



Enterprise Bank

2022 DEI ANNUAL REPORT

At Enterprise Bank, people and relationships come first. We encourage and foster a culture of diversity, equity, and inclusion, where everyone feels valued and respected. We are committed to a caring workplace that recognizes the importance of making a meaningful, positive difference in the lives of our team members, customers, and communities.

Please [click here](#) to view our Inclusion website for more information. To learn about Enterprise Bank's history and Core Values [click here](#).



CEO Statement

To: Enterprise Bank family

Our Enterprise's commitment to diversity, equity, and inclusion (DEI) and in "living and breathing" our DEI value statement that precedes this statement, is the responsibility of EVERY Enterprise Bank team member.

I want to thank all Enterprise team members actively engaged with our bank wide DEI program through participation in either our DEI steering committee, our DEI project team, or team member resource groups (more broadly known as employee resource groups or ERGs). I am deeply grateful and respectful of your leadership, involvement, and stepping forward to more intentionally not just become a more diverse Enterprise family, but also become a more inclusive and equitable team. As you will see herein, together we accomplished many DEI initiatives and made much progress in 2022. As we move forward in 2023, we will continue to create a more tangible impact, including supporting affordable housing, supporting and lending to businesses owned by people of color, and creating job opportunities for people of color.

Each word of the DEI phrase has so much meaning. Diversity reflects the different perspectives and life experiences that enrich and benefit any group we are part of. Equity reflects that all people are provided the resources and opportunity to succeed, especially for those who have been historically discriminated against or have been historically disadvantaged. Inclusion is everyone feeling welcomed and included. We have always strived for an environment where every Enterprise team member is treated with respect and feels a deep sense of belonging.

I want to close by reiterating that every single one of our 600 or so Enterprise team members can make a meaningful difference.

Thank you all, so much!

Jack P. Clancy, Chief Executive Officer



Bankwide DEI Program

In 2022, a Bankwide DEI Program was established to bring together all areas of the bank who are relevant to our DEI journey. Our ultimate goal is to create systemic change that will contribute to social and racial equity, and inclusion and belonging among our team members and communities within our geographic footprint.

The following were agreed upon for 2022 as critical elements for our Bankwide Diversity, Equity and Inclusion Program:

- Enhance the board diversity to be reflective of the communities we serve.
- Evaluate, develop and implement a program to increase the diversity of our suppliers, vendors and partners.
- Expand our community outreach and strengthen our relationships with more marginalized groups to better serve the BIPOC community (BIPOC stands for Black, Indigenous, People of Color.)
- Increase efforts to bring about more inclusion and belonging within our teams to enhance retention and enable us to recruit and hire more diverse talent.
- Improve our customer experience by evaluating and developing our products and services to reflect the current needs of our diverse communities.
- Build upon our current marketing efforts to be inclusive of our communities.

Thus, the following workstreams were identified: Board Diversity, Community Outreach and Relationships, Customer Experience and Products and Services, Inclusive Marketing Efforts, Supplier Diversity, and Talent Management and Culture of Inclusion & Belonging.

Our Bankwide DEI Program contains a Project Team which works on guiding and executing the workstreams and they consist of: Jack Clancy, Chief Executive Officer; Jamie Gabriel, Chief Human Resources Officer; Chet Szablak, Chief Sales, Community and Customer Relationship Officer; Mike Gallagher, Chief Risk Officer; Charlene Jancsy, Talent Management Director; Sophy Theam, Manager - Diversity, Equity & Inclusion; and Luisa Bedoya, DEI and Talent Management Assistant.

The Bank's Diversity, Equity, and Inclusion (DEI) Steering Committee (which replaced the Bank's Inclusion Council in early 2022) will set the Bank's DEI strategy, define the workstreams, remove roadblocks to workstreams, secure resources, provide input, and evaluate results to determine future initiatives. The Committee will consist of a cross-section of team members representing the Bank's divisions and include the leaders for Employee Resource Groups. Members on the committee will be appointed and serve on the committee for a two-year term, after which new members will be appointed to provide fresh perspectives for the Bank DEI Program.



Our 2022 - 2024 Bankwide DEI Steering Committee includes the following team members:

Name	Role	Division
Sophy Theam	Chair	Human Resources
Jack Clancy	Member	Executive/Sponsor
George Duncan	Member	Chairman
Donna Saati	Working Parents Resource Group (WPRG)	Commercial Lending
Karen Merrill	Veteran's Resource Group (VRG)	Application & Business Support
Eddie Enea	LGBTQ+ Pride C.O.R.P.S. (Community of Respecting People's Sexuality & Gender)	Human Resources
Prema Nagathan	Multicultural Alliance	Security
Charlene Jancsy	Member	Human Resources
Jeffrey Marquis	Member	Branch
Jesus Suriel	Member	Branch
Marylène Ruiz	Member	Mortgage
Adam Barrell	Member	Commercial Lending/Credit
Samantha Singer	Member	Operations & Technology
Mona Tyree	Member	Operations & Technology
Kira Morehouse	Member	Sales/Marketing/ Corporate Communications
Roselyn Scales	Member	Sales/Marketing/ Corporate Communications



Employee Resource Groups

Employee resource groups (ERGs), also called affinity groups, are employee groups that come together either voluntarily, based on a common interest or background, or at the request of a company. Examples of common ERGs are those formed around race, ethnicity, gender, disability, sexual orientation, parental status, national origin, religion or belief, or generation.

At Enterprise Bank, we have four ERGs that work hard to provide support and programming throughout the year. We encourage our team members to get involved or attend our planned activities and events!

Multicultural Alliance

The primary mission of Enterprise Bank's Multicultural Alliance is to promote and celebrate diversity to create an environment that is welcoming, nurturing and inclusive. The Multicultural Alliance will provide information, resources and events to encourage and foster intercultural dialogue, awareness and respect.

Co-Chairs: Prema Nagathan, Security Director and Sophy Theam, Manager - DEI; Treasurer: Darshika Jain, Cash Management Operations Rep

Pride C.O.R.P.S

Mission: Building and growing our Pride community by empowering members and educating allies through respect and empathy.

We strive to spread the message of welcoming difference in our Enterprise team members and the community around us. We passionately embrace equality and value our neighbors so that through education, we continue to support our cause. We constantly seek to attract members and allies, unified to build a better community for all.

Chair: Eddie Enea, Talent Acquisition Specialist

Veterans Resource Group

Enterprise Bank's Veterans Resource Group (VRG) seeks to show appreciation for our veterans through the sharing of resources, providing awareness opportunities, building connections, and supporting group volunteer efforts.

Co-Chairs: Robert Frechette, Help Desk Manager and Karen Merrill, Application Analyst

Working Parents Resource Group

The Enterprise Bank Working Parents Resource Group is designed to be a resource where parents and caregivers at all stages of life can connect on topics relating to finding a healthy work/life balance and offers support through team member discussions, information sessions, and group activities.

Co-Chairs: Maryann Cash, Board Communications Specialist and Donna Saati, Sr. Commercial Lending Compliance Reporting Specialist





2022 DEI Accomplishments

January 27 - Reflections on Life and Leading as Men of Color

Enterprise Bank joined as one of the organizers of the final webinar focusing on Health & Wellness of our Black, Indigenous, People of Color Leaders series.

March 31 - Pride C.O.R.P.S. Listening Session

Our Pride C.O.R.P.S. LGBTQ+ Resource Group participated in a Listening Session with our HR Business Partners to share ideas for making our workplace more LGBTQ+ friendly.

April 5 - Working with Neurodiverse Colleagues

Autism Speaks held a webinar for our Team Members called "Working with Neurodiverse Colleagues."

April 6 - Creating & Managing a Respectful Workplace

These sessions are offered throughout the year for new supervisors and managers, as well as for those who were interested in getting a refresher on the topic. HR Business Partners alternated joining the virtual workshops as guest speakers to add context to how the information applies in the workplace. Other sessions in the year took place on June 8, September 21, and December 7.

April 19 - The Series for Racial Equity & Inclusion: I'm A Good Person! Isn't That Enough?

Using historical and media images, Debby Irving examined how she used her white-skewed belief system to interpret the world around her. Socialized on a narrow worldview, Debby explores how she spent decades silently reaffirming harmful, archaic racial patterns instead of questioning the racial disparities and tensions she could see and feel.

April 28 - Banking Career Panel

Enterprise Bank team members served as panelists for an online Career Panel for Lowell High School students. Panelists shared their backgrounds, career paths, and advice on professional success.

May 10 - The Series for Racial Equity & Inclusion: Leveling the Playing Field

Debby Irving returned to present a webinar for community members that focused on how we can be mindful of and interrupt patterns of power and privilege.

May 11 - Banking Career Panel

Team members served as panelists for an online session for Middlesex Community College.

June 4 - Greater Lowell Pride Day

Pride C.O.R.P.S. members represented the Bank at the Greater Lowell Pride Day held at Kerouac Park.

June 7 - Greater Lowell DEI Practitioners' Group Meeting

Seeing a need to provide support and share resources related to our DEI work within our organizations, the Bank's DEI Specialist initiated and brought together area DEI Practitioners for the first of a series of bi-monthly meetings.



June 14 - Gender Identity and Expressions in the Workplace

The Non-Profit Collaborative held a "Gender Identity and Expressions in the Workplace" for Community Members.

June 22 - Bank On It

As a part of our Banking Career Exploration and Financial Education series, team members presented to participants of Lowell House Inc. on the topics of Bank On It, Applying & Interviewing Tips (June 29), and Budgeting (July 6).

September 17 - Autism Speaks Walk

For the first time, our team members participated in the Autism Speaks NH walk in Manchester, NH.

September 24 - Outing at Mack's Apples

Our Working Parents Resource Group scheduled an outing at Mack's Apples for members and their families.

September 28 - Inclusive Leadership Workshop

Working with Diversity@Workplace Consulting Group, LLC, we offered Inclusive Leadership workshops for our Managers and Supervisors. This was the first of five sessions scheduled.

September 29 - Hispanic Heritage Month Celebration

After nearly three years, members of the Multicultural Alliance organized an in-person and online (hybrid) Hispanic Heritage Month Celebration for our team members.

October 6 - Are We There Yet? How to Define and Develop an Inclusive Internal Organizational Culture That is Relevant, Responsive, and Respected in a World of Change

As the final Series for Racial Equity & Inclusion webinar, this session was offered to community members to learn how to analyze and communicate their internal culture to employees and stakeholders in ways that encourage inclusion, belonging and equity.

October 22 - Spirit Day

Our Pride C.O.R.P.S. organized a hybrid "Spirit Day" event to create awareness around the issue of bullying in the LGBTQ+ community and fundraise for the Center for Hope and Healing.

October 24 - Bias and the Talent Management Lifecycle

Korsi Consulting put together a workshop for Managers and Supervisors that covered how bias can play out (and tips for mitigation) during the employee life stages of attraction, hiring, onboarding, organizational development, succession planning, performance management, engagement and retention. This was one of five sessions offered.

October 26 - Applying & Interviewing Tips

Our Team Members volunteered and presented our Banking Career Exploration and Financial Education Sessions for the young people of the Cambodian Mutual Assistance Association and the International Institute of New England - Lowell. Other sessions offered for this group included Building Your Financial Future (November 2) and Banking Career Panel (November 9).



October 27 - No Such Thing as a Perfect Parent

Our Working Parents Resource Group organized a webinar for our team members through the Bank's Employee Assistance Program (EAP) Provider.

November 15 - Veterans Appreciation Lunch & Blanket Drive

Our Veterans Resource Group held a Veterans Appreciation Luncheon for our team members and collected over 100 blankets for the Disabled American Veterans (DAV) Chapter 47.

November 18 - Kids and Meals - It Doesn't Have to Be a Battleground

Our Working Parents Resource Group scheduled another webinar through our EAP provider which gave tips about preparing meals for children.

December 11 - Multicultural Holiday Celebration

The Multicultural Alliance brought back the in-person Multicultural Holiday Celebration for team members and families, consisting of fun activities and cultural performances.

Throughout the Year: Educational and Employment Partnerships

Enterprise Bank continues to engage partners in our communities to support educational and employment initiatives and develop meaningful relationships with the Greater Lowell Technical High School, Middlesex Community College, Notre Dame Cristo Rey High School, and UMass Lowell.

Throughout the Year: Connect@Enterprise Newsletters

On a bi-monthly basis, newsletters were sent to approximately 50 community partners to share job opportunities, job application and interview tips, and advice about career development and advancement. Our Connect@EB archived newsletters is [CONNECT | Enterprise Bank \(enterprisebanking.com\)](#) and everyone is welcome to read through them and subscribe to receive our publications every other month!

Throughout the Year: Diversity, Equity and Inclusion (DEI) e-Zines

Our DEI e-Zine is published quarterly to create educational opportunities throughout the year around various topics ranging from Black History Month and LGBTQ+ awareness to historic and cultural observations and celebrations. Archived publications can be accessed here: [Inclusion | Enterprise Bank \(enterprisebanking.com\)](#).

We tried our best to compile a comprehensive year in review of our DEI events and activities and sincerely apologize if we may have missed listing some happenings!



Enterprise Bank Workforce Diversity

Numbers were derived from our annual year-end workforce snapshots and include our temporary and co-op team members. BIPOC stands for Black, Indigenous, People of Color and includes the following groups: Two or more races, Native Hawaiian or Other Pacific Islander, Black or African American, and Asian.

Year	Not specified	Two or more races	Native Hawaiian or Other Pacific Islander	Black or African American	Hispanic or Latino	Asian	BIPOC	White	Veterans	Disability	Women	Total # Team Members
2022	1.19%	1.53%	0.00%	0.68%	9.69%	9.18%	21.09%	77.72%	1.70%	3.57%	68.37%	588
2021	0.90%	1.61%	0.36%	0.36%	8.06%	10.04%	20.43%	78.85%	1.97%	3.94%	68.46%	558
2020	0.74%	1.67%	0.37%	0.93%	7.41%	9.81%	20.19%	79.26%	2.04%	3.33%	71.11%	540

