Social

The social pillar of our ESG strategy has people at its core — not just our colleagues and partners but also the people in the communities in which we operate. Our social strategy includes ensuring we have programs in place that foster an inclusive and diverse culture. It also means we provide our colleagues with the benefits, resources and support they need to be authentic, curious and bold while achieving their career goals at WTW. And, it means we recognize the impact of caring for and giving back to our global communities through our charitable giving.

In 2022, WTW continued to make progress against our multiyear social strategy. A few highlights from the actions we took include:

- **Increasing the number of women in leadership roles:** In 2021, we reached our near-term goal of having 30% women in senior leadership roles, and we made additional progress in 2022 with 31% women in senior leadership roles.
- **Expanding our external partnerships to help us attract and retain diverse talent:** Our partnerships help us drive awareness of WTW’s aim to be an inclusive employer of choice for all talent levels, from those early in their careers to experienced hires and more senior leaders.
- **Launched resources to develop and promote underrepresented talent:** This includes a career development hub with self-directed learning resources, growing our Career Accelerator and SHE Leads programs, and succession planning.
- **Launched WTW work styles:** With flexibility at its core, the work styles framework is based on the idea that the work itself drives where and how the work gets done. This cultural shift is an important part of our ongoing strategy to attract and retain top talent from diverse backgrounds.
- **Increased donations as part of WTW’s matching gifts program:** In 2022, our matching gifts program saw more than a 30% increase compared with our donations in 2021.
Inclusion and diversity

Board of directors

Our commitment to diversity is demonstrated by the composition of our board of directors, which reflects diversity of gender, ethnicity and nationality, backgrounds and skill sets. Based on self-identified characteristics:

- 40% of directors identify as female
- 10% of directors identify as LGBT+
- 10% of directors identify as African American and Black
- 60% of directors have non-U.S. citizenship
- 75% of board committee chairs are diverse

Executive leadership team

Accountable to the CEO and board of directors, our executive leadership team is composed of 54.5% women leaders and is responsible for:

- Implementing and communicating the company’s vision and strategy as overseen by the board of directors
- Defining policies, priorities and resource allocation
- Modeling values and behaviors as stewards of WTW’s culture

Global management forum

Our global management forum, along with our executive leadership team works to execute WTW’s vision and strategy. It consists of about 120 leaders, including our executive leaders and their leadership teams, and is 43.5% women.

Senior leadership

As of December 31, 2022, 31% of WTW's workforce at the senior leadership level are women. In the U.S., where we have the most complete data on self-identified race and ethnicity, 8.7% of our U.S. leaders identify as non-white.

Leadership pipeline

Women occupy 41.6% of the positions generally expected to progress to leadership roles (i.e., our “leadership pipeline”). Our leadership pipeline over the longer term is 49.3% women.

Colleagues

As of December 31, 2022, more than half of WTW’s global workforce is composed of women. In the U.S.—where we have the most complete data on self-identified race and ethnicity—27.7% of our U.S. colleagues identify as non-white. This is a nearly 2% increase over last year (25.8% as of December 31, 2021).

Note: Numbers for gender may not total 100% due to inclusion of people who identify as nonbinary or who choose not to disclose. Numbers for ethnicity may not total 100% due to voluntary disclosure of data.
### Our EEO-1 data (U.S. only)

The summary table below covers our U.S. Workforce EEO-1 data as of December 31, 2021.

<table>
<thead>
<tr>
<th>Job categories</th>
<th>Hispanic or Latino</th>
<th>Non-Hispanic or Latino</th>
<th>Women</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Men</td>
<td>Women</td>
<td></td>
</tr>
<tr>
<td></td>
<td>White</td>
<td>Black or African American</td>
<td>Native Hawaiian or Pacific Islander</td>
</tr>
<tr>
<td>Executive/Senior officials and managers</td>
<td>0</td>
<td>0</td>
<td>8</td>
</tr>
<tr>
<td>First-/Mid-officials and managers</td>
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<td>63</td>
<td>1,207</td>
</tr>
<tr>
<td>Professionals</td>
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<td>260</td>
<td>2,481</td>
</tr>
<tr>
<td>Technicians</td>
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<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Sales workers</td>
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<td>2</td>
<td>191</td>
</tr>
<tr>
<td>Administrative support</td>
<td>83</td>
<td>172</td>
<td>424</td>
</tr>
<tr>
<td>Craft workers</td>
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<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Operatives</td>
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<td>0</td>
<td>0</td>
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<tr>
<td>Laborers and helpers</td>
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<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Service workers</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Total</td>
<td>297</td>
<td>497</td>
<td>4,311</td>
</tr>
<tr>
<td>Previous year total</td>
<td>298</td>
<td>512</td>
<td>4,773</td>
</tr>
</tbody>
</table>

**NOTE:** Job nomenclature at WTW does not align completely with the EEO-1 form.

WTW has multiple employing entities and, therefore, multiple EEO-1s. The basis for calculating categories such as “executives” under the rules for EEO-1s may be different from how we define senior leaders for other purposes, including internally or in other filings. These data is as of December 31, 2021. Our 2022 EEO-1 report will be available in late August 2023.
**How we define I&D at WTW**

**Inclusion**

How we come together as a company and use our “blend” to create a culture of acceptance and belonging that values every colleague. We achieve better business results by engaging our talent in our company purpose and supporting them to progress in their careers.

**Our I&D strategy**

Our inclusion and diversity (I&D) strategy guides our actions to make WTW a destination employer for top talent. As reflected in the three focus areas of our ongoing, multiyear I&D strategy, we’re taking action to increase representation and overall diversity throughout our talent pipeline.

Our global and regional I&D councils — with members from our geographies, businesses and functions — and our leadership team support the direction of our multiyear I&D strategy through initiatives that align with the company’s priorities. The councils define our areas of focus and determine which efforts are most relevant to our colleagues and will provide the greatest impact. Our global I&D council is co-sponsored by Carl Hess, CEO, and Kristy Banas, chief human resources officer (CHRO).

We put I&D processes in place across all our talent activities to align outcomes with our values and progress our diversity goals. We hold ourselves accountable by including I&D in our annual goals and business scorecards:

- **Our executive leadership team** has a shared I&D goal to increase representation of female and racially diverse talent as part of the individual performance component of their short-term incentive (STI) program approved by the Human Capital and Compensation Committee.
- **Each geography, segment and function leadership team** has I&D goals outlined in their business scorecards to ensure we monitor progress.

**Diversity**

We view diversity broadly to include ethnicity, race, gender, gender identity, sexual orientation, disability and veteran status as well as diversity of viewpoints, background, experience and geography. WTW fully benefits from the differing skills and abilities of all of our colleagues.

- **People managers** have I&D goals that focus on the effective engagement, development and retention of colleagues.
- **All colleagues** are encouraged to include an I&D-related goal when setting goals for the year, and sample goals are provided that relate to WTW’s annual I&D priorities.

Oversight of our I&D goals and progress is embedded into our business-led quarterly business reviews.

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"We know difference makes us better, and we are committed to making WTW a place where everyone feels welcome and empowered to bring their authentic selves to work."

Jenifer Denby
Global Head of Inclusion and Diversity
Attraction and retention

At WTW, attracting, hiring and retaining diverse talent is key to our success. We believe diverse teams are more creative and innovative, and a diverse workforce creates more opportunities for professional growth and development.

In 2022, we expanded the resources available to hiring managers on inclusive recruitment. This includes our License to Hire training, which provides tools to be inclusive and mitigate bias throughout the recruitment process. The goal of the training is to attract, assess and hire the most qualified candidates from the broadest and most diverse talent pools, and it also provides practical guidance for both building and being part of an inclusive team. Other resources include gender decoder tools to help hiring managers identify potential bias in job descriptions (and how to mitigate this).

4,755 hiring managers completed our License to Hire training in 2022.

We also received recognition for our apprenticeship program in Great Britain. Our recruitment marketing efforts focus specifically on attracting candidates from underrepresented backgrounds. In 2022, 32% of our Corporate Risk and Broking (CRB) apprentices identified as a racial or ethnic minority (43% for our corporate functions). In addition, a 50/50 gender split was achieved for CRB, with 59% being school leavers. This dedicated focus and achievement in 2022 resulted in WTW being shortlisted for the Multicultural Apprenticeship Awards.

Global partnerships for diverse talent

In 2022, we made a concerted effort to expand external partnerships to drive awareness of WTW as an inclusive employer of choice among a much broader audience of diverse talent:

- **Great Britain:** WTW partnered with Rate My Placement, GTI and Sanctuary Graduates to encourage diverse candidates to join our events and apply. Apprenticeship partnerships expanded to include Uptree — which specializes in social mobility — as well as Not Going to Uni and Young Professionals, which target diverse school leavers.

- **North America:** WTW invested in WayUp, a tool that registers diverse students from universities and enables employers to directly target them for campaigns.

We also continue to build partnerships with companies that help us attract more diversity into WTW from an experienced hire perspective. Two of our key global partners include:

- **MyGwork**, the global recruitment and networking hub for LGBT+ professionals, was a significant external source of traffic to the WTW careers site in 2022.

- **Where Women Work** showcases the impressive work and achievements of women while shining a spotlight on the companies that support them.

Our global partnerships are supported by regional relationships that focus on various I&D priorities, such as Girls in Tech, Stepstone, the International Association of Black Actuaries, the Organization of Black Actuaries, the National African American Insurance Association, the Posse Foundation, De La Salle Benilde for our deaf hiring program and the Autism Society Philippines in Manila. We also have a successful autism hiring program in Great Britain, which has provided opportunities for both apprentices and experienced hires.

We are constantly looking for ways to strengthen our communities’ social, emotional and economic wellbeing. By building relationships with new and existing diverse sourcing pools on global and regional levels, we can remain an inclusive and diverse employer.

Elise Hunt
Global Head of Recruitment

Making sure our hiring managers have the tools they need to ensure inclusivity and mitigate bias in the hiring process is critical to WTW’s success. We will continue to take action to ensure WTW is the place for talent in the areas of people, risk and capital.

Kristy Banas
CHRO
In 2022, we developed programs and resources to build understanding and drive progress in the workplace, including our:

- **I&D calendar**: Drives recognition of inclusion events and heritage months and determines how and when we share resources and tips to support an inclusive culture
- **I&D intranet**: Offers education and training on inclusive behaviors and psychological safety, such as creating and championing an inclusive culture, leading inclusively, having insightful conversations and ensuring all voices are heard (we see these resources as part of our ongoing journey and will continue to expand these efforts)
- **I&D Yammer community**: Raises awareness of our commitment and progress toward building an inclusive culture for all colleagues, highlights practical resources, shares updates on I&D initiatives and priorities, and promotes our global I&D calendar by highlighting I&D activities and celebrations across the company

WTW is a global festival partner of **Dive In: The Festival for Diversity and Inclusion in Insurance**. Supporting the festival since its inception in 2015, WTW colleagues worldwide collaborate with insurance industry peers and clients to lead local committees on the planning and launch of 100+ festival events each year, attracting thousands of participants worldwide (30,000+ across 40+ countries in 2022).
Respect at work and speaking up

At WTW, our policies prohibit discrimination, harassment and retaliation. Our values around how we work and treat one another are guided by our strong client focus, emphasis on teamwork, unwavering integrity, mutual respect and constant striving for excellence.

All our colleagues are bound by our Code of Conduct (the Code), which incorporates our values and details the ethical behaviors we are expected to model. These behaviors help make WTW the best company we can be for the benefit of all stakeholders. The Code is discussed in more detail below.

We encourage colleagues who have concerns about behavior that doesn’t meet the standards set out in the Code or other applicable WTW policies to speak up without fear of retaliation. Concerns can be reported anonymously through our WTW Hotline, to people managers, and/or colleagues in Compliance, Legal or HR. All reports are required to be handled, addressed and/or investigated confidentially to the extent practicable. Our inclusion networks have been pivotal in raising awareness of these resources and encouraging colleagues to speak up.

Racial equity

A core component of our I&D strategy is creating a culture and work environment where colleagues listen to and learn from each other. In 2022, we:

- Trained our leaders and supervisors to be more effective in building, managing, engaging and developing racially diverse teams: More than half of our U.S. people managers have attended our racial equity training since it was rolled out in 2021. We continue to use our data to mitigate bias in our talent processes and improve programs and policies that create a better experience for our African American and Black colleagues as well as other minority ethnic groups.

- Expanded our COBALT (Creating Opportunities for Black, African American and Latino/a/e Talent) program: COBALT focuses on recruitment, engagement, retention and career development of African American, Black and Latino/a/e colleagues in the U.S. Since our initial launch in 2020, we’ve expanded the program to seven cities and enhanced our mentorship program for diverse colleagues.

- Developed and expanded our strategic partnerships: This included leveraging partnerships to increase engagement with potential candidates and supporting colleagues in attending in-person events with the following organizations:
  - The International Association of Black Actuaries (IABA) and the Organization of Latino Actuaries (OLA): We serve as a member of the IABA corporate advisory council and of OLA’s platinum sponsor advisory forum to help determine the strategy and priorities, build strong connections within the actuarial community, and develop leaders through mentorship and professional development opportunities. Our partnership with these organizations connects us with diverse actuarial students and candidates to mentor as they start their actuarial journey. In 2022, we also hosted actuarial days, where candidates from OLA and IABA were invited to learn more about the profession and working at WTW.
  - National African American Insurance Association (NAAIA): Our partnership with the Posse Foundation builds our WTW brand and connects us with diverse talent of Posse scholars that exhibit academic excellence and leadership skills as they start their career journey in college. In 2022, we hosted a summer Posse event in our Chicago office and a financial wellbeing and benefits workshop in Metro Washington, D.C., and several markets attended Posse Winter Career Day events to connect with scholars and build our brand. WTW colleagues also volunteered as coaches and participated in Posse’s Dynamic Assessment Process, an important component in evaluating future Posse Scholars.

Our commitment to racial equity is unwavering. Meaningful and sustainable change takes time, and we are accelerating our efforts.

Suzanne McAndrew
Head of Employee Experience Business and Global Chair of I&D Council

The needs around racial diversity, equity and inclusion vary around the world. As such, our geography-specific leadership teams and I&D councils are working together to identify and implement actions to address local needs.

"..."
Black Economic Empowerment in South Africa

In South Africa, WTW supports the black economic empowerment initiative. This pragmatic growth strategy aims to realize the country’s full economic potential by advancing economic transformation and participation of black people in the South African economy.

Australia Reconciliation Action Plan

In 2022, WTW Australia completed all objectives on our Reconciliation Action Plan to support Aboriginal and Torres Strait Islander Peoples:

- Delivered cultural awareness training
- Renamed meeting rooms to reflect First Nations’ language and culture
- Supported the Uluru Statement from the Heart to provide constitutional recognition of Aboriginal and Torres Strait Islander Peoples as the original inhabitants of Australia

The next phase of our journey will begin in 2023 with the endorsement of our new Innovate Reconciliation Action Plan. This plan will deepen our commitment to making a tangible impact in the areas of employment, procurement and engagement with Aboriginal and Torres Strait Islander Peoples in our business.

LGBT+ inclusion

WTW has long been an advocate and champion of LGBT+ inclusion in our workplace. We holistically support our LGBT+ community across our workforce.

We are a member of Stonewall’s Diversity Champions program, Great Britain’s leading best-practice employers’ forum for sexual orientation and gender identity equality. As a member, we benefit from the expertise and guidance of Stonewall’s diversity advisors and have access to recommended practices, seminars and networking opportunities. In the U.S., we actively work with Out & Equal, a national organization focused on creating a culture of belonging for all through LGBT+ workplace equality.

In 2022, we:

- Expanded options for voluntary self-identification in our HR system: In North America and Great Britain, we now offer colleagues the choice to self-identify based on sexual orientation and gender identity, including identities that go beyond the gender binary. We continue to explore ways to expand self-identification beyond these geographies. Regardless of location, we strive to create a safe space for colleagues to express their identity at work.
- Continued to encourage colleagues to share their pronouns: This includes providing guidelines for adding preferred pronouns to email signatures and sharing them during meeting introductions.
- Supported our transgender colleagues by providing gender transition guidelines in North America and Great Britain: This includes guidance for colleagues, managers and HR. It reinforces WTW’s support and our role in ensuring a smooth process for any transition-related medical leave and return to work.
- Continued to support our LGBT+ community and their families. Our colleagues participated in many events around the world, including our Rainbow Families Pride celebration. This flagship event explored how being an LGBT+ parent or child — or the child of an LGBT+ parent — presents unique challenges. We also explored the pivotal role allies play in supporting our colleagues and friends.
The LGBT+ inclusion network plays an invaluable role in creating an inclusive and respectful working environment for WTW colleagues, regardless of sexual orientation or gender identity. I’m proud to see members of the LGBT+ community and allies come together in a spirit of mutual support and openness, sharing experiences and helping to make WTW a welcoming, diverse and inclusive space for everyone.

Miles Russell
Head of External Communication and Global LGBT+ Network Leader

Disability inclusion

We are taking action to make our workplaces accessible and supportive of our colleagues’ needs.

Our membership in The Valuable 500, a global movement advocating for private sector disability inclusion, has helped us define our commitments to disability and guide us on our journey, which generally include goals of:

- Educating on and raising awareness of disability
- Equipping colleagues with skills and knowledge to be more inclusive of people with disabilities
- Ensuring our work environment is accessible, inclusive and welcoming for all as we develop a more seamless process for workplace adjustments
- Equipping our managers with recommended practices in hiring, management and development of neurodiverse colleagues
- Scaling our approach to recruiting and retaining adults with autism

In 2022, we updated our accessibility statement and continued to use digital tools (e.g., closed captioning, real-time translation and accessibility, digital inclusion training) to enable a more accessible workplace. We also continued our People with Disabilities hiring programs in Redhill, U.K., and Manila, the Philippines. We also established a new partnership with Aspiritech in the U.S. to support the hiring of neurodiverse talent in our pension outsourcing activities.

Partnering with our Workability Inclusion Network helps us understand the lived experiences of our colleagues with disabilities and take action — including raising awareness and equipping our colleagues with the skills and knowledge — to build a disability-inclusive workplace. We also offer accommodations and training that gives colleagues an overview of accessibility and digital inclusion features in our digital workplace.

Our inclusion networks

Started in 2013, WTW’s colleague inclusion networks are company-supported groups that are open to all colleagues. They are important components of our I&D strategy and help us better connect with each other, our clients and the communities in which we operate. They provide a platform for colleague dialogue and collaboration on initiatives related to talent attraction and retention while raising awareness and fostering a more inclusive culture.

- **Gender Equity** focuses on the career development and advancement of women and supports companywide efforts to achieve our Paradigm for Parity commitment.
- **LGBT+** engages colleagues from across the diverse spectrums of sexual orientation and gender identity.
- **Multicultural** embraces cultural diversity and educates on differences in race, ethnicity, religion, language and culture. In the U.S., we also have a Black Colleague Connection for our Black and African American colleagues and allies.
- **Workability** aims to increase understanding of disability, wellbeing and health-related matters at work.

Throughout the year, the networks host inspirational and educational events to raise awareness, recognize events on our global diversity calendar and celebrate locally important days. Our calendar enables us to broaden the scope of our messaging while continuing to reinforce the importance of these observances.
Inclusion and Diversity

Work styles

We know there's a strong link between flexibility and inclusion. Launched in 2022, WTW work styles has flexibility at its core and is based on the idea that the work itself drives where and how the work gets done. This cultural shift is an important part of our ongoing strategy to attract and retain top talent from diverse backgrounds.

Our WTW work styles framework includes three distinct colleague working solutions — office, hybrid and remote — and applies to all colleagues globally. Some work is location-specific, while other work requires almost no in-office time. Most work, however, lies somewhere in the middle.

Colleague wellbeing

At WTW, we value our colleagues’ wellbeing and want them to be their best inside and outside of work. We provide wellness tools and resources for colleagues’ physical, emotional, financial and social wellbeing. We also equip our leaders and managers to support colleague wellbeing and sustainable performance.

From 2021 to 2022, we added new physical, emotional and mental health resources (e.g., training for stress management, resiliency and mindfulness) and created a central wellbeing resources hub on our intranet that houses all our global resources and information. We are looking to expand these offerings in 2023.

Supplier diversity

WTW embraces diverse suppliers and encourages their participation in our procurement process.

In support of this, we have contracted with a respected industry third party for access to a real-time database of diverse suppliers. This third party also helps us with managing the identification and assessment of our spend with diverse suppliers. This allows us to complete quarterly reporting to promote diversity within our supply chain and continue to improve our programs. We also seek to include criteria around supplier diversity as part of our standard sourcing processes for some of our key suppliers.

In 2022, we brought in a designated global supplier diversity leader to develop our supplier diversity program. In 2022 in the U.S., we estimate that 6.7% of spend was with diverse suppliers. We aim to increase this further by engaging directly with diverse suppliers and working closely with supplier diversity advocacies, such as the National Minority Supplier Development Council, Minority Supplier Development U.K. and WEconnect.

We recognize that having a diverse supplier pool is a competitive advantage and a powerful business tool. Just as diverse colleagues bring different viewpoints and fresh perspectives to the table, so does diversity within our supply chain.

Recognition and awards

WTW benchmarks against other companies and industry metrics to monitor and review our I&D progress. We are proud of the programs we participate in and the recognition we’ve received:

- Since 2019, WTW has qualified for the Bloomberg Gender Equality Index, which recognizes organizations that are trailblazers in their commitment to transparency in workplace gender reporting.
- Since 2015 in the U.S., WTW has been recognized by the Human Rights Campaign's Corporate Equality Index as a best place to work for LGBT+ equality. In 2022, we were also awarded this recognition in Mexico.

We're immensely proud of everything WTW has achieved so far, and we remain committed to ongoing progress. Whether you’re a shareholder, a client, a colleague or someone thinking about joining WTW, we encourage you to ask us questions and share your ideas. Our philosophy of being better together extends to listening and learning from others.
About WTW
At WTW (NASDAQ: WTW), we provide data-driven, insight-led solutions in the areas of people, risk and capital. Leveraging the global view and local expertise of our colleagues serving 140 countries and markets, we help you sharpen your strategy, enhance organizational resilience, motivate your workforce and maximize performance. Working shoulder to shoulder with you, we uncover opportunities for sustainable success — and provide perspective that moves you. Learn more at wtwco.com.