2019 Sustainability Report



Promoting a Harassment-Free Workplace

We cultivate a professional work environment that supports equal opportunity, dignity and respect for everyone. Every manager and employee is expected to create an inclusive environment by recognizing diverse points of view, making decisions based on merit and leading with integrity. Employees are expected to follow the letter and spirit of the Code of Conduct and the nondiscrimination and anti-harassment policy applicable to their region. We strongly encourage our people to report any concerns using the channels described on page 32.

PRIORITIZING DIVERSITY AND TALENT

Recruiting a highly diverse workforce and fostering an inclusive work environment is not only the right thing to do; it is also good for our business. To this end, we pursue a comprehensive diversity and inclusion (D&I) strategy based on four pillars: accountability, representation, advancement and culture.

Driving awareness of, and accountability for, D&I efforts among managers across our businesses is key to making progress. We conduct annual diversity reviews to actively monitor representation as well as the impact of promotions, hires and attrition on our talent pipeline. By sharing this diversity information with managers firmwide, we seek to drive awareness and action.

Inclusive Recruitment and Development

Hiring and supporting the careers of underrepresented groups, including women and minorities, supports our business success. To build a diverse talent pipeline, we use global, targeted recruitment and development programs to hire, retain and promote women and multicultural talent. Professional development programs offered in 2019 to help employees hone key skills, build networks and gain exposure to senior management included:

- Wealth Management Multicultural Leadership Summit and Women's Leadership Summit
- Women's Development Program for Vice Presidents and Executive Directors
- Platinum Program for female Executive Directors
- Leader Engagement and Development Program for Black and Hispanic Vice Presidents and Executive Directors
- Multicultural Professional Development Program for analysts and associates
- Project Catalyst for Analyst and Associate female employees

BY THE NUMBERS

Employee Diversity in the U.S.

LEVEL	BLACK OR AFRICAN- AMERICAN	HISPANIC OR LATINO	ASIAN	AMERICAN- INDIAN OR ALASKAN NATIVE	NATIVE- HAWAIIAN OR PACIFIC ISLANDER	TWO OR MORE RACES	WHITE	FEMALE
Executives / Senior Officers and Managers	2.2%	4.5%	10.0%	0.1%	0.0%	0.7%	82.5%	18.2%
First / Mid Officers and Managers	5.9%	6.5%	23.6%	0.4%	0.1%	1.5%	62.1%	38.1%
Professionals	10.0%	8.7%	23.0%	0.3%	0.2%	2.0%	55.9%	44.8%
Sales Workers	2.1%	5.6%	5.3%	0.2%	0.1%	1.3%	85.5%	20.4%
Administrative Support Workers	8.8%	12.1%	6.9%	0.3%	0.4%	1.7%	69.8%	78.2%