Fifth Third Inclusion Toolkit:
From Awareness to Advocacy

November 2022
At Fifth Third, discrimination in any form – and for any group – is not tolerated. Our actions, not just our words, must continue to prioritize our commitment to inclusion, diversity and equality so that we can inspire positive change within our workplace and in our communities.

For years, our employees have demonstrated an unwavering commitment to serving and uplifting all individuals, families and communities, including those who have faced long-standing challenges. However, we can and must do more.

We call upon all our employees, customers and communities to do everything in their power to treat every individual fairly and equally and help us stamp out racism, sexism, and bigotry or discrimination in any form in this country. Whether it is educating yourself, donating to a cause, supporting minority-, women-, persons with disabilities-, veteran- and LGBT+-owned businesses or talking with friends, family and co-workers, we invite you to join us as an ally in creating a more equitable and inclusive America.

Together, we can make a difference. Together, we can drive change.

Tim Spence  
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Chief Inclusion & Diversity Officer,  
Chair of the Executive Diversity Leadership Council

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PURPOSE

We know that talking about race, inequities and discrimination can be hard. Doing the work to acknowledge injustices and differences, as well as support and advocate for better and equal outcomes for often-marginalized communities, can be even harder.

This inclusion toolkit was developed internally under the leadership and guidance of our Executive Diversity Leadership Council. This Council provides oversight and recommendations for the ongoing evolution of inclusion and diversity at the Bank. In addition, it is responsible for the integration of those efforts into our culture for sustainable outcomes aligned with our environmental, social and governance actions. We also partnered with other corporate peers to ensure we were creating a resource that contained some common elements to help spur reflective thoughts, support hard conversations and bold actions. We updated it to be more inclusive of all our diverse communities. We hope you find the resources and content motivational, insightful, eye-opening and maybe even heartbreaking or infuriating.

**Education is key.** Taking the time to better understand our country’s past and present can change our future. We all must be a part of the work to change the way society operates. It will take each of us being invested, committed and collaborative. It takes being a true ally.

In this toolkit, we feature ways you can engage, whether it’s through reading, watching movies and documentaries, listening to podcasts or engaging with advocacy groups and organizations.

We hope the resources will either launch, accelerate or deepen your journey toward a more inclusive world.
**Ableism:** Beliefs or practices that rest on the assumption that being able-bodied is “normal” while other states of being need to be “fixed” or altered. This can result in devaluing or discriminating against people with physical, intellectual or psychiatric disabilities. Institutionalized ableism may include or take the form of un/intentional organizational barriers that result in disparate treatment of people with disabilities (PwDs).

**Agent (enabler):** Takes action to maintain the status quo of privilege and oppression.

**All Lives Matter:** While Black people certainly believe that every life and person matters, what is important to know is that this saying is generally perceived as dismissive and unsupportive of the Black Lives Matter movement, which was formed to bring more attention to the brutality and injustices committed against Black men, women and children.

**Ally:** A person who is not a member of a marginalized or disadvantaged group but who expresses or gives support to that group.

**Bias:** Prejudice in favor of or against one thing, person or group compared with another, usually in an unfair or negative way. Unconscious bias, also known as implicit bias, is defined as “attitudes and stereotypes that influence judgment, decision-making and behavior in ways that are outside of conscious awareness and/or control.” Work on implicit bias and its relationship to diversity was pioneered by Harvard Professor Mahzarin Banaji (with Tony Greenwald) and includes the Implicit Association Test.

**Black Lives Matter:** An international human rights movement, originating in the Black community, that campaigns against violence and systemic racism toward Black people.

**Conscious/explicit bias:** Conscious bias in its extreme is characterized by overt negative behavior that can be expressed through physical and verbal harassment or through more subtle means such as exclusion.
**Cultural appropriation:** Originally coined to describe the effects of colonialism, cultural appropriation generally entails adopting aspects of a minority culture by someone outside the culture, without sufficient understanding of its context or respect for the meaning and value of the original. Cultural appropriation done in a way that promotes disrespectful cultural or racial stereotypes is considered particularly harmful.

**Cisgender:** From the Latin cis-, meaning “on this side.” A person whose gender identity corresponds with the sex the person had or was identified as having at birth. For example, a person identified as female at birth who identifies as a woman can be said to be a cisgender woman.

**Diversity:** The condition of being different or having differences. Differences among people with respect to age, class, ethnicity, gender, health, physical and mental ability, race, sexual orientation, religion, physical size, education level, job and function, personality traits, and other human differences. Some describe organizational diversity as social heterogeneity.

**Diversity vs. Inclusion vs. Belonging:** Diversity typically means proportionate representation across all dimensions of human difference. Inclusion means that everyone is included, visible, heard and considered. Belonging means that everyone is treated and feels like a full member of the larger community and can thrive.

**Equity:** Fair treatment for all while striving to identify and eliminate inequities and barriers.

**Fence-sitter (passive/neutral):** Reinforces the status quo.

**Gaslighting:** First popularized in the 1944 movie Gas Light, it means a deliberate attempt to undermine a victim’s sense of reality or sanity. In a work context, it usually means behaviors that undermine the success, self-confidence, self-esteem or well-being of the target. For people in underrepresented or less powerful groups, it is more likely to occur, with more severe and harmful cumulative effects. Tactics can include withholding (critical information, meeting invitations, silent treatment), isolation (exclusion, causing conflict with coworkers), and discrediting (consistently shooting down the target’s ideas, ignoring or taking credit for them).
**USEFUL TERMS**

**Gender non-conforming or gender non-binary:** A way of identifying or expressing oneself outside the binary gender categories of male/masculine and female/feminine.

**Health at Every Size:** Known by the acronym HAES, a social and health promotion movement that challenges social stigma based on weight, size and shape. The movement emphasizes body positivity, health outcomes, and eating and movement for well-being rather than weight control.

**Individual racism:** Refers to an individual's racist assumptions, beliefs or behaviors and is "a form of racial discrimination that stems from conscious and unconscious, personal prejudice."

**Intersectionality:** The complex, cumulative way in which the effects of multiple forms of discrimination (such as racism, sexism and classism) combine, overlap or intersect, and their multiple effects on the same individuals or groups. Also refers to the view that overlapping and interdependent systems of discrimination and inequality can more effectively be addressed together.

**Latinx:** Used as a gender-neutral or non-binary alternative to Latino or Latina to describe a person of Latin American origin or descent.

**Marginalization/social exclusion:** The process in which individuals are blocked from (or denied full access to) various rights, opportunities and resources that are normally available to members of a different group and which are fundamental to social integration and observance of human rights within that particular group (e.g., housing, employment, health care, civic engagement, democratic participation and due process).

**Microaffirmation:** A small gesture of inclusion, caring or kindness. Includes listening, providing comfort and support, being an ally and explicitly valuing the contributions and presence of all. It is particularly helpful for those with greater power or seniority to “model” affirming behavior.
**USEFUL TERMS**

**Microaggression:** A comment or action that subtly and often unconsciously or unintentionally expresses a prejudiced attitude toward a member of a marginalized group (e.g., commenting that a Black person “talks white” if they are articulate and eloquent or moving to the opposite side of a street to avoid interacting with a particular racial group).

*Read: What Are Microaggressions?*

**Neurodiversity:** When neurological differences are recognized and respected as are any other kind of human differences or variations. These differences can include Dyspraxia, Dyslexia, Attention Deficit Hyperactivity Disorder, Dyscalculia, Autistic Spectrum, and Tourette Syndrome.

**Person with Disabilities:** When writing or speaking about people with disabilities it is important to put the person first. Terms no longer used include “handicapped” (instead use “accessible”) or describing someone as “suffering from” a disability (instead use “living with”) or “confined to a wheelchair” (instead use “wheelchair user”).

**Pronouns:** Words to refer to a person after initially using their name. Gendered pronouns include she and he, her and him, hers and his, and herself and himself. "Preferred gender pronouns" (PGPs) are the pronouns that people ask others to use in reference to themselves. They may be plural gender-neutral pronouns such as they, them, their(s). Or, they may be “ze,” rather than she or he, or “hir,” rather than her(s) and him/his. Some people state their pronoun preferences as a form of allyship.

**Queer:** An umbrella term used by people who wish to describe themselves as neither heterosexual nor cisgender.

**Racism:** A belief that racial differences produce or are associated with inherent superiority or inferiority. Racially based prejudice, discrimination, hostility or hatred. Institutionalized racism, also known as systemic racism, refers to forms of racism that are engrained in society or organizations. It is when entire racial groups are discriminated against or consistently disadvantaged by larger social systems, practices, choices or policies.
USEFUL TERMS

**Social privilege**: A special, unearned advantage or entitlement, used to one's own benefit or to the detriment of others.

**Stigmatization**: The act of treating someone or something unfairly by publicly disapproving of him, her or it.

**Systemic racism**: Includes the policies and practices entrenched in established institutions, which result in the exclusion or promotion of designated groups.

**Transgender**: An umbrella term used to describe a person whose gender identity is something other than their Sex Assigned at Birth (SAAB). The SAAB is a person’s first association with gender, typically based on physical sex characteristics.

**Unconscious/implicit bias**: A prejudice in favor of or against one thing, person or group compared with another, usually in a way that’s considered to be unfair. Biases may be held by an individual, group or institution and can have negative or positive consequences.

**URM**: An abbreviation for under-represented minorities. Some institutions have defined sub-groups within larger racial/ethnic minority groups that are particularly under-represented relative to their size. For example, in a given field, Mexican Americans may be an under-represented minority, even if Hispanic people are otherwise proportionately represented.

**White privilege**: It is not the suggestion that white people have never struggled. Instead, white privilege should be viewed as a built-in advantage, separate from one’s level of income or effort.

**Workplace bias**: Studies have shown that it affects hiring decisions, salaries and, ultimately, career advantages.
ACTIONS YOU CAN TAKE*

**Talk to your family, friends, co-workers and neighbors**

Talking about race is hard, but it’s necessary. It matters because everyone has a racialized identity, which has a major impact on a person’s life. Race is a defining social construct in America. Learning to talk about race effectively starts with a personal reflection.

*Read: Tools and guidance to empower your journey and inspire conversation.*

**Do not remain silent**

Use your voice and platform to start and facilitate constructive conversations, whether that’s within your family, neighborhood or workplace. If someone makes a racist remark or shares their limited view, ask them why they feel that way.

*Read: Don’t be a silent bystander.*

**Demand justice**

Support online petitions and campaigns and contact elected local, state and federal officials. You can locate policymakers at [usa.gov/elected-officials](http://usa.gov/elected-officials).

**Diversify**

Make sure your news sources and who you follow and engage with on social media do not all share the same opinion.

*Read: Diversify Your News Sources to Tackle Your Anxiety.*

*More information on these actions can be found on the following pages.*
ACTIONS YOU CAN TAKE*

**Support diverse business**
Support and invest in minority-, women-, individuals with disabilities-, veteran- and LGBT+-owned brands, businesses, restaurants, service providers, suppliers, startup accelerators and incubators, etc.

**Donate**
Make a financial contribution to a local or national organization that is working toward a more equitable America.

**Educate yourself**
Become more familiar with history and experience by reading, watching and listening to content produced by diverse people.

**Peacefully protest**
If you feel comfortable, join a peaceful protest and stand in solidarity with diverse communities.

*More information on these actions can be found on the following pages.*
**Advocate for Policy Change**

- **Vote**
  Cast a ballot in every election and support efforts to protect people’s right to vote, such as volunteering for election protection or participating in get-out-the-vote activities.

- **Advocate**
  Research the laws, budgets and policies that disproportionately and systemically affect diverse communities and advocate accordingly.

- **Policymakers**
  Support elected officials and candidates with agendas that support and uplift marginalized communities. Advocate to your local mayor and city council for a stronger citizen/civilian/community review board. **Read: How civilian review boards can further police accountability and improve community relations.**

- **Learn**
  Review data and trends on **racial economic inequality.**
African American Resources

Watch
• 4 Little Girls
• 12 Years a Slave
• A Great Day in Harlem
• Do the Right Thing
• Hidden Figures
• Judas and the Black Messiah
• The Hate you Give
• The Help
• The Sleeping Negro
• Roots
• Selma

Read
 Adults:
• Anti-racist Ally, Sophie Williams
• Carved in Ebony: Lessons from the Black Women Who Shape Us, Jasmine L. Holmes
• Four Hundred Souls, Ibram X. Kendi
• The Black Church, Henry Louis Gates Jr.
• You’ll Never Believe what Happened to Lacey: Crazy Stories of Racism, Amber Ruffin & Lacey Lamar
Kids and teens:
• Brown Boy Joy, Thomishia Booker
• Skin Like Mine, Latashia M. Perry
• What Color is My World?, Kareem Abdul-Jabbar and Raymond Obstfeld

Listen
• Black Girl Podcast
• Bodega Boys
• Brown & Black
• Dear Culture
• Larry Wilmore: Black on the Air
• Still Processing
• The 1619 Project
• Therapy for Black Girls
• What’s In It for Us?

Resources and Organizations
• African American Leadership Forum
• Center for Black Equity
• Lawyers Committee for Civil Rights under Law
• NAACP
• National Action Network
• National Black Justice Coalition
• National Underground Railroad Freedom Center
• National Urban League
• The National Minority Supplier Development Council
• The King Center
Asian and Pacific Islander Resources

Watch
- Asian Americans (PBS)
- Maya Linn, A Stronger Clear Vision
- Minari
- Minding the Gap
- Moana
- Stateless
- The Claudia Kishi Club

Listen
- AAWW Radio
- Asian America: The Ken Fong Podcast
- Dear Asian Americans
- Feeling Asian
- Self-Evident: Asian America’s Stories
- Southern Fried Asian

Read
Adults:
- The Making of Asian America: A History, Erika Lee
- Yellow: Race in American Beyond Black and White, Frank Wu
- Heart and Seoul, Jan Frederick
- The Joy Luck Club, Amy Tan
- Interior Chinatown, Charles Yu
- A Family in Six Tones, Lan Cao & Harlan Margaret Van Cao

Kids and teens:
- A Different Pond, Bao Phi
- This Time Will Be Different, Misa Sugiura

Resources and Organizations
- Anti-racism tools (Trying Together)
- Asian American racism and mental health resources (The MGH Center for Cross-cultural Student Emotional Wellness)
- Guide for Parents of Asian/Asian American Adolescents
- StopAAPIHate.org
### Individuals with Disabilities Resources

#### Watch
- Crip Camp: A Disability Revolution
- Moonlight Sonata: Deafness in Three Movements
- Murderball
- Radio
- The Horse Boy
- When Billy Broke His Head… and Other Tales of Wonder

#### Read
**Adults:**
- *A Disability History of the United States*, Kim E. Nielsen
- *Being Heumann: An Unrepentant Memoir of a Disability Rights Activist*, Judith Heumann and Kristen Joiner
- *No Pity: People with Disabilities Forging a New Civil Rights Movement*, Joseph P. Shapiro

**Kids and teens:**
- *All the Way to the Top*, Annette Bay Pimentel
- *I Am Not a Label*, Cerri Burnell
- *Just Ask!: Be Different, Be Brave, Be You*, Justice Sonya Sotomayor

#### Listen
- Disability Visibility Project
- Disarming Disability
- Off-Kilter
- Special Parents Confidential
- The Accessible Stall

#### Resources and Organizations
- [4C for Children](https://www.4cforchildren.org)
- [REACH Services](https://reachservices.org)
- [Special Olympics](https://www.specialolympics.org)
- [Paraquad](https://www.parquad.org)
- [Disability:IN](https://disabilityin.org)
- [Invisible Disability Project](https://invisibledisabilityproject.com)
- [Access Living](https://www.accessliving.org)
### Latino Resources

#### Watch
- Between Borders
- Cesar’s Last Fast
- Latino Americans
- The Infiltrators
- We the Animals
- Which Way Home
- Ya No Estoy Aquí (I’m No Longer Here)

#### Read
**Adults:**
- *In the Country We Love*, Diane Guerrero and Michelle Burford
- *Knitting the Fog*, Claudia D. Hernández
- *My Time Among the Whites*, Jennine Capó Crucet
- *My (Underground) American Dream*, Julianna Arce
- *Ordinary Girls: A Memoir*, Jaquira Díaz

**Kids and teens:**
- *Alma and How She Got Her Name*, Juana Martinez-Neal
- *Gabby, Lost and Found*, Angela Cervantes
- *How Tía Lola Came to Stay*, Julia Alvarez
- *Mango, Abuela and Me*, Meg Medina

#### Listen
- Alt.Latino
- Latina to Latina
- Latino USA
- Latinos Who Lunch
- LatinX in Power
- Tres Cuentos

#### Resources and Organizations
- [Hispanic Heritage Foundation](#)
- [Hispanic Institute](#)
- [NALEO Educational Fund](#)
- [National Alliance for Hispanic Health](#)
- [The Latino Victory Fund](#)
- [Unidos US](#)
LGBT+ Resources

Watch

• A Secret Love
• Equal
• Milk
• Moonlight
• Pariah
• Paris is Burning
• P.S. Burn This Letter
• The Kids are Alright
• The Life and Death of Marsha P. Johnson

Read

Adults:
• Gay Like Me: A Father Writes to His Son, Richie Jackson
• All the Young Men, Ruth Coker Burks
• Tales of the City: A Novel, Armistead Maupin
• The Tradition, Jericho Brown

Kids and teens:
• Heather Has Two Mommies, Leslea Newman
• Julian is a Mermaid, Jessica Love
• Love Makes a Family, Sophie Beer
• My Two Moms, Zach Wahls

Listen

• Hoodrat to Headwrap
• LGBTQ&A
• Making Gay History
• One from the Vaults
• Still Processing Podcast

Resources and Organizations

• Guide to Being an Ally (Straight for Equality)
• LGBTQ resource list (GLAAD)
• We Are All Allies blog (PFLAG)
• Workplace learning sessions ( Straight for Equality)
Military Resources

Watch

• Band of Brothers
• Blackhawk Down
• Father Soldier Son
• Of Men and War
• The Vietnam War (Ken Burns)
• They Shall Not Grow Old

Read

Adults:
• Lone Survivor, Marcus Luttrell and Patrick Robinson
• Missionaries, Phil Klay
• The Good War, Studs Terkel
• We Were Soldiers Once…and Young, Hal Moore and Joseph L. Galloway
• Zero to Breakthrough, Vernice Armour

Kids and teens:
• The Soldiers’ Night Before Christmas, Christine Ford and Trish Holland
• H is for Honor: A Military Family Alphabet, Devin Scillian

Listen

• Army Wife Talk Radio
• Eagle Nation Podcast
• Frontlines of Freedom
• Left of Boom, Military.com podcast
• Mentors for Military
• Sofrep Radio

Resources and Organizations

• Blue Star Families
• Disabled American Veterans
• Military OneSource
• Blue Star Mothers of America
• Today’s Military
• Wounded Warrior Project
Women’s Resources

Watch
- 9 to 5: The Story of a Movement
- Gloria: In Her Own Words
- Hidden Figures
- Maya Angelou: And Still I Rise
- RBG
- Represent
- Self-made: Inspired by the Life of C.J. Walker
- What Happened, Miss Simone?

Read

Adults:
- Becoming, Michelle Obama
- Educated, Tara Westover
- The Watergate Girl, Jill Wine-Banks
- Power Moms, Joann Lublin

Kids and teens:
- Good Night Stories for Rebel Girls, Elena Favilli and Francesca Cavallo
- She Persisted series, Chelsea Clinton
- The Most Magnificent Thing, Ashley Spires
- The Who HQ series

Listen
- 2 Dope Queens
- Brené Brown, Unlocking Us
- Girl Boss Radio
- HBR Women at Work
- The Guilty Feminist
- What I’ve Learned (Ariana Huffington)

Resources and Organizations
- Global Fund for Women
- National Organization for Women
- UN Women
- Women for Women International
- YWCA
DIVERSITY HOLIDAYS AND HERITAGE MONTHS

For a full list, click here.

**Martin Luther King, Jr. Day** (January, date varies): Commemorates the birth of Martin Luther King Jr., the recipient of the 1964 Nobel Peace Prize and an activist for nonviolent social change until his assassination in 1968.

**Black History Month** (February): Since 1976, the month has been designated to remember the contributions of people of the African diaspora.

**Lunar New Year** (dates vary): One of the most sacred of all traditional Chinese holidays, it is a time of family reunion and celebration. It is also celebrated in Korea, Vietnam, Singapore, Malaysia and Mongolia, to name a few.

**Women’s History Month** (March): Started in 1987, Women’s History Month recognizes all women for their valuable contributions to history and society.

**International Women’s Day** (March 8): First observed in 1911 in Germany, it has now become a major global celebration honoring women’s economic, political and social achievements.

**Celebrate Diversity Month** (April): Started in 2004 to recognize and honor the diversity surrounding us all. By celebrating differences and similarities, organizers hope people will get a deeper understanding of each other.

**Asian Pacific American Heritage Month** (May): The month of May was chosen to commemorate the immigration of the first Japanese person to the United States on May 7, 1843, and to mark the anniversary of the completion of the transcontinental railroad on May 10, 1869. The majority of workers who laid the tracks on the project were Chinese immigrants.

**Memorial Day** (May, date varies): A federal holiday established to honor military veterans who died in wars fought by the American forces.
Pride Month (June): June is Lesbian, Gay, Bisexual and Transgender Pride Month, established to recognize the impact that gay, lesbian, bisexual and transgender individuals have had on the world. LGBT+ groups celebrate this special time with pride parades, picnics, parties, memorials for those lost to hate crimes and HIV/AIDS and other group gatherings. The last Sunday in June is Gay Pride Day.

Juneteenth (June 19): Also known as Freedom Day or Emancipation Day, Juneteenth is a federal holiday as of 2021. This celebration honors the day in 1865 when slaves in Texas and Louisiana finally heard they were free, two months after the end of the Civil War. June 19, therefore, became the day of emancipation for thousands of African Americans.

Hispanic Heritage Month (Sept. 15-Oct. 15): This month corresponds with Mexican Independence Day, which is celebrated Sept. 16, and recognizes the revolution in 1810 that ended Spanish dictatorship.

National Disability Employment Awareness Month (October): This observance was launched in 1945. In 1988, the week was extended to a month. The annual event draws attention to employment barriers that still need to be addressed.

National Coming Out Day (Oct. 11): For those who identify as lesbian, gay, bisexual or transgender, this day celebrates coming out and the recognition of the 1987 march on Washington for gay and lesbian equality.

National Indigenous Peoples Day (Oct. 11): An alternative celebration to Columbus Day, this gives recognition to the indigenous populations affected by colonization.

Diwali (October/November, dates vary): The Hindu, Jain and Sikh five-day festival of lights celebrates new beginnings and the triumph of good over evil and lightness over darkness.

Veterans Day (Nov. 11): A federal holiday honoring military veterans.
Our Commitment in Action

As we work toward creating equitable outcomes for all, we have launched a $2.8 billion commitment that will provide $2.2 billion in lending, $500 million in investments, $60 million in financial accessibility and $40 in philanthropy as part of the Executive Diversity Leadership Council’s Accelerating Racial Equality, Equity and inclusion initiative.

The Bank will engage in comprehensive neighborhood revitalization to help improve outcomes and quality of life indicators for communities of color that have experienced decades of disinvestment. This includes a $100 million neighborhood fund focused on improving the social and environmental determinants of neighborhoods throughout our 11-state footprint.

The three-year pledge focuses on three constituents: employees, customers and communities. Each vertical has a specific emphasis on accelerating our progress toward an equitable environment for all.

We also are working toward achieving six bold goals by 2025 to support inclusion and diversity through our entire workforce and for our diverse suppliers:

- **Complete** unconscious bias awareness training for 100% of employees (achieved in 2020).
- **Ensure** the diversity of the Bank’s workforce reflects the markets we serve.
- **Grow** leadership positions at each management level for women and persons of color.
- **Create** a work environment where there is no disparity in race or gender.
- **Advance** the Bank as a leader in inclusion and diversity.
- **Achieve** and sustain a 10% supplier diversity spend to increase supply chain inclusion.

Read more at [53.com/racialequity](http://53.com/racialequity) and in our [Environmental, Social and Governance Report](#).
Our Accolades

We work diligently to be a successful, principled, involved financial institution serving our customers, employees and communities. For that reason, we’re proud of the accolades we have received in recognition of our hard work. These are some of the ways we’ve been recognized for our work for inclusion and diversity.

  The Human Rights Campaign's Corporate Equality Index is the national benchmarking tool on corporate policies and practices pertinent to lesbian, gay, bisexual and transgender employees. Fifth Third earned a perfect score of 100% and the distinction of Best Places to Work for LGBT Equality.

• **Bloomberg Gender Equality Index (2022, 2020, 2019, 2018)**
  Fifth Third has been recognized on the Bloomberg Gender Equality Index, which distinguishes companies committed to transparency in gender reporting and to advancing women’s equality.

• **Disability Equality Index (2022, 2021, 2020)**
  The index is a benchmarking tool that offers U.S. businesses the opportunity to report on their disability inclusion policies and practices. Fifth Third earned a score of 100 out of 100 in 2021.

• **Forbes’ list of America’s Best Employers for Diversity (2021)**
  Fifth Third was named in Forbes’ fourth annual list of America’s Best Employers for Diversity. Of the 500 employers listed, the Bank ranked No. 42 for receiving recommendations, boasting a diverse board and executive leadership, and having proactive diversity and inclusion initiatives.

Read more on [53.com](http://53.com).
Supplier Diversity

At Fifth Third, we understand that a diverse supply chain represents better business. It’s about offering excellent financial solutions and driving innovation for the benefit of our customers, shareholders, employees and communities. Our supplier diversity program was developed to encourage certified minority-, women-, veteran-, persons with disabilities-, and LGBT+ -owned small businesses to compete in contracting opportunities.

Read more about our program here.
Business Resource Groups

At Fifth Third, we want employees to feel empowered to be part of the solution. That’s why we offer all employees the opportunity to participate in business resource groups, which allow them to advance inclusion and diversity efforts as well as access development opportunities, support business solutions and get involved in the community. Both regional in-person and virtual groups are available, and each group is led by an executive advocate from the Bank.

Fifth Third created its newest group, the Sustainability BRG, to support our collective consciousness on environmental, social and governance matters. The group is open to all Fifth Third employees to provide an opportunity for those who want to support our efforts. The group’s goals are aligned with the three pillars of the Bank’s BRGs. Read more in our Environmental, Social and Governance Report.
Project SEARCH

Through a one-year transition program, Fifth Third provides high school students with disabilities experience building transferable work skills. By providing training and education, interns use skills they learn for gainful employment upon graduating.

Project SEARCH is a collaborative effort of employers, Cincinnati Children’s Hospital Medical Center and multiple high schools, community partners and state vocational rehabilitation agencies. Each organization is an active partner in providing vocational training and employment for people with disabilities. We’re proud to be among more than 620 sites worldwide to host a Project SEARCH program.

Since 2005, our Project SEARCH program has provided interactive learning opportunities to 382 students. Of those, 33 are now Bank employees.

Learn more about the program at projectsearch.org.

Multicultural College Recruiting Strategies

Fifth Third implemented a program to establish relationships with multiple colleges to recruit, hire and retain the best and brightest students. As part of our strategy, we have deepened our relationships with traditional colleges, as well as Historically Black Colleges and Universities (HBCUs), as a way to strengthen the pipeline of diverse talent. The strategy also emphasizes internships and long-term employment through leadership programs. It strengthens the Bank by developing an employee base that is reflective of the communities we serve and enhances the lives of tomorrow’s leaders. Since the program’s inception in 2017, students have been recruited from the following HBCUs: Central State University, Florida A&M University, Johnson C. Smith University, Clark Atlanta University, North Carolina A&T, Tennessee State University, Spelman College and Morehouse College. Because they are close in proximity, we have combined our recruiting efforts at Wilberforce University with activities at Central State University. We also support Wilberforce University with financial literacy and career literacy programs through our partnership with NextJob.

The universities from which we recruit have been selected based on location within the Bank’s footprint, leaders’ board involvement and the number of students we’ve hired through the years from those schools. The schools’ strong business and science, engineering, technology and math programs were noted for developing the kind of talent that would excel at Fifth Third.