



MarshMcLennan  
Agency

WHO YOU ARE IS WHO WE ARE

# DIVERSITY, EQUITY, & INCLUSION

2023 report

Your future is limitless.<sup>SM</sup>

[MarshMMA.com](https://www.marshmma.com)





# 2023 Diversity, Equity, & Inclusion Impact Report

At Marsh McLennan Agency, we're committed to Diversity, Equity, & Inclusion (DE&I).

It's not just a passing trend for us – these practices are woven into the fabric of our organization, reflecting who we are, what we believe, and how we collaborate to build an inclusive and limitless future for our colleagues, clients, and communities.

Our culture fully embraces, celebrates and promotes the many backgrounds, heritages and perspectives of our colleagues and clients. We believe a deep commitment to fostering DE&I best practices is critical for attracting talented people, serving our clients, and generating creative business solutions. By embracing and celebrating DE&I, we seek to foster an environment where everyone feels valued, respected, and empowered to contribute their best.

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**3** Our journey

---

**5** Support at every level

---

**13** Nurturing growth from the inside out

---

**15** Who you are is who we are

---

**19** Giving back

---

**21** Advancing DE&I in our industry

---

**25** Recognition

---

◀ Pictured to the left: MMA's Enterprise DE&I Council convenes in San Diego, CA, August 2023

# Our journey

MMA has grown tremendously over the past 15 years as new firms, colleagues, clients, and communities become part of our family. Parallel to that growth, our DE&I journey continues to evolve. We recognize that everyone is at different points in their personal DE&I journey. Whether you're a seasoned DE&I champion, or you're just starting out, we aim to build an inclusive strategy that allows everyone the opportunity to join us on the path forward.



## OUR ROOTS

Formed in 2008, MMA's early years see the company growing its geographical footprint with the addition of new firms that bring new colleagues, new passions and new perspectives to the organization, each at different points in their DE&I journeys.



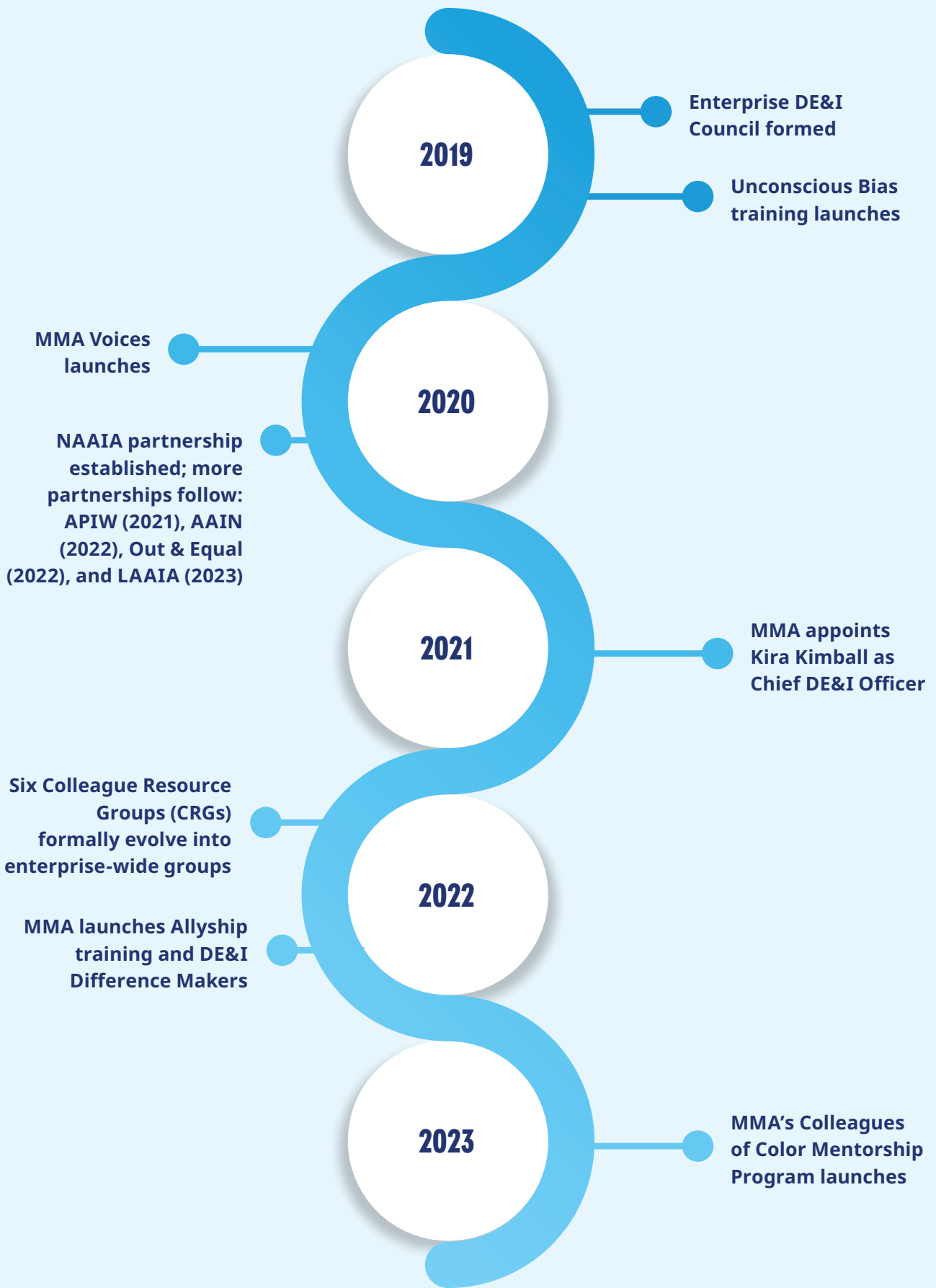
## FORMING CONNECTIONS

Colleagues across MMA begin to connect and collaborate organically. Initiatives that were once localized begin to expand their presence, driving support, engagement, and alignment for DE&I across the organization.



## RECENT DEVELOPMENTS

Today, MMA has more than 10,000 colleagues, and serves clients and communities from over 180 locations across North America. As we grow and evolve, so do our DE&I resources, strategy, and structure.



# Support at every level

Our DE&I initiatives are primarily colleague-led and informed by the ever-advancing passions and perspectives of our people. At every level of our organization, MMA has councils of committed colleagues advancing DE&I.

## CHIEF DIVERSITY, EQUITY AND INCLUSION OFFICER

In the fall of 2021, MMA welcomed Kira Kimball as its first Chief Diversity, Equity, and Inclusion Officer. As CDE&IO, Kira provides strategic leadership and supports organizational goals.



Kira is one of the founding members of the DE&I Advisory Committee for the Council of Insurance Agents & Brokers and will assume the chair role. Kira is also a member of the IDEA Committee for the Insurance Industry Charitable Foundation and on the national board of directors for the Association of Professional Insurance Women. Lending her DE&I expertise to Dive In, The Institutes and many other industry organizations, she is a sought-after speaker.

## DE&I COUNCILS

Established in 2019, MMA's Enterprise DE&I Council, comprised of representatives from across MMA's footprint, develops and implements strategies that align with the organization's DE&I goals. MMA also has Regional DE&I Councils focused on developing goals and strategies tailored to their region's unique needs, along with supporting the implementation of enterprise initiatives within their geographies.

## COLLEAGUE RESOURCE GROUPS (CRG)

MMA CRGs are dedicated to promoting and advocating for a more inclusive work environment. They provide opportunities for our colleagues to grow, engage, learn, celebrate, and honor their identities. MMA has six enterprise-wide CRGs, and growing, with many more existing at the regional level to serve the needs and interests of the local colleagues in various geographies.

## WE HAVE SIX ENTERPRISE-WIDE CRGS AT MMA AND GROWING





## ASIAN COLLEAGUE RESOURCE GROUP (ACRG)

MMA's ACRG is dedicated to providing a forum for Asian American and Pacific Islander (AAPI) colleagues and their allies to connect and support one another. The ACRG is committed to promoting and cultivating learning for colleagues through professional and cultural enrichment activities while celebrating AAPI heritage.

### 2023 MEMBERSHIP: 46

"I truly appreciate all the connections I've made at MMA through the ACRG. It's so great to have all the support from people who really understand, and I appreciate the opportunity to tell my story. I'm glad I don't have to be afraid to share and I can help others learn."

**Stacey Le, Client Executive,  
Upper Midwest Region**



## BLACK LIVES AFFECTING CHANGE AND COLLABORATION (BLACC)

BLACC is focused on awareness, advocacy and allyship for the collective of Black and African-American colleagues across MMA. In 2023, this CRG reimagined its purpose with the goal of maximizing its impact. In addition to its history centered around networking and career development, BLACC's expanded focus includes advocacy and awareness of black empowerment, excellence, and development with the help of allies in the insurance industry.

### 2023 MEMBERSHIP: 143

"BLACC reimagined inspires to be a catalyst that sparks change at MMA and beyond. In the near future, we hope to see more people from underrepresented groups in the insurance industry."

**Whitney White, Senior Culture & DEI  
Consultant, Enterprise BLACC Chair,  
Upper Midwest Region**







## COLORES

COLORES is an MMA CRG created by and for Hispanic and Latinx colleagues. COLORES' mission is to celebrate our diverse heritage, share resources for personal and professional growth, and raise awareness as a counterpoint to historical and institutional discrimination.

### 2023 MEMBERSHIP: 144

"Being part of COLORES has been like a dream come true for me in the sense that it is an intimate space where we can come together as who we truly are. We can discuss topics that we are extremely passionate about, allowing us to share our personal experiences without fear of judgment."

**Guadalupe Navarro, Senior Client Manager, Northwest Region**



## GROWTH IN RELATIONSHIPS AND OPPORTUNITIES FOR WOMEN (GROW)

GROW is focused on supporting colleagues who identify as women with their personal and professional development, to help them realize their value and see limitless opportunities, while fostering a strong network of colleague and community allies. GROW is MMA's earliest CRG, beginning as early as 2010 at legacy firm, Barney & Barney.

### 2023 MEMBERSHIP: 250

"Our industry is powered by a formidable female presence, with women comprising over 60% of our workforce. GROW has provided us with a voice and a platform to share our successes and struggles, uniting us and serving as a guiding light for those seeking a community."

**Tinsley English, SVP, BI Operations Leader, Southeast Region**





## SALUTE

SALUTE is an MMA CRG centered on veterans, and their families and allies. SALUTE’s mission is to provide a place to share resources, facilitate open discussion, celebrate the veteran experience and recruit & retain veteran talent. In 2023 SALUTE chose to honor veterans by organizing a fundraising campaign for Homes For Our Troops. A total of \$95,435 was raised to support the organization, which builds accessible homes for injured combat veterans and their families.

### 2023 MEMBERSHIP: 131

“When I realized MMA didn’t have a military-focused CRG, I took the initiative and started one. It grew like wildfire. SALUTE fulfills my innate desire to help others, by giving my fellow colleagues the resources they need to be able to help their communities.”

**Angela Taylor, Receptionist,  
Founder and Chair of SALUTE,  
Upper Midwest Region**



## SPECTRUM

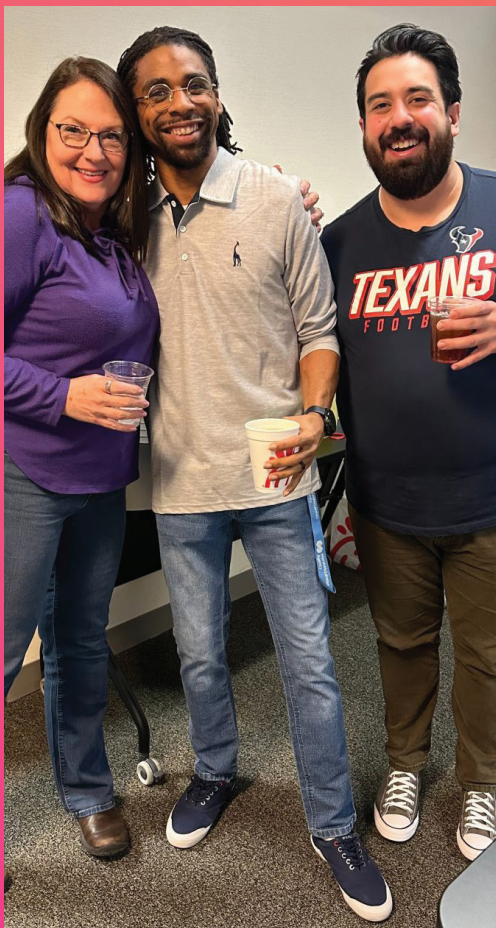
MMA’s SPECTRUM CRG provides a forum and safe space for LGBTQIA2s+ colleagues to connect and support each other and celebrate LGBTQIA2s+ communities. In June 2023, SPECTRUM celebrated PRIDE with its #YouKnowUs campaign, spotlighting colleagues across the MMA footprint, in affirmation that many of the LGBTQIA2S+ community are among our colleagues, friends, and family.

### 2023 MEMBERSHIP: 314

“I love that I can connect with fellow LGBTQIA2S+ colleagues and allies, even if we don’t work in the same region. We have a community that understands both the hurdles and joys of being LGBTQIA2S+ in the industry and that is not something that a lot of places have, I feel very grateful!”

**Katelyn Spencer, Operations  
Coordinator, Midwest Region**







## **MEET A FEW OF OUR REGIONAL CRGS**

Beyond our enterprise CRGs, many more exist at the regional level to serve the needs and interests of the local colleagues in that geography.

## FIRST PEOPLES (NORTHWEST)

First Peoples CRG is focused on building a strong support network for Native American, Indigenous colleagues and allies, as well as cultivating allyship through building awareness and providing education.



“Working to build the First Peoples CRG has been more than rewarding for me. We recognized a need in our region for a space for collaboration and education, as well as a support system, for Native American and Indigenous colleagues, and their allies, who come from the land we all live, work, and play on.”

**Whitney Brown, Learning & Development Specialist,  
Northwest Region**



## MINDS MATTER (MID-ATLANTIC)

The Minds Matter CRG is focused on mental health and well-being, providing resources and support to colleagues impacted by mental health, whether personally, as a caregiver, through a family member or friend, or as an ally.



## UPLIFT (WEST)

Uplift’s mission is to create a safe, uplifting, and empathetic space for colleagues with disabilities, diseases, and mental health challenges to provide support and education.

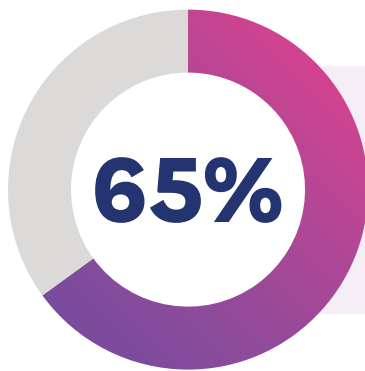


# Nurturing growth from the inside out

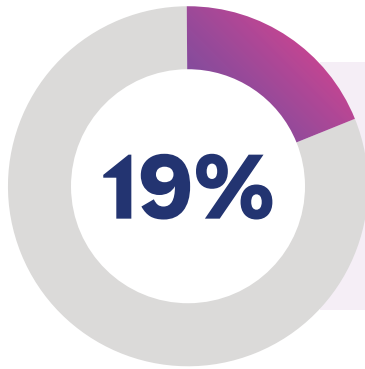
## UNCONSCIOUS BIAS AND ALLYSHIP TRAINING

MMA's **Unconscious Bias Workshops** launched in 2019, teaching colleagues the skills to recognize their unconscious bias and how to lessen its impact in the workplace.

In 2022, MMA built upon this foundational learning with our **Allyship Workshops**, where colleagues learn the skillsets and mindsets of what it means to be an ally.



of active colleagues have completed Unconscious Bias training since 2019.



of active colleagues have completed Allyship training since 2022.



## DE&I LEARNING PROGRAM

In 2023, MMA released a DE&I Learning Program, a curated, introductory learning plan that addresses DE&I workplace fundamentals.

## COLLEAGUES OF COLOR MENTORSHIP PROGRAM (COCMP)

In 2023, MMA introduced the Colleagues of Color Mentorship program. The inaugural program cohort comprised 60 mentor/mentee relationship pairings, based on shared characteristics, interests, and ability to build trusting relationships together. Going above and beyond traditional mentorship, the program aimed to:

- Welcome participants to show up fully with their identities and lived experiences
- Invite mentors to help mentees overcome systemic barriers that can prevent mentees from self-advocacy
- Provide opportunities for awareness-building and support to foster growth, reflection, and trust among both mentees and mentors

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**94% of mentees**  
**97% of mentors**

had a favorable experience participating in COCMP

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**91% of mentees**  
**96% of mentors**

would recommend the COCMP program to a peer

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**Over 90%**

of COCMP mentoring relationships will continue

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### Mentor/Mentee pair Tim Fleming, CEO of Upper Midwest, and Kayo Williams, Accounting Representative, speak on their COCMP experience:



“Kayo has really inspired me to lean in, and I know that we’re on the right track with DE&I. Diversity brings out the best in us – and when we really get this right, we reflect what our clients, colleagues and communities look like.”

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“It’s important for mentors and mentees to develop a safe and open space to communicate, and my mentor and I were able to do that upfront. By establishing common ground around our goals and experiences, Tim and I fostered mutual trust and understanding, setting the stage for success in our relationship.”

# Who you are is who we are

Our motto, "Who you are is who we are," reflects our belief that every individual brings a unique set of experiences, perspectives, and talents that enrich our organization and drive our success. MMA has two dedicated initiatives aimed at elevating our colleagues' voices: **DE&I Difference Makers** and **MMA Voices**.

## DE&I DIFFERENCE MAKERS

In this video series, Kira Kimball highlights and interviews MMA colleagues making a difference in DE&I.



### Angela Lee, Director of National Claims Operations

Angela helped create the Asian American Insurance Network, which provides networking and resources for Asian and Pacific Islander professionals in the industry.



[WATCH ANGELA'S EPISODE ON MMA'S YOUTUBE](#)



### Bruce Morton, Sr. Risk Control Consultant, Upper Midwest Region

Bruce formed the Wisconsin Construction Wellness Community nonprofit with a vision of decreasing stigma and driving mental health awareness for those in the industry.



[WATCH BRUCE'S EPISODE ON MMA'S YOUTUBE](#)



### Georgette Kores, Sr. Health Management Consultant, Florida Region

Georgette is an advocate for people with disabilities, and author of a book aimed at empowering people to learn and have conversations about disability.



[WATCH GEORGETTE'S EPISODE ON MMA'S YOUTUBE](#)



## MMA VOICES

MMA Voices provides a platform and opportunities for our colleagues with diverse backgrounds and perspectives to share their voices. Engaging panel conversations bring to light colleague-lived experiences around societal challenges and injustices. Born in the aftermath of the murder of George Floyd, MMA Voices provided a platform for Black colleagues to be heard, and for colleagues to come alongside them with care. The series has gone on to address topics such as anti-Asian racism and mental health in the wake of the Covid-19 pandemic, and continues to explore matters at the heart of our colleagues' experiences. Through these conversations, we aim to not only raise awareness but also promote understanding, empathy, and allyship among our colleagues.

The first MMA Voices event Social Unrest & Its Colleague Impact held on June 25, 2020 was attended by 831 colleagues.

### MMA Voices topics have included:

**Mental Health  
& Well-Being in the  
"New Normal"**

**Social Unrest  
& Its Colleague  
Impact**

**Inclusion in the Workplace,  
cohosted by MMA COLORES CRG**

**Supporting Our  
Veterans**

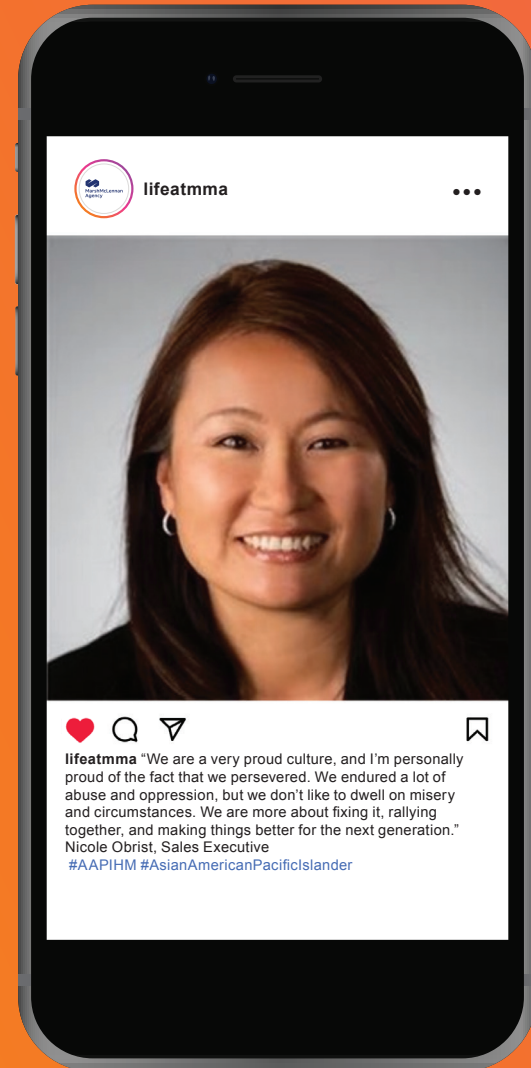
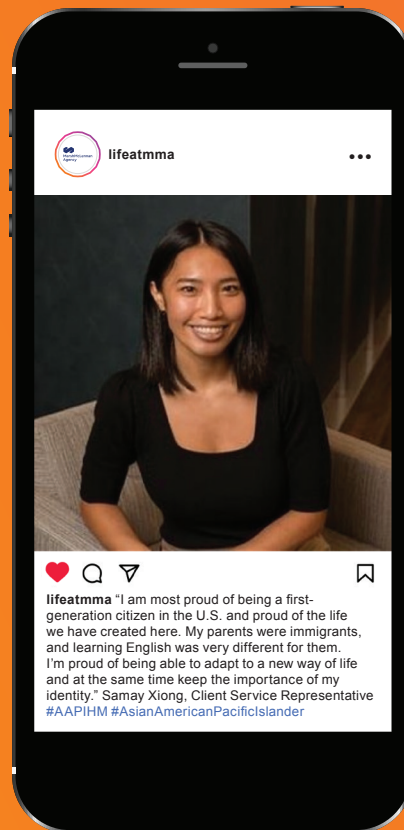
**To Come Out, or  
Not to Come Out.  
A Daily Decision**

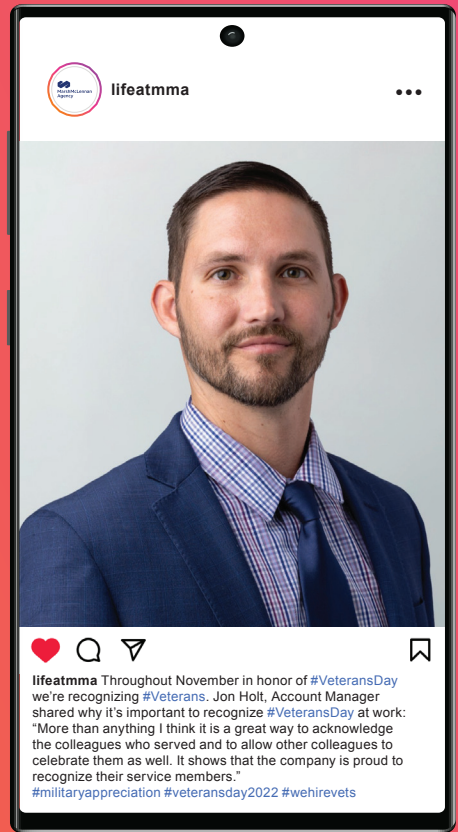
**Addressing  
Anti-Asian Racism**

**Women in the  
Workplace**

# Meet our colleagues

Follow Marsh McLennan Agency on Instagram at @LifeAtMMA





# Giving back

Serving the communities in which we work and play is central to our DE&I mission and MMA's greater purpose.

## IN 2023, OUR COLLEAGUES:



**1,577**  
volunteers



**16,140**  
hours  
volunteered



**\$1,519,123**  
donated by  
colleagues

\*Numbers are based off only events recognized and recorded in our internal social impact platform. They do not represent the entirety of colleague's impact in their communities.



**VIEW OUR 2023 COMMUNITY IMPACT REPORT ON [MARSHMMA.COM](https://www.marshmma.com)**

In addition, each year since 2020, MMA's Enterprise DE&I Council has awarded monetary donations to organizations that align with our mission.

### **Some of the organizations we've supported include:**

- Human Rights Campaign Foundation
- Doctor without Borders
- Homes for Our Troops
- Urban League
- Cristo Rey Network
- INROADS



# Advancing DE&I in our industry

## DE&I CONSULTING

MMA provides holistic solutions for the well-being of our clients' business and workforce. We believe that embracing diversity, equity, and inclusion is a critical step to creating and sustaining a thriving workplace culture. Our DE&I consulting team helps clients develop clear DE&I strategies and initiatives that align with their business goals.

By providing assessments, training, and consulting, our strategic approach helps clients achieve their desired outcomes, and move the DE&I needle.

### MMA's DE&I consulting practice has:



Facilitated DE&I awareness training for approximately 2,500 individuals



Provided Unconscious/Implicit Bias training for over 1,000 individuals



Conducted over 100 training sessions in 2023



Each year, the National African American Insurance Association (NAAIA) hosts a talent development competition featuring student teams from historically Black colleges and universities as they present on groundbreaking business solutions.

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For the 2nd consecutive year, MMA served as coach and sponsor for the student team of Florida A&M University. The FAMU team has reached the winner's podium both years – securing 2nd place in 2023.

## RECRUITING AND HIRING PRACTICES

Our goal is that MMA's colleague demographics reflect the backgrounds, heritages, and perspectives of our communities.

**Here are just a few of the ways MMA strives to elevate our ability to hire from non-traditional and diverse talent pools:**



Partnering with organizations to help create pathways for diverse and underrepresented talent

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Collaborating with community and campus organizations that connect diverse talent to employment opportunities

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Implementing measures to remove bias from job descriptions and creating educational programming on best practices throughout the candidate journey

## PARTNERSHIPS

MMA is proud to partner with many carriers as well as workplace and industry organizations that share our commitment to DE&I. Through these relationships, MMA and our colleagues have collaborated on DE&I initiatives and education, expanded our networks, fostered connections with diverse talent candidates, and gained valuable insights into the latest trends and best practices. By joining forces, we make an even greater impact. In addition to those listed here, MMA's expanded network through Marsh McLennan provides partnership opportunities with several other organizations dedicated to making a difference with DE&I.



### Association of Professional Insurance Women (APIW)

The premier organization committed to the career advancement of women insurance professionals. MMA's partnership with APIW began in 2021.



### Dive-In Festival

Dive-In Festival is the largest diversity, equity & inclusion event for the insurance industry. Marsh McLennan Agency, along with Marsh McLennan, is a global sponsoring partner of the event.



### Asian American Insurance Network (AAIN)

Co-founded by MMA colleague Angela Lee in 2022, AAIN is dedicated to the professional development and growth of Asian-Pacific Islander professionals in the insurance industry through mentorship, networking, continuing education, and social awareness. Read more in [LIMITLESS Magazine: Vision and Voice: Founding the Asian American Insurance Network](#).



### The Latin American Association of Insurance Agencies (LAAIA)

This is an association of insurance professionals whose purpose is to protect the rights of its members for the benefit of the consumer through education, information, networking and active participation in the political environment and community service. MMA's partnership with LAAIA began in 2023.





## The National African American Insurance Association (NAAIA)

NAAIA is dedicated to empowering Black and African American insurance professionals, celebrating their accomplishments, and attracting talented individuals to the industry.

In 2023, MMA's Kefentse Mandisa was elected president of NAAIA's Detroit chapter.



## Out & Equal

Out & Equal is the premier nonprofit organization working exclusively on LGBTQ+ workplace equity, inclusion, and belonging. MMA's partnership with Out & Equal began in 2021.

## Our Carrier Partners

"It's important for us to not only partner with the top carrier partners to provide our clients with the best protection for their businesses as possible, but also with organizations who share in our mission to bring more diversity, equity, and inclusion to the insurance industry." — Denise Perlman, President, National Business Insurance

### Past collaborations include:

**2023:** MMA SALUTE teams up with The Hartford to raise funds for veterans.

**2023:** AF Group partners with MMA on a Virtual CRG leader retreat.

**2022:** MMA GROW collaborates with Liberty Mutual to deliver education to colleagues.

# Recognition

We are incredibly honored to be recognized for our dedication to fostering a diverse, equitable, and inclusive workplace. These accolades serve as a testament to our ongoing commitment and inspire us to continue pushing boundaries and setting new standards in the pursuit of excellence in DE&I.

## TOP WORKPLACE AWARDS

MMA was recognized for the third year as a Top Workplace for 2023. MMA was awarded for its DE&I Practices, Employee Appreciation, Employee Well-Being, and more.



## ENTERPRISE COMMITMENTS TO DE&I

Our parent company, Marsh McLennan, believes that belonging is at the heart of how we work, and has received many recognitions for workplace commitments to DE&I.



CEO **ACT!ON** FOR DIVERSITY & INCLUSION





**90%**

**OF MMA COLLEAGUES AGREED  
THAT MMA PROMOTES AN INCLUSIVE  
WORKING ENVIRONMENT.**

## TO EXPLORE MORE ABOUT DE&I AT MMA INCLUDING PARTNERSHIPS AND COLLABORATIONS, REACH OUT TO:



Kira Kimball  
Chief Diversity, Equity, and Inclusion Officer  
Marsh McLennan Agency  
[kira.kimball@marshmma.com](mailto:kira.kimball@marshmma.com)

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## CAREERS WITH PURPOSE:

A culture of belonging, and a career you can be proud of.  
At MMA, who you are is who we are.

**[MARSHMMA.COM/CAREERS](https://marshmma.com/careers)**

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Retirement & Wealth



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