

# **Build and sustain Diversity & Inclusion (D&I) as a critical aspect of our work and work environment which makes us a better employer, a better provider of services to our customers, and a better member of our communities.**

## **Diversity & Inclusion start with our strong Boards**

- Recruit a diverse board of governance at all levels.
- Onboard Directors, Trustees and Corporators in ways that help promote the ideals and utility of diversity and inclusion at all levels.
- Promote opportunities to gain valuable insights from board members enhancing the corporate perspective

## **Build a diverse workforce**

- Recruit a diverse workforce.
- Cultivate diverse talent pipelines through key partnerships.
- Onboard new employees in an inclusive way, that supports them and the teams they join.

## **Sustain inclusive work teams and work environment**

- Engage leadership to actively support internal and external D&I initiatives.
- Focus efforts on retention.
- Build D&I cultural competence in managers through learning & development.
- Leverage Employee Networks to inform and engage employees about relevant D&I issues.

## **Expand and develop diversity among our suppliers**

- Incorporate use of a Supplier Diversity Policy as a guide to our practices.
- Provide Minority/Women Led Business Enterprises (M/WBE) with opportunities on each RFP.
- Track and report regularly on supplier inquiries, contracts awarded, and enterprise wide spend.
- Convene groups of businesses in order to extend our reach to additional diverse suppliers.
- Encourage Tier 2 supplier relationships, where our suppliers are working with smaller M/WBE suppliers.

## **Provide business products/services that address the needs of a diverse customer base**

- Promote D&I as a business differentiator for Eastern.
- Open retail branches in gateway communities to improve access to banking and insurance services for historically-marginalized populations.
- Leverage our small business expertise and relationships with key partners (e.g., SBA, Accion, CDCs) to grow Minority & Women Business enterprises (M/WBE).
- Lend to nonprofit organizations to support delivery of vital social services within communities.
- Provide culturally-competent marketing & PR efforts, that don't assume all people of one demographic group have the same buying habits

## **Advocate for social justice and support vital community issues where it makes sense**

- Recognize and highlight the achievements of community leaders and organizations - such as through awards programs Community Advocacy Awards and Social Justice Award.
- Exhibit leadership on issues impacting our communities.
- Advocate, where appropriate, on contemporary social issues and encourage employee volunteer efforts and use of their own voice on issues to evolve our culture.