

We want everyone, both within the company and externally, when they have contact with Hiscox, to feel that they are dealing with a decent organisation which lives its values. Harassment, bullying and discrimination of any kind have no place at Hiscox.

We have an employee conduct philosophy to ensure all our staff know what is expected of them, and a harassment and bullying policy that makes clear it is incumbent on all of us to behave in a manner which is not offensive to others. These are supported by local HR policies and handbooks.

Grievance procedure

Where problems arise during the course of employment, our aim is for them to be aired and, where possible, resolved quickly and to the satisfaction of all concerned.

If this cannot be achieved using an informal route, which may be by raising it with your line manager in the first instance, then we have a fair and equitable grievance process through which action can be taken if necessary. We take this process very seriously and follow it in every case.

Whistleblowing policy

We also have a whistleblowing policy which commits Hiscox to ensuring that an employee will suffer no retaliation or detrimental treatment as a result of raising a genuine concern about mistreatment or malpractice. This policy ensures that employees feel empowered to raise concerns in confidence and without fear of unfair treatment.

Whistleblowing concerns may be raised through a number of different channels; line management; senior management; Head of Group Internal Audit; whistleblowers' champions or other Non Executive Directors; and externally.

The structures and processes we have in place allows for the proportionate and independent investigation of any such matters, and for appropriate follow-up action to be taken where necessary. Hiscox is committed to dealing responsibly, openly and professionally with any genuine concern about wrongdoing, malpractice or a safety risk in the workplace. As such, any evidence that an individual has acted to the detriment of a whistleblower will be taken extremely seriously.

The Board and the Audit Committee – whose Chair also who serves as a whistleblowing champion – has oversight of whistleblowing and routinely receives reports arising from its operation.

Independent advice

In addition, all Hiscox employees worldwide can access free, confidential advice from Protect, which as an independent charity can provide impartial advice and help with advice on how to proceed in raising a concern.