

Diversity & Inclusion

Driving change through the lens of culture



Define it 	Organisational purpose	Culture Strategy	Culture statement	Employee / customer value propositions
	Vision/Mission	Values and behaviours	Code of conduct	Roles and responsibilities
Support it 	Recruitment and attraction	Ownership	Reward and recognition	Policies, processes and procedures
	Induction	Formal and informal communications	Learning and development	People management
Live it 	Actions and decisions of senior management			
	Actions and decisions of middle management			
	Actions and decisions of everybody else			
Monitor it 	Employee surveys	Exit interviews	External insights e.g. Glassdoor, regulatory feedback	Compliance monitoring
	Management information	Whistleblowing	Getting "back to the floor"	External review
Respond to it 	Learn and adapt	Speak up	Address issues	Transparent decision making
	Investigate	Take accountability	Seek feedback	Report