



# Diversity & Inclusion At a Glance

Progress Since 2018

## Workforce


**5,500+** employees attended at least one D&I workshop or session since 2017

**25+** (8 new) **organization sponsorships** and partnerships to recruit diverse talent

**20** diverse **Brand Ambassador videos** released in 2019

**Introduced bias language detection** tool for improved job descriptions

Launched **Abilities@Schwab** focused on hiring and supporting people with disabilities

**Ellevate**   
(professional women's networking platform)  
Mentoring participation up **4.5 times**  
**186 employees** in Ellevate mentoring program

**Created online learning pathways** for Diversity, Exclusion and Inclusive Leadership

 **Salesforce Trailhead Military certification** completed by 50 MVN members

## Workplace



**+75%** increase in **Employee Resource Group (ERG) membership** since 2018



**11 ERGs**  
**150+** chapters  
**7,400** members

**100%** of **employees trained** in maintaining a respectful and inclusive work environment

**ERG titles option** added to business cards

**600+** diversity-related internal events or activities

**Launched Workplace Accessibility Center** site to support employees with disabilities

**New self-identification Workday options** for gender identity, sexual orientation and pronouns

**New pronoun option** included on email signatures

**3,750 employees recognized** through Allyship and Inclusion Sendwords since Nov '19

allyship

inclusion



**45+** **employee stories** focused on our diverse and inclusive voices, with over **58K views** in 2019



**Diverse Dialogues podcast introduced** **1000+** listens since Oct '19



**D&I INSIGHT newsletter launched** read by **35%** of the organization

## Marketplace



Expanded **diverse representation of stock photo library**



Consulted with **RIA firms on D&I strategy**

Developed new **financial essentials workshops for LGBTQ+ and Women**



Addressing **gender pronouns in Client Central** database

Revising client verification security questions to **acknowledge diverse family types**

## Community



**20 first-generation college students of color** participated in **InternPro program**, equipping them for successful Schwab internships

**Increased collaboration** between Schwab Bank Community Development and Lending, Affirmative Action Planning, Community Service and Brand Marketing



Established **ERG-directed community grants** for aligned nonprofits

**500+ volunteer hours and \$20k+ fundraised** for ERG championed non-profits



**Hiring Our Heroes fellowship program** introduced to help military service members transition into professional roles

Learn more at [jumpword: Diversity and Inclusion](https://www.charleschwab.com/jumpword)

The enclosed data represents progress through 2019, with the exception of Employee Resource Group (ERG) and Diverse Dialogues numbers, which include metrics through July 2020.

The Charles Schwab Corporation provides a full range of brokerage, banking and financial advisory services through its operating subsidiaries. Its broker-dealer subsidiary, Charles Schwab & Co., Inc. (member SIPC), offers investment services and products, including Schwab brokerage accounts. Its banking subsidiary, Charles Schwab Bank (member FDIC and an Equal Housing Lender), provides deposit and lending services and products.

©2020 Charles Schwab & Co., Inc. All rights reserved. Member SIPC 0920-007K