







Focusing our diversity, equity and inclusion (DE&I) actions on Clients, colleagues and communities



Area of focus	Goal	Key actions	Key commitments and memberships
<p>Clients</p>	<p>Better reflect and understand the unique needs of our Clients across all lines of business and locations</p>	<ul style="list-style-type: none"> • Inclusive brand, marketing, communications 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 	 
<p>Colleagues</p>	<p>Nurture an inclusive and respectful workplace where all employees can contribute to their full potential</p>	<ul style="list-style-type: none"> • DE&I education and awareness for all employees globally to help them embed acts of inclusion into their behaviours • Task forces focused on advancing and accelerating our DE&I priorities at the regional and business group level • Inclusive policies and business practices • DE&I principles and accountability are embedded across global stakeholders • 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 metrics to gauge progress 	   
<p>Communities</p>	<p>Better support the communities where we work. And create strong working communities with suppliers who share our commitment to social responsibility</p>	<ul style="list-style-type: none"> • DE&I and support for marginalized communities is embedded into the enterprise philanthropy strategy • Partnerships and memberships with charitable organizations who serve the needs of diverse communities to ensure that our work is rooted in authentic connections • Collaboration with groups and leaders working to build DE&I awareness and capability • Established a supplier diversity spend target of 5% by 2025 in North America 	