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# carpenters group

Diversity Report 2023

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At Carpenters Group we understand the importance of creating a diverse and inclusive workplace; we know the benefits it brings to our people, clients, communities and business. We continuously work towards creating an environment where everybody is treated equally, with respect, and where difference is supported and celebrated.

Our diversity and inclusion agenda has continued to evolve; and particularly over the past 12 months, has become a key focus for our business. We have:

- worked on operating a successful and supportive hybrid business model
- maximised our relationships with our external partners and colleagues
- frequently reviewed all policies and processes so that they are fair and work well for our people and business
- continued to have discussions and set objectives around enhancing our benefits' offering

There has also been lots of other activity:

Our DEI team is made up of representatives from across the business, so our employees are actively involved and have an input into a number of key priorities, linked to what is important to our people and our business. All of this activity is focused on how to continue to create a culture and physical environment that prioritises and fosters inclusion, respect and empathy.

We have an educational programme of awareness raising, which is employee led. The focus is on tailoring our DEI agenda to us as a business, which is centred on giving our employees a platform to help support positive cultural change, alongside giving them a voice.

In collaboration with our DEI team we have created a diversity and inclusion awareness days' calendar, to ensure that we acknowledge and celebrate dates important to our people.

Our leadership and management programme has now been in place for two years. The programme has seen over 160 of our new, existing and experienced managers undertake management development. This programme will continue following ongoing positive feedback and tangible people and business benefits.

We have a career development framework, which supports progression for everyone across all areas of our business. This framework, very much complements the work we have done with our managers in leadership and management. It has given our managers and employees the confidence, knowledge and tools to progress and develop both professionally and personally.

## **Our focus:**

- Gender
- LGBTQ+
- Social Mobility
- Accessibility, Health and Well-being
- Age

## **Gender**

We are incredibly proud of the fact that this year our gender pay gap is 5.8%. We have gender representation across all levels, which is integral to our culture of supporting and developing women. 55% of our people who have the highest salaries in our business are women. This demonstrates our strong support and commitment for progressing career pathways.

We have complete gender parity at Executive Board and Operations Board level; our senior women are an integral and essential part of our leadership team, as are our men. This means that all of our decisions and discussions have a gender balanced perspective.

## **Accessibility, health and wellbeing**

Given the challenging and very unusual events the world has faced, and which have followed since March 2020, we have placed a great deal of importance on ensuring our people feel supported and can access help for their mental health and wellbeing. We communicate and meet with our people regularly, and a significant focus has been placed on creating a safe environment, where our people feel comfortable to talk and share their feelings and experiences. To support this we have a dedicated employee led Wellbeing Champions' team (all of our members are fully trained Mental Health First Aiders) who support our people from a physical and mental well-being perspective.

## **Social mobility**

We currently have 21 apprentices progressing through our apprenticeship programme; and after a busy summer of apprentice recruitment, this is set to reach 30 by September 2023. Our apprenticeship programme is incredibly diverse with apprentices working across our legal, insurance and professional support services teams. 67% of those apprentices are female and are progressing through key teams within our business supporting our accessibility and 'grow our own' development objective. We have also launched a busy schools' engagement project with a main aim of inspiring and educating young people from within our local communities and helping them understand the opportunities that are open to them in life.

We are working hard on our employer brand with the aim of promoting equity of opportunity by attracting more diverse candidates, by using different recruitment methods than those that we have traditionally done, such as radio advertisements and poster campaigns targeted at commuters.

We have also recently launched a new applicant tracking system aiming to make our recruitment process more transparent, accessible and engaging.

## **Age**

We want to ensure that all generations working in our business feel valued, supported and understood, so that they can work efficiently and collaboratively. We have assessed our benefits' offering, hosted events related to menopause and are working to help create a safe space for our people to raise concerns or talk about particular problems related to age and the support that they might need for themselves or those close to them.

## **LGBTQ+**

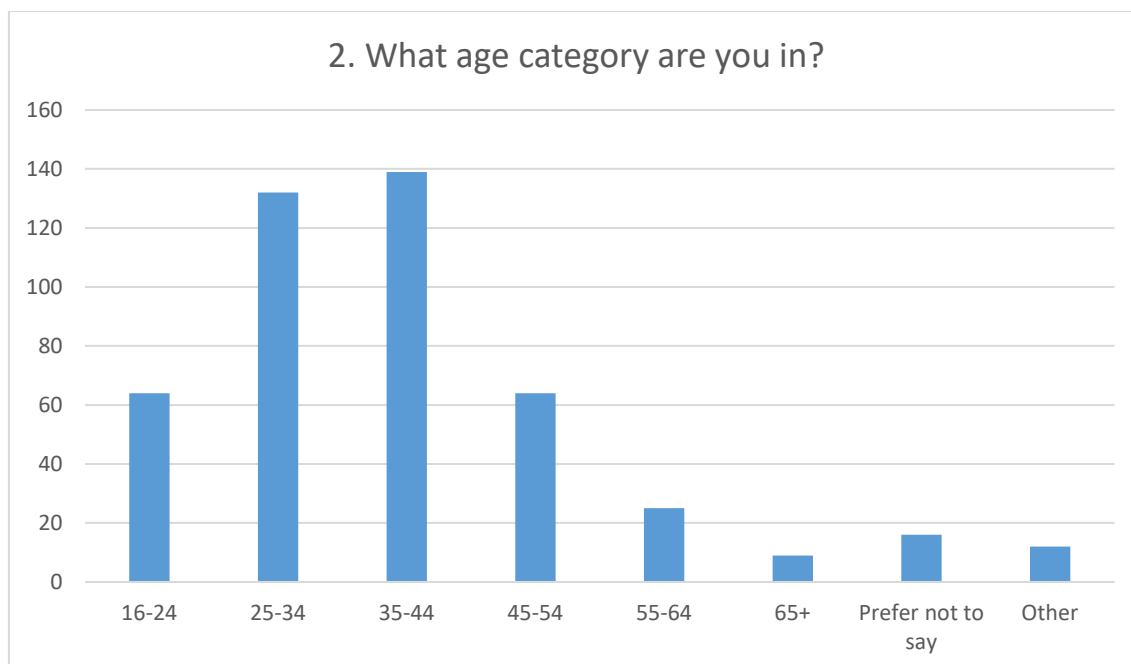
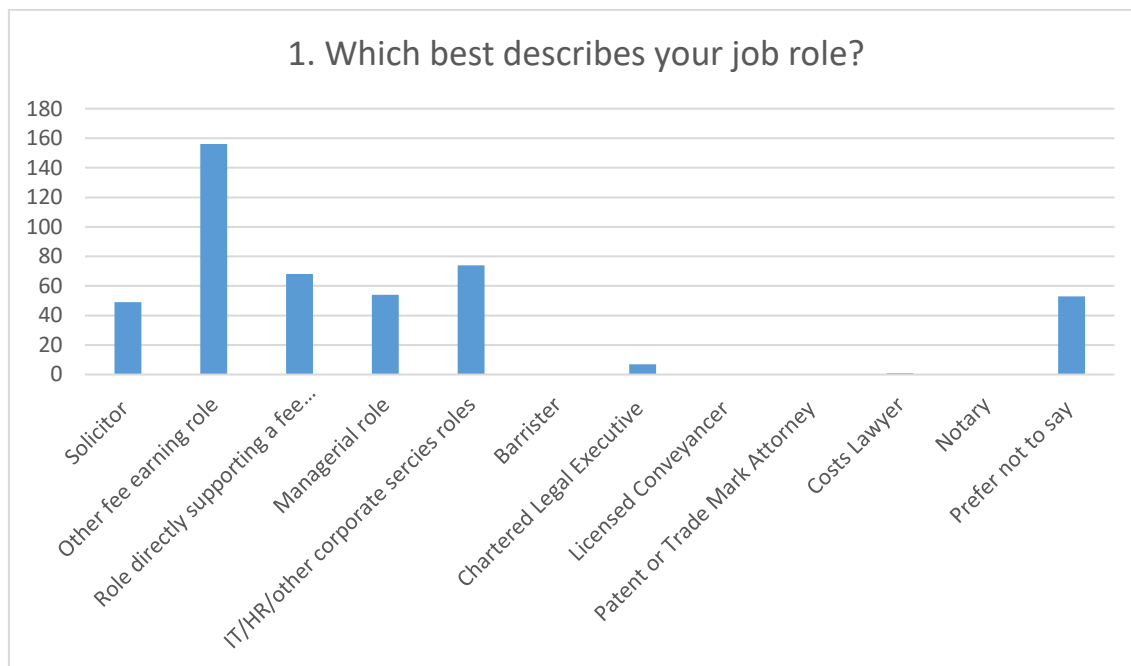
We have placed great importance on communicating key dates in the LGBTQ+ calendar and sharing knowledge and experience with our DEI Team. Our partnerships with experts and colleagues are helping us, to better understand, the things that we need to do as a business to do to ensure that we are doing everything that we can to make us a welcoming environment for individuals in the LGBTQ+ community, whether they are employees or clients.

## **Our data**

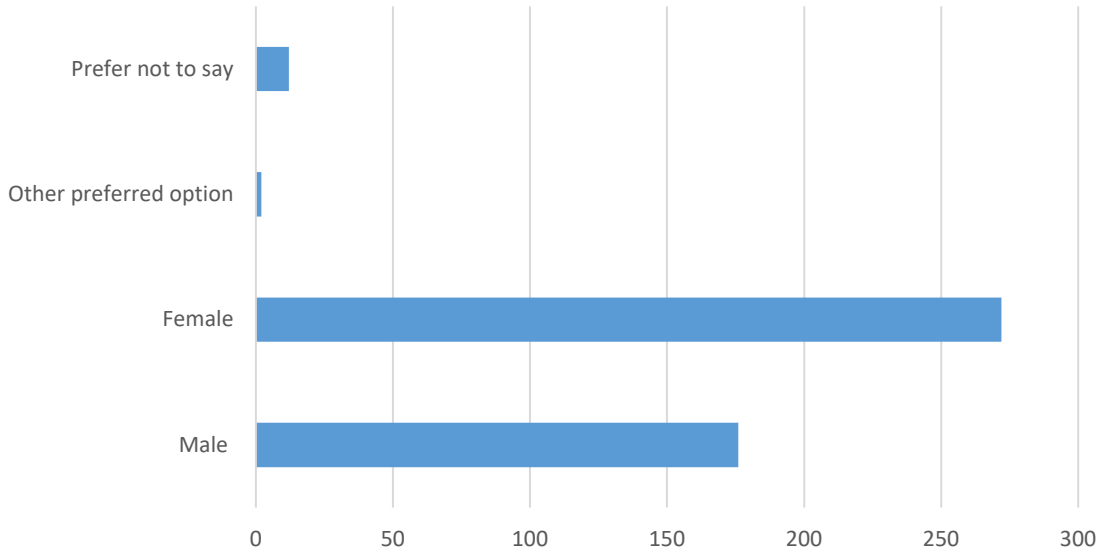
It is important to highlight the timeframe between our last data collection in 2021, current data in 2023 is just 24 months, and we hope to see further significant changes in the longer term and in future reports. The

response rate in 2021, and again in 2023 is 39%. Although pleasing we are keen to increase engagement over the coming months and years, which will flow from all of the activity detailed in this report.

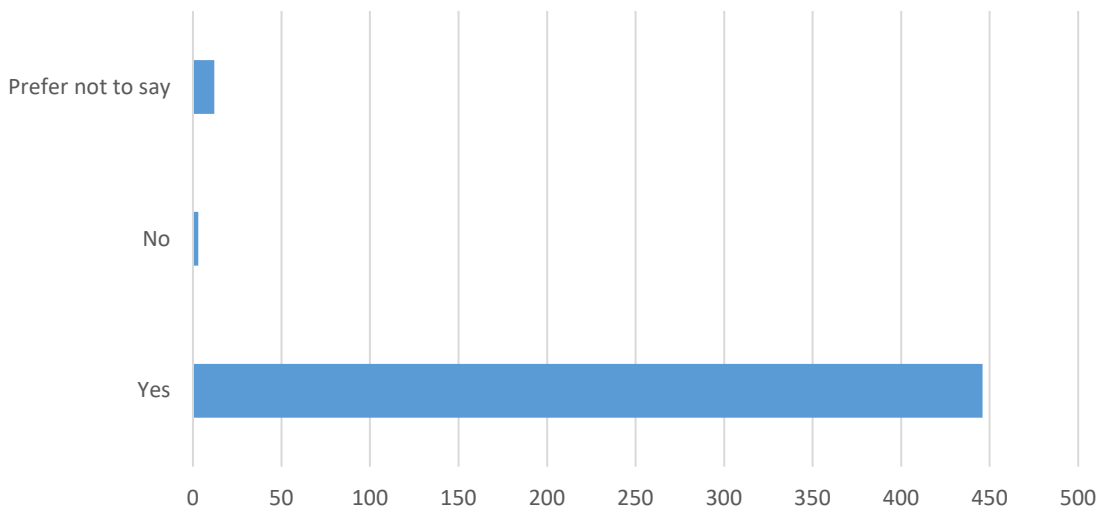
We believe in employing the best people for all of our roles regardless of their gender, background or circumstances. By removing barriers to entry, investing in the tools to support progression and creating the right working environment, we have been rewarded with some fantastic results. We will endeavour to maintain this position as we continue to grow and improve our business.



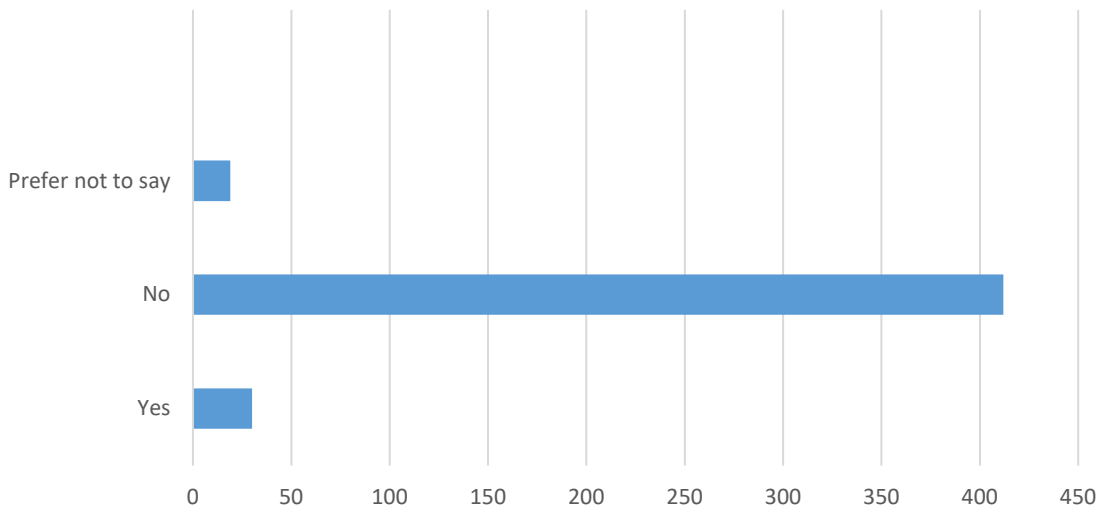
### 3. What is your sex?



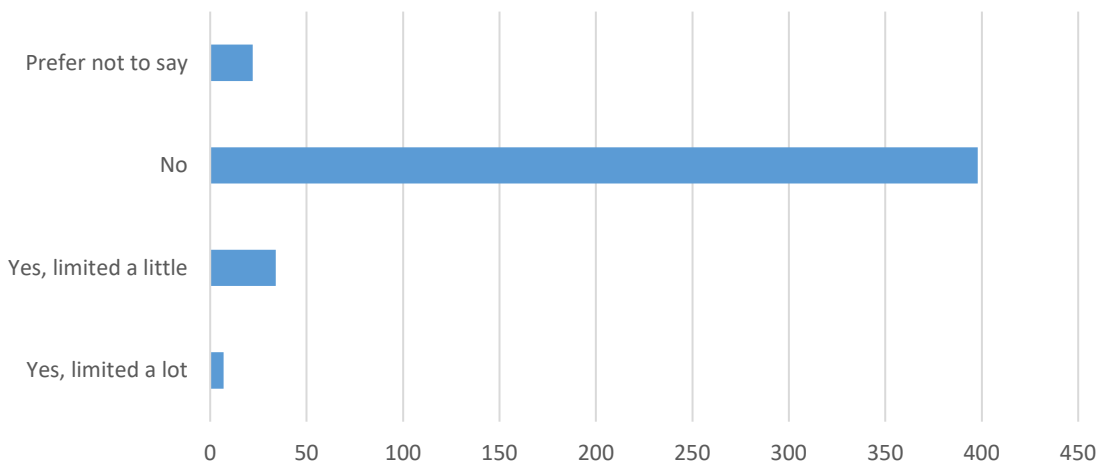
### 4. Is the gender you identify with the same as your sex registered at birth?



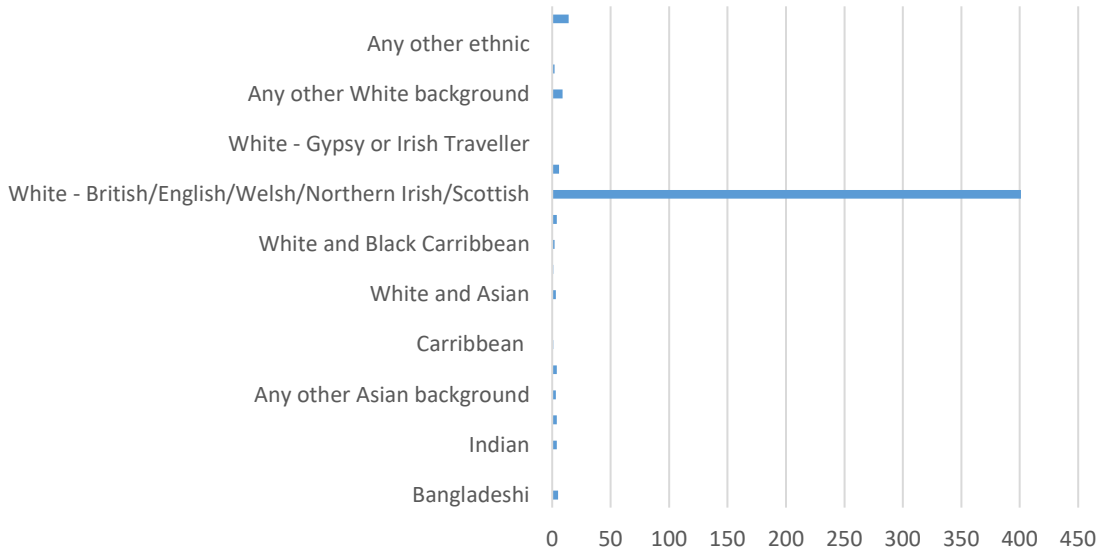
5. Do you consider yourself to have a disability according to the definition in the Equality Act 2010?



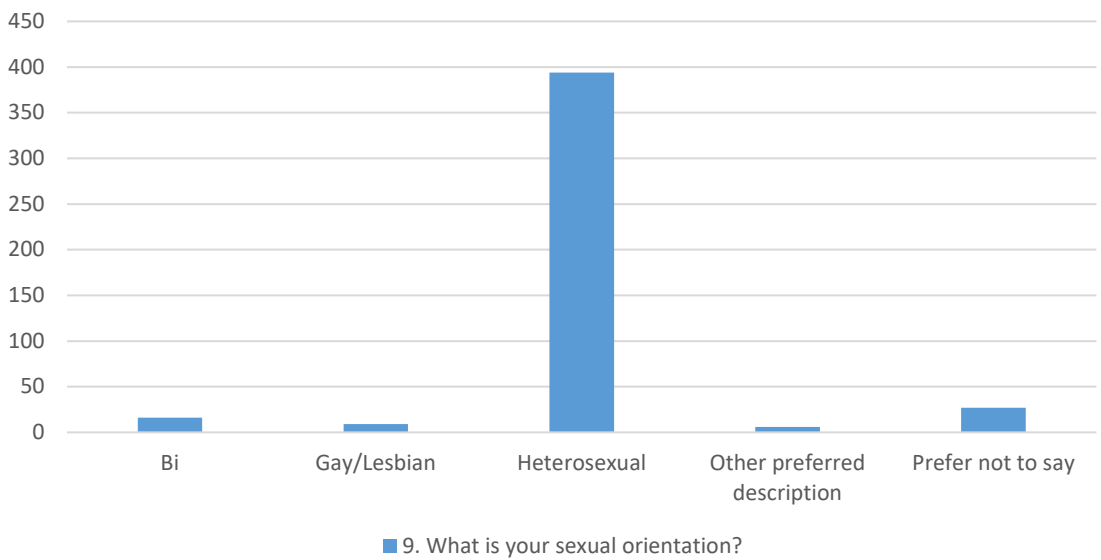
6. Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?



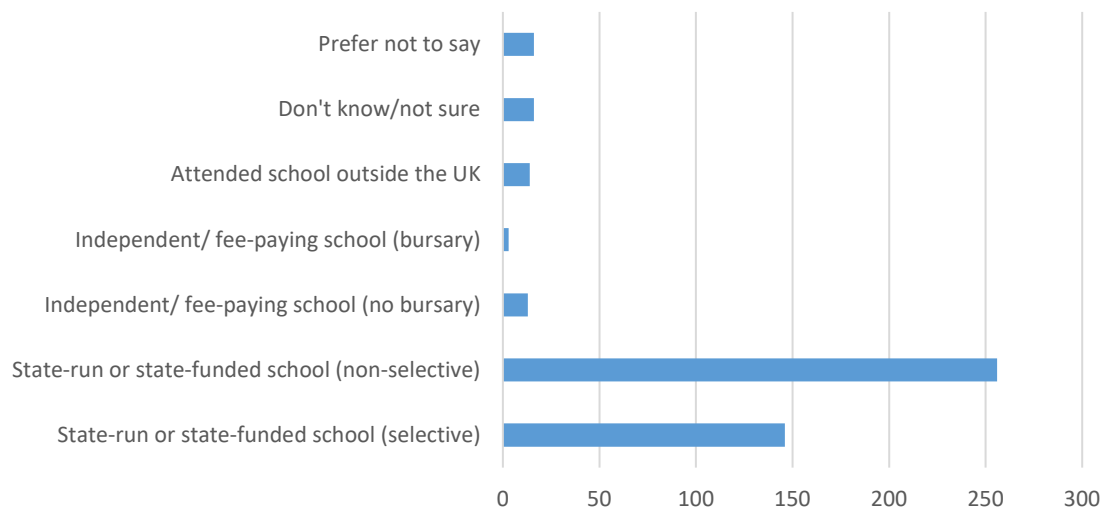
### 7. What is your ethnic group?



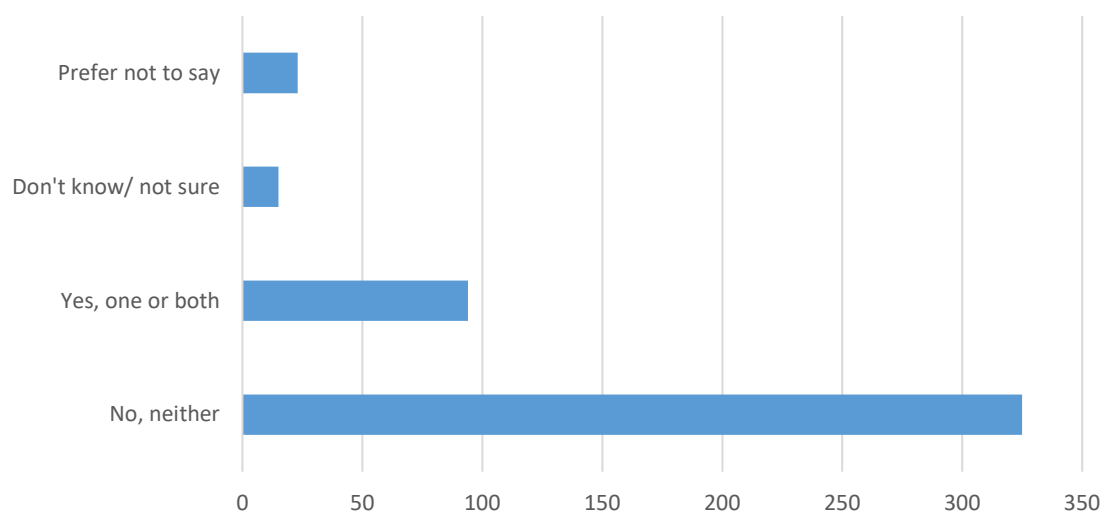
### 9. What is your sexual orientation?



### 10. Which type of school did you attend for the most time between the ages of 11 and 16?

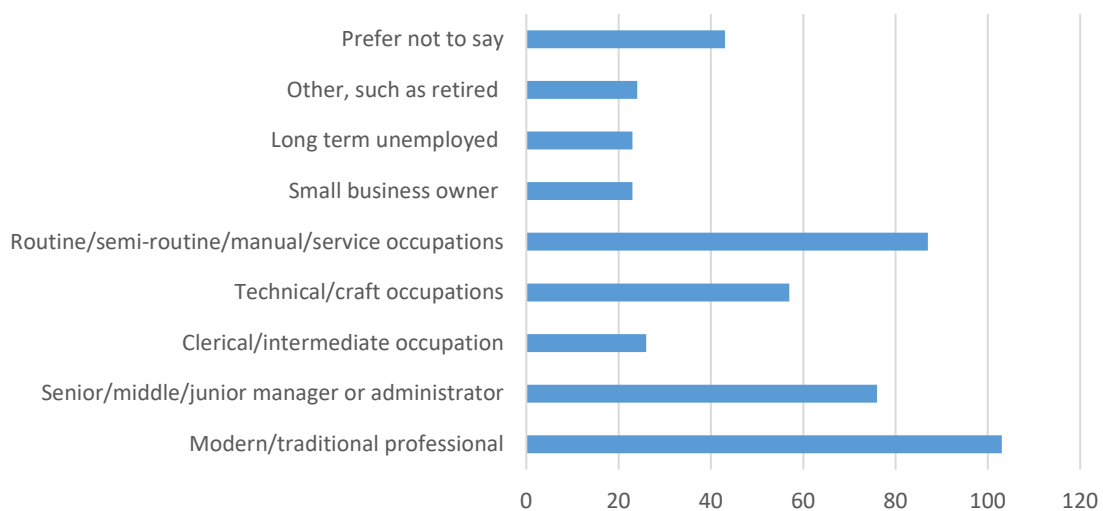


### 11. Did either of your parents attend university and gain a degree or equivalent by the time that you were 18?

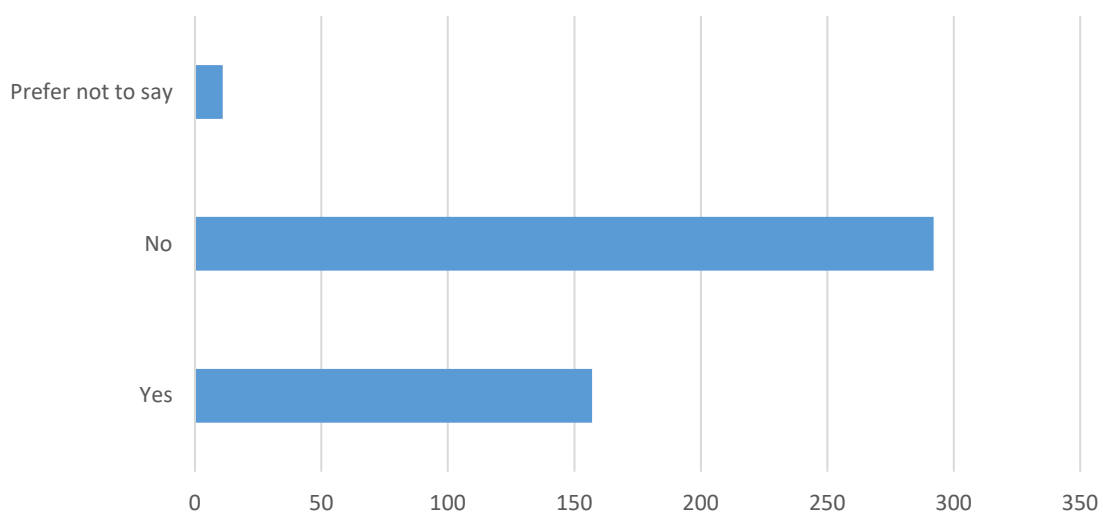




### 12. What was the occupation of your main household earner when you were about 14?



### 13. Are you a primary carer for a child or children under 18?



14. Do you look after or care for someone with long term physical or mental health caused by diasbility or age (not in a paid capacity)?

