A Compelling Case for Diversity in the Compliance Profession

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Chief Diversity & Inclusion Officer

Junna Ro
CSAA Insurance Group, a AAA Insurer
VP & Assoc. General Counsel, Corp. Compliance & Employment

Agenda

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<td>Key legislation that has advanced diversity in the workplace</td>
<td>Paul Fiorelli</td>
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<td>Moving beyond the law</td>
<td>Mia Hairston</td>
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<td>Two companies' compliance programs that operate through a lens of diversity</td>
<td>Sandy Rich, Junna Ro</td>
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<tr>
<td>Actions to advance diversity in your department</td>
<td>Sandy Rich, Junna Ro</td>
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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

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<tr>
<th>50% higher return on equity</th>
<th>30% higher customer satisfaction</th>
<th>10% higher margins</th>
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| 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

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.

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.

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 of fully paid bonding leave for birthing and non-birthing parent, 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 of 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
- 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, Signature
CSAA Insurance Group’s Inclusion and Belonging Journey

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<td>First of six employee resource groups</td>
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<td>Corporate diversity and inclusion policy</td>
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<td>Kaleidoscope magazine written by RDC and ERG members</td>
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<td>Employee Engagement</td>
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<td>✓ Company/department Diversity &amp; Inclusion Councils</td>
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<td>Engaging with Others</td>
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Questions?