

## **Supporting Disabled Colleagues at Admiral: A Commitment to Inclusivity and Wellbeing**

Admiral welcomes the opportunity to present to the Equality and Social Justice Committee and the importance of sharing best practice with Welsh Parliament and other employers.

### **Introduction to inclusivity at Admiral**

Admiral is a FTSE100 financial services company with a strong commitment to inclusivity and the wellbeing of all colleagues. Our ethos, 'people who like what they do, do it better', drives us to create a supportive environment for everyone.

Admiral is dedicated to breaking down barriers and ensuring that all colleagues feel valued and our end goal is to remove the need to 'disclose' a disability etc by having all manner of adjustments available freely without the need for 'red tape'.

### **Best Practices and Initiatives**

**Reasonable Adjustments:** Admiral's Reasonable Adjustment Policy ensures that all colleagues have access to the necessary support to perform their roles effectively. This includes providing specialist equipment, adjusting job roles, and ensuring accessibility in our buildings.

**Customised Adjustments Plan (CAP):** The CAP is a living document that records agreed adjustments between a colleague and their line manager. It is regularly reviewed to ensure it meets the evolving needs of the colleague.

**Wellbeing and Workplace Support Team:** The Wellbeing and Workplace Support team at Admiral focuses on providing accessible support for colleagues' physical, mental, and financial wellbeing. They ensure colleagues receive necessary adjustments, whether regarding equipment, software, training, coaching, or assessments, documented in the Customised Adjustments Plan (CAP) and regularly reviewed to meet evolving needs.

**Wellbeing and Workplace Support Team:** The Wellbeing and Workplace Support (WWS) team at Admiral is dedicated to educating, enabling, and engaging colleagues with accessible support for their overall wellbeing, whether it be physical, mental, or financial in nature. The WWS team is responsible for ensuring that all colleagues have the right support throughout their time at Admiral. This includes providing adjustments to the working environment around equipment, software, training, coaching, or assessments. These adjustments may be needed for various reasons, such as neurodiversity, long-term health conditions, or even allergies that could affect colleagues at work. They ensure that all colleagues have access to reasonable adjustments, which are documented in the Customised Adjustments Plan (CAP). This plan is regularly reviewed to meet the evolving needs of the colleague.

**Case study demonstrating successful impact:** a colleague who uses a wheelchair for mobility, has arthritis, hearing loss and a mental health condition.

**Adjustments made:** working patterns, wheelchair additions, bespoke keyboard and mouse, bespoke office chair, foot springs, special speakers for hearing, desk extension.

“The CAP has had such a positive impact. It has turned those painful days into relatively pain free and I'm able to continue the work to a high productivity and high standard. It is out there so everybody can see it and there are no awkward conversations to be had.”

### **Open The Door event: ‘Disability Inclusion in the Employee Lifecycle’**

We held a free five-hour digital experience we held with an external partner – MS Society Cymru. It featured virtual talks and panel discussions with influential thinkers and business leaders from across the commercial, public, and third sectors (Jane Hutt MS, Minister for Social Justice; Stuart Nixon MBE, MS Society Ambassador; Terry Mills, Disabled People’s Employment Champion - Welsh Government; and Diane Lightfoot, CEO of Business Disability Forum, Paul Billington, Admiral Wellbeing & Workplace Support Manager).

The event aimed to help develop more inclusive workplaces across Wales for people with disabilities and provided participants with many best practices around accessibility and inclusion. 80 organisations (with a combined employee reach of 72,000) attended.

Since then, we have hosted visits from Macquarie Group, Nestle, South Wales Police and Bluestone on how we endeavour to be more inclusive, and what we have done to date.

A selection of comments from ‘Open The Door’:

- **Fiona McDonald**, Policy, Press, and Communications Manager at MS Society Cymru  
“It is one thing for an individual employer such as Admiral to create a diverse and inclusive workforce internally, but it takes vision and commitment within an organisation to share that good practice in order to benefits us all.”
- **Other feedback:** “I loved the fact that everyone shared their personal stories and support links to assist us. The main thing I will take back with me is communication is key, working for a large business with lots of differing roles and variety of people and we need to change our ways and adapt to each individual need.”

### **Challenges and overcoming them**

Doing what is right is not always easy and Admiral has faced several challenges in supporting disabled colleagues, including ensuring accessibility and providing appropriate adjustments. Here are some examples:

**Challenge: Ensuring Accessibility in Buildings:** Ensuring that our buildings were accessible to all colleagues, including those with mobility issues.

**Solution:** We conducted comprehensive accessibility audits and made necessary modifications, such as installing ramps, automatic doors, and accessible restrooms. These changes have significantly improved accessibility for all colleagues.

### **Challenge: Providing Appropriate Adjustments for Neurodiverse Colleagues:**

Supporting neurodiverse colleagues, such as those with dyslexia, ADHD, or autism, required tailored adjustments to their work environment and processes.

**Solution:** We implemented the Customised Adjustments Plan (CAP), which allows for personalised adjustments based on individual needs. For example, one colleague with dyslexia was provided with specialist software and additional training, which helped them excel in their role. We also made assisted software a standard install on all our laptops/PCs and train our people managers on neurodiversity and provide toolkits to all to make best use of our resources and tools to aid effective work practices at home and in the office.

### **Positive Outcomes**

Our commitment to supporting disabled colleagues has led to many positive outcomes:

- Increased colleague satisfaction and engagement, as evidenced by testimonials from colleagues who have received support.
- Recognition as a Disability Confident Leader, demonstrating our commitment to inclusivity and best practices.
- Being the first financial sector employer to receive the 'Neurodiversity Friendly' award and feature in the City & Guilds Neurodiversity index report.

### **Recruitment**

Admiral's commitment to support disabled colleagues and those with impactful health conditions, begins with our recruitment. Ensuring potential and new colleagues they have a smooth experience and transition into the company. Here are some specific examples of the impact:

**Assistance Dog:** During the application stage, a candidate asked if they could bring in their assistance dog which they required due to Tourette's. The candidate was successful and was offered a tour of the office and the opportunity to sit and meet with the team to share awareness of the dog and the candidate's condition before they joined.

**Wheelchair User:** During the application stage, a candidate informed us that they were a permanent wheelchair user. Once successful, Admiral provided a disabled parking space on-site, met the candidate in the car park on their first day to show them the office, implemented a Personal Emergency Evacuation Plan (PEEP), and ensured that the relevant Fire Marshals and Evac Chair operators were informed that assistance was required.

**Visual Timer for ADHD:** The team recently ordered a visual timer to support a colleague with ADHD. This timer helps the colleague manage their time effectively during work and meetings.

### **Data**

In 2019, Admiral recorded 2.83 per cent of colleagues had a disability. The disclosure rate was 77 per cent. In 2024, one in ten colleagues have a disability and the disclosure rate has increased to 87 per cent.

This year, in the Great Place to Work survey, 94 per cent of colleagues at Admiral said they feel they are treated fairly regardless of their disability or long-term health condition. This peaked at 97 per cent during the pandemic (2020 and 2021).

### **Appendix**

#### **Admiral Group's Award Cabinet**

In the past 18 months:

- Great Place To Work® and Fortune magazine have named Admiral Group as one of the [Fortune World's Best Workplaces™ in 2024](#)
- Admiral has been named 14th UK's Best Workplace for Wellbeing by Great Place To Work
- Admiral has been named a Disability Confident Leader (level 3) of the Disability Confident scheme
- Admiral has been named Endometriosis Friendly Employer by Endometriosis UK
- Admiral has been awarded with Gold status by The Corporate Health Standard
- Admiral Group placed silver for "Approach to Diversity, Equity & Inclusion" at the UK Contact Centre Awards
- Admiral Canada has been named one of Canada's Best Workplaces for Inclusion 2024 by Great Place To Work Canada
- Admiral Canada has been named one of Canada's Best Workplaces for Mental Wellness 2024 by Great Place To Work
- Conte has been awarded 13th Best Workplaces for Diversity, Equity and Inclusion 2024 by Great Place to Work Italia.
- Admiral Seguros has been awarded the Special Award Better for People by Spain's Great Place To Work
- Admiral Seguros has been awarded the 3rd Best Wellbeing Business Plan Award at the Gala de los XII Corporate Wellbeing Awards