

Quartz Nomination Efforts Expanded Upon

The following is a comprehensive (though not exhaustive) overview of Quartz's DE&I initiatives.

Quartz's DE&I Change Team is a group of volunteers from across the organization who recommend and accomplish goals established through four Touchstones: Internal, External, Recruitment and Engagement, as well as Supplier Diversity.

A significant investment was made by Quartz to add two new full-time DE&I positions now supporting the Change Team and the many DE&I initiatives and assessments currently underway.

Quartz expanded certain transgender services coverage showing our belief in providing access to quality health care to our transgender and gender nonbinary members in the communities we serve.

Inclusive Pronoun Acknowledging Name Badges were being offered at every Quartz office location before the pandemic hit. The badges offered they/them/theirs along with the binary identities, as well as blank badges that could be modified to employees pronoun of choice.

In collaboration with external partners and speakers, Lunch and Learns are provided as learning opportunities for colleagues to become more aware and educated about topics related to diversity, equity and inclusion:

- **Talk About Race:** discussions on race and equity to gain a greater understanding of the issues related to racism in the workplace. Presented by Deborah Biddle of The People Company.
- **A Deeper Diver into Understanding Health Disparities:** how health disparities impact communities of color, what our health systems are doing to eliminate these disparities, and what we can do to take action. Presented by Shiva Bidar, Vice President of Diversity, Equity & Inclusion at UW Health.
- **Brave Spaces:** the does and don'ts for creating spaces to have important discussions on topics such as race and gender in a diverse workplace. Presented by Naomi Takahashi, DE&I Director for UW Health.
- **Trans and Gender 101:** experiences as well as the terminology and what's okay to ask and what's not. Presented by Dina Nina Martinez, a comedian, inspirational speaker and empowerment coach.
- **LGBTQ Identities:** overview of terminology and best practices for how to be an ally. Presented by Alesha Schandelmeier, Executive Director of The Center: 7 Rivers LGBTQ Connection.

Why Diversity Matters Training is an essential piece of DE&I training now embedded in Quartz's onboarding process. It consists of a 2.5-hour training where new hires will:

- Identify their own beliefs and values around different identities
- Identify how their beliefs and values may impact others

- Understand the importance of diverse ideas, abilities, and perspectives in ensuring the strength and success of Quartz.

Quartz added new implicit bias module to the hiring manager training to raise awareness about implicit bias, how it shows up, and what can be done to mitigate its impact on important decision making.

Quartz has incorporated Employee Resource Groups (ERGs): African American/Black; Hispanic/Latinx; LGBTQ+, Military Membership Service. These four ERGs are in addition to the already well-established Quartz Women United group with over 135 members. This is an effort to gauge interest and identify internal leaders for these groups to potentially move to being offered within the organization.

Quartz continues to provide supportive, brave spaces for colleagues to discuss the racial injustices coming to light and their experience(s) with racism as well as antiracist efforts to engage in. Quartz's internal DE&I Change Team, Quartz Women United, Culture Committee, Customer Service Managers, are just a few of the groups who have facilitated these brave spaces to process current events as the country and the world witnessed a series of devastating losses to racist acts.

Quartz offered to connect African American/Black employees with therapeutic sessions to process the devastating impact the ongoing racial attacks and system racism is having on Black people in our country.

The DE&I Team created two Ka hoot Trivia opportunities for employees to test their knowledge and learn more about DE&I in Medicine: Past and Present as well as DE&I Pride Month Celebration on our intranet platform. This was a fun way to highlight contributions to the field of medicine by a diverse group of people often not mentioned in history books, as well as celebrate some world-renowned social justice activists who identify as LGBTQ+ during Pride Month.

Quartz in collaboration with its provider owner UW Health added DE&I required trainings on COVID-19 Health Disparities and Communities of Color, which provided an overview of how and why COVID-19 is disproportionately impacting communities of color.

DE&I Blogs were shared internally by employees, as well as External Bilingual DE&I Blogs to keep our Spanish-speaking members and communities informed.

Quartz provides Health Insurance 101 presentation in English, Hmong, and Spanish.

Quartz provided culturally appropriate communication to our African American/Black members about the disproportionate impact of COVID-19 on their community with resources and information about prevention, as well as legal resources if they felt they had experienced discrimination when attempting to access health care services.

Quartz shared Statements on Racial Injustice, speaking to the racial injustices being brought to light and encouraged our colleagues to take a stand and not be silent on the matter.

Quartz included Martin Luther King Jr. Day as a company-approved holiday, demonstrating Quartz's commitment to valuing diverse insights, perspectives and backgrounds. The decision came about due to employee feedback and the efforts of our DE&I Change Team

Quartz created Health Insurance 101 English & Health Insurance 101 to provide an easy-to-understand overview of health insurance and related terms.

Quartz supports flexible schedules for employees, including varied hours, full-time telecommuting, and in-offices/home-office time shares.

Quartz provides employees with 16 hours of paid community service hours.

As part of the Quartz Cares initiative, hundreds of calls were placed to members of communities of color and focused the employee match program on organizations that directly support these communities. This committee was comprised of Quartz employees working in three subgroups: 1) Corporate Giving; 2) Member Support; and 3) Volunteer Committee.

- Calls to over 7,000 members were completed
- Quartz and its employees managed to donate more than \$190,000 between sponsorships and direct donations to community organizations who are working to address community health, social welfare and/or make wellness a priority for communities of color.
- A video was made and distributed to thank the essential workers in our communities.

Quartz is...

- an employer partner of the Latino Academy of Workforce Development Steering Committee invested in the development of a Bilingual Customer Service training for individuals seeking to re-skill and change career paths.
- intentional about our efforts to recruit a diverse pool of talent, and on a biweekly basis, we share our current job openings with 36 local points of contact/community organizations that serve marginalized and/or diverse populations within our communities.
- in the process of developing criteria and strategy for ensuring that talent pools are diverse meaning, we will ensure that applicant pools are represented across ethnic/racial and gender classifications before proceeding to screening steps in our process.

[Learn more about Quartz DE&I journey.](#)

Contact:

Diego Campoverde Cisneros

Quartz Manager, Diversity, Equity and Inclusion

Diego.Campoverde@QuartzBenefits.com