







Focusing our diversity, equity and inclusion actions on Clients, colleagues and communities



AREA OF FOCUS	GOAL	KEY ACTIONS	COMMITMENTS AND MEMBERSHIPS
CLIENTS	Better reflect and understand the unique needs of our Clients across all lines of business and locations	<ul style="list-style-type: none"> Inclusive marketing and advertising Multilingual information materials and services Employee education on how to inclusively serve our Clients Internal inclusion networks focused on building community and awareness of diverse Client needs Inclusive products such as gender affirmation benefits 	 
COLLEAGUES	Nurture an inclusive and respectful workplace where all employees can contribute to their full potential	<ul style="list-style-type: none"> Intensive diversity, equity and inclusion (DE&I) training for our executive team Training and peer learning to help employees embed acts of inclusion into their behaviours Canadian and U.S. task forces to accelerate our DE&I strategies and measure outcomes Inclusive policies, practices and recruitment processes Diversity representation among Board members Mentorship and career development programs for diverse talent Employee engagement initiatives, such as executive-led internal forums for fostering learning and discussion Accessible offices, ergonomic solutions and assistive technologies DE&I targets and metrics to gauge progress 	   
COMMUNITIES	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"> Donations and sponsorships for community initiatives that advance inclusion, especially for disadvantaged or marginalized communities Collaboration with groups and leaders working to build DE&I awareness and capability Activity related to our Supplier Diversity Program, including established targets for spend with diverse suppliers 	