

# Focusing our Diversity, Equity and Inclusion (DE&I) actions on Clients, colleagues and communities

Area of focus	Goal	Key actions	Key commitments and memberships
<b>Clients</b>	Better reflect and understand the unique needs of our Clients across all lines of business and locations	<ul style="list-style-type: none"> <li>• Inclusive brand, marketing, communications and advertising</li> <li>• Multilingual information materials and services</li> <li>• Employee education on how to inclusively serve our Clients</li> <li>• Internal inclusion networks focused on building community and awareness of diverse Client needs</li> <li>• Inclusive products such as gender affirmation benefits</li> </ul>	   
<b>Colleagues</b>	Nurture an inclusive and respectful workplace where all employees can contribute to their full potential	<ul style="list-style-type: none"> <li>• DE&amp;I education and awareness available for all employees globally to help them embed acts of inclusion into their behaviours</li> <li>• Task forces focused on advancing and accelerating our DE&amp;I priorities at the regional and business group level</li> <li>• Inclusive policies and business practices</li> <li>• DE&amp;I principles and accountability are embedded across global stakeholders</li> <li>• Diversity representation among Board members</li> <li>• Mentorship and career development programs for diverse talent</li> <li>• Employee engagement initiatives, such as executive-led internal forums for fostering learning and discussion</li> <li>• Accessible offices, ergonomic solutions and assistive technologies</li> <li>• DE&amp;I metrics to gauge progress</li> </ul>	      
<b>Communities</b>	Better support the communities where we work. And create strong working communities with suppliers who share our commitment to social responsibility	<ul style="list-style-type: none"> <li>• DE&amp;I and support for marginalized communities is embedded into the enterprise philanthropy strategy</li> <li>• Partnerships and memberships with charitable organizations who serve the needs of diverse communities to ensure that our work is rooted in authentic connections</li> <li>• Collaboration with groups and leaders working to build DE&amp;I awareness and capability</li> <li>• Established a supplier diversity spend target of 5% by 2025 in North America</li> </ul>	   