

Future culture

Making the Lloyd's market safe and inclusive for everyone

Lloyd's is committed to creating a culture built on shared values, that shapes the behaviour and actions of people working in the Lloyd's market. This will address the key themes arising from Lloyd's culture survey, underpinning The Future at Lloyd's.

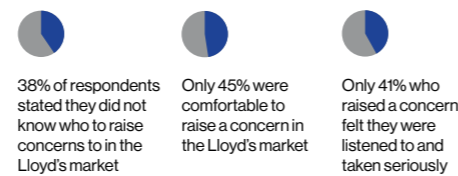
The first Lloyd's market culture survey told us:

Gender balance

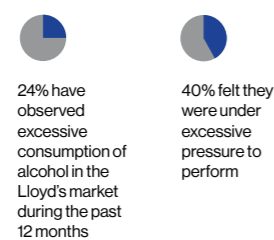


For every question, women's answers reflected a more negative experience than men's

Speaking up

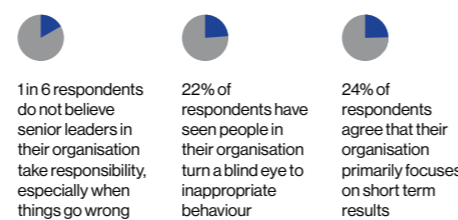


Wellbeing



23% said that working at their organisations had a negative impact on their health and wellbeing

Leadership

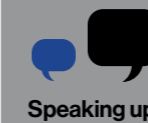


Acting on the findings

Building on the five point action plan put in place in March 2019, Lloyd's has established a long-term programme of measures to address the four key themes identified in the culture survey



Gender balance



Speaking up



Wellbeing



Leadership

Making the Lloyd's market welcoming to all

- Market-leading family friendly policies launched in the Lloyd's Corporation in Q2 2019
- Continue and grow targeted training and development programmes to increase gender balance
- Set gender balance targets for the Lloyd's market for boards, executive committees and their direct reports. Track progress and publish results from Q2 2020

Ensuring everyone is heard

- Confidential, independently managed, Bullying and Harassment Helpline set up Q2 2019
- Clear and simple Standards of Business Conduct issued, with oversight from Lloyd's
- Active bystander training to empower individuals to act and intervene when they witness inappropriate behaviour provided across the Lloyd's market from Q3 2019
- Speaking up campaign to be implemented in Q4 2019 to encourage everyone to take responsibility and act when they witness or experience inappropriate behaviour

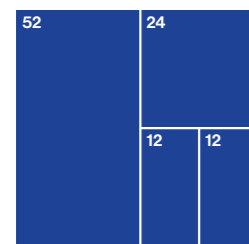
Championing wellbeing

- Wellbeing@Lloyd's enhanced programme of workshops, events and resources to support wellbeing across the Lloyd's market
- 120 trained and visible wellbeing champions in place and growing
- Wellbeing campaign to raise awareness of personal resilience and mental wellbeing Q2 2020

Owning accountability at board level

- Talent and Culture Non-Executive Director appointed for Lloyd's Corporation Q3 2019
- External expert advisory group to set metrics and inform action plans in Q4 2019
- Lloyd's culture dashboard with CEO responsibility to measure progress from Q2 2020
- Progress published in Lloyd's annual report

6,003 Participants
May - June 2019



52% Managing Agent
24% Lloyd's Broker
12% Lloyd's Corporation Employee
12% Other

60% Men
35% Women
90% Based in London
77% Lloyd's passholder



"The standards you accept across your community become your own. Lloyd's leadership is committed to transforming the culture at Lloyd's with shared values that will shape the behaviours, choices and actions of everyone in the marketplace."
- John Neal, CEO

Standards of Business Conduct at Lloyd's

- Act with integrity
- Be respectful
- Always speak up

These standards of business conduct apply to all passholders and market participants and will be overseen by the Corporation of Lloyd's. Everyone should have a clear understanding of the behaviours expected and the consequences of failing to meet these expectations.

Lloyd's Five Point Action Plan March 2019

- Provision of an independent 24/7 bullying and harassment helpline
- Sanctions applied including bans from entering the Lloyd's market
- Undertaking a confidential, market-wide culture survey
- Review of market policies and practices and sharing best practice
- Provision of training focused on prevention, reporting and supporting those affected

Lloyd's Confidential
24/7 Bullying & Harassment Helpline
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International
+44 (0) 1452 623 237