

# DIVERSITY AND INCLUSION AT WORK

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**SARAH MASON**

**Foxtons**



# THE DIFFERENCE BETWEEN DIVERSITY & INCLUSION



**“Diversity is the mix.  
Inclusion is making the mix work.”**

**Andres Tapia**

# OUR APPROACH



**GATHER DATA  
TO ASSESS  
AND  
UNDERSTAND**



**IDENTIFY  
AREAS TO  
IMPROVE AND  
STRENGTHS TO  
BUILD ON**



**TAKE  
ACTION**



**MONITOR AND  
REVIEW TO  
EVALUATE  
IMPACT AND  
PROGRESS**



**CONTINUE TO  
LISTEN, ACT  
AND REVIEW**

# GATHER DATA TO EVALUATE WHERE WE ARE



- ✓ Demographic and organisational data
- ✓ Engagement survey data
- ✓ Independently facilitated focus groups
- ✓ Benchmarking inside and outside of our industry
- ✓ Review relevant research

# ACTION: CREATE COMMUNITIES & NETWORKS



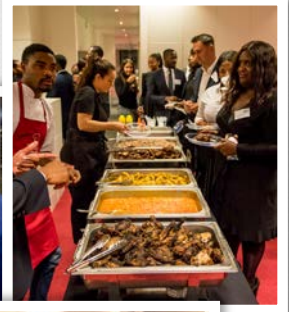
WOMEN AT  
Foxtons

A<sup>F</sup>RO  
Foxtons

 **Foxtons**  
LGBTQ+ network

- ✓ Created our D&I communities; Women@Foxtons, Afro Foxtons, Foxtons LGBTQ+
- ✓ Senior leaders heading up each community as active members
- ✓ Mentoring groups to create networks and collaboration
- ✓ Programme of events for all groups and allies, with external speakers and digital content

# ACTION: D&I COMMUNITY EVENTS



**FOXTONS MARCHING  
AT LONDON PRIDE**

**CELEBRATING  
INTERNATIONAL WOMEN'S DAY**

**AFRO FOXTONS  
EVENTS**

# ACTION: ACTIVELY LISTEN



- ✓ Encouraging all community members to raise any issues with their Chair
- ✓ Get continuous feedback from our mentoring groups
- ✓ Educate our managers to be inclusive and open
- ✓ Ensure our workforce council represents all communities
- ✓ Regular sessions on D&I with our workforce council
- ✓ Engagement surveys

# ACTION: SUPPORT AND DEVELOP



- ✓ Programme of events for all groups, with external speakers and digital content
- ✓ Use mentoring groups to drive development
- ✓ Targeted recruitment activities to focus on under-represented communities
- ✓ Sponsorship to focus on promoting high potential talent
- ✓ Improved HR policies to create more inclusive people practices
- ✓ Focus on allyship to bring groups together and be truly inclusive



# PROGRESS & OUTCOMES



**IMPROVED  
ENGAGEMENT  
SCORES**



**INCREASED  
PERCENTAGE OF  
SENIOR FEMALE  
LEADERS**



**INCREASED  
ACTIVE MEMBERS  
OF OUR  
COMMUNITIES**



**POSITIVE  
IMPACT  
ON OUR  
CUSTOMERS**



**EXTERNAL  
RECOGNITION**

# LESSONS LEARNT



**DIVERSITY IS  
DIVERSE!**



**KNOW WHEN TO  
LISTEN AND  
WHEN TO TALK**



**THERE AREN'T  
ALWAYS EASY  
ANSWERS**



**CREATE A CULTURE  
THAT ENCOURAGES  
PEOPLE TO GIVE  
FEEDBACK UPWARDS**

# HOW DO WE CONTINUE TO BUILD ON THIS?



- ✓ Continue to engage and support our different communities
- ✓ Introduce new initiatives for social mobility and youth
- ✓ Focus on accessibility across our business



**QUESTIONS?**

