

Labor Practices and Workplace Diversity Summary

Last year, we shared our labor practices and diversity information to provide a better understanding of our company's employment practices and values. We continue to follow the protocols for hiring that were outlined in the letter shared previously [here](#), and we did not make any substantive changes to those protocols in 2020.

We are decentralized in our approach to many aspects of our business; and although support and guidance are provided, our leaders personally drive the recruiting, hiring, and mentoring processes within their individual business units. Their ownership of these functions holds them accountable to their teams for decisions made concerning the development of talent. While we promote heavily from within, we realize that a more diverse team brings a wider lens and perspective to the fabric of our company. Broader diversity also helps expand and enrich the interactions we have internally with each other, and with those we connect with externally.

We are a growth company, and although our employee population didn't increase in 2020, our successes were all due to the achievements of our employees. When our customers needed help navigating a dark and uncertain period, the Blue Team stepped up to provide solutions and support. The pandemic of 2020 changed many things for everyone, but it also brought heightened focus to the character of our teams: They are resilient, they selflessly serve customers, and they support one another in ways that are typically unseen, but were unveiled by this tragedy. The teamwork displayed was inspiring to witness.

During this period, the company offered flexibility to employees and afforded two additional weeks of paid time for absences related to COVID-19 issues (for both part-time and full-time employees, in 2020 and 2021). This additional paid time off helped alleviate the worry of income loss at a time when employees were most concerned about the health and welfare of their families. We are also thankful we were able to sustain our business, as thousands of employees and their families depend upon the company for their livelihoods. Our resolve and positivity remain unhindered, and we are energized and excited about the future of our company as goals are set to achieve renewed and continued growth.

The below EEO-1 data was initially published in 2020 (with data through year-end 2019), and we will continue to update the data annually on this site. We believe it is most useful to look at trends over time rather than at a single year to determine the effectiveness of our policies and program. The data in the table illustrates how the policies we have instituted are increasing the diversity of our organization, and we expect this trend to continue.

U.S. Data (2012–2020)

<u>Year</u>	<u>Males</u>	<u>White</u>	<u>Minority</u>	<u>Females</u>	<u>White</u>	<u>Minority</u>
2012	82.3%	72.3%	9.9%	17.7%	15.5%	2.2%
2013	81.2%	70.4%	10.8%	18.7%	15.9%	2.8%
2014	80.1%	68.6%	11.5%	19.8%	16.4%	3.4%
2015	78.9%	66.3%	12.6%	21.0%	17.2%	3.8%
2016	78.0%	64.4%	13.5%	21.9%	17.6%	4.2%
2017	77.2%	63.1%	14.1%	22.7%	18.0%	4.6%
2018	76.1%	61.2%	14.8%	23.8%	18.6%	5.2%
2019	75.4%	60.3%	15.1%	24.5%	18.8%	5.7%
2020	75.5%	60.6%	14.8%	24.4%	18.7%	5.6%

Thank you for taking time to better understand our employment practices and vision. As always, we will continue to hire great people, invest in their success, and empower them to grow as leaders within our organization.

Sincerely,

Reyne Wisecup
Senior Executive Vice-President – Human Resources