biased association. Implicit bias can cause individuals to unknowingly act in discriminatory ways. This means that the individual's perceptions have been shaped by experiences and these perceptions potentially result in biased thoughts or actions - for example, making a prejudgement or assumption about a person's character based on their gender or ethnic group.

³ Direct discrimination: Where a person is treated less favourably than someone else because of a specific characteristic, in particular; gender, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sexual orientation, disability and age. Indirect discrimination: Any approach that disadvantages individuals of a specific characteristic (those cited above) though it appears to be neutral and apply equally to others. For example: A job description may state: "Must be able to travel internationally at short notice". This can be considered indirect discrimination if it's not a specific requirement of the job as it may adversely affect people with caring responsibilities.

⁴ Actionforhappiness.org

Our workplace

ZCT is committed to a non-discriminatory approach and to providing equal opportunity for employment and advancement in the workplace. To help us create an environment where employees celebrate DEIB and feel comfortable with bringing their whole selves to work, we commit to the following actions:

1. To work alongside DEIB specialists to develop and present mandatory and refresher sessions on DEIB to all employees with an emphasis on cultural competency and challenging unconscious bias – particularly when assessing grant applications.
2. Develop a system for being more intentional and conscious of bias during our promoting, assessment, evaluating and hiring processes.
3. By working with a recruitment consultancy focussed on DEIB, we will create a trustee hiring process that focusses on equitable practices and gives applicants a fair opportunity to work for and/or with us.
4. Improve our employee pipeline and succession planning to create and support programs and policies that foster leadership which reflect the diversity of the communities in which we live and serve.
5. Provide access to a cohort of Inclusion Allies who employees can speak to on a confidential basis about any DEIB issues.
6. Continue to improve, adopt best practices, and learn from each other.
7. Create easy to understand and transparent policies.
8. Pay our employees, as a minimum, the living wage.

To help employees prevent discrimination at work or should they wish to raise any concerns under Zurich's dignity@work policy (which ZCT adopts) employees should refer to the guidance contained within Zurich UK's Diversity & Inclusion Policy and Zurich's Employee Resource Group (ERG) Diversity & Inclusion Guide.

Serving our communities

ZCT strives to:

9. See DEIB as connected to our mission – it's critical to not only ensure the well-being of our employees and volunteers but the communities in which we serve.

10. Explore any potential underlying, unquestioned assumptions that interfere with our ability to be an inclusive Trust, grant funder and partner.
11. With the support of external DEIB specialists, acknowledge and dismantle any inequities within our policies, systems, programmes and services to include making all relevant processes accessible to everyone.
12. Proactively engage, seek to understand, and draw on a variety of perspectives. The solution to the problems we hope to address through our grant making and partnership support, can be found by affirming our similarities, as well as finding value in our differences.
13. Commit time and resources to expand more diverse leadership within our board, trust executive, employees, committees, and volunteer base.
14. Advocate for and support board-level thinking about how systemic inequities may impact our work, and how best to address this in a way that is consistent with our mission of "Reducing Inequalities & Connecting Communities".
15. Obtain feedback and actively seek the opinions of our communities whose members have diverse cultures, backgrounds, life experiences and intersecting identities – this will help us towards becoming a Trust that represents many diverse communities across the United Kingdom.
16. Lead with respect and tolerance. We expect our trustees, employees and volunteers to embrace this notion and to express this in workplace interactions and through everyday practices with our charities, non-profits and social enterprises.
17. Generate and aggregate quantitative and qualitative data to make incremental, measurable progress toward the visibility of our DEIB efforts. Where we don't have the data - deepen our understanding through collaboration to better inform our work.
18. Strive to become an accessible funder – one that treats people with dignity and respect in all its interactions.
19. Advocate for policy within the charitable, non-profit and for social benefit sectors that promotes DEIB and challenges systems and processes that create inequity, oppression, and disparity.
20. Support more charities, non-profits and social enterprises that are led by and/or support people and communities impacted by inequity, whatever their characteristics.
21. Develop and present awareness and training sessions on DEIB to the charitable, non-profit and for social benefit sectors.

22. Pool resources and expand offerings for underrepresented groups by engaging in co-production work with other funders also committed to DEIB.
23. Commit to a continuous learning journey. The DEIB & Sustainability Network allows us to seek feedback from our partners and take practical steps to improve our DEIB agenda.
24. Practice and encourage transparent communication in our interactions.
25. Update and report on our progress.

Our Progress

From 2021 to 2024, ZCT embarked upon a complete review and audit of its policies, practices, and procedures to ensure we were living our values and making decisions in a fair and equitable manner. In addition to creating our first DEIB Policy, we created ZCT's DEIB Pledge to help put our Policy into action.

To further our objectives above, and in particular, objectives 10, 12, 15, 17, 18, 20, 21, 23 and 25, we created a 'DEIB Toolkit' to help our partners on their own DEIB journey. This featured details of our own experiences as well as some of our partners.

Recognising that DEIB and sustainability¹ is intrinsically linked, we created the DEIB & Sustainability Network – a group that meets quarterly to benefit from the knowledge of external speakers, to provide peer support and obtain timely advice, while giving our partners the opportunity to provide us with valuable feedback.

We also created a Sustainability Fund (£100,000 per annum) giving our partners an opportunity to apply for a grant aligned to the 17 Sustainable Development Goals² "SDG's". To date, our partners have utilised the funding to pay for external DEIB specialists to review and revise their DEIB Policies and to deliver in-house DEIB training, such as anti-racism training.

Our grant-making now favours charities, non-profits and social enterprises that reflect a commitment to DEIB. If assistance is needed, we pledge to provide support to those organisations that need it. More recently we carried out an audit for some of our partners regarding their own DEIB journeys with the purpose of helping them further their own DEIB agenda. We provided guidance and support, whilst acting as a sounding board. Where necessary, we also offered bespoke training opportunities.

With a myriad of support available and to make it simple for our partners to understand what is available to them under our "More than Money" approach,

¹ Our effect on the environment, society and the economy will impact the way we live today and affect our, and future generations, ability to live a good life. Bradfield Group MENA.

² [THE 17 GOALS | Sustainable Development \(un.org\)](https://www.un.org/sustainabledevelopment/)

during 2024 we created a new online partnership hub “The hub” providing insight, learning opportunities and easy access to all our free offerings.

As a part of our ongoing commitment and to maximise the support to our partners and the not-for-profit sector, we have also pledged to engage charities, non-profits and social enterprises committed to good DEIB and sustainability practices, to deliver services or provide goods, where possible.

Finally, to help us and our partners on our respective journeys, we have pledged to only hire consultants and vendors demonstrating a strong commitment to DEIB and sustainability.

Last updated on: 02 September 2024

Next Review Due: August 2025

Zurich Community Trust's Diversity, Equity, Inclusion & Belonging Pledge

*"Our future is bright because our voices are **diverse**,
our behaviours are **inclusive**, our actions drive **equity**,
and our people feel a sense of **belonging**."*

As a learning organisation, we at Zurich Community Trust "ZCT" are committed to educating ourselves about diversity, equity, inclusion and belonging "DEIB" and its impacts - this means being open minded, curious, keen to learn, to practice active listening and to understand.

Creating a culture where everyone belongs, and individuals learn to take personal responsibility for their behaviours, actions, and learning is fundamental to our mission. If confronted with bullying, harassment and/or discrimination within our organisation, we pledge to take action to deal with any such inappropriate, offensive or intimidating behaviour.

In support of our values, we pledge to continuously work towards creating a more diverse, equitable and inclusive environment where everyone feels a sense of belonging and can thrive, regardless of their identity, background, intersectionality or protected characteristics, whether as an employee, volunteer, trustee, partner, charity friend or service user. We will use audits, training, feedback and the advice of external professionals committed to DEIB in order to achieve this.

ZCT supports a wide range of charitable organisations and not for profits from across the UK and this DEIB pledge is our strong commitment to better understand how to support them in the right way. Our goal is for our partners, charity friends and their beneficiaries to feel better supported, represented, and understood. Therefore, when working with them we pledge to actively listen, use our voice, and where appropriate, offer our resources to provide support with their DEIB efforts. Our DEIB & Sustainability Network aims to encourage collaboration, and complemented by ZCT's online partnership hub, the sharing of knowledge, skills and resources with and between our partners.

We continue to place a huge focus and resource towards ensuring that all our programmes – our grant-making, fundraising and volunteer brokerage, along with our actions, are as diverse, equitable and inclusive as they can be while striving to create a sense of belonging when people interact with us.

Further details of our commitments are contained within our **DEIB Policy** - here we have pledged to turn our commitments into action and periodically report on the progress we are making.

If you'd like to know more about our efforts, please reach out to Laurie Deans laurie.deans@uk.zurich.com or Carla Mandis carla.mandis@zct.org.uk.