

## Inclusivity and Diversity – Key Ingredients of Success



As a growing profession, the Insurance industry is an excellent opportunity for professionals to develop their expertise. Diversity is a critical component of the profession's ability to find the best possible solutions to clients' risk and insurance needs. In order to maximize the impact of the influx, the leaders in the industry will have to understand the importance of inclusivity to improve the reputation of the industry as a whole. This article will discuss the key principles of inclusivity and diversity at the workplace.

### Interactions with employees and customers will abide by a set of principles

As per Section 7(1) of the Employment and Labour Relations Act, 2006, "Every employer shall ensure that he promotes an equal opportunity in employment and strives to eliminate discrimination in any employment policy or practice." However, the law is silent on the matter of interactions between staff, comprising of the following general institutional policies applying to everyone:

- Be treated with respect, courtesy and dignity
- Be treated in a manner free from discrimination and objectification
- Not be harassed, bullied or victimised
- Be dealt with in an honest, transparent and legal way.

In addition, the company will have a zero tolerance policy for breaches of the above policies, including taking action if:

- Employees are harassed in any way, either by fellow employees, suppliers, customers or business partners.
- Employees are treated differently or discriminated against due to age, disability, marriage, pregnancy, race, religion, gender or sexual orientation.
- Any abuse of position or seniority, particularly when

directed at those more vulnerable or junior to the members of the management.

The policies and cultural considerations stated above are crucial components of ensuring the company is able to adapt to changes in the business environment.

### Leaders of organisations must anticipate the future and ensure the organisation is ready for it

When a new employee joins the company, they are usually trained in the skills required of them in their position. Along with understanding their job requirements, the employee will begin to recognize the culture of the organization, i.e. the beliefs and behaviours that determine how the company's employees and management interact and handle their business. If the culture values and encourages diversity, the benefits include but are not limited to:

1. Recommending insurance products tailor-made for a religion, for example, takaful insurance products.
2. Cultural relativist staff can service international clients
3. Wide range of solutions to organizational challenges



4. Development of emotional intelligence thus contributing to positive performance
5. Strong and well-networked leadership

### There will be increased confidence in the industry

Diversity within the industry will increase the confidence of potential customers. This will improve the country's global positioning with respect to foreign investors, who in turn through investments improve the economic condition.

Companies that value inclusivity will have increased chances of succeeding in foreign markets due to their policy, and ensure the products provide the best possible solutions to the clients' localised and particular needs.

### ARiS is a signatory of the **Inclusivity Pledge** headed by Lloyd's of London

ARiS as well as world-leading insurance organisations have signed the pledge. Some of these include Aon, Allianz, Chubb, Willis Towers Watson, AIG, Alesco, Gallagher, Lockton, and many others. For more information, please click the below link:

<https://inclusiveinsurancepledge.co.uk/>