

# 2013-14 Diversity & Inclusion strategy

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Value and respect all people, leveraging diverse backgrounds, experiences and perspectives

3 target areas of intervention

## Inclusion & Respect

*Strengthen an inclusive and respectful environment where our people can deliver excellent customer service*

**Goal:**  
To maintain world's best practice for respect and inclusion as measured in the People & Culture Survey

## Diversity in Leadership

*Leverage diversity of thought and improved understanding to positively impact business outcomes*

**Goal:**  
To increase the representation of women at EM+ level to 35% by December 2014

## Adaptable Work Practices

*Leverage flexibility and alternative work styles to increase productivity and engagement*

**Goal:**  
To maintain or improve 85% of employees who agree their manager allows them flexibility