

Diversity and Inclusion

Changing our behaviors and strengthening our future at Fidelity

“Fidelity believes in, and is committed to, fair and equitable treatment for every associate and customer, and to creating a safe and respectful environment, in which everyone is treated with kindness, compassion and respect.”

ABBY JOHNSON | Chairman and CEO of Fidelity Investments

A FOUNDATION TO SUCCESS

Diverse perspectives keep businesses relevant and innovating, helping to drive results. At Fidelity, we believe diversity and inclusion builds a connected and collaborative workforce and must be:



A PROCESS, NOT PROGRAMS

Diversity is not a box to check. Making an impact by focusing on "Simple Starts" for business processes and operations.



LAYERED WITHIN, NOT LAYERED ON TOP

Embedding inclusive practices into all levels of decision-making to create and sustain momentum for the long-term.

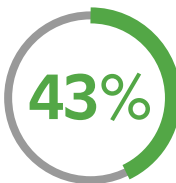


ACCOUNTABILITY FOR ALL

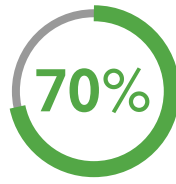
Leaders must commit to new behaviors that will help the entire organization increase diversity and inclusion.



57% of women participate in the labor force, and this is growing¹



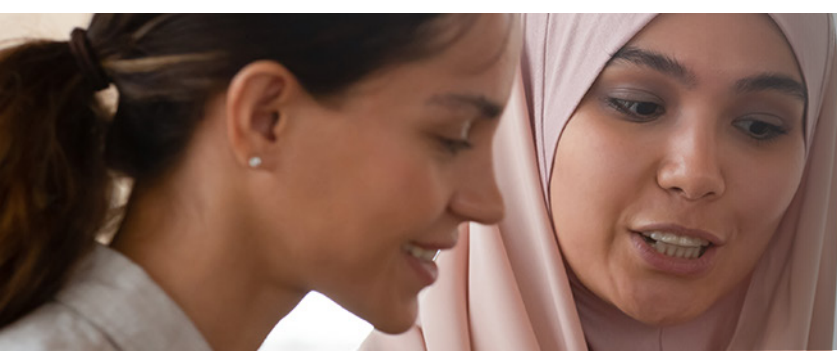
43% of Millennials are non-white, the highest of any generation and **2x** as likely to identify as LGBT²



70% of disabilities are invisible, while **1:5** Americans has a disability³



+33% profitability above average for companies with ethnic and cultural diversity in leadership⁴



Diversity:
It's not a what,
it's a how

RECRUIT

100% of open roles apply machine learning to ensure job descriptions and requirements are inclusive and non-biased*

13% more diversity in the employees hired in the last year vs. the whole of our current workforce*

- ▶ Connect with prospective employees **earlier and in new places**
- ▶ Drive awareness of the broad career paths in financial services through programs like **Fidelity Boundless**
- ▶ **Diverse interview panels** to guard against unconscious bias in final decision making

CUSTOMER VALUE

- ▶ **Focus on the under-served investors** and ensure our products and services resonate with all, not just the majority
- ▶ **Equip institutional clients** to help drive change in their own firms through recruiting, workshops, research, and consulting resources
- ▶ **Our Office of Customer Accessibility** is dedicated to improving the customer experience for people with disabilities by ensuring accessibility is a design principle in everything we do

DEVELOP

100% of our people are trained on building a respectful workplace*

97% of 21K manager and employees in the U.S. have completed unconscious bias training*

>50% of our top talent programs are now women and people of color*

- ▶ **Creating bespoke leadership programs** for members of underrepresented communities including people of color, people with disabilities, women, and their managers
- ▶ Programs are focused on **development, sponsorship, skills application, and providing a cohort experience** where participants can grow and share their experiences with one another

COLLABORATE

\$140M supplier diversity spend in 2019*

30+ partnerships with industry and non-industry partnerships*

- ▶ Founding member of **NICSA's The Diversity Project**
- ▶ Member of the **30% Club**
- ▶ DEI top-scorer three years running, **scoring 100%**⁵

Believe in being
#DifferentTogether

Fidelity's nine affinity groups are self-organized groups of employees with common interests in areas such as race, ethnicity, gender or sexual orientation, or who share similar interests based on similar sets of experiences who come together to create a positive and inclusive workplace for all employees.

EMPLOYEE RESOURCE GROUPS



1:3 employees participate in an ERG*



34% of ERG members volunteered for Fidelity Cares in 2019*



25% increase in ERG memberships over the last three years*

SPECIAL INTEREST GROUPS



These groups also make a large contribution on the business **helping to ensure our products and services are delivered in a welcoming and equitable environment, and help individuals feel supported around challenges** they may experience in their personal or professional lives.



At Fidelity, we think broadly about how to support and promote diverse perspectives not only at our firm, but across the financial services industry and beyond. **We're committed to learning and exploring in this space.**

Sources:

- ¹ United States Department of Labor
- ² Pew Research
- ³ United States Census Bureau
- ⁴ McKinsey & Company
- ⁵ Disability Equality Index
- * Fidelity Investments, January 2020

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