



DIVERSITY, EQUITY, INCLUSION, & BELONGING



Enterprise Bank

2023 DEIB ANNUAL REPORT

At Enterprise Bank, people and relationships come first. We encourage and foster a culture of diversity, equity, inclusion, and belonging, 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](#).



Quilts of Valor Recipients:
 Bob Frechette, Help Desk Manager and
 Charmaine Malek, Lead Operations and Payroll



Working Parents Resource Group at Mack's
 Apples in Londonderry, NH



Multicultural Alliance's Beat the Heat Treats -
 Leominster Branch

2023 DEIB ANNUAL REPORT

Content:

DEIB Value Statement	1
CEO Statement	3
Bankwide DEIB Program	4
ERGs	4
2023 DEIB Accomplishments	6
2021, 2022, 2023 Workforce Diversity Metrics	10



Multicultural Alliance: Refugee Experience
 Lunch 'n Learn on Myanmar



CEO Statement

To: Enterprise Bank family

Our Enterprise is deeply committed to diversity, equity, inclusion, and belonging (DEIB) and continually building a more diverse, inclusive team. This is the responsibility of EVERY Enterprise Bank team member.

I want to thank all Enterprise family members actively engaged with our Bankwide DEIB program. I am deeply grateful and respectful of your efforts, mindfulness, leadership, involvement, and stepping forward to more intentionally not just create a more diverse Enterprise family, but also a more inclusive and equitable family. As you will see herein, together we accomplished many DEIB initiatives and made much progress in 2023. As we move forward in 2024, 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 DEIB 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. Belonging is the feeling of being a valued team member and having a sense of connection and community. Let's make sure that everyone feels that they belong: 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 family team members can make a meaningful difference.

Thank you all, so much!

Jack P. Clancy
Chief Executive Officer



Bankwide DEIB Program

Our Bankwide DEIB Program continues to develop initiatives that will create and maintain systemic change that will contribute to social and racial equity, and inclusion and belonging among our team members and communities within our geographic footprint.

We aim to pursue our goals through the following workstreams:

- Board Diversity
- Community Outreach and Relationships
- Customer Experience and Products and Services
- Financial Literacy (new in 2023)
- Inclusive Marketing Efforts
- Residential Lending (new in 2023)
- Supplier Diversity
- Talent Management and Culture of Inclusion & Belonging.

The Bankwide Diversity, Equity, Inclusion, and Belonging (DEIB) Steering Committee (which replaced the Bank's Inclusion Council in early 2022) will set the Bank's DEIB 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.

Employee Resource Groups

At Enterprise Bank, Employee Resource Groups (ERGs) are team member groups that convene voluntarily based on a common interest or background.

We have five ERGs that work hard to provide support and programming throughout the year. We'd like to encourage our team members to get involved and/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 and Sophy Theam
Treasurer: Darshika Jain



Pride C.O.R.P.S

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

Vision: 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. Constantly seeking to attract members and allies, unified to build a better community for all.

Co-Chairs: Eddie Enea & Megan Pardoe



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: Bob Frechette and Karen Merrill



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 and Donna Saati



(new to 2023) The Young Professionals Resource Group

The Young Professionals Resource Group will provide information, guidance, and networking events to develop our young professionals.

Co-Chairs: Jennifer Ingle and Samantha McNally

2023 DEIB Accomplishments

Team Member Education, Awareness and Engagement Activities: In 2023, our Employee Resource Groups (ERGs) as well as members of our DEIB Talent Management Strategy workstreams were very hard at work organizing a variety of different events, workshops, and learning activities for our team members and, in some cases, we opened attendance to our community members.

January 25 / February 1 / February 2 - Inclusive Leadership

Diversity@Workplace consultants provided three learning sessions for Supervisors and Managers which covered the definitions and business case for DEIB, barriers and challenges, related to diversity, equity, inclusion, and belonging and allowed attendees to talk through real life examples. The session ended with inclusive actions participants start doing right away.

February - Black History Month Trivia

The Multicultural Alliance offered all team members an opportunity to experience Black history and culture through a fun learning activity. Team members who completed the trivia questions had a chance to receive a prize which supported local businesses and local history authors.



February 8 / February 15 / February 16 - Bias and the Talent Management Lifecycle

Korsi Consulting (Tissa Hami) presented three sessions for Supervisors and Managers which reviewed conscious and unconscious bias and strategies to mitigate bias throughout the talent lifecycle of Recruitment, Attraction, Hiring, Onboarding, Performance Management, Organizational Development, Engagement and Retention.

March 21 - ERG Info Session

ERG Leaders hosted an info session to discuss ERGs, network with other team members, and explore the steps for starting an ERG.

April 12 - Bank Career Panel

Moderated by Eddie Enea, this panel consisted of Sixto DeJesus, Mark Palermo, Jessica Silva, and Oscar Mora who shared with attendees their stories of their career paths, education, experience, and how their transferable skills helped in an interview. What hiring managers look for in applicants were also shared. The attendees were external college students, and engaging our team members to be a part of the panel was a big highlight for us!

April 16 - St. Anne's Church - Edson Hall: "Letter from Birmingham Jail"

The Bank was a Living the Dream Partner who helped organize a Commemorative event highlighting the 60th anniversary of the letter MLK wrote from a jail cell. The event was open and free to the public.

May 2 - Quilts of Valor Ceremony

The ceremony was planned by our Veterans Resource Group to award and recognize two veterans of the Bank, Bob Frechette and Charmaine Malek. They each received a quilt made by members of our Veterans Resource Group and community volunteers.

May 11 - "Spring Into Summer with Pride"

The Pride CORPS organized a lunch 'n learn about their ERG and included a fun element of a Spring Roll making demonstration.

May 17 - Fundraiser to Benefit Clear Path for Veterans New England Service Dog Program

The Veterans Resource Group organized a bake sale and raffles which was a huge success!

May 30 - "School's Out: Getting Everyone Through the Summer"

A webinar sponsored by the Working Parents Resource Group.



June 6 - Refugee Experience Lunch 'n Learn: Afghanistan & Syria

The Multicultural Alliance invited the International Institute of New England (IINE) - Lowell office to present information about the most recent refugee arrivals and the work of IINE.

June 20 - Refugee Experience Lunch 'n Learn: Myanmar

The Multicultural Alliance brought in members of the Burmese community, and a local organization, SayDaNar, who shared their cuisine with us, as well as presented heart-wrenching information on the past and present situation in Myanmar.

August 8 - Beat the Heat Treats

The Multicultural Alliance offered an opportunity for team members to try different cultural "cold" treats from around the world. This in person event brought in about 100 team members to the Community Room over the span of 1.5 hours and we also asked our branches to participate by purchasing cold treats locally for their teams.

September 14 - Truth, Racial Healing, and Transformation Racial Healing Circles

In conjunction with Middlesex Community College (who were the co-facilitators for the circles), team members directly working on DEIB work at Enterprise Bank participated in the first of four Racial Healing Circles in 2023.

September 21 / October 25 - Your Career Development: You don't have to check all the boxes

Understanding the importance of self-development and growth in our efforts to advance and do better, the Bank-wide DEIB Training Team offered all team members an opportunity to attend one of two sessions in 2023, facilitated by Tissa Hami of Korsi Consulting.

September 23 - Mack's Apples Outing

The Working Parents Resource Group organized a two-hour outing for team members and their families to pick apples and participate in fun activities.

September 30 - Steps to Home Walk to Benefit the Lowell Transitional Living Center

All five ERGs came together to invite team members to walk together to represent the Bank.

October 12 - National Immigrants Day

In honor of National Immigrants Day, the Multicultural Alliance invited team and community members to attend a hybrid event, with presentations from the Cambodian Mutual Assistance Association and Project Citizenship. This event was one of the events highlighted in the Lowell City of Learning Festival.



October 19 - Pride C.O.R.P.S. Spirit Day Lunch 'n Learn

The Pride C.O.R.P.S. organized an open panel discussion and team member story telling event about LGBTQIA+ bullying and harassment. The panel was moderated by Eddie Enea with speakers Stephen Cochrane, MaryAnne Freedman, Jeff Guimond, and Megan Pardoe.

October 25 - Family Caregivers Workshop: Information, Resources, & Support

The Working Parents Resource Group invited AgeSpan to present to our team members about providing care to adult and elderly family members.

November 6 - Veterans Appreciation Breakfast

Our Veterans Resource Group held a breakfast to honor our Veterans at the Bank for their military service.

November 9 - Veterans Career Panel

Our Veterans Resource Group organized a panel consisting of Jeff Cohen, Robert Frechette, Charmaine Malek, and Constantine (Tino) Malek who shared their career journeys from military to civilian life. Karen Merrill moderated the panel.

November 20 - Bank Career Panel: You don't have to check all the boxes to advance your career here at Enterprise Bank.

Panelists Francis Gonzalez, Ian Gordon, Jessica Lord, and Oscar Mora shared stories about their career journeys. This panel was co-facilitated by Allison Sullivan and Hicham Naciri.

December 14 - Easy Holiday Dishes

Presenters Ana Duprey-Santiago, Maria Lobao, Tenesha Scarlett, and Vickie Parker (Tenesha Scarlett's Mom) shared their recipes for quick and low cost dishes that attendees can use to entertain during celebrations.

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



Enterprise Bank Workforce Diversity

These numbers were derived from our annual year-end workforce snapshots. BIPOC stands for Black, Indigenous, People of Color.

Year	2023	2022	2021
Not specified	1.50%	1.19%	0.89%
Two or more races	1.67	1.53	1.61
Native Hawaiian or Other Pacific Islander	0	0	0.36
Black or African American	.67	.68	.36
Hispanic or Latino	10.33	9.69	8.05
Asian	9.83	9.18	10.59
BIPOC	22.50	22.28	20.39
White	76	77.72	78.71
Veterans	1.83	1.70	1.97
Disability	4.67	3.57	3.94
Women	67.67	68.37	68.34



Joint ERGs: Steps to Home Walk to Benefit the Lowell Transitional Living Center



Young Professionals Resource Group Kickoff Event at Cobblestones