



The Prince's
Responsible
Business Network



Report

RACE AT WORK CHARTER 2023: EXECUTIVE SUMMARY

October 2023



REPORT

RACE AT WORK CHARTER REPORT 2023: 5 YEARS ON – TRANSPARENCY, ACCESS, ACCOUNTABILITY

The Race at Work Charter, launched in 2018, has seen an increase of signatories from 85 employers at launch, to over 1000 signatories in 2023. 238 employers completed the Race at Work Charter Survey 2023. This amount of employers participating has more than doubled compared to previous years, with 114 employers participating in 2020 and 108 employers participating in 2019.

	CONTENTS	PAGE
1	FOREWORD BY SANDRA KERR CBE	3
2	5 YEARS ON – TRANSPARENCY, ACCESS, ACCOUNTABILITY	4
3	RACE AT WORK CHARTER 2023 COMMITMENT KEY TRENDS AND EXAMPLES OF ACTION	6
4	CALLS TO ACTION	9



FOREWORD BY SANDRA KERR CBE

There is a reason why Business in the Community (BITC) runs the Race at Work Charter Survey and why business leaders continuously fill it out: because it matters. It's no longer good enough for business leaders to talk about what they are going to do to build inclusive and diverse workforces. Employees, future employees, and wider stakeholders want to see real, tangible action.

On all Diversity, Equality, and Inclusion (DEI) agendas, it can be difficult for business leaders to clearly communicate what they want to achieve, whilst also taking the steps to show progress against targets. That's why BITC launched the Race at Work Charter in 2018, to help businesses make the right decisions that will have a real impact in addressing the inequalities that Black, Asian, Mixed Race, and other ethnically diverse employees face in the workplace.

The three key themes emerging from the insights gathered through reviewing the survey responses and key trends are transparency, access, and accountability.

Transparency: We are seeing more employers capturing the ethnicity data of their workforces and using the data and insights to identify key disparities, set their priorities, and inform their decisions and next steps.

Access: There is a need to widen and increase equitable access to information on various routes

and pathways to progression in organisations. Employers need to monitor access to development stretch opportunities and offer good quality work opportunities so that employee talents can be showcased.

Accountability: The increasing trend to set public targets is good. However, there is more to be done to ensure robust accountability structures underpin the objectives, goals, and targets to ensure that the progress committed to stays on track.

This year's findings provide a positive outlook, showing that employers are really trying to turn the tide on systemic inequalities that people from ethnic minority groups have been experiencing for generations. Employers are right to focus on this, not just because it's the right thing to do, but also because Census 2021 data showed that one in five working-age adults are from Black, Asian, Mixed Race, and other ethnically diverse backgrounds. If employers don't make their workplaces a place where everyone regardless of background can succeed, they risk shutting out vital talent, which we know can make a real difference in business performance. Research has shown time and time again that having a diverse workforce leads to better decision-making and problem-solving – skills that we know all leaders value.

BITC asked employers to tell us about the progress they have made against the seven commitments in the Race at Work Charter Survey. We have seen a 7% increase in the number of businesses with

Mary Macleod, Chief Executive of Business in the Community, said:

“At Business in the Community, we are proud to be openly demonstrating our commitment to tackling race inequalities in the workplace by committing to the seven BITC Race at Work Charter commitments, alongside over 1,000 other employers. All employers should be striving to make their workplaces inclusive and holding all employees at every level of their organisations accountable. BITC is on a mission to work with employers to transform even more lives and help communities thrive, and addressing inequalities is critical to achieving that goal. Taking action on the seven commitments of the Charter and publicly committing to prioritising race equality in the workplace is critical to allowing everyone to achieve their potential.”

internal and public targets to increase the racial diversity of their boards and senior executive teams, meaning that over half (53%) of respondents are now doing this. On embedding race in leadership, progression, and recruitment into strategic objectives, eight out of ten respondents said that they are doing this, rising 10% since 2019 and 14% since 2020.

While we have seen incredible progress over the years on the work needed to stamp out inequalities in the workplace, our work is far from over. When BITC ran the Race at Work Survey in 2021, the largest survey in the UK on race in the workplace, capturing the views of 25,000 employees, we found that bullying and harassment towards Black, Asian, Mixed Race, and other ethnically diverse employees was on the rise.

One of the commitments in the Charter is for employers to commit at Board level to a zero-tolerance approach to bullying and harassment. To complement this work, we asked employers if their Boards conducted or commissioned a review into harassment and bullying. Frustratingly, we have seen a decrease on this of 20%, since 2019. The reality is that employers are introducing the right policies on bullying and harassment, encouraging employees to call it out, but they are falling short of providing robust evidence to show that they can review their internal procedures to ensure issues are resolved in the right way. Being able to speak

out when people either witness or experience discrimination is critical to building a culture where people feel safe, that they belong, and that their wellbeing is not being challenged due to work.

While this particular finding is disappointing, I know we're on the right track. Even if every business in the UK worked together to really commit to making the UK one of the best places in the world to work for Black, Asian, Mixed Race, and other ethnically diverse employees, there are years of inequalities to unravel, and this is not going to happen overnight. However, what employers can do to shift the dial even further on this agenda is to really commit to putting the work in to make a difference. Simple, yet effective measures such as making data-led decisions on issue areas like pay and progression, alongside ensuring that there is strong accountability for this agenda at executive and management levels can make a real difference to people's experiences.

I'm incredibly proud of the work that has been done to date, and the findings of this report are just another reminder of why this work is so important. Over 1,000 employers across the UK have signed up to the Race at Work Charter and publicly committed to making workplaces fairer and a better place for more than six million employees. I'm confident that every week, month, and year that goes by, we are, together, making the UK a better place to live and work, and I'm delighted to have so many incredible business leaders by my side, making this happen.

Richard Iferenta, Partner and Vice Chair at KPMG UK and Chair of BITC's Race Leadership Team, said:

“It’s encouraging to see more Board members and senior teams sponsoring talented Black, Asian, Mixed Race, and other ethnically diverse employees. However, while one in five of the working-age population come from an ethnically diverse background, this drops to just one in 10 when looking at the representation in senior roles. There’s still a way to go before Boardrooms and leadership teams truly reflect the communities they serve, and while there’s no one size fits all approach, the evidence shows that sponsorship and mentoring prove to be beneficial. In order for more people from Black, Asian, Mixed Race, and other ethnically diverse backgrounds to have access to quality opportunities, and develop and progress at every stage of their careers, businesses must do much more”

FIVE YEARS ON – TRANSPARENCY, ACCESS, ACCOUNTABILITY

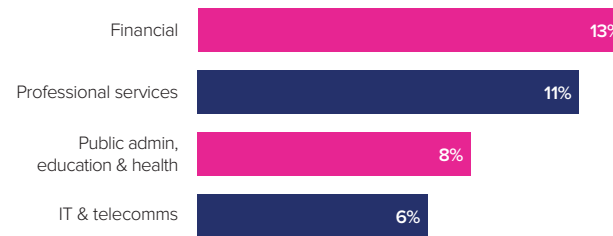
The Race at Work Charter 2023 – Five years on report has taken on a different format from 2019 and 2020 because of the expansion from five to seven commitments, and because more than double the number of employers completed the survey compared to those in 2019 and 2020.

238 employers completed the Race at Work Charter survey in 2023 which **represents more than 1.2 million employees in the UK**. Employers have reported on what actions they are taking against the Race at Work Charter commitments.

We are keen to showcase many of the examples of actions that employers have shared with us, and the insightful quotes from business leaders. We have highlighted some key contrasts in the trends reported across the commitments. These trends and **more than 100 examples** of actions from employers and **quotes** from business leaders from many sectors, can be found within the seven Race at Work Charter Survey 2023 Commitment trend papers. These can be downloaded directly from our website.

We have included a summary of the key trends so that you can see where progress is being made and where challenges persist. The themes of transparency, access, and accountability are key to making progress on this issue in the UK.

The top four sector responses to the Race at Work Charter Survey 2023:



We have created an overview of some of the key trend questions. This demonstrates that whilst there has been progress, which we recognise, there is still further progress to be made and some stubborn areas of stagnation have been identified.

Baroness McGregor-Smith CBE said::

“I am delighted that the number of organisations publicly committing to making race equality a priority in the workplace is increasing and that the momentum is continuing six years on from the publication of The McGregor-Smith Review. However, whilst we welcome the Government's guidance on voluntary ethnicity pay gap reporting, it is disappointing that reporting on ethnicity pay data is still not mandatory. Without mandatory ethnicity pay reporting, pay disparities will continue to go unaddressed in UK workplaces, and it's time the Government stepped in and took action.”

RACE AT WORK CHARTER 2023 COMMITMENT KEY TRENDS AND EXAMPLES OF ACTION:

COMMITMENT	TRENDS AND CHALLENGES	EMPLOYER QUOTES AND EXAMPLES OF ACTION
One	95% have an Executive Sponsor for race or Race Champion. 53% have targets (internal and public) to increase the racial diversity of your board and senior executive teams. This has increased from 46% of employers in 2020.	BASF plc Centrica Direct Line Group Enterprise Holdings Greater London Authority Novuna Principality Building Society PWC LLP Ricoh UK Ltd Shell UK
Two	89% monitor their workforce by ethnic group at each management level in the organisation and 44% publish their ethnicity pay gaps. This has increased from 30% of employers in 2020.	Auto Trader Beazley Hogan Lovells Impax Asset Management JLR KPMG LLP Leidos Midcounties Co-operative (Your COOP) NatWest Group Santander Softcat The Sage Group plc

COMMITMENT	TRENDS AND CHALLENGES	EMPLOYER QUOTES AND EXAMPLES OF ACTION
Three	95% of employers have a bullying and harassment policy that includes engagement with customers, clients, service users, and contractors. Whilst it is great that so many companies have these policies, only 25% have conducted a review of their policies, and only 20% of employers that have conducted a review have shared the insights with their employees.	A.F. Blakemore & Son Ltd Cooley Danske Bank (UK) Limited Lambeth Council Lincolnshire Coop Middlesex University Oxford Instruments Plc Standard Chartered Bank Trust Payments University of St Andrews

COMMIT-MENT	TRENDS AND CHALLENGES	EMPLOYER QUOTES AND EXAMPLES OF ACTION
Four	<p>84% of employers (an increase from 74% in 2020) said that action on race in leadership, progression, and recruitment was included in their organisation’s strategic objectives, ensuring that organisations hold themselves accountable. However, only 44% of the employers who participated in the 2023 Race at Work Charter Survey underpin this by setting personal performance objectives on diversity that include action on race for their Board and senior team. Objectives on diversity for line managers have stagnated at 20% since 2019.</p>	<p>Avon and Somerset Police Bentley Motors Ltd British Army Canada Life UK CityFibre CMS Lendlease Nationwide Building Society Pertemps Recruitment Partnership Limited Sodexo UK & Ireland Unum UK Zurich Insurance Company</p>

COMMIT-MENT	TRENDS AND CHALLENGES	EMPLOYER QUOTES AND EXAMPLES OF ACTION
Five	<p>73% of employers said that their Board members or senior team members mentor and/or reverse mentor ethnic minority employees. There has been no change from 72% in 2020. This has decreased from 80% of employers saying this in 2019. 56% of employers said that their Board members or senior teams sponsor talented ethnic minority employees. This has increased since 2020, when only 46% of employers said this.</p>	<p>Accenture AWE Bain & Company Baker McKenzie BARCLAYS Browne Jacobson CPS Deloitte UK LLP Eversheds Sutherland LLP EY London Stock Exchange Group Methods Royal Mail Siemens Financial Services</p>

COMMITMENT	TRENDS AND CHALLENGES	EMPLOYER QUOTES AND EXAMPLES OF ACTION
Six	<p>81% of employers are supporting their race allies with ally effectiveness and/or anti-racism training.</p> <p>62% of employers have established allyship networks for employees.</p> <p>36% include allies in recruitment and selection panels, e.g., sift, assessment, interview.</p>	<p>Aegon UK</p> <p>Arden University</p> <p>Arup</p> <p>Capgemini UK</p> <p>DWF</p> <p>Financial Ombudsman Service</p> <p>Grant Thornton UK LLP</p> <p>HTA Design LLP</p> <p>IBM UK Ltd</p> <p>Llywodraeth Cymru / Welsh Government</p> <p>North East Ambulance Service</p> <p>Pension Protection Fund (PPF)</p> <p>Thoughtworks</p>

COMMITMENT	TRENDS AND CHALLENGES	EMPLOYER QUOTES AND EXAMPLES OF ACTION
Seven	<p>34% of employers said that they had appointed an Executive Sponsor who is responsible for ensuring that diversifying their organisation’s supply chain is on the Board’s agenda.</p> <p>Only 18% of employers said that they were signed up for the Department for Business, Energy, and Industrial Strategies prompt payment code.</p>	<p>AstraZeneca UK</p> <p>Chartered Institute for Securities & Investment</p> <p>Crown Commercial Service</p> <p>f1 recruitment Ltd</p> <p>Jacobs</p> <p>Morgan Stanley International</p> <p>Novus Solutions</p> <p>Solenis UK Industries Ltd</p>

We want to say a special thank you to the employers who took the time to complete the survey and share their insights with us, so that we can share them with you. We are planning to provide research and insight to support employers to improve their performance on commitment seven, supplier diversity and inclusive supply chains.

We are providing bespoke feedback reports to employers who participated in the survey. There is an opportunity for Race at Work Charter employer signatories who did not complete the survey to draw on the richness that is available from a deeper dive analysis into the results and insights. Even if your organisation has not signed the Race at Work Charter yet, these insights are something you may want to invest in, to better understand what steps can be taken to ensure that all employees in the UK, no matter their ethnicity, background, age, or location can fully utilise their talents within your organisation, progress, and contribute to your success, impact and effectiveness.

CALLS TO ACTION:

1. Transparency: use data to make decisions on pay and progression.

Employers should use data to make decisions around policies on pay and progression. For example, collect employee data that will enable employers to examine any pay disparities and publish action plans to address them. Employers should also review workforce representation against labour market data, including the ethnic breakdown of working-age adults in the UK.

2. Access: monitor and increase access to opportunities and good work.

Employers should monitor and ensure equitable access to opportunities by ethnic group. This can include training, secondments, stretch assignments, and high-profile projects for employees with

potential from Black, Asian, Mixed Race, and other ethnically diverse backgrounds. Recognise unconventional work histories, so that employees can build on their skills and expertise for effective demonstration at progression opportunities.

3. Accountability: embed accountability structures at executive and management levels.

Employers should ensure performance objectives are owned within their organisation that underpin all strategic objectives, public targets, goals, or action plans. Commission and empower advisory groups to support the Executive Sponsor for race and monitor progress and impact against KPIs, milestones, and plans.

Sandra Kerr, Race Director at Business in the Community, said:

“Research has shown time and time again that having a diverse workforce leads to better decision-making and problem-solving – skills that we know all leaders value. While we have seen incredible progress over the years on the work needed to stamp out inequalities in the workplace, our work is far from over. I’m incredibly proud of the work that has been done to date, and the findings of this report are just another reminder of why this work is so important. I’m confident that every week, month, and year that goes by, we are, together, making the UK a better place to live and work, and I’m delighted to have so many incredible business leaders by my side, making this happen.”

RACE AT WORK CHARTER REPORT 2023: 5 YEARS ON – TRANSPARENCY, ACCESS, ACCOUNTABILITY

Accenture	Axis Europe PLC	Centrica	Eigen Technologies Inc
Aegon UK	Bain & Company	CGI Group	Electricity North West LTD
A.F. Blakemore & Son LTD	Baker McKenzie	Chartered Institute for Securities & Investment	England Athletics
Ageas Insurance	Barclays	Choice Support	Enterprise Rent-A-Car
Amazon	BASF PLC	CityFibre	EQUANS UK & Ireland
Amey PLC	Basingstoke College of Technology	CK Group	ERM Group LTD
Anchor Hanover Group	Beazley Group	CMS	E-Synergy LTD
Anexsys Limited	Bentley Motors Ltd	Cooley LLP	Evelina Hospital School
Arden University	Berkeley Group	CPS	Eversheds Sutherland
Arup	bp	Crown Commercial Service	EY
Association of British Insurers	BRE	CTSI	f1 Recruitment LTD
AstraZeneca	British Army	Danske Bank	Family Action
Atalian Servest	British Land	Dassault Systemes UK LTD	Fidelity International
Atkore	Browne Jacobson LLP	DCUK FM	Financial Ombudsman Service
Atos	Business in the Community	Deloitte LLP	Financial Services Compensation Scheme
Auto Trader UK	Cadent	Dentsu International	Ford
Avanade UK LTD	Cambridge SU	DG Company Secretarial Ltd	Foreign, Commonwealth and Development Office (FCDO)
AVEVA	Canada Life	Direct Line Group	Fujitsu
AVIVA	Capco	Draken Europe	General Medical Council
Avon and Somerset Police	Capgemini UK	DWF	GlaxoSmithKline
AWE	Capita Group	Dwr Cymru Welsh Water	Gloucester City Council
AXA UK & Ireland	Centre for Environment, Fisheries and Aquaculture Science		

RACE AT WORK CHARTER REPORT 2023: 5 YEARS ON – TRANSPARENCY, ACCESS, ACCOUNTABILITY

Google	Kloeckner Metals UK	Morgan Stanley	Oxford Instruments PLC
GPE	KPMG	Nationwide Building Society	OxfordHR
Grant Thornton	Kyndryl	NatWest Group	PageGroup PLC
Greater London Authority	L&Q Group	Newable Limited	Pension Protection Fund
Greggs	Landsec	Newcastle Building Society	Pertemps LTD
Guardian Media Group	LEIDOS INNOVATIONS UK LTD	NFU Mutual Insurance Co	Pfizer
Hargreaves Lansdown	Lendlease Europe LTD	North East Ambulance Service	PHD Media
HML	Liberal Democrats	North Star Housing Group	Phoenix Group
Hodge Jones & Allen LLP	Lilian Baylis Technology School	North West Ambulance Service	Pinsent Masons LLP
Hogan Lovells International LLP	Lincolnshire Co-operative	North West Regional College	Platinum Facilities & Maintenance Services Limited
House of Commons	London Borough of Lambeth	Northern Care Alliance	Police Conduct Authority
HTA Design LLP	London Stock Exchange Group	Northern Gas Networks	Police, Fire and Crime Commissioner for Essex
Hutchinson 3G UK (Three)	L'Oreal Group UK	Norton Rose Fulbright LLP	Principality Building Society
IBM UK	M and G PLC	Nottingham Community Housing Association	Professional Cricketers Association
Immediate Future LTD	Mace	Novuna - Hitachi Capital	Prospectus
Impax Asset Management	Macmillan Cancer Support	Novus Property Solutions	PwC
Intellectual Property Office	Mercator IT Solutions LTD	Octagon	QA LTD
Isle of Ely Primary School	Mercer	Office of National Statistics (ONS)	QBE Insurance
Jacobs	Methods	OnSide	Quilter PLC
Jaguar Land Rover	Middlesex University	Osborne Clarke LLP	Qwest Services
Just Group PLC	Milton Keynes College	OVO Energy	
Kaluza	Moat Homes LTD		

Ramboll UK LTD	Solenis	the7stars	Wessex Water LTD
Rethink Mental Illness	Southend City Council	ThoughtWorks	Wickes
Rhondda Cynon Taf County Borough Council	Sport England	Tideway	Worldline
Ricardo	Standard Chartered	Together Finance	WPP PLC
Ricoh UK	Stockport Homes	Trust Payments LTD	Yorkshire Building Society
Royal Association for Deaf people (RAD)	Street Games	TSB Bank plc	Zurich Insurance
Royal College of Veterinary Surgeons	Swansea Building Society	UBS	
Royal London Group	T. Rowe Price International Limited	UK Greetings LTD	
Royal Mail	Teach First	University of St Andrews	
Sage PLC	TESCO PLC	Unum	
Santander UK	Thales UK	Vanguard Group	
Savers Health & Beauty Ltd & Superdrug Stores PLC	Thames Water	Vertex	
Searcys Tansley	The AA	Virgin Atlantic	
Serco	The Barnet Group	Vitality	
Shell UK	The British Library	Wagamama	
Siemens PLC	The Gym Group	Wakefield and District Housing	
Social Work England	The IMI	Watches of Switzerland Group	
Sodexo	The Insolvency Service	Watson, Farley & Williams LLP	
Softcat	The Midcounties Co-operative	Wells Fargo	
	The MPA	Welsh Government	
	The West Bromwich Building Society	Wesleyan	

ENJOYED THIS CONTENT?

You might also like to:

- Find out more about our [Race](#) work
- [Learn more about our advisory services](#)
- [Join us for one of our upcoming events](#)



- [Talk to one of our expert team today](#) to learn how BITC membership can help you on your responsible business journey.