



IICF Inclusion in Insurance Forum

AN IICF WOMEN IN INSURANCE
CONFERENCE SERIES EVENT

SINCE 2013

DIVERSITY, EQUITY AND INCLUSION IN INSURANCE: ADVANCING IDEAS INTO ACTION



2021 IICF INTERNATIONAL INCLUSION IN INSURANCE FORUM

The 2021 IICF International Inclusion in Insurance Forum gathered more than 600 women and men virtually from eight countries for three days of growth, exploration and forging new pathways toward a fully inclusive future for the insurance industry. This year's event focused on advancing ideas into action, with conversations on **how to promote and develop diversity and inclusion, innovation and wellness initiatives while mobilizing the industry as a positive force for the future of work and society.**

On the heels of a year encumbered by challenges related to the unprecedented COVID-19 pandemic, natural disasters, social unrest and more, insurance industry professionals, C-suite executives, DEI leaders and wellness experts came together to share valuable insights and actionable advice designed to move the industry forward. It was emphasized that for a DEI culture to be successful, all voices must be heard and encouraged to contribute to a successful future. During the event, the only one of its kind designed to benefit nonprofit and charitable organizations, industry professionals were inspired and encouraged to work together to address the challenges that continue to face our industry and in a larger sense, our world.

IICF will continue to share this message of advancing ideas into action and further explore critical life and work issues related to DEI, innovation, leadership, wellness and the future of inclusive work through the IICF Inclusion in Insurance Regional Forums to be held in June 2022 in Chicago, Dallas, Los Angeles and New York, and in March 2022 in London.

In the pages that follow, we welcome you to enjoy a glimpse into the vast array of knowledge, data, personal journeys and experiences shared by this year's esteemed speakers and panelists at the 2021 IICF International Inclusion in Insurance Forum.



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Diversity, Equity and Inclusion

2020 was a year we will never forget for the trials it presented to our industry, our workforce and our communities. **One positive that has arisen from this challenging time is a renewed, re-energized focus on diversity, equity and inclusion (DEI).** The mandatory work-from-home directives stemming from the COVID-19 shutdowns opened our eyes to inequalities across our workforces. Limited Wi-Fi access for some, inadequate workspaces for others, and childcare and home-schooling dilemmas for many are now part of the national dialogue on DEI. At the same time, the civil unrest that erupted following the murder of George Floyd cast a new spotlight on racial inequalities across our country and the world. These protests inspired new anti-racism initiatives throughout our society, and importantly, spurred actions aimed at tackling racism, gender and cultural discrimination, unconscious bias, and more in an effort to ensure all voices are represented across our workforces.

During the 2021 IICF International Inclusion in Insurance Forum, our speakers positioned DEI as the core of the future of inclusive work with major impacts on talent and career development, corporate culture, employee mental health, business success and many other critical areas.



"DEI initiatives must be run as a business strategy just like every other strategy an association undertakes... It needs to be interwoven into everything the association does to realize the maximum benefits."

Harriet Dominique, Chief Diversity Officer at *USAA*



"Organizations need to invest energy into diversity metrics and analysis... Not the garden variety statistics and data that companies have to report on, but the data that really allows you to see trends and relationships within your workforce."

Kennedy Ihezue, Senior Director, *AIG*



"We need to change the lens. Disability is a talent pool; it is a strength. If you see it through that lens, then you start seeing the impact it can have."

Jenny Lay-Flurrie, Chief Accessibility Officer, *Microsoft*



"Truly understanding how unconscious bias can impact decision making is crucial to preventing it. It's the foundation of making any kind of real change across an organization."

Scott Purviance, CEO, *Amwins*



"We've got to have honest conversations with one another and engaging debate. ... We've got to find a way to turn down the temperature and be rational and engage with one another."

Al Tillery, Director, Center for the Study of Diversity and Democracy, *Northwestern University*



"46 percent of LGBTQ+ employees don't feel comfortable coming out to their colleagues at work and 41 percent of college graduates go back into the closet when they start their first job. Allies play an important role in helping LGBTQ+ and all diverse employees feel comfortable in being their true selves at work."

Anne Marie Elder, Global Chief Underwriting Officer for Marine, *AXA XL*

Wellness

With all this change, it's become apparent to our industry that mental health and wellness will be key to employee happiness and effectiveness, leading to innovations and greater profitability for the company. In recent years the focus on operational efficiency has shifted, moving toward investing in human capital and recognizing the value in championing DEI and encourage employees to bring their whole selves to work. **The industry is at an inflection point; employers who recognize the importance of these issues will capture new talent and inspire current employees, while those who ignore it risk losing talent and more.**

Rachel McCann, Senior Director, Health and Benefits, NA, DEI Leader for Willis Towers Watson, explained the top area where employees seek employer support is retirement. The second is benefits and the third is often work/life balance. All of these issues are interconnected as is DEI to mental health and wellness. In fact, responses to the 2021 Willis Towers Watson Survey: Trends in Healthcare showed 92 percent of respondents indicated that DEI is important to them when looking at a health and welfare strategy. As such, focusing on issues such as DEI, sustainability, work/life balance and perhaps most importantly, mental health will be imperative moving forward.



"We need to look at our own blind spots, understand our strains and take ownership of our work/life balance. It's important to make sure we're spending enough time with our families, and we have control and feel empowered in our lives."

Dr. Sally Phillips, Chief Product and Proposition Officer, Zurich LiveWell

Dr. Amy Blankson, CEO, Fearless Positivity, stated that with the pandemic, each of us has been "uprooted, twisted and shaped," noting that this presents excellent opportunities for us to define who we want to be for the future. She said that, in challenging ourselves to live life to the fullest, we will be pushed to try more than we would have previously because we now believe in our own potential.



"We can choose from two paths: do what everyone else is doing or push to become higher and better."

Dr. Amy Blankson, CEO, Fearless Positivity



The Future of Work

Throughout the 2021 IICF International Inclusion in Insurance Forum, speakers provided their insights on creating a fully inclusive future of work for the insurance industry. They recommended actions businesses can take to not only remain profitable, but to cultivate a happy and healthy workforce that is also a force for good as we forge into the future.

The key: employers should look to their employees to understand what the future of work holds.



"People will come up with fantastic solutions if you give them the opportunity."

Fran O'Brien, Division President, NA PRS, Chubb

The new generations entering the workforce are approaching the world in a different way. Today's employees are looking for companies to share their passions and promote work/life balance. They want an employer who shares their personal values related to DEI, environmental sustainability, philanthropy and more. They want to come to work as themselves, be not only accepted, but welcomed. And, they want to have more flexibility in their hours and where they work to fuel health and happiness in the workplace and at home.



"Increasing flexibility has helped folks increase their productivity. ... It has helped people to be able to balance the demand of work and home."

Meredith Werstak, Vice President, Small Business and Group Reinsurance Plus, The Hartford

These employees want a deeper connection with their employers. Not only do they want to ensure their employer's values align with their own, but that their employer is taking action to promote those values. They want new programming to help them better understand, engage and interact with their peers and they want to be a part of how these initiatives move forward.



"What the pandemic has taught us – employees want a deeper connection with their organization and real connection with their leaders. They want to know about your

CSR strategy. They want to work flexibly and be treated as adults."

Jordan James Barry, Chief People Officer, Motor Insurers' Bureau

Organizations can ensure they have the priorities and values that top talent demands by cultivating a culture that rewards and incentivizes the right behaviors and shows there is no room within the organization for closed-mindedness. Leaders will need to be intentional with all their actions. As more organizations accept and promote flexibility, it will be critical for managers to continue to nurture the cultural benefits employees expect and rely on to thrive at work.



"We used to see colleagues in the hallway... We don't have those in-between moments... We need to give colleagues the space to talk about what's going on in their lives. ... We will be more productive overall if we can maintain and build that connection."

Lisa Vura-Weis, Vice President, Human Resources, FM Global



Key Takeaways of the 2021 IICF Inclusion in Insurance Forum

- On average, companies with diverse management teams experienced a 19 percent increase in revenue compared to less diverse companies, and companies with greater diversity are 70 percent more likely to capture new markets.
- In order to be successful and intentional, DEI must be interwoven into everything the organization does. It must be run like any other business strategy within the organization.
- To become more diverse and inclusive, it is important to start with people. Immersing people of different lived experiences and backgrounds into your organization will drive an inclusive culture through intentionality.
- To move diversity forward, it is important to have honest conversations with each other and engage in debates. Emotions and tensions will inevitably rise, but it is imperative that we find a way to be rational and find a way to move forward and learn together.
- Listening and being supportive goes a long way toward inclusiveness, particularly inclusiveness and allyship for all communities. The best allies are willing to educate themselves, to listen, to show up and to act.
- Having a diverse workforce is not only the right thing to do, but it also makes for a stronger business.

Congratulations to our 2021 IICF Inclusion Champions



"We have a long way to go with DEI in the insurance industry, but we have made great strides and we will continue to do so. If we move forward with passion and purpose I have no doubt, the insurance industry will do so as well."
Dawnmarie Black, Head of US Broker Practice,
Lloyd's America



"Receiving this award expands my platform to drive visibility and encourage investing in developing a diverse workforce. We must continue to have tough yet transparent conversations to reduce the implicit biases we all have."
Catherine Duffy, Country Leader of Bermuda, AIG

The IICF Inclusion Champion Award is a prestigious honor recognizing the extraordinary contributions of insurance industry professionals working to advance inclusion, diversity, equity and accessibility within the industry and communities at large.

The Insurance Industry Charitable Foundation celebrates greater diversity and inclusion at all levels within the insurance industry. With our Inclusion Champion Award, we honor leaders who are personally and visibly committed to these principles and who embrace diversity of all kinds.



Insurance Industry Charitable Foundation
 Helping communities and enriching lives, together.

What Our Participants Have to Say:

"Positively terrific event! Virtual is really challenging at this point – the content and execution packed a punch and made it a standout success."

"Huge congratulations on a phenomenal event! The forum has grown in strength, with the virtual format adding a level of accessibility that I'm certain only heightened attendance."

"This was such a wonderful forum with great conversations! All of our colleagues had only positive feedback for the event. Thank you for all of the work that you do to bring this forum to life!"

"I was definitely able to take away a lot from the forum and look forward to future years and a return to in-person programming."

100%
 of attendees would recommend the IICF Inclusion in Insurance Forum to others

100%
 plan to attend future IICF Inclusion in Insurance events

Average of **95%+** of attendees rated our Keynote Speakers, Speaker Topics, and Forum Themes of DEI, Wellness and Future of Work as Excellent/Above Average

94%
 rated the value of attending the virtual Forum as Excellent/Very Good

Making a Bigger Impact

Proceeds from the 2021 IICF International Inclusion in Insurance Forum benefit charitable causes and help deliver much needed resources to underserved communities. The funds raised from IICF Inclusion in Insurance events support the IICF Community Grants Programs in each of IICF's five divisions, through which grants are awarded to local nonprofit partners championing a range of vital societal issues including children at risk, early literacy, homelessness, food insecurity, health and wellness and so much more. IICF Inclusion in Insurance events, formerly the Women in Insurance Conference Series, are the only ones of their kind to benefit nonprofit organizations and philanthropic causes.

Sponsorship and attendance of IICF Inclusion in Insurance events make this positive community impact possible. Thank you for making a difference!

More opportunities to join us in 2022 at the IICF Inclusion in Insurance Regional Forums:
 March 23 London • June 9 New York City • June 16 Los Angeles • June 20 Chicago • June 22 Dallas

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