

Principles of Diversity, Equality & Inclusion **County Insurance Services Ltd**

The right people for the right job

We actively recruit internally and externally the right people for the right job. When a colleague joins us we encourage them to pursue self-development and increase their skillset. This investment in their future pays dividends for staff retention, satisfaction and a better place to work.

Of 28 staff over half are female and pay is equal across all teams and roles.

We don't discriminate on any grounds; if you're the right fit for the job, you will be interviewed and considered equally.

This is in compliance with the Equality Act 2010 and at no point do we discriminate on protected characteristics, including:

- age
- disability
- gender reassignment
- marriage and civil partnership
- pregnancy and maternity
- race (including colour, nationality, and ethnic or national origin)
- religion or belief
- sex
- sexual orientation

Continuing improvement

We encourage staff to stand up for what they believe in. Together with their colleagues, this forms our open, honest culture that is founded on a positive sales movement. If there is an efficiency or improvement that can be made then staff can openly and freely speak up and directly contribute on this. This helps staff, clients insurers and all stakeholders keep good relations with our family firm.

Mental wellbeing is paramount

Financial Services has a reputation for being a stressful environment. We aim to dispel that at County. We give our staff access to a number of resources that help out regardless of where they are in their journey and are all complimentary.

We also offer all staff, regardless of level, to join the company private medical scheme through PAYE.

Alongside our inclusive culture we often arrange socials and after-work events for teams to relax and unwind and reward their efforts. We encourage adopting wellness action plans where necessary use keeping in touch days during times of sickness to ensure no one is left behind.

ESG is more than an acronym

We take environmental, social and governance (ESG) responsibilities seriously. We have charity and sustainability committees led and run by staff that help determine where we can make a difference to local communities and to our environment. These have a direct, positive impact on our local area. We also recognise our long and wide reach within our customer bases and are considerate in any decision taken.

Many specialisms, one company

Whether you're a business or farm client, a thatch home owner or motorist, we ensure you have access to all of our team and benefit from advice led advocacy of your insurance needs.

Grievances are listened to and taken seriously, regardless of size or severity

We have a clear Grievance procedure as outlined in our Staff Handbook, page 24, with 3 stages of intervention. These should be set out initially in writing and to the office manager to begin the process.

In the event of any breach of this policy, alleged or otherwise, this can be raised with the Office Manager in the first instance, Sales Manager or Managing Director and a full investigation will be undertaken.