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 under-served 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

<table>
<thead>
<tr>
<th>Operations</th>
<th>Supply Chain</th>
<th>Network</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inclusive of</td>
<td>Inclusive of</td>
<td>Inclusive of</td>
</tr>
<tr>
<td>• HR</td>
<td>• Marchon® Eyewear</td>
<td>• the VSP* network of doctors</td>
</tr>
<tr>
<td>• Finance/Procurement</td>
<td>• Eyefinity® (practice management)</td>
<td>• VSP Ventures</td>
</tr>
<tr>
<td>• Marketing</td>
<td>• VSP Optics (lenses and coatings)</td>
<td>• on-site clinics</td>
</tr>
<tr>
<td>• Office of General Counsel</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Technology</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Insurance</th>
<th>Visionworks*</th>
<th>International</th>
</tr>
</thead>
<tbody>
<tr>
<td>VSP Vision Care</td>
<td>Nationwide optical retail chain</td>
<td>Inclusive of</td>
</tr>
<tr>
<td></td>
<td></td>
<td>of all lines of business operating</td>
</tr>
<tr>
<td></td>
<td></td>
<td>outside of the U.S.</td>
</tr>
</tbody>
</table>

## 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 (LGBT&A)
- 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: Q3 2021

• Continued the intentional evolution of external marketing and member communications to make them more accessible by the communities we serve through benchmarking DE&I marketing practices, including diverse imagery, ensuring compliance with the Americans with Disabilities Act, and additional language translation of VSP.com and major marketing materials.
• In partnership with the National Optometric Association (NOA) and the Dr. Marvin R. Poston Foundation, announced the VSP Visioning the Future Mentorship Program participants, the largest class of HBCU students to date, and Leadership Award scholarship recipients, demonstrating our ongoing commitment to contribute to a more diverse and inclusive optometry profession.
• Eyes on Diversity, a VSP-supported program at the University of Missouri-St. Louis that provides high school students the opportunity to learn more about becoming a Doctor of Optometry through hands-on activities and presentations, selected as a 2021 Inspiring Program in STEM by Insight into Diversity, a higher education magazine.
• Within our workforce, launched reverse mentoring program to immerse employees in a culture or experience different than their own, broaden perspectives, and increase exposure to varied dimensions of diversity.
• Facilitated a Driving DE&I Globally: Insights from our International Business Leaders panel discussion to educate employees about the critical role diversity, equity, and inclusion plays in our day-to-day international operations.
• Visionworks DE&I Council recognized as Diversity Team Award Winner by Profiles in Diversity Journal.
• Celebrated “We See You: Celebrate Diversity, Cultivate Unity,” the first month-long, VSP employee-driven diversity celebration planned in coordination with our eight business resource groups (BRGs).
• In support of our largest employee demographic, launched the eighth VSP Business Resource Group (BRG)—the Women’s Inclusion Network (WIN BRG).
• Conducted reciprocal DE&I benchmarking and learning sessions with two *Fortune* 100 clients.
• Created new opportunity for all levels of the organization to engage in DE&I-related conversations around topical media, attracting 200 participants in the first four sessions.

### 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.
• Continued 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.

### 2020 – Q1 2021

• Hired Chief Diversity Officer and built Diversity Office.
• 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.
• Expanded the enterprise-wide training program around DE&I topics, including unconscious bias training.
• Hired a program manager focused on DE&I.
• Became a Seramount (formerly known as Diversity Best Practices) corporate member.
• Became a corporate partner with Spectrum Knowledge.