

Diversity, Inclusion and Human Rights policy

When we set our vision for DLG (Direct Line Group), we committed to being personal, inclusive and a force for good. Those aren't just words – they underpin who we are and what we stand for. That's why we are committed to building a diverse and inclusive DLG.

We want to build a workforce that is representative of society and our customers at all levels, with an inclusive culture where everyone has dignity and respect at work – so everyone can be themselves, give their best and succeed in their careers.

To support this, we strive to ensure equitable access to opportunities by removing barriers and building a workplace that welcomes different perspectives, where everyone can develop to their full potential regardless of personal characteristics. This includes but is not limited to age, belief, disability, ethnicity or national origin, gender identity, marital/civil partnership status, neurodifference, physical appearance, pregnancy, sex, sexual orientation or socio-economic background.

To support our aims, we are committed to:

- Encouraging and supporting equity, diversity and inclusion in the workplace, building understanding, raising awareness of issues and growing skills as this is the right thing to do and makes business sense.
- Building an inclusive culture that takes a zero-tolerance approach to harassment, bullying, discrimination or any unfair treatment due to a particular personal characteristic. These issues can especially impact mental health and we treat allegations seriously and take action when we see or hear if something isn't right.
- Monitoring the make-up of our workforce and reviewing where there are differences in outcomes across areas such as recruitment, promotion, performance management and engagement to understand where there may be barriers, so we can work to remove them.
- Making decisions based on merit and reviewing our policies and practices where necessary to ensure fairness and equity for all.
- Encouraging colleagues to share with us if they have a neurological difference, long term health condition or disability so we can review what, appropriate

workplace adjustments can be made to help remove barriers and enable people to perform at their best.

Our diversity and inclusion practices are in line with the Universal Declaration of Human Rights and the International Labour Organisation's conventions. Our Ethical Code for Suppliers requires that all our suppliers adhere to the core International Labour Organisation standards. We support the aims of the Modern Slavery Act 2015 and are committed to ensuring that modern slavery is not present in our supply chain. In accordance with the Act, we publish an annual statement on slavery and human trafficking.

Our Chief Executive Officer, Penny James, and Chief People Officer, Vicky Wallis, are the executive sponsors for diversity and inclusion at DLG, which ensures focus at the most senior levels of our business.

To support our aims, we expect our people to:

- Be respectful of others, regardless of their personal characteristics and sensitive to the impact of our own behaviour on colleagues, customers, job applicants, suppliers and our business overall.
- Have an awareness of bias and protecting against this, ensuring that decisions or actions we take are fair and not influenced by stereotypes, prejudice or other discriminatory views or beliefs.
- Speak up if we see inappropriate behaviour by challenging it or reporting it, and co-operating with colleagues, people leaders and HR to eliminate any poor practices that we may see or hear.
- Welcome different perspectives and try to resolve any issues constructively, recognising that our views and opinions may not be the same as others.