

# Workplace Diversity and Inclusion

2019 Report

“Everyone at OppLoans is a collective part of **this vision** because we all hold a stake in creating, sustaining, and advocating for diversity and inclusion.”

- Jared Kaplan, CEO



At OppLoans, we pride ourselves in being a great place to work guided by a strong company mission. This mission includes our commitment to diversity and inclusion. But as I reflected on how we make it part of who we are day to day, I saw our blindspots – both as a company and personally. We weren't doing enough. I wasn't doing enough. We didn't know it then, but starting this critical dialogue about truly committing to diversity and inclusion – not as a strategy but as the right thing to do – would lead to a year of learning, change, and growth.

In 2019, we elevated diversity and inclusion as a vital priority across the company – to not only strengthen who we are as a company but more importantly, to better serve our customers. We invested in expertise and resources to truly make diversity and inclusion part of the DNA at OppLoans. We know this goes beyond recruiting and hiring. It starts with awareness, engagement and belonging. Recognizing and honoring how each of us self identify is important for our everyday relationships as colleagues, team members, and leaders.

As we entered our first year of this journey, we prioritized creating an environment that supports one of our core values, “hold the door” for others. This year, holding the door meant creating new opportunities to build and grow diversity within our teams, build employee engagement and foster inclusion. To that end, we:

- Empowered and coached employees to create employee-led communities (ELCs) that now total 6 active communities.
- Significantly increased the diversity of identity, race, and gender in our leadership across the company.
- Introduced leadership inclusive strategies to be stronger allies for all identities.

While I am proud of what we accomplished in a short period of time, I know this is only the beginning. I will continue to learn from each and every member of our community – from the heads of our diversity and inclusion program to the incredible talent leading our ELCs. Everyone at OppLoans is a collective part of this vision because we all hold a stake in creating, sustaining, and advocating for diversity and inclusion.

Our mission only gets stronger in 2020 and I am excited to be a part of it.

A handwritten signature in black ink, appearing to read 'Jared Kaplan'.

Jared Kaplan, CEO

## COMMITTING TO DIVERSITY AND INCLUSION STARTS WITH A STRONG VISION AND FOUNDATION

### Building the Vision

Our OppLoans' vision is one that champions diversity and inclusion because we truly believe in their moral imperatives – that extends beyond doing the right thing. It is our responsibility to create a company where every person has equal access to opportunity and the ability to be heard – equal opportunity to safely stretch, grow, and thrive in their role and career.

### Creating the Foundation

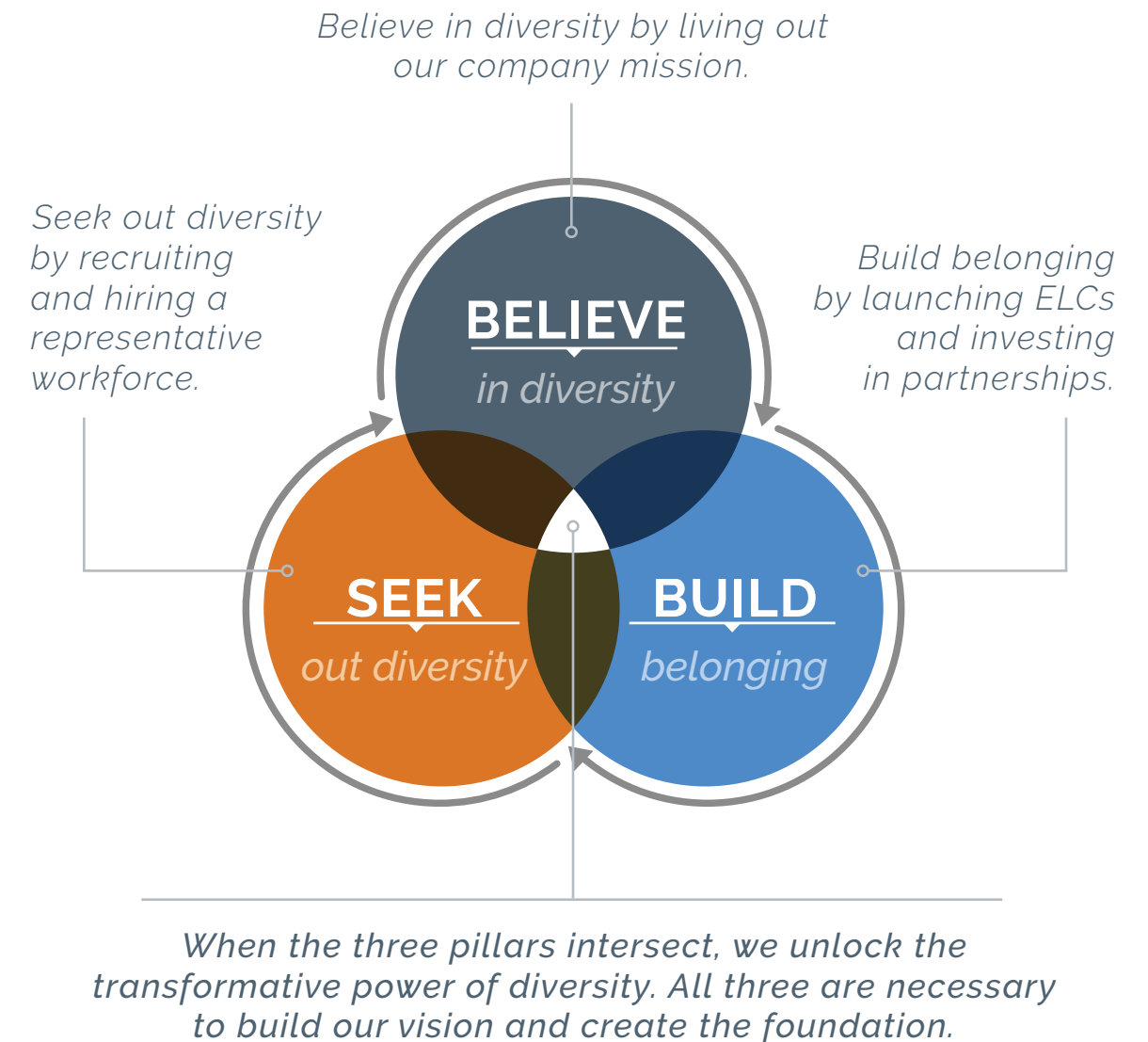
OppLoans serves a broad range of middle income, credit-challenged customers. Our customers can be found in every demographic, race, region, background, and gender identity.

***We believe our workforce must represent the customers we serve in every nuance of identity, so we can ensure the products we create are welcoming, inclusive, and designed with identity in mind.***

It is our mission to become a leader in inclusion and consciousness-raising. We will create equitable environments to support transformational teams – where all our employees can grow and thrive.

## OUR STRATEGY IS CONTINGENT UPON THREE PILLARS

As part of our foundation, we are building upon three key pillars to define our diversity and inclusion strategy.



## 2019 at a Glance

**28%**   
racially underrepresented hires to leadership roles



company-wide workforce diversity\*  
*female and underrepresented ethnicities*

**52%**  
female hires to leadership roles



**6** employee-led communities created



## BELIEVE IN DIVERSITY

Overall, our diversity metrics have grown in tandem with our headcount. We have made gains in the representation of underrepresented identities and women, totaling 69% company-wide. Underrepresented identities increased to 50% across the company.



*current company-wide diversity female and underrepresented racial identities*



*current company-wide diversity underrepresented racial identities\**

### Leadership Diversity at Opploans

A critical element to our diversity and inclusion strategies is fostering a representative leadership. This year we focused on hiring an inclusive team of leaders with a specific focus on hiring underrepresented identities. We believe that getting visible diversity into managerial and leadership-level roles retains underrepresented employees and improves belonging, trust, and inclusion across the company.

It is important for our employees to see representation in someone with a shared background or identity reaching a leadership-level role. By ensuring diversity in leadership, we also gain a better understanding of our customer and how best to serve them everyday. We build higher quality thinking, stronger collaboration, and improved problem solving within our teams.

In the last year, 28% of our leadership hires were from racially underrepresented identities. This increased our racial diversity in leadership roles to 27%. Next year, we will actively seek out and build new connections – drawing from our ELCs and partnerships – to strengthen our commitment to diverse communities.



*of leadership hires were from racially underrepresented identities*



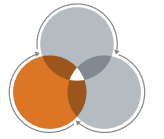
*current diversity in leadership underrepresented racial identities\**

\*Black, Hispanic, and Two or More Races



“We’re sharing our numbers because we believe in transparency. It is our starting point for success that is both tangible and achievable.”

- Karishma Patel Buford, Chief People Officer



## SEEK OUT DIVERSITY

OppLoans recognizes the effect female leadership has across the company. Female leaders serve as role models increasing representation, employee retention, and corporate accountability.

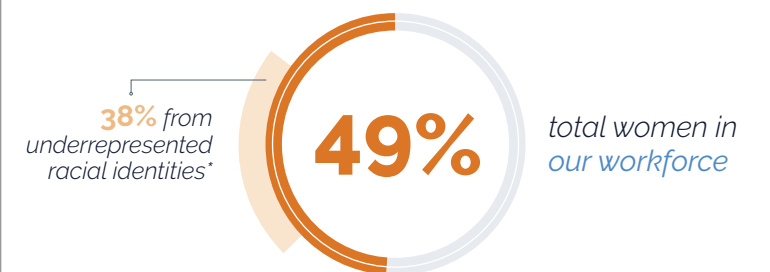
### Women in Leadership at OppLoans

Beyond hiring and promoting female leaders, we must address intersectionality. We believe in the importance of intersectional hiring – so when we say ‘diversity’ we are taking into consideration overlapping identities and genders. This creates an ideal state in which we uplift women from racially underrepresented backgrounds into leadership roles. It is crucial that we include all women. We can’t overlook the fact that often times diversity and inclusion benefits white women while leaving women from underrepresented racial identities out of the conversation.

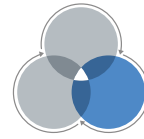
In 2019, 52% of our leadership hires were women, increasing women in leadership roles from 29% to 36%, a 7% increase. Of the 52% of female leadership hires, 39% of these hires were women from underrepresented racial identities. Overall as a company, women in our workforce increased to 49%, and of that 38% are women from underrepresented racial identities. We are currently trending to meet a 50/50 balance of female to male leaders in 2020.



total women in leadership roles



\*Black, Hispanic, and Two or More Races



## BUILD BELONGING

Our commitment to diversity and inclusion means that belonging in hiring and reporting is only one part of the picture. We want our employees to be fully present by bringing their full self to work and to define themselves by their unique and powerful contributions. This includes creating ways to interact, connect, and build relationships as colleagues so we can create access to opportunity, career growth, and learning.

### Employee-Led Communities (ELCs) Empower Our Mission

We believe that representation starts with inclusion and community. To further our mission, we built and continue to improve upon a number of workforce programs. It is our responsibility to give back to the community we serve and create awareness and consciousness in the communities we live and work in. In 2019, our employees created six ELCs. Their first mission was to create identity awareness and education within our company. These communities also focused on giving back and thus connected with non-profits who emulate their ELC mission.

For 2020, our ELC's will focus on these initiatives to further their missions:

#### opp† for ACCESS(ABILITY)

Oppt for Access(ability) will work with the new Facilities Manager to ensure the next floor build-out is more accessible.

#### opp† for Gender Equ(al)ity

Oppt for Gender Equ(al)ity will refine and expand OppLoans' successful mentorship program.

#### opp† for BLACK excellence

Oppt for Black Excellence will create more educational opportunities through a Black Experience Library and Book Club.

#### opp† for IMPACT

Oppt for Impact will increase volunteer time off to 12 hours for every employee and hold at least 20 volunteer events.

#### opp† for DIGNITY

Opp4Dignity will collaborate with organizations focusing on youth homelessness in the Chicago LGBTQIAP community.

#### opp† for Latino Advancement

Oppt for Latino Advancement will create a uniform process for bilingual OppLoans representatives to provide services in Spanish.



### Partnerships Strengthen Our Goals

In order for diversity and inclusion efforts to have impact, we cannot go it alone. We must invest in meaningful partnerships with trailblazing organizations to bolster our efforts.

OppLoans partners with several such leaders, including:

#### JOPWELL

Jopwell connects us with and increases our recruiting efforts of underrepresented identity candidates.

#### THE MOM PROJECT

The Mom Project connects us with accomplished women, returning to the workforce after pausing to raise their children.



**The Darkest Horse** collaborates with us to host events spotlighting women, those from underrepresented racial identities, and underrepresented leaders in tech.



**Black Tech Jobs** connects us with the best and brightest black talent in tech.



### **About OppLoans**

OppLoans is a leading financial technology platform that provides accessible products and a top-rated experience to middle income, credit-challenged consumers. Through our unwavering commitment to customer service, we help consumers, who are turned away by traditional providers, build a better financial path. OppLoans is ranked an Inc. 500 company for four straight years and named the fourth fastest-growing Chicagoland company by Crain's Chicago Business. OppLoans maintains an A+ rating from the BBB.

For more information about careers at OppLoans, please visit [Opploans.com/careers](https://www.opploans.com/careers).

