


Transforming EDI practices in UK insurance

 19 September 2023

This independent research has been conducted by the University of Nottingham. It provides a comprehensive exploration of participants’ lived experiences of equality (Equity) diversity and inclusion (EDI) within workplaces in the UK insurance industry.

To our knowledge, this is the first study of its kind to be conducted by an organisation which is not itself a business, representative body or other direct stakeholder in the insurance market. This brings an objective perspective, informed by rigorous academic research principles. The research data provides an industry-wide benchmark by which firms can assess where they currently stand in relation to EDI, and this report summarises practical means for firms to move forward.

As the full report below shows, the research findings and recommendations involve important nuances and interlinkages, including between regulatory requirements and employment and anti-discrimination law, and the practical outcomes from these factors.

The first section presents an Executive Summary including headlines for transformative change and employment law recommendations. It also outlines the motivations for this research and its key findings and recommendations.

This includes how firms’ HR units (even where outsourced by smaller firms) can deploy current statute and case law, plus best practice guidance and thought leadership, to manage the practical considerations raised by EDI issues.

The report then details the research in depth and concludes with how firms, including smaller firms which do not yet have well-developed EDI programmes, can make key advances with EDI. Quotes are from research participants unless stated otherwise.

Read the full report 
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Executive Summary

EDI programmes	+
Flexible working	+
Career progression	+
Discriminatory language	+
Alcohol	+
Reporting	+

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