A Compelling Case for Diversity in the Compliance Profession

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VP & Assoc. General Counsel, Corp. Compliance & Employment

**Agenda**

**Topic**  
- Key legislation that has advanced diversity in the workplace  
- Moving beyond the law  
- Two companies’ compliance programs that operate through a lens of diversity  
- Actions to advance diversity in your department

**Speaker**  
- Paul Fiorelli  
- Mia Hairston  
- Sandy Rich, Junna Ro  
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Key legislation advancing diversity

- Title VII of the 1964 Civil Rights Act (CRA)
  - 1980 EEOC Guidelines Include Harassment
  - 1986 Meritor v. Vinson, Hostile Work Environment
- Age Discrimination in Employment Act of 1967
- Americans with Disabilities Act of 1990

Title VII of the 1964 CRA

- Employers with more than 15 employees are prohibited from discrimination based upon:
  - race, color, religion, national origin
Age Discrimination in Employment Act - 1967

- Employers with 20 or more employees
  - Cannot discriminate based on age of the employee
  - Over 40 years old
Americans with Disabilities Act (ADA - 1990)

- For employers with 15 or more employees
- “Covered Employee”
  - has a disability
    - physical or mental impairment that substantially limits one or more major life activities
  - history of an impairment
  - perceived as having an impairment
- Must use “reasonable accommodations”
- Up to an “undue hardship”

Beyond the law
Business case for diversity & inclusion

- 50% higher return on equity
- 30% higher customer satisfaction
- 10% higher margins
- 80% more likely to innovate
- 57% greater team collaboration
Diversity best practices and recommendations

1. CEO, board and executive leadership: make diversity a visible priority at the top.
2. Ensure diversity is a key component in meeting performance expectations and track progress.
3. Connect diversity to business objectives and consider establishing an Executive Diversity Council.
4. Intentionally incorporate diversity into talent management strategies and succession planning.
5. Provide targeted mentorship and sponsorship support to rising diverse talent.
6. Leverage affinity networks and employee resource groups as strategic advantage.
7. Create lasting inroads to a fostering a culture of inclusion and take steps to mitigate implicit bias.

D&I strategy overview

Nationwide example

Mission Statement
Ensure Nationwide fosters a culture of inclusion that enhances our brand and reputation to support engagement, improve business results, and attract and retain talent.

Vision of Success
Diversity and inclusion are a way of life at Nationwide where all voices are heard and valued and members know Nationwide is On Your Side.
Two companies’ compliance programs that operate through a lens of diversity

A Community that Works

At CSAA Insurance Group, we are a community that works to maintain an environment of rich and diverse backgrounds, perspectives, and business practices.

We are proud to offer:

- **Working Parents**
  - Three weeks of fully paid adoption leave
  - Three weeks fully paid bonding leave for birthing and non-birthing parents, in addition to short term disability coverage

- **LGBTQ**
  - Healthcare coverage that includes domestic partners
  - Company Workplace Gender Transition Guide
  - Health insurance that covers gender reassignment surgery, therapy and hormones

- **Military Leave**
  - Two weeks fully paid military leave

- **Service**
  - Our award-winning employee volunteer program offering employees company-paid time off to participate in more than 400 volunteer projects each year

Community and Diversity Highlights

- **Centennial Volunteer Challenge Award:** Significant contribution to the community and country, National Park Service, US Department of the Interior
- **Civic 50:** One of the 50 most community-minded companies in America, Points of Light
- **Communitas Award:** Leadership in Community Service, Association of Marketing and Communication Professionals
- **Inclusive Workplace Award for Large Companies:** Diversity Leadership Alliance- Arizona
- **Insurance Commissioner’s Award for Excellence in Diversity:** California Department of Insurance
- **Corporate Equality Index:** Perfect score in corporate equality index, Human Rights Campaign
- **CEO Action for Diversity & Inclusion:** Paula Downey, Signatory
CSAA Insurance Group’s Inclusion and Belonging Journey

<table>
<thead>
<tr>
<th>Year</th>
<th>Event</th>
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<tbody>
<tr>
<td>1978</td>
<td>First woman on board of directors</td>
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<tr>
<td>1999</td>
<td>First diversity director</td>
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<tr>
<td>2003</td>
<td>First of six employee resource groups</td>
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<td>2005</td>
<td>Corporate diversity council</td>
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<td>2008</td>
<td>100% Human Rights Campaign Corporate Equality Index</td>
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<td>2010</td>
<td>Diversity added as a core value</td>
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<td>2013</td>
<td>Diversity Index in employee engagement survey</td>
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<td>2014</td>
<td>Paula Downey named president &amp; CEO</td>
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<td>2015</td>
<td>Executive diversity council</td>
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<tr>
<td>2016</td>
<td>Launched Women’s Professional Network</td>
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<td>2017</td>
<td>Paid military leave benefits and paternity leave policy</td>
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Actions to advance diversity in your department

Employee Engagement

✓ Company/department Diversity & Inclusion Councils
✓ Speaking Engagements & Professional Organizations
✓ Mentoring / Sponsorship
✓ Employee Resource Groups
Actions to advance diversity in your department (continued)

Engaging with Others
✓ Hiring Practices
✓ Tactics to Consider in Meetings / Day to Day Interactions
✓ Training & Awareness of Unconscious Bias
✓ Third Party Suppliers

Questions?