

# Inclusion of LGBT+ Communities

Scotiabank is committed to fostering an inclusive environment for employees and customers who are members of LGBT+ communities around the world. We believe that diverse opinions, backgrounds and perspectives make us stronger and more adaptable for the long term – so we seek to advance inclusion of sexual orientation, gender identity or gender expression, for people who identify as lesbian, gay, bisexual, two-spirit, trans or allies.



We recognize that LGBT+ inclusion looks different around the world. We aim to lead and foster safe spaces for LGBT+ employees and customers, driving change in the communities in which we operate and champion equal rights from the inside out. We prioritize LGBT+ inclusion for employees and customers and encourage everyone to be their authentic selves and reach their full potential.

In 2018, we launched a global resource hub, gender identity and gender expression toolkit and training program to advance the inclusion of gender identity and gender expression. Inclusive gender markers were built into enterprise-wide HR systems. We also implemented mandatory employee training that addresses important issues of harassment and the inclusion of gender identity.

## Recruitment and Employee Development

To develop and maintain a pipeline of top talent and reinforce our culture of high performance, we seek to recruit and develop top candidates from all walks of life. We actively partner with groups such as Rotman Commerce Pride Alliance (RCPA), LGBT in Capital Markets to help us identify top talent and provide development opportunities for LGBT+ students.

We support a number of partnerships and events that seek LGBT+ candidates to the Bank. For example, in 2018, Scotiabank's Global Banking and Markets (GBM) division hosted and sponsored Reconnect – an annual networking event that provides LGBT+ and ally individuals from Rotman Commerce Pride Alliance with

an opportunity to build professional connections. Scotiabank Pride in Canada also sponsors the Start Proud, Out on Bay Street Conference, which connects top LGBT+ talent from across Canada to access careers in financial service.

Diversity recruiters present at a range of LGBT+ focused networking sessions, conferences and partner events. 2018 saw more than 10 such events.



## AWARDS

Scotiabank ranked 8th out of 30+ top Canadian employers in Pride at Work Canada's Inclusion Index.



## Scotiabank Pride

Scotiabank Pride is one of the largest and most global of the Bank's 13 Employee Resource Groups, with chapters across Canada, Mexico, Costa Rica and Panama. The Pride ERG has recently expanded to other geographies, including, Chile, Colombia, Dominican Republic, Peru, Puerto Rico, Uruguay, Asia and the USA. Chairs and leaders of these chapters meet quarterly as a Global Council of Chairs to advance the Bank's Diversity and Inclusion priorities.

The global LGBT+ Council of Chairs includes over 35 ERG leaders from around the world. The Council is championed by Executive Champion John Doig, Scotiabank's Executive Vice President, Retail Distribution.

In 2018, John spoke publicly and candidly at various client and employee engagements about the Bank's global commitment to LGBT+ inclusion, including appearances on Business News Network.

Globally, Scotiabank celebrates June as the global month for Pride/LGBT+ inclusion. We celebrated pride month in a number of ways, including raising pride and trans flags at corporate headquarters in Mexico, Uruguay, Costa Rica, Peru and across Canada. We also enacted a Global Pride marketing campaign that featured LGBT+ Scotiabankers and allies from across the Bank's global footprint, including Mexico, Colombia, Uruguay, Costa Rica, Chile, Peru, Puerto



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Rico, US Virgin Islands and Canada. We also observe the International Day of Pink to challenge all forms of bullying and advance LGBT+ inclusive environments for youth and support their infinite potential.

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## ERG-led Activities

In 2018, the Scotiabank Pride Canada ERG hosted various events to advance LGBT inclusion, including:

In January 2018, Scotiabank Pride Canada facilitated a global LGBT+ inclusion forum that was webcast internationally. The forum featured Olympic athlete Chris Mosier, the first trans athlete to compete for the United States, exploring high performance culture in sport and the workplace.

In April, Scotiabank Pride Canada advanced a global celebration of International Day of Pink, hosting LGBT+ young people for a roundtable, exploring LGBT+ inclusive customer service and environments. In May, Scotiabank was also the sponsor and host of the national Pride at Work Canada workplace inclusion summit with over 200 attendees.

In September, Scotiabank Pride Canada sponsored the Start Proud, Out on Bay Street Conference, supporting top LGBT+ talent from across Canada and connecting them with access to careers in financial services.



## Community Partnerships

Scotiabank is committed to LGBT+ inclusion in the workplace and in the communities wherever we operate. This commitment is the driving force behind the Bank's support for many LGBT+ organizations globally, such as:

Scotiabank Global Banking and Markets is a founding partner of LGBT in Capital Markets, a not-for-profit organization that supports and advances LGBT+ individuals in the capital markets industry. The Head of the Bank's GBM Diversity and Inclusion Office sits on the Board for this organization. Our Global Banking and Markets division partners with LGBT in Capital Markets and the Rotman Commerce Pride Alliance to help identify top talent

for recruitment and provide development opportunities and support for LGBT+ students.

In 2018, Scotiabank activated external partnerships to advance the infinite potential of LGBT+ youth. We provided financial guidance during the Canadian Gay and Lesbian Chamber of Commerce Youth Entrepreneur Program; mentorship during the Ryerson Career Builder Program; support for LGBT+ students to advance careers in financial services during Start Proud's Out on Bay Street Conference; and sponsorship of inclusive hockey and recreation environments in partnership with You Can Play and The 519.

## IMPACT STORY

On National Coming Out Day in October 2018, Scotiabank Employees shared their personal coming out stories to advance LGBT+ inclusion at the Bank.

“I am a Customer Service Officer at the Halifax Customer Contact Centre. I am also a transgender woman and have been out to myself since February of 2011. I was in high school, and prior to that I lived a life of teen angst and frustration from years of bullying due to being a target for my more ecstatic and femininely characteristic personality. I let this ‘shield’ down in the privacy of friends in an online game, and as time went on and I became noticeably happier through my female avatar, one of my friends posed the question, ‘Could it be possible that you’re trans?’


“About two weeks of reflection and rampant denial later, I began to accept that I was indeed happier being able to be a more feminine person than what had been given to me in life.

But while I had a small community of online friends that I trusted, I had to come out to my larger group of friends, as well as my family.


“My friends began using my new first name when I chose it and I felt embraced in their presence. My family took longer, having concerns about physical violence against me as a transgender person, eventually came around as they saw the world was more accepting to my existence.

I had fears of being accepted as myself. For the first few years it was a slow process for me to present outwardly feminine. But after seven years since reaching into the void and going back to that happy child with a fire in their eyes, I can safely say coming out not only allowed me to be more of ‘myself’ but definitely a lot happier in my life.

“To anyone who is questioning their gender identity, go forth and explore it.”

 On August 10<sup>th</sup>, I left the office. Ten days later, on Aug 20<sup>th</sup>, Tamara stepped through the doors of 1 Adelaide for the very first time. The months following have been the most incredible of my life.

The most difficult decision of this journey goes back years, but this latest chapter in my transition to Tamara was the most unpredictable and scariest step.

The ease of my transition and the total acceptance by the hundreds of people I work and interact with would not have been possible without your invaluable effort and support. 

– Scotiabank Delivery Manager Specialist for Global Wealth Management Systems