

# Workplace Diversity, Equity and Inclusion (DEI) Service



Helping you build an inclusive organization that is diverse, resilient and ready to succeed in an evolving business world.

Diversity, equity and inclusion (DEI) have become increasingly important drivers for an organization's success. Lack of DEI, on the other hand, is a growing risk, leaving businesses ill-equipped to adapt to the challenges and expectations of an evolving marketplace. **Zurich Resilience Solutions** (ZRS) can help your organization strategically assess and achieve your DEI goals with a service that's built upon, and aligned with a new global diversity and inclusion (D&I) compliance standard from the International Organization for Standardization (ISO).<sup>1</sup>



Zurich Resilience Solutions  
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Diversity and inclusion have become expectations in all facets of our lives. Although most organizations express a commitment to supporting a diverse workplace, many remain unsure if they are on pace to attain their goals — or whether their goals are ambitious enough. The stakes could not be higher. Recent research has shown that diverse organizations are more resilient, innovative, profitable and successful in attracting and retaining talent.<sup>2</sup> Likewise, non-compliance can diminish workplace engagement and a sense of belonging, as well as make an organization vulnerable to the potential for shareholder derivative lawsuits, discrimination charges, regulatory penalties and related reputational damage.

As one of the first in the insurance industry to provide this service, Zurich Resilience Solutions is uniquely qualified to help companies in their ongoing commitment to equity, fairness and accessibility. The new ISO standard provides concrete guidelines for embracing diversity and inclusion across every layer of an organization's governance, human resources, product delivery and supply chain.

To further enhance our DEI service, Zurich has entered into an exclusive collaboration with **Inclusion Score**, the organization that helped create ISO's new, far-reaching global D&I compliance standard, which has been adopted by over 163 countries as a standard in diversity, equity and inclusion. This exclusive collaboration with DEI leaders further bolsters Zurich's ability to help customers in this space.

## ZRS Workplace Diversity, Equity and Inclusion (DEI) Service: A three-phased approach

Working with Inclusion Score, Zurich has developed a multi-tiered approach that aligns with ISO's global diversity and inclusion standard to assist organizations with their change management processes for organizational governance, human resources, product delivery, and supplier diversity.



### Assessment:

Successful implementation of diversity, equity and inclusion throughout your organization begins with a clear understanding of where you are in the journey. Zurich will help you measure where your organization is succeeding in DEI, as well as where you may be falling short. Customers will receive a Capability Maturity Model Integration Score that assesses their organization's DEI maturity and allows us to develop an "improvement roadmap" that identifies critical focus areas.

Zurich will provide a customized customer portal to let you access, understand and interpret the data throughout the process. Benchmarking data will help to measure where you stand in your industry.



### Consulting:

Our Risk Engineers are renowned for their deep knowledge, extensive experience, and the ability and willingness to communicate with customers in a language they understand. Because we recognize that every organization is different, we'll work with you to determine the most appropriate approach. We will help you achieve your diversity, equity and inclusion objectives with a multifaceted strategy that digs deep and develops the solutions that make sense for your organization. Some of the ways we do this:

- Practical suggestions for turning insights into action.
- Perception surveys to help you identify more effective messaging inside and outside your company.
- A continuous commitment to help you design and implement improvements.



### Services and training:

To be effective, DEI principles must be communicated throughout an organization, and followed up with appropriate training. Working with your team members, our Zurich team will help you put your objectives into action. This includes support on recruiting and hiring strategy, selecting suppliers and vendors, fostering an inclusive culture, ensuring equitable systems and executing effective outreach in the communities where you do business. Just a few of the ways Zurich can help you:

- Ongoing analysis of your objectives and actions.
- Recommendations to enhance your DEI goals and how you compare to similar organizations in your industry.
- Creation of meaningful and transparent policies, procedures and guidelines.
- Establishing equitable and consistent guidelines to hiring, promotions and compensation.
- Assistance in development of Employee Resource Groups to promote inclusivity.
- Reporting and metrics that inspire meaningful next steps.

### Zurich Resilience Solutions: Leaders in helping customers manage risk

Zurich Resilience Solutions' Risk Engineers can help you identify your exposures, reduce potential losses, build resilience and effectively manage loss control programs. Forward-thinking companies are increasingly utilizing Risk Engineering services to help reduce the impact of events and disruption to their businesses. Our Risk Engineers can help you whether you operate only in the U.S. or in multiple locations around the globe.

Every year our 750+ Risk Engineers around the globe conduct more than 60,000 risk assessments tailored to the unique challenges facing our customers. Be one of the forward-thinking companies that is utilizing Zurich's knowledge and experience to help manage their risk and build resilience.

[Learn more](#)

1. The International Organization for Standardization (ISO) is an international nongovernmental organization made up of national standards bodies that develops and publishes a wide range of proprietary, industrial and commercial standards. ISO is comprised of representatives from various national standards organizations.
2. Dixon-Fyle, Sundiatu, et. al. "Diversity Wins: How Inclusion Matters." McKinsey & Co. 19 May 2020.

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