

Date: 9/13/2022

Workstream One Proposed Recommendations

Given the industry's aging workforce and other challenges and opportunities facing the industry, Workstream #1 recognizes the critical importance of recruiting, retaining and promoting talent, at all levels of organizations, that is representative of insurers' customers and communities.

Workstream #1 also acknowledges, and fully supports, the existing commitment and initiatives by industry trade associations, CEOs and many insurers to increase diversity, equity and inclusion (DEI) in their organizations.

Workstream #1 embraces a broad definition of diversity, which includes differences of thought, education, background and experiences, in addition to differences based on race, gender, national origin, religion, age, disability, veteran status, sexual orientation, etc. Workstream #1 also recognizes legal, personal, and practical limitations on identifying members of those various groups. These recommendations are not intended to require the collection or reporting of any data or to change the legal and privacy issues surrounding any demographic data collection.

Workstream #1 appreciates that not all insurers are starting from the same place when it comes to DEI efforts and that change takes time but urges all insurers to develop and implement a strategy adapted to their circumstances to recruit and retain talent that is representative of their customers and communities.

Accordingly, Workstream #1 recommends the following actions:

- The NAIC in collaboration with insurance trade associations (including producer groups) should make available resources and develop materials for members of industry, insurance trade associations and state regulators to use to host programs that introduce students from local colleges and graduate schools to careers in insurance.
- Insurance trade associations should work together, where appropriate, to share DEI resources and best practices and make them widely available to their members, including blueprints to be used by companies for student internships, grants or similar programs and for recruiting talent from non-traditional networks and channels.
- The insurance industry should assess DEI and DEI efforts at all levels of its organizations as well as among producers and third-party suppliers to identify opportunities for improvement and to measure changes in diversity over time.
 - As part of this assessment, insurance trade associations are encouraged to share information they collect from their members in a manner that facilitates evaluation across business lines (including distribution channels) and to make such information publicly available on a regular basis.
- State regulators should use the opportunity of appropriate regulatory interactions to ask about, and regulated entities should be prepared to discuss, their efforts relating to talent recruitment and retention, including DEI initiatives and their impact.
- The NAIC should provide regular updates on the foregoing initiatives to our federal counterparts and the International Association of Insurance Supervisors (IAIS).
- Workstream #1 should evaluate periodically whether revisions to the foregoing actions are appropriate.