



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 aboutschwab.com/diversity-and-inclusion

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.

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