

The Leeds D&I Project

Enhancing performance through diversity and inclusion

D&I Ambassadors
Establishing
your D&I
Ambassadors
teams

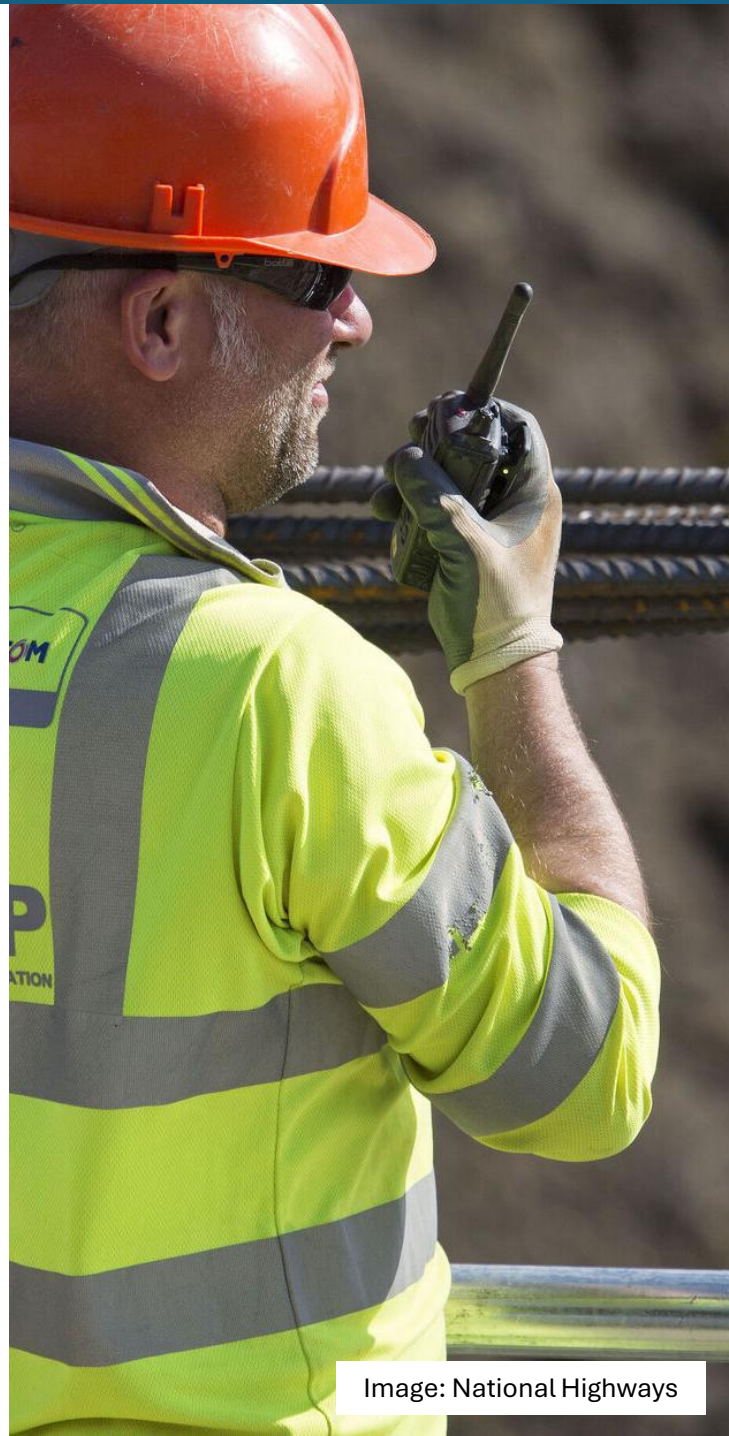


Image: National Highways



Purpose and approach

Research shows that having a dedicated diversity task force is an effective means of promoting diversity by empowering workers to lead inclusion efforts. They ensure oversight and engagement with new strategies, support the diffusion of new information and bring varied perspectives that help build more inclusive workplace cultures.

We have designed the Ambassador roles as voluntary positions available to any worker across a scheme, ideally representing a balance of office-based and site-based employees, while receiving support from senior leaders.

This guide provides a framework for establishing Ambassadors based on supplementary materials available on the Supply Chain Sustainability School website.

Step 1: Advertisement.

A brief information sheet detailing the roles and responsibilities of Ambassadors is available as part of the Toolbox and should be distributed to all employees on a scheme. This can be supported by advertising the ambassador teams in toolbox talks or all staff meetings. Alongside the responsibilities of Ambassadors, the benefits of volunteering should be highlighted. These include access to training and development, mentoring opportunities, and networking with ambassador teams across the highways sector.

Step 2: Establishing forums.

A central part of the Ambassador teams is regular diversity forums. They provide an open space for Ambassadors to understand the scheme's inclusion strategy, and to provide any feedback, challenges or future opportunities. The initial meeting should establish expectations and responsibilities; a suggested format and slide deck are available as part of the Toolbox. Furthermore, any training needs should be identified with the Ambassadors; we recommend delivering inclusive language, active bystander intervention and working with neurodiverse colleagues, which are all available as part of the Toolbox.

Step 3: Ongoing support.

Forums should be run fortnightly or monthly, depending on the time commitments of the scheme. A strict agenda may not be necessary, and we recommend that it be relatively informal. The goal of forums is to provide a relaxed space for Ambassadors to learn about any new inclusion strategies, identify and receive any relevant training and development, and provide feedback to ongoing initiatives. As part of the ongoing support, there will be opportunities for networking events with other schemes to facilitate knowledge sharing regarding challenges and best practices.

Improving Performance Through Diversity and Inclusion

EDI AMBASSADOR

THE AIM

To help create a positive and inclusive work environment by acting as an ambassador for equality, diversity and inclusion (EDI), disseminating information to site-based workers and feeding back on what works.

THE ROLE

- Raise awareness of the benefits of an inclusive, positive and respectful work environment.
- Be a point of contact to signpost on matters relating to EDI, directing the person or resources where colleagues can seek further information, advice and support.
- Signpost colleagues who wish to raise concerns to the routes and support available.
- Speak up about barriers that may stop equality, diversity, and inclusion at work.
- Be an ambassador for EDI, raising its visibility and supporting initiatives and campaigns in the business.
- Recognise and promote to others that equality, diversity and inclusion are all key to the success and performance of a project.
- Help to create a positive and inclusive work environment by treating all others with dignity and respect.
- Challenge behaviours, where appropriate, when others don't.

What this means for you

If you are a rep, you may benefit from attending the regular forum. The space is used to learn about current EDI strategy and information, feedback on any potential difficulties encountered as an ambassador, and access any specific training needs required to support your role.

The 4 D's of Bystander Intervention



DISTRACT



DELEGATE



DELAY



DIRECT



Image: National Highways

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If you have found this toolkit useful or would like further information about the collaborative project between the University of Leeds and National Highways, then please contact [Dr Jack Daly](#) or [visit our website](#).

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About CERIC

The Centre for Employment Relations, Innovation and Change (CERIC) is home to researchers who contribute through high quality research, teaching and knowledge transfer to contemporary national and international debates around the changing dynamics and future of work, employment and labour markets.

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