

EMPOWERING DIVERSITY AT VSP GLOBAL

DE&I COMMITMENT TO OUR WORKFORCE AND STAKEHOLDERS

As a global company serving customers with a spectrum of identities, experiences, abilities, and economic situations, VSP Global® is actively committed to fostering an environment that embraces diversity, equity, and inclusion (DE&I).

This commitment enables us to create solutions that support individual healthcare needs and empower human potential within our workforce and with our stakeholders.



MISSION

We harness the power of diverse perspectives and experiences to create innovative solutions that empower human potential through sight.



VISION

By delivering innovative products and personalized experiences that meet the unique needs of the communities we serve, we create a world where everyone can bring their best vision to life.

DEFINING DE&I

At VSP Global, we define...

- **diversity** as a spectrum of identities, experiences, abilities, skills, and perspectives that are respected and valued.
- **equity** as an environment free of favoritism in which all have equal access to opportunities and are empowered to achieve their full potential.
- **inclusion** as an environment in which all are respected, able to contribute their unique perspectives, and comfortable being authentic.

DE&I OBJECTIVES

- Continue to foster a collaborative, supportive environment in which all employees are engaged and empowered to reach their full potential.
- Identify and act on opportunities to diversify the doctor network.
- Ensure that our members' needs are met with culturally competent products and services and support sales growth in multicultural markets.
- Serve our communities through outreach with underserved populations and support of diverse suppliers.

OUR DE&I FOCUS

Source and Grow Talent



Evolve Our Inclusive Culture



Accelerate Intentionality of DE&I

VSP GLOBAL DE&I PILLARS

Operations

Inclusive of:

- HR
- Finance/Procurement
- Marketing
- Office of General Counsel
- Technology

Supply Chain

Inclusive of:

- Marchon® Eyewear
- Eyefinity® (practice management)
- VSP Optics (lenses and coatings)

Network

Inclusive of:

- The VSP® network of doctors
- VSP Ventures
- On-site clinics

Insurance

VSP Vision Care

Visionworks®

Nationwide optical retail chain

International

Inclusive of all lines of business operating outside of the U.S.

DE&I STRUCTURES IN PLACE

Employee-Driven Business Resource Groups



Diversity Office Led by Chief Diversity Officer



DE&I Intertwined in Values and Job Accountabilities

VSP GLOBAL BUSINESS RESOURCE GROUPS (BRGS)

- Abilities Beyond Limited Expectations (ABLE)
- Asian and Pacific Islander (API)
- Black Heritage
- Latino
- Lesbian, Gay, Bisexual, Transgender, and Allies (LGBTQA)
- Military, Veterans, and Families (MVF)
- Women's Inclusion Network (WIN)
- Young Professionals

ONGOING WORK SPECIFIC TO SERVING OUR MEMBERS AND DOCTOR NETWORK

- Increase member access across underserved communities.
- Continue to grow support for diverse health needs within member population.
- Support client priorities for vision insurance to serve their workforce needs.
- Focus on provider-oriented initiatives (e.g., increase the diversity of ODs).
- Educate providers around DE&I to gain stronger cultural competency when serving diverse members.
- Increase community engagement via education, participation, and support primarily focused on servicing diverse populations.
- Expand DE&I education, tools, and resources across the enterprise that will be leveraged at all levels to enhance DE&I competency and awareness of our workforce.

RECENT WORK COMPLETED: Q2 2021

- With a focus on building more inclusive interactions, began exploring future enhancements to customer service practices and system capabilities through an all-gender lens.
- Hosted client forums to discuss DE&I, share best practices, and build knowledge to better collaborate and meet the needs of our clients and customers.
- Conducted a two-day All-Gender Forum for VSP leadership to increase awareness and inform how we engage with Vision Care clients, develop consumer/member products, marketing, and consumer/member experiences.
- Developed Diversity Dashboard to provide insights and drive action to increase diversity where underrepresentation exists in leadership across the organization.
- Enhanced multicultural member claim module to gain insights to enable better service to our customers and clients.
- Continue to enhance VSP websites with accessibility statements and links to Essential Accessibility tools to provide more equitable access for our broad spectrum of clients, customers, and employees.
- Sponsored the Improving Diversity of Optometric Careers (I-DOC) residential program at The Ohio State University to share VSP efforts to ensure a pipeline of diverse candidates go into the field and celebrate the program's 15th anniversary. This partnership continues to engage students from Hampton University, a Historically Black College and University (HBCU).
- Launched Eye-CARE Summer Camp at the State University of New York (SUNY) College of Optometry, adding to previous collegiate collaborations—I-DOC at The Ohio State University and Opto-Camp at the University of California, Berkeley. These collaborations between VSP and the schools are designed to introduce ethnically underrepresented undergraduate college students to careers in optometry to help ensure the schools of optometry and the network reflect the diversity of the patient and consumer population.
- Welcomed our largest summer intern group to date—26 students spanning 24 colleges and universities, including one HBCU, across 12 states.

RECENT WORK COMPLETED: 2020 – Q1 2021

- Hired Chief Diversity Officer and built Diversity Office.
- Restructured the diversity page on www.VSPGlobal.com/diversity.
- Launched the “Authentic Conversations” program for our workforce, designed to drive transparent, respectful conversations about DE&I topics across the enterprise.
- Created a requirement for diverse interview slates for the final round of candidate interviews for all management and executive roles.
- Established DE&I messaging for employees and external networks to understand our value propositions.
- Connected our international colleagues to the diversity, equity, and inclusion work across the company.
- Launched a Women’s Business Resource Group (BRG), bringing our total number of BRGs to eight.
- Expanded the enterprise-wide training program around DE&I topics, including unconscious bias training.
- Hired a program manager focused on DE&I.
- Became a Diversity Best Practices corporate member.
- Became a corporate partner with Spectrum Knowledge.

