

DIVERSITY & INCLUSION

FIDELITY INVESTMENTS

TABLE OF CONTENTS

3	Overview
4	Our Commitment to Diversity and Inclusion
6	Our Approach
7	Our Workforce Data
14	Our Diversity and Inclusion Milestones
15	Creating a More Inclusive Workplace
18	Affinity Groups – Employee Resource Groups (ERGs) and Special Interest Groups (SIGs)
21	Our Diversity Programs and Initiatives
27	Formation of Senior Advisor Team
28	Looking Ahead
29	Appendix

OVERVIEW

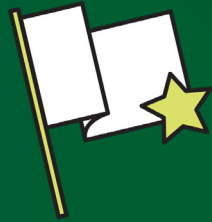
As a financial services firm that, throughout our history, has been dedicated to helping people live better lives by making financial expertise broadly accessible and effective, we have reflected on and amplified our commitment to strengthening diversity and inclusivity in our workforce and our communities. It is with that in mind that we publish our first Diversity and Inclusion report and commit to transparency to our efforts.

At Fidelity, we believe that building and sustaining a diverse and inclusive workforce is both the right thing to do and a business imperative. Our associate sentiment is very positive despite the pandemic and, as we remain focused on meeting our customers' needs, we are working to improve the diversity of our workforce, to address gaps in our communities through financial literacy education and volunteerism, and to better provide relevant experiences to our customers who are increasingly more diverse.

We are applying our Investor Mindset to these efforts—which means being willing to make difficult choices, guided by data, analysis, and our customers' and associates' needs, to achieve the desired outcomes.

While we have made some progress, we know we must do more to attract, retain and support associates with diverse backgrounds and perspectives at all levels. Inclusion and belonging are also key requirements for the retention of all associates and are, therefore, equally as important.

This report includes our workforce demographic data, which, at this time, focuses on the historical dimensions of gender and ethnicity that, along with veteran status, are what is currently disclosed during the employment process. This report also outlines our efforts in both diversity and inclusion and is an important step toward demonstrating our focus on—and commitment to—better outcomes.



OUR COMMITMENT TO DIVERSITY AND INCLUSION

Fidelity's values continue to anchor our commitment to diversity and inclusion.

Strong values and good intentions must be paired with actions, accountability and outcomes.

WE PLAN TO...

Increase the representation of diversity within our company. We are committed to improving the representation of diversity in our workforce at all levels to better reflect the customers we serve and the population at large, and to inspire more women and candidates from underrepresented groups to see the financial services industry as a fulfilling and rewarding career destination.

Ensure inclusion and belonging across our workforce. We are committed to removing barriers to inclusion. We will continue to do this by driving intentional behavior changes for every associate—from senior leadership to new hires—supported by education and training that foster respect and appreciation for the value of our differences.

Create new opportunities and value for our customers and the communities where we live, work and serve. From our supplier diversity program to our community outreach, to new and differentiated experiences for underserved customers, Fidelity recognizes our responsibility to participate in efforts addressing systemic issues that drive inequalities.

Be open about our diversity and inclusion progress. This includes sharing our efforts to date, the state of our workforce today, what is working and what is not working.

Be clear about roles and accountability for all associates. We all have a part to play in these efforts, regardless of title, tenure, business function or level. We will work together to achieve our desired outcomes and to maintain our safe and inclusive workplace.



OUR APPROACH

We are approaching improving our diversity and inclusion like we approach other critical long-term, complex and multi-dimensional opportunities—by...

Using our Investor Mindset



Finding the best path forward with empirical data and factual analysis



Collaborating to create value



Looking externally for inspiration and insights

This decision-making and analytical framework has guided Fidelity in the past and helps to set the stage for candid discussion and rigorous debate about what is working and what is not.

Fidelity associates and leaders are innovative problem-solvers, and we believe this foundational approach—aligning awareness with intention—will help increase the representation of diversity within our workforce. This is essential because we believe that diverse groups make better decisions, are better equipped to mitigate risk, and are better able to deliver empathetic and expert customer service and solutions.



OUR WORKFORCE DATA

We are disclosing our workforce demographic data as a necessary step in holding ourselves accountable for improvement.

As we shared earlier, our current workforce diversity efforts focus on the historical dimensions of gender and ethnicity, which, along with veteran status, are what is currently disclosed during the employment process.

ESTABLISHING A SELF-IDENTIFICATION PROGRAM

We recognize that our commitment to diversity must encompass much more than gender and ethnicity and are committed to expanding our view into the composition of our workforce in the coming year through a robust self-identification program. This will allow us to include expanded gender and ethnicity categories, LGBTQ+, and disability diversity. We acknowledge that this is not a simple undertaking and understand that we must first ensure that our candidates and associates feel comfortable sharing their identities.

We are currently focused on two primary quantitative workforce diversity measurements:

Gender and racial representation
in our workforce

Gender and racial representation
in leadership positions

REPRESENTATION IN GLOBAL WORKFORCE* | GENDER DIVERSITY

Global workforce includes Ireland and India associates.

	2015	2016	2017	2018	2019	2020
MALE	64%	64%	63%	63%	62%	62%
FEMALE	36%	36%	37%	37%	38%	38%

There has been **measured growth** in the number of associates** who identify as female in recent years.

**Calculations based on disclosed employees only*

***Throughout this report, "associates" refers to all internal financial services aligned headcount and does not include contingent or outsourced staff.*

**** Ethnically diverse associates (or People of Color) are those who identify as Asian, Black or African American, Hispanic or Latino, American Indian or Alaska Native, Native Hawaiian or Pacific Islander, and Two or more races*

We have seen improvements in our workforce representation among our associates who identify as Hispanic or Latino and those who identify as Asian.

There has been very little change in our representation amongst our Black or African American associates over the same period. This is an area of opportunity for us and we must accelerate our improvement in representation amongst these groups.

REPRESENTATION IN U.S. WORKFORCE | ETHNIC DIVERSITY***

	2015	2016	2017	2018	2019	2020
HISPANIC OR LATINO	4.5%	4.8%	4.9%	5.1%	5.4%	5.8%
WHITE	79.7%	79.3%	78.9%	78.5%	77.7%	76.5%
BLACK OR AFRICAN AMERICAN	5.3%	5.3%	5.2%	5.2%	5.3%	5.5%
NATIVE HAWAIIAN OR OTHER PACIFIC ISLANDER	0.1%	0.1%	0.1%	0.1%	0.1%	0.2%
ASIAN	9.2%	9.3%	9.6%	9.8%	10.1%	10.5%
AMERICAN INDIAN OR ALASKA NATIVE	0.2%	0.2%	0.2%	0.2%	0.2%	0.3%
TWO OR MORE RACES	0.9%	1.0%	1.0%	1.1%	1.1%	1.3%

Please note that, throughout this section of the report, the terminology used is reflective of the data captured by the U.S. Equal Employment Opportunity Commission.

GENDER DIVERSITY

Global Workforce

Fidelity's global workforce demographics show slight growth in overall representation of associates who identify as women.

We have seen similar growth in representation in leadership positions and significant improvements in customer service positions. This is tied to our concerted efforts to increase the recruitment and retention of female associates in several areas of our business.

REPRESENTATION IN LEADERSHIP

OVERALL 38%

Trending:	▲ 2pt
Dec 2020	38%
Dec 2019	38%
Dec 2018	37%
Dec 2017	37%
Dec 2016	36%
Dec 2015	36%

PEOPLE MANAGERS 32%

Trending:	▲ 2pt
Dec 2020	32%
Dec 2019	31%
Dec 2018	30%
Dec 2017	30%
Dec 2016	30%
Dec 2015	30%

LEADERSHIP POSITIONS (MGR+) 34%

Trending:	▲ 2pt
Dec 2020	34%
Dec 2019	33%
Dec 2018	33%
Dec 2017	32%
Dec 2016	32%
Dec 2015	32%

REPRESENTATION IN WORKFORCE

NON-TECHNOLOGY 41%

Trending:	▲ 2pt
Dec 2020	41%
Dec 2019	41%
Dec 2018	41%
Dec 2017	40%
Dec 2016	39%
Dec 2015	39%

TECHNOLOGY 27%

Trending:	Flat
Dec 2020	27%
Dec 2019	27%
Dec 2018	28%
Dec 2017	28%
Dec 2016	28%
Dec 2015	27%

CUSTOMER SERVICE 43%

Trending:	▲ 6pt
Dec 2020	43%
Dec 2019	42%
Dec 2018	42%
Dec 2017	41%
Dec 2016	39%
Dec 2015	37%

ETHNIC DIVERSITY

U.S. Workforce

Fidelity's demographics show incremental progress with associates in the U.S. who identify as Hispanic or Latino, Black or African American, Asian, American Indian, Native Hawaiian or Pacific Islander, or Two or more races.

Overall representation among this group is at 24 percent, increasing by four points over the last five years, driven by increases in recruiting activities and declining attrition rates for this group since 2018. We have seen similar growth in representation in leadership positions, but these improvements need to be accelerated. There has been greater improvement in our representation by ethnically diverse associates in technology roles, outpacing the growth in other areas, such as customer service roles.

REPRESENTATION IN LEADERSHIP

OVERALL 24%

Trending:	▲ 4pt
Dec 2020	24%
Dec 2019	22%
Dec 2018	21%
Dec 2017	21%
Dec 2016	21%
Dec 2015	20%

PEOPLE MANAGERS 16%

Trending:	▲ 2pt
Dec 2020	16%
Dec 2019	16%
Dec 2018	16%
Dec 2017	15%
Dec 2016	15%
Dec 2015	14%

LEADERSHIP POSITIONS (MGR+) 22%

Trending:	▲ 4pt
Dec 2020	22%
Dec 2019	20%
Dec 2018	20%
Dec 2017	19%
Dec 2016	19%
Dec 2015	18%

REPRESENTATION IN WORKFORCE

NON-TECHNOLOGY 20%

Trending:	▲ 3pt
Dec 2020	20%
Dec 2019	18%
Dec 2018	18%
Dec 2017	17%
Dec 2016	17%
Dec 2015	17%

TECHNOLOGY 43%

Trending:	▲ 7pt
Dec 2020	43%
Dec 2019	40%
Dec 2018	39%
Dec 2017	38%
Dec 2016	37%
Dec 2015	36%

CUSTOMER SERVICE 24%

Trending:	▲ 3pt
Dec 2020	24%
Dec 2019	22%
Dec 2018	21%
Dec 2017	20%
Dec 2016	21%
Dec 2015	21%

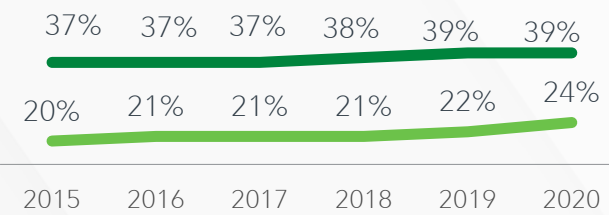
REPRESENTATION IN THE WORKFORCE

U.S. Workforce

In recent years, we have made continuous improvements to our recruiting, training, hiring and talent development programs to be more inclusive and attuned to associates from diverse backgrounds. We took steps that aimed at increasing the representation of women at all levels of the company. We focused on gender diversity in final interview slates and measured our progress over time. Two areas of focus where women were historically underrepresented included financial planning consultants' roles in our Investors Centers, as well as roles in our technology organizations.

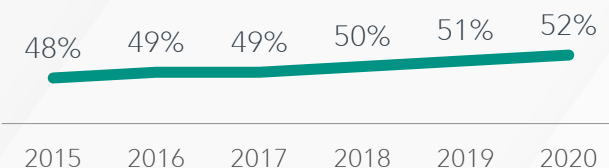
There is a broader opportunity for the financial services industry as a whole to improve its diversity. EMSI, a tool that uses data from the Department of Labor, found that 31 percent of licensed representatives are women and 25 percent are People of Color.*

**Source: Department of Labor*



Overall, women make up **39 percent** and ethnically diverse associates make up **24 percent** of our U.S. workforce, respectively. We have seen slight increases year over year in both groups, and they remain focus areas for accelerated improvement.

■ WOMEN ■ PEOPLE OF COLOR



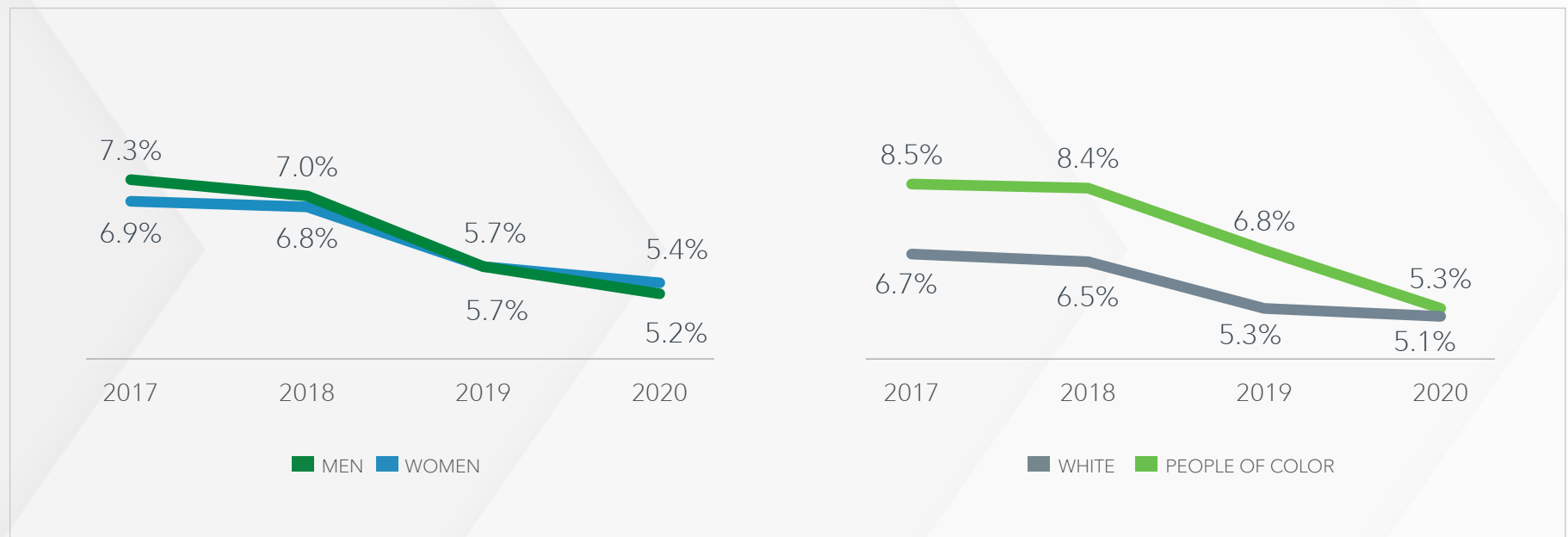
In 2020, **just over half** of our management job offers were made to a woman and/or a candidate from an ethnically underrepresented group.

■ WOMEN/PEOPLE OF COLOR

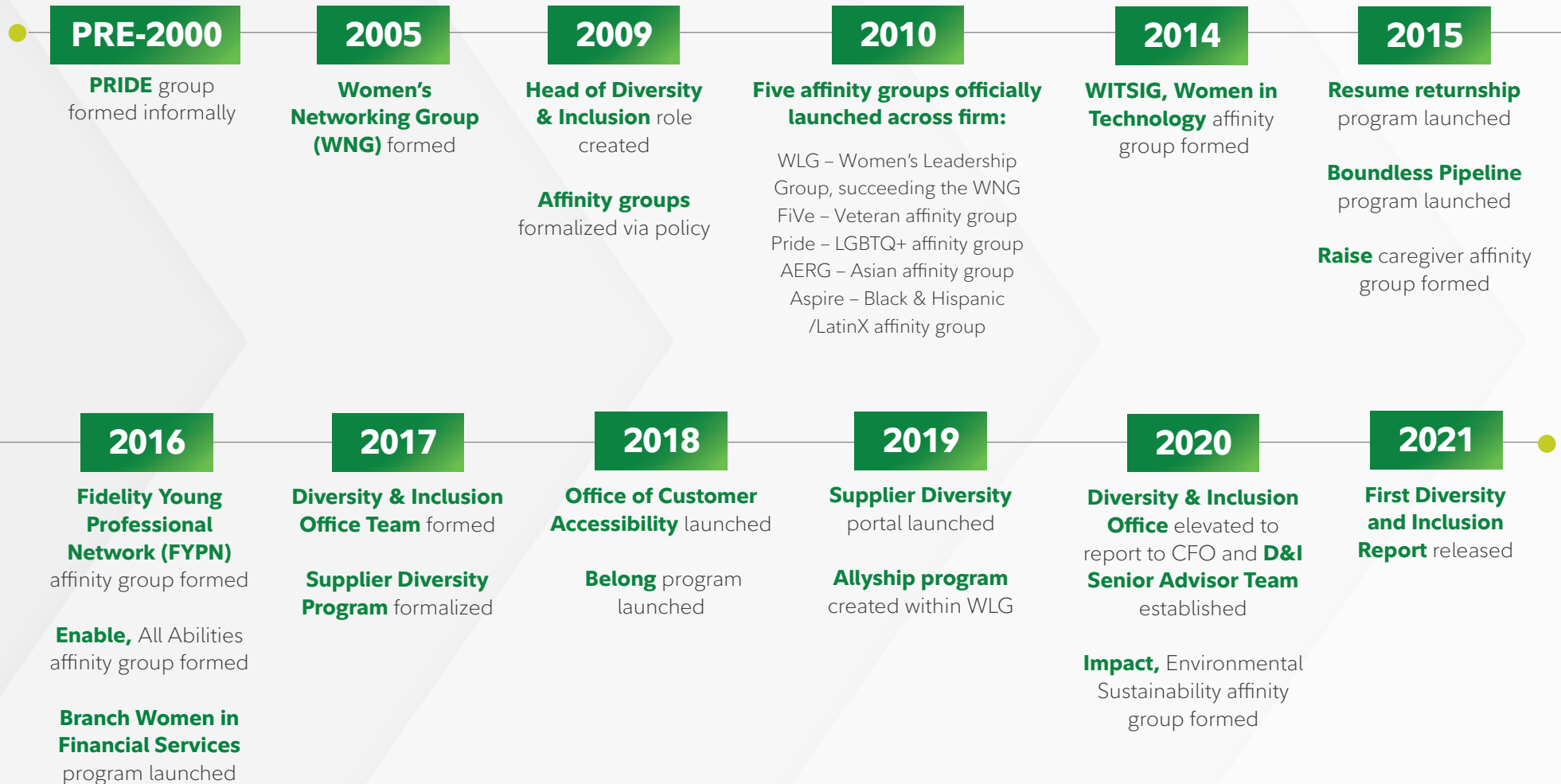
VOLUNTARY ATTRITION

U.S. Workforce

Our voluntary attrition rates have been **declining for women and ethnically diverse associates** in recent years. We have noticed a specific trend of retention rates increasing after associates' third year at the firm.



OUR DIVERSITY AND INCLUSION MILESTONES






CREATING A MORE INCLUSIVE WORKPLACE

We believe that the most effective way to attract, develop and retain a diverse workforce is to build an enduring culture of inclusion and belonging.

While it is critical to build a pipeline of diverse talent, it is equally important to develop and retain underrepresented associates. Therefore, we are focused on both attracting a diverse candidate pool and building an inclusive environment where our associates can thrive and build rewarding careers.



We want all associates to feel welcome and valued for their unique abilities and contributions.

This is essential for the personal career fulfillment of Fidelity associates and the success of the company. We track the success of our inclusion efforts through periodic employee sentiment surveys and associate focus groups, and by soliciting ongoing feedback from our Employee Resource Groups.

Behavior-Based Changes

Recognizing that large, profound organizational changes often start with small, intentional steps, we focus on incremental behavioral changes that can help create an inclusive environment over time. This approach is based on the premise that every Fidelity associate has the power to affect the company's culture. As part of our goal to establish an expectation of personal accountability, we offer a "train the trainer" style workshop, which allows us to scale and instill a shared sense of ownership for driving diversity and inclusion across the firm.

Training

Working with leading experts on diversity and inclusion training, we have designed training courses for all managers to understand how to minimize biases to create a more inclusive workplace. These courses are designed to help managers understand their own behaviors and unconscious biases and the the impact they may have—as well as how to demonstrate inclusion, minimize the negative impacts of bias, and ultimately, enhance workplace interactions and support improved performance. We also offer training for all associates in Appreciating Cultural Differences, as well as Disability and Gender etiquette. In addition, we maintain an Inclusive Language guide to help our associates be intentional in the language that they use.

The Importance of Identity

Feeling comfortable in the workplace is closely tied to one's identity being respected. In the upcoming year, we plan to pursue an education campaign for all associates, in partnership with our affinity groups, focused on the use of pronouns and the importance of identity. We believe this work will reinforce our commitment to inclusion of all at Fidelity.

Accessibility for All

Ensuring that our workplace and tools are accessible and inclusive for all associates not only increases productivity, but also enables career vitality, and helps to ensure that all associates have the opportunity for success and advancement. We are continuing to prioritize the need for accessibility.

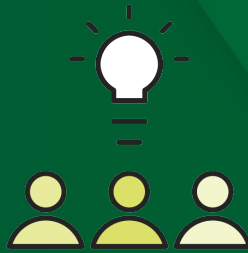
Our dedicated Inclusive Experience team focuses on integrating accessibility and inclusivity into Fidelity's people practices, workspaces and technology.

This work was incorporated into Fidelity's larger Associate Experience efforts in 2019 to align accessibility with our ongoing focus on listening and responding to associate needs and creating welcoming and inclusive experiences for all associates. Working with associates who experience physical, cognitive and social limitations, this team, in partnership with our real estate teams, implemented design enhancements that help associates fully utilize our workspaces, with support for physical accessibility and mental health, and the removal of gender barriers. Digital Accessibility Training covers the benefits of inclusive design, steps to incorporate accessibility into digital experiences, and best practices to create stronger products overall.

In addition, the Inclusive Experience team partners with the Digital Workplace team, which manages our internal digital tools and training, to host frequent accessibility showcases to build awareness on accessible and inclusive features and help associates get the most out of our internal applications. Our commitment to accessibility extends to our work with vendors. Fidelity's Procurement team has integrated accessibility language into our contracts to ensure that accessibility and inclusion are built into external designs when we are purchasing technologies from our vendors.



CREATING A MORE
INCLUSIVE WORKPLACE



OUR AFFINITY GROUPS

Our affinity groups provide a model for inclusion at Fidelity.

While they may have a specific focus area or community, these groups are open to all associates to participate and learn from each other.

Senior leaders volunteer to serve in Executive Sponsor roles for each group, with each group having two Executive Sponsors. This ensures that these volunteer “grassroots” organizations have visibility and advocacy from leaders with influence at the firm.

EMPLOYEE RESOURCE GROUPS (ERGs) AND SPECIAL INTEREST GROUPS (SIGs)

With continued growth over the last decade, we now offer 10 self-organized and executive-sponsored affinity groups, including [six Employee Resource Groups \(ERGs\)](#) and [four Special Interest Groups \(SIGs\)](#). ERGs have common interests relating to areas such as race, ethnicity, gender or sexual orientation, or share an affinity based on similar sets of experiences. SIGs provide members with support and a sense of community based on common interests.

AERG - Asian Employee Resource Group

Aspire - Black and LatinX Employee Resource Group

Enable - All Abilities Employee Resource Group

Fidelity Pride - LGBTQ+ Employee Resource Group

FiVE - Fidelity Veterans Employee Resource Group

WLG - Women's Leadership Group

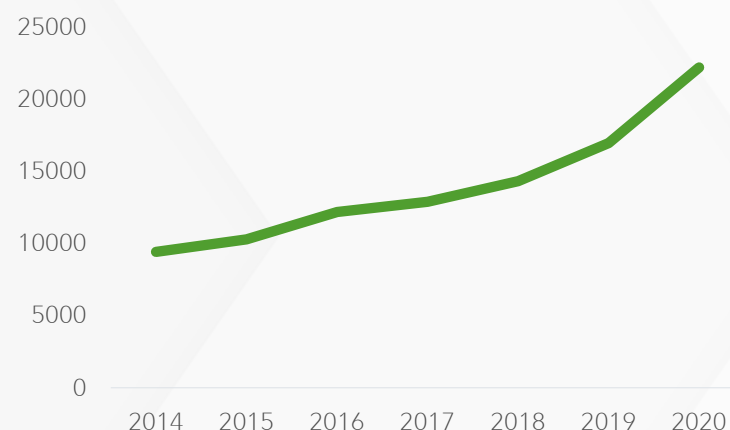
FYPN - Fidelity Young Professional Network Special Interest Group

Impact - Environmental Sustainability Special Interest Group

Raise - Working Parents and Caregivers Special Interest Group

WITSIG - Women in Technology Special Interest Group

AFFINITY GROUP **MEMBERSHIP**



Nearly **half of our Fidelity associates belong to one or more ERGs or SIGs**, and attrition rates across these groups are one point lower than the company average. Members are also more likely than their non-member peers to seek out and obtain job mobility opportunities.

These groups help shape our culture, serve our communities and provide a platform for impactful cross-company engagement and development for associates.

Our members also provide customer insights and play critical consultative roles for our businesses, providing input on the design and relevance of our products and services.

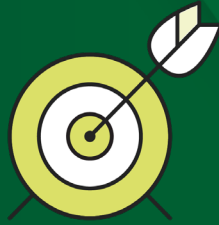
Through collaboration across our Inclusive Experience team and our Enable and Pride ERGs, we incorporated more inclusive design into our workday experiences and workspaces. In addition, our Enable ERG partnered with our Office of Customer Accessibility to launch Attainable 529 accounts for planning disability-related expenses and to implement on-demand American Sign Language video relay interpretation services in retail locations.

Allyship

We understand the critical role that allies play in advancing diversity and inclusion without placing the full burden on underrepresented communities to advocate for themselves. We are focused on helping our associates act as allies for others.



In 2019, two senior male leaders launched a partnership with the Women's Leadership Group to form the Allies Connection group, which provides a model for all senior leaders in our company to become allies for others. We are actively working to leverage this model to expand Allyship efforts more broadly across our company.



OUR DIVERSITY PROGRAMS AND INITIATIVES

We believe that talent-focused companies with robust pipeline-building initiatives—such as diverse interview panels, diverse candidate slates, intentional diversity recruiting practices and partnerships with external organizations focused on diversity—are better equipped to attract diverse talent and build more diverse workforces.

We have numerous initiatives underway to help us achieve these objectives and accelerate our progress.

DIVERSITY IN HIRING

We remain committed to always hiring the best candidates for roles, while increasing the diversity of our workforce. Fidelity works with more than 20 partner organizations focused on sourcing individuals with diverse backgrounds. These external groups help Fidelity source job candidates at all career levels, from students through early career and experienced hiring. They give Fidelity access to job applicants through events, mentoring opportunities, access to candidate databases, and distribution of our jobs and [internships](#) to their populations.

We are focused on driving awareness of the various careers within the financial services industry earlier among broader talent pools.

To do this, we are designing programs that connect with talent at various phases of career exploration. These programs aim to build the pipeline of future talent at Fidelity and throughout financial services.

Boundless


Our Boundless Program is a career discovery initiative for high-school and college-aged female-identifying students to explore opportunities in financial services. Boundless connects Fidelity with students who may have never considered financial services as a career option.

Belong – Valuing Visible and Invisible Differences

Started in 2017, our Belong program is a fellowship, development and manager-training program for those with disabilities. Our fellows come to us through third parties that support historically unrepresented communities and include veterans with disabilities, people along the autism spectrum, people who are blind or visually impaired, and those who are deaf or hard of hearing. The program helps Fidelity achieve its business goals by tapping into fellows with unique skills to power Fidelity's technology, operations, finance and business support functions.

Resume

We recognize that building a career does not always occur linearly. For professionals returning to the workforce after



a career break, we offer a paid 26-week return-to-work (or returnship) program in partnership with reachHIRE.

Fidelity Leap

To expand our talent pool, we designed a program called Fidelity Leap to train recent college graduates in the technology field and place them in full-time tech roles within the firm. This program proactively recruits for diverse talent through third party partners including Grace Hopper, Rewriting the Code, and Historically Black Colleges and Universities. The Leap program began in 2009 and, since then, we have graduated more than 2,400 employees.

FidelityMADE – Fidelity Mobilizing Associates and Developing Expertise

As part of our focused efforts on training and developing underrepresented employees, our FidelityMADE program provides technology career mobility for non-technical employees. The program is designed to upskill and reskill these employees to begin a career in technology, bringing diverse perspectives into technology. FidelityMADE launched in 2016 and operates in six regions across the United States.

BENEFITS FOR A DIVERSE WORKFORCE

In addition to strong traditional benefits, such as an industry-leading retirement plan match, we've introduced benefits designed to meet the needs of a modern, diverse workforce and to support areas where underrepresented populations may feel greater impact.

Student Loan Assistance

In 2016, Fidelity launched an innovative Student Loan Assistance program designed to help our associates pay down their student loan debt faster, so they can save on interest and be one step closer to meeting their financial goals. Eligible associates can receive up to \$10,000 over five years from Fidelity to pay towards their student loan debt.

Parental Leave

To help associates welcome a child—through birth, adoption or fostering—Fidelity provides up to 16 weeks of paid maternity leave and up to six weeks of paid parental leave, with flexibility that allows them to choose how and when they'd like to take the time.



Flexible Work Options

Because caregivers, especially women, have borne a heavy burden to manage work and family needs in the wake of the COVID-19 pandemic, we've expanded our flexible work options. The new program offers associates in roles with limited flexibility, such as our customer service teams, the option to reduce their schedule without impacting their benefits.

Caregiving Navigation and Financial Support

Prior to the pandemic, Fidelity identified a need to support associates caring for elderly loved ones. In the spring of 2020, we rapidly scaled and enhanced that effort to help associates navigate the medical, financial, legal, housing, in-home and social/emotional aspects of caring for elderly loved ones, as well as to help them find nannies, tutors and other childcare needs resulting from remote learning and school and daycare closures.

In addition, Fidelity introduced a childcare subsidy, which offers reimbursement for childcare expenses incurred as a result of COVID-19 related disruptions. To further support associates through stress and uncertainty, Fidelity introduced a new program that provides associates and


their dependents with access to emotional wellbeing professionals. These benefits have proven valuable in recruiting new employees and helping associates stay in the workforce during the pandemic.

PROGRAMS TO ADVANCE BLACK, LATINX AND WOMEN LEADERS

We have specific development programs focused on advancing Black and LatinX leaders and women at Fidelity. We identified an opportunity to create a cohort development experience and the need for professional development for these underrepresented associates and their managers. In addition, we have launched and are scaling multiple sponsorship programs for underrepresented leaders.

Aspire to Lead

This is a professional development program that leverages a tandem learning methodology between Black associates and their managers. The program provides resources and



relationship-building to promote broader understanding between manager and associate, as well as increased opportunities for development and advancement for associates. The program was piloted in early 2020, and will be expanded to reach more than 700 associates over the next three years.

Leveraging and Inspiring Fidelity's Talent (LIFT)

We know that sponsorship can be a significant driver of professional and career development, and it is critical that underrepresented associates have vocal advocates in positions of power and influence. In 2020, we launched Fidelity LIFT, a program across our underrepresented associate communities—specifically female, Black, and LatinX associates—focused on creating visibility, exposure and advocacy. We have already begun to observe promotions and job mobility among the initial cohort.

Together We Rise


This digital program, in partnership with Kahilla (formerly The Nook Online), is targeted at advancing women into leadership roles. It is a digitized and modernized women's resource group that provides personal and professional development for nearly 2,000 women at Fidelity, alongside a larger community of women outside of Fidelity.

SUPPLIER DIVERSITY

More than ever, many customers want to know the companies they have relationships with align to their core values and are putting their employees and communities at the forefront of corporate stewardship. Fidelity is committed to supplier and vendor diversity and, in 2020, Fidelity spent over \$200 million, approximately 5 percent of our total procurement spend, with women and minority-owned businesses. We recognize that we have a responsibility to do more in this space and are committed to increasing our spend with suppliers from underrepresented communities, including minority-owned, woman-owned, LGBTQ+-owned, disability-owned, and veteran, veteran-disabled and service-disabled veteran-owned businesses.

Community Involvement for Impact

Our Community Relations efforts focus on supporting underserved students, including Black, Brown and students of Color, and their teachers and families, through long-term, high-impact partnerships with established nonprofit organizations. We direct our resources to help support immediate needs, protect vulnerable populations, and sustain the health of the nonprofit sector.



Through our Fidelity Cares associate-volunteer program, thousands of Fidelity colleagues are invested in supporting programs to help these students, families and teachers thrive today—and in the future—beginning with a quality, core education. Programs that focus on financial literacy education, smart financial decisions and expanded career opportunities help address both short- and long-term success.

Following the protests and activism of the summer of 2020, we took a deeper look at our community relations efforts and listened to our nonprofit partners, especially those engaged in the work of social justice and racial equality.

We know that community support is best when it is personal, so we engage our passionate colleagues across the country in our community engagement efforts.

We recognize that long-term change and success comes through collaboration, listening and adapting to the needs of our communities. [Read more about our work in our communities.](#)





FORMATION OF OUR SENIOR ADVISOR TEAM

To further reinforce the need for accountability across our workforce, in September 2020, we announced the formation of a diversity and inclusion Senior Advisor team. This inaugural team consists of nine business leaders who are innovative thinkers, passionate about the future of Fidelity and excited to engage in this important work.

The Senior Advisor team is designed to help us accelerate our progress in our D&I efforts across the firm, working closely with our Head of Global Diversity and Inclusion.

This team also serves as another listening post for our efforts related to diverse customers and engaging with underrepresented communities. The membership of the team will rotate over time to ensure fresh and diverse perspectives from across the company are represented. Our Chief Financial Officer and Head of Human Resources serve as the Executive Sponsors for this group.

LOOKING AHEAD

Fidelity's values continue to anchor our commitment to driving a more diverse workforce and inclusive culture, and to creating new opportunities and value for our customers and the communities where we live, work and serve.

Advancing diversity and inclusion is a responsibility that must be shared and prioritized at all levels across our company. We are committed to building a workforce that better reflects the broad diversity of our customers and communities—and to fostering an inclusive culture. We know that shared accountability, clearly defined intentions and actions, measurable goals and transparency are critical to accelerating our progress.

This report marks an important milestone at Fidelity. We are at a critical inflection point that requires we remain focused on continued improvement coupled with a strong sense of urgency to produce results.

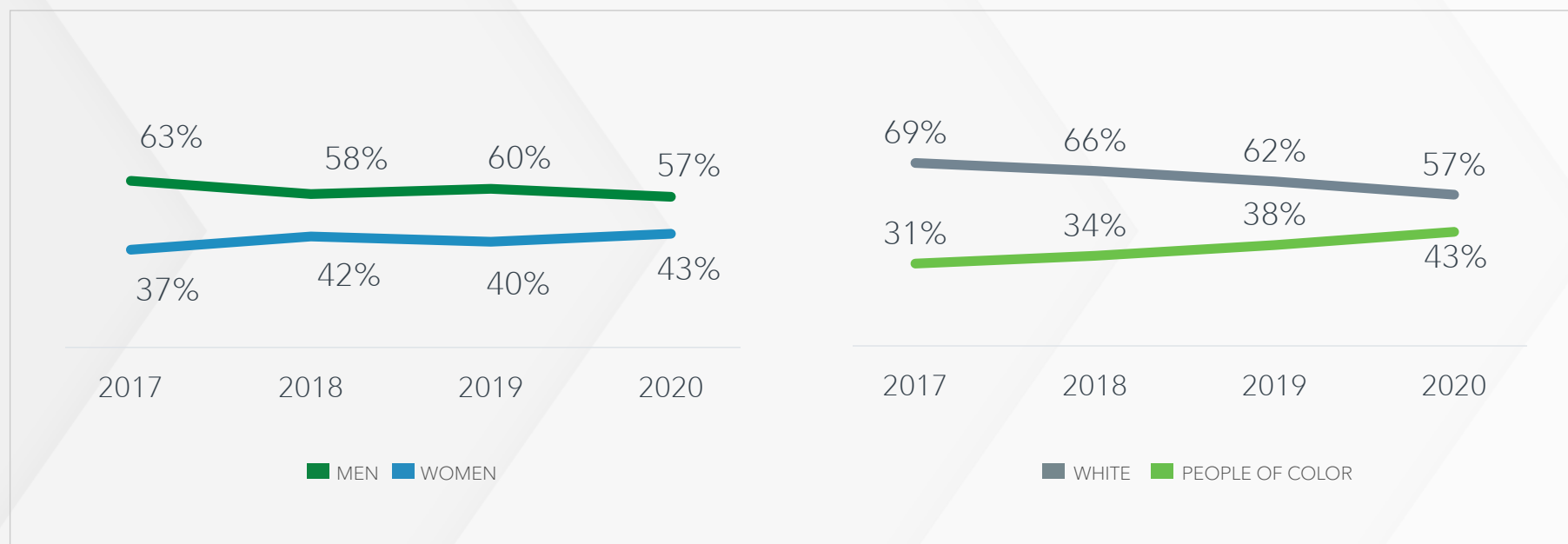
We look forward to sharing our progress.



APPENDIX

INTERNSHIPS

We continue to see increased diversity in the demographic composition of our interns, building our pipeline of diverse talent, as many eventually assume full-time positions. **This represents an important entry point for potential future associates and is an area of focus.**



EMPLOYEE RESOURCE GROUPS



The Asian Associate Resource Group (AERG) is dedicated to promoting cultural inclusion and awareness for our associates through impactful community, professional and social networking events.



Aspire is a company-wide associate resource group focused on the professional and personal experiences of LatinX and Black associates. Open to all interested associates, Aspire advances the professional development of its members, building bridges that lead to sustainable skills, productive networks and the motivation to maximize the value they deliver to Fidelity, our customers and the community.



Fidelity Enable is a company-wide resource group focused on creating a positive and inclusive work environment for associates of all abilities. The group strives to reshape and strengthen the experience of our customers with disabilities, while helping to establish Fidelity as a destination employer.



Fidelity Pride is a company-wide resource group open to all associates interested in the workplace experiences of our Lesbian, Gay, Bisexual, Transgender and Queer (LGBTQ+) community.



Fidelity Veterans Associate Resource Group (FiVE) is a company-wide networking and support group for military veterans and their families, and is open to all interested associates.



Women's Leadership Group (WLG) is dedicated to the needs of businesswomen looking to develop professionally and personally through networking, leadership programs and volunteer opportunities. The WLG provides an outlet for women to share their experiences and best practices to empower each other, and Fidelity, to succeed in achieving their goals.

SPECIAL INTEREST GROUPS



Environmental Sustainability (Impact) focuses on driving change by engaging associates in environmental sustainability efforts across Fidelity and in partnership with global communities for a better future. This group enables associates to connect over their shared passion to address and raise awareness about environmental issues, such as climate change, environmental justice, biodiversity, waste reduction and food and water scarcity, among others.



Fidelity Young Professional Network (FYPN) organizes activities that engage young professionals and benefits Fidelity by growing a firm-wide network that inspires collaboration, engagement and retention.



Women in Technology Special Interest Group (WITSIG) creates, cultivates and coordinates a thriving community of women in Fidelity's technology organizations and their allies. The group provides resources and events for the WITSIG community, participates in student outreach programs and seeks to make Fidelity a talent destination for diverse technology associates.



Working Parents and Caregivers (Raise) is a special interest group for associates who have kids, want to have kids in the future, and/or take care of aging parents—and all things in between.



COMMUNITY INVOLVEMENT FOR IMPACT

Partnerships

A decade-long partnership with the Points of Light and their HandsOn affiliate networks across the country has facilitated high-impact partnerships with schools in communities where we live and work and national and local nonprofit organizations. Through these partnerships, our employee-volunteers roll up their sleeves for school beautification projects, from painting walls to building outdoor classrooms.

Financial Literacy

Working with our customers and clients in creating a path to lead the lives they want is core to what we do, and we bring this expertise to our communities by providing in-classroom financial literacy workshops on topics ranging from saving and investing to spending and planning. In addition to student-focused sessions, in partnership with the Council for Economic Education and the Jump\$tart Coalition, we support teachers with ongoing professional development to build their confidence and knowledge to effectively teach personal finance foundations and be successful in their own financial lives. Since the program was created in 2015, more than 3,100 teachers have participated in the program, benefiting more than 310,000 students.

Skills-Based Volunteering

Harnessing the power of Fidelity's people is key to supporting our nonprofit community in a meaningful way. These organizations face difficult financial decisions and are in search of assistance on a range of business competencies as broad as our employee's skills. Through a partnership with Common Impact, we mobilize our Fidelity colleagues, from short-term, "flash consulting" events to longer-term consulting engagements with dedicated support for nonprofit organizations addressing racial equity. Over the past five years, 1,475 Fidelity associates have participated in 250 nonprofit projects, delivering more than \$2M in consulting and services through early 2021.

Charitable Donations

We also have ongoing programs, as well as periodic special initiatives, to enable associates to direct their charitable donations and community involvement toward programs that support diversity. For example, in 2020, we offered the Matching Gifts to Support Racial Equity, a program where the Fidelity Foundation matched, 2-to-1, every dollar donated by associates to a list of more than 20 qualified U.S. nonprofit organizations focused on education, youth development, social justice and racial equity.

