

Diversity, Equity & Inclusion

2022 ANNUAL REPORT





Letter From Our Leaders

Cultivating a diverse and inclusive culture is a business imperative, not a trend.

GM Financial's commitment to becoming a leader of diversity in the auto finance industry started seven years ago with the creation of the Diversity, Equity and Inclusion (DE&I) office. Our company has always prided itself on its diverse culture, and we knew we needed to do more. In that time, we've made continual progress to align with our parent company's aspiration of becoming the most inclusive company in the world.

While it is important to look back on progress we've made, it's just as important to look forward as we continue our aim to be an organization worthy of emulation by others in the business community.

Last year, our report served to transparently tell the story of our diversity journey so far. This year, we go into more detail on how we are holding ourselves accountable to reach our DE&I goals, which are not only vital to both our short- and long-term success, but also the right thing to do. As a company, we know the best thing we can do for our customers is hire and promote the best people, who are also representative of our customers. By having a variety of team members with mixed backgrounds, experiences and opinions, it's easier to serve a wider range of consumers.

A major focus of our efforts is our target of 45-35-25, which aspires to see GM Financial have 45% women and 35% professionals of color in senior leadership by 2025. This year's report outlines the consistent

and measurable goals we continue to strive toward while sharing the specific strategies, tactics and details on the work we are doing companywide to get there.

Team members at all levels of the company share in the responsibility to hold each other accountable to contribute to our DE&I efforts and create a positive environment where everyone can bring the best version of themselves to work every day.

Through accountability, transparency, education and action, GM Financial is dedicated to continued progress on our DE&I journey and looks forward to sharing results and accomplishments with our employees, customers, dealers and communities.



We are proud of the successes we've experienced so far, and we look forward to a strong, more inclusive future that allows GM Financial team members and the company to realize our full potential.

A handwritten signature in black ink that reads "Dan Berce".

Dan Berce
President and
Chief Executive Officer

A handwritten signature in black ink that reads "Shunda Robinson".

Shunda Robinson
Global SVP Diversity,
Equity and Inclusion



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Our Theme

LAYERS + TRANSPARENCY THROUGH ACCOUNTABILITY

Like a painting, we too are made up of many layers, from our people to our processes and everything in between.



Building on last year's theme of layers, we've created a work with depth, multilayered to create something beautiful.

Embracing our layers, we continue to add more depth and dimension to who we are as a company. Our mission is to create an environment where everyone can be the best version of themselves.

By sharing our goals, ambitions and desires to achieve that mission, we become accountable and more transparent. As we peel back the layers, it's apparent where we're succeeding and how we're improving, but it's important to reveal the work still required to become more diverse, equitable and inclusive.

Our Journey



Our Diversity, Equity and Inclusion team was founded in 2015 to ensure that our nearly 9,000 team members across the globe felt a sense of pride when coming to work and that diverse perspectives were being valued and heard. At GM Financial, a diverse perspective means more than what is on a résumé, it reflects the life experiences, culture and viewpoints of the generations who preceded that person. Over the past seven years, we have found success in several different programs and initiatives that demonstrate our commitment to DE&I across our organization and that continue holding us accountable to our current goals:



Mentoring Program

The Mentoring Program is open to all employees at every level, helping us advance the DE&I strategy by exposing participating team members to diverse colleagues across the organization. Reverse Mentoring has also been introduced, allowing senior leaders to better understand what motivates and inspires team members from different generations.

Employee Resource Groups

Employee Resource Groups such as Women's Inspiration Network and Working Parents, serve as a place for all team members to talk openly about their personal lives and find others with commonalities.

DE&I Council

The DE&I Council ensures that team members from all GM Financial locations across the globe have a direct connection and access to the corporate DE&I programs.

“Equity” added to the D&I strategy

This reflects our ongoing commitment to providing fair compensation, career development, promotions and access to resources.



Our Journey

(continued)

Go Pro sessions

These sessions are anti-racism training series to help companies think through diversifying talent. The training assists executives and middle managers in understanding how they can help create a more diverse workplace that will better serve an increasingly diverse customer base. The name “Go PRO” intentionally emphasizes the call for “Promoting” equity and justice in the workplace.

Continuing the Conversation

DE&I Open Dialogue on Racism: Following the murder of George Floyd by Minneapolis police in May 2020, Shunda Robinson co-hosted a series of monthly virtual town hall meetings. These events, which were attended by more than 7,000 team members, helped promote healing and cultivated a better understanding throughout the company of social injustice and racism.

DE&I Competency

GM Financial’s core competencies are behaviors team members must demonstrate to succeed in their jobs, promote our culture and meet the company’s mission and strategic priorities. In 2022, a formal DE&I competency is being introduced, and team members at every level will be held accountable for demonstrating this core value when being evaluated on performance reviews.

These programs and initiatives are a direct result of one of our core company values: Inclusion. They encourage candid conversations at every level and empower team members to bring the best version of themselves to work every day. While we have been hard at work over the last seven years, our journey is only just beginning.

“

WE HAVE A LONG WAY TO GO, BUT I DEFINITELY THINK WE’VE STARTED PUSHING THE DE&I BOUNDARIES.

People are starting to create awareness that sheds light on some of the discrepancies. These exist all around us – whether it’s pay, women, men or race – whatever that may be. These topics are in the spotlight more and that plays a big part in change; before people can really see the issues that exist around them, they have to be made aware of them! Raising awareness on issues is the only way we can begin to address them.”

Amber White

Marketing Program Manager
Las Colinas, Texas



Douglas Johnson

AVP Technical Accounting
Fort Worth, Texas

“

I GREW UP IN THE ‘60S AND ‘70S WHEN THE DECENT MAJORITY OF PEOPLE WERE FOCUSED ON EQUALITY. Give everyone exactly the same opportunity. By being involved in DE&I activities here at GM Financial, I’ve learned there’s really more to it than that. It’s not necessarily sufficient to make everybody equal. You have to consider other things. Where are they coming from? What disadvantages have they experienced that maybe society created? That’s kind of the concept behind equity, as I understand it, as opposed to equality.”

“

THERE ARE [CELEBRATION] DAYS THAT YOU WOULD NEVER EVEN KNOW ABOUT that are culturally significant to someone sitting right next to you. This is just another layer of getting to know someone by learning more about their culture. That makes them feel more included. People are expressing themselves now who have never opened up before. When we see our leaders doing it and expressing how they feel, it trickles down.”

Sharon Hewitt

Contract Administrator –
Canadian Dealer Services
Toronto, Ontario, Canada



Our DE&I Timeline

We've taken important steps over the past six years to grow our Diversity, Equity and Inclusion culture and improve accessibility across the company. In 2022, we are committed to keeping the momentum going.

FOR THE FUTURE

2021

- 45/35 by 2025: We have a goal of 45% women and 35% professionals of color in senior leadership positions by 2025

- DE&I Annual Report distributed publicly
- Launched the Sophomore Leadership Intern Program
- Added "Be Inclusive" to our core values
- Expanded strategic priorities to include DE&I
- Awarded "Best Places to Work for LGBTQ+" in Mexico

2020

- External D&I webpage launched
- D&I Office reports to CEO
- Mary Barra announced GM's goal to "Be the most inclusive company in the world"
- MLK Day added as a paid company holiday
- Added "Equity" to the D&I journey and began referring to this important part of our company as DE&I
- Enhanced competencies and behavioral expectations to align with DE&I

2019

- Expanded the WP ERG to include more chapters in DFW
- D&I Web Trainings became required for all team members
- Surpassed 350 mentee participants in the mentoring program

2018

- Working Parents (WP) ERG launched

2017

- Added Executive D&I Council (EDIC)
- Expanded D&I team
- Began partnership with Menttium to enhance our mentoring program
- Introduced the Women's Inspiration Network (WIN) ERG

2016

- D&I Council created
- Mentoring Program launched

2015

- Created Diversity & Inclusion Office





Shunda Robinson

Global SVP Diversity, Equity & Inclusion

Recognized as an Automotive News Notable Champion of Diversity

▶ Notable Champions list

Shunda Robinson was selected by automotive and auto finance industry journalists from scores of nominees when she was named a 2021 Automotive News Notable Champion of Diversity in Automotive. Since 1925, Automotive News has been the primary source for news happening among automotive retailers, suppliers and manufacturers.

See the full story here.

Working to Increase Diversity in GM Financial's Ranks

▶ Leaders in Diversity list

The *Dallas Business Journal* recently named Shunda Robinson a Leader in Diversity Award winner. One of 11 honorees, Shunda was recognized for her proven leadership and efforts to bolster equity across all areas of diversity, including age, disability, gender, sexual orientation, race and religion.

See the full story here.

Our Mission

Driving diversity throughout GM Financial by promoting an inclusive culture with our customers, employees, business partners and community, which will positively impact our business results.



Ximena Rojas

Controllership Supervisor
Bogotá, Colombia

“

AS A PART OF WIN (WOMEN'S INSPIRATION NETWORK), last year we created an event relating to gender inside the home. Normally in Colombian culture, inside the home, the woman is in charge of preparing the food. So, we created an online event with a chef who guided us in preparing a dish. During the event we talked about how this activity can be done not only by women, but also by anyone at home. We tried to share experiences to let women know that it was OK to ask her partner for help with the cooking.”

GM Financial Launches Pilot Sophomore Leadership Internship Program

Students from historically Black colleges and universities and Hispanic-serving institutions were welcomed into GM Financial's inaugural Sophomore Leadership Internship Program class. The eight-week experience promotes corporate engagement, helps students develop new career opportunities and aims to improve diversity, equity and inclusion across the auto finance industry.

See the full story here.

Our Vision

GM Financial will be an industry leader in diversity, equity and inclusion by:

- Creating a diverse workforce committed to teamwork, excellence, integrity and remarkable service, while recruiting and retaining top talent.
- Developing and embracing an inclusive culture that honors and respects all employees, regardless of their age, gender, ethnicity and/or background.
- Integrating these values into our everyday business, actively engaging with our business partners, giving back to our community and sharing our journey along the way.



Naomi Onyebuchi

Scrum Master,
MyAccount – Consumer
Las Colinas, Texas



**GM FINANCIAL HAS TRULY
CREATED A CULTURE**

where people are collaborative
and able to share experiences,
and their voices can be heard.”

GM Financial Exec Named Fort Worth Chamber Board Chair

Chief Financial Officer Susan Sheffield was elected chair of the Fort Worth Chamber of Commerce board of directors in January 2022. Throughout her one-year term, Susan will guide the chamber as it works to encourage economic growth and attract new business. Susan served as vice chair in 2021 and will serve as chair emeritus in 2023.

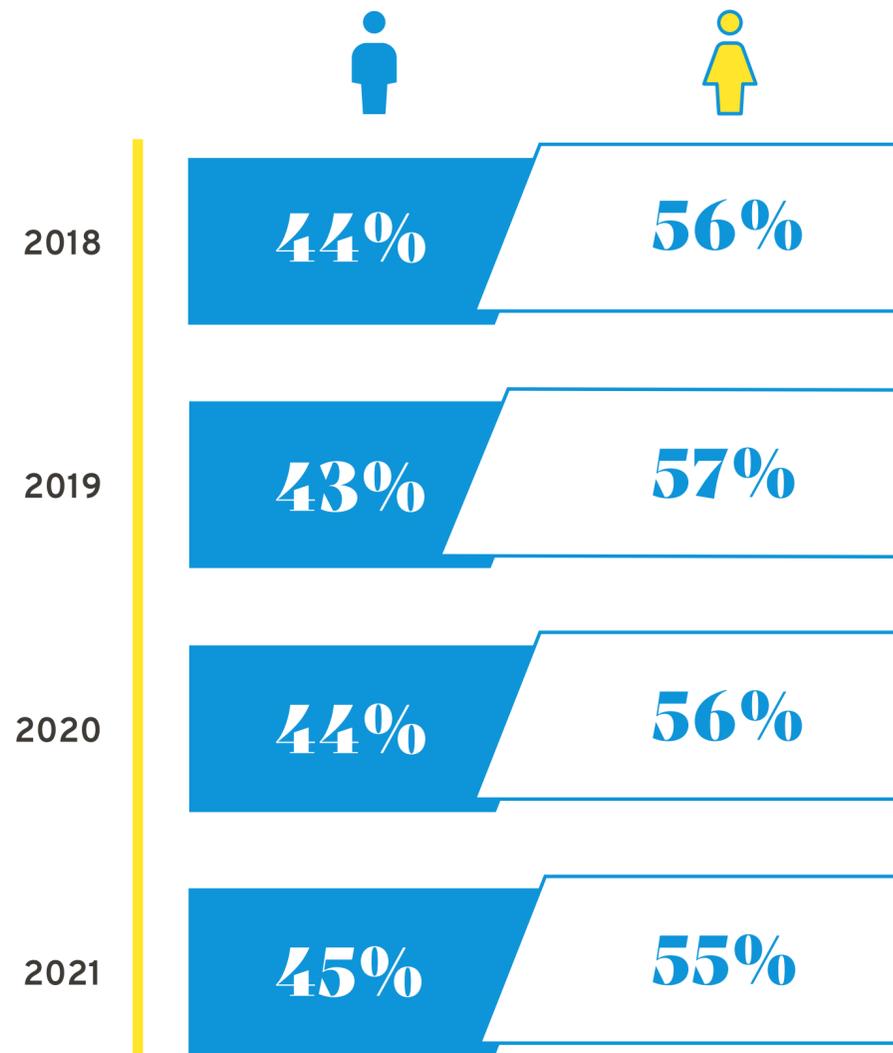
See the full story here.

Our Data & Our Aspirations

We're proud to share the data on where we are and excited about where we're going.

Our workforce split remained relatively flat year-over-year and our workforce is still majority female at 55%. As we continue to develop and retain talent, we understand the importance of finding ways to support career development for team members at every level in the organization.

OUR GENDER BREAKDOWN



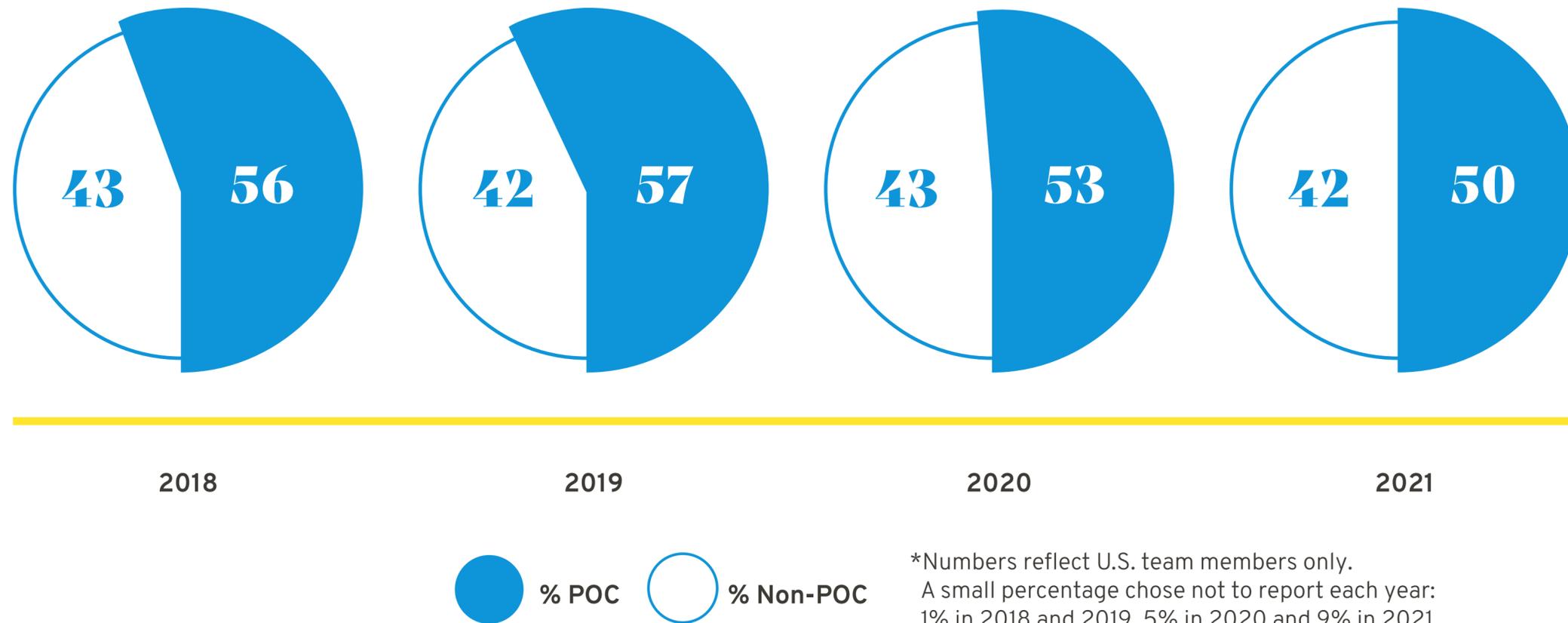
Focus: HOPE announces #GoPro DE&I training

A Michigan-based nonprofit organization credited its collaboration with GM Financial as the inspiration for a new program that helps leaders understand retention barriers faced by BIPOC, women, queer and disabled people. GM Financial's executive leaders have participated in several rounds of training since 2020, and the program will be offered to middle managers throughout the year.

See the full story here.

Our Data & Our Aspirations *(continued)*

PROFESSIONALS OF COLOR IN THE WORKFORCE*



*Numbers reflect U.S. team members only. A small percentage chose not to report each year: 1% in 2018 and 2019, 5% in 2020 and 9% in 2021.

With a rise in the number of people not reporting their ethnicity – 5% to 9% – we saw decreases in both POC and non-POC for 2021. Reporting ethnicity is voluntary at GM Financial.

Despite these changes, our intentions have not changed as we are still committed to diversity across the board, including in our hiring practices.

DE&I Leadership Series: The Bob Beatty Experience

As part of an ongoing series created for GM Financial's company newsroom, Bob Beatty, Chief Experience Officer, lent his insights on leading a diverse organization and delivering inclusive customer experiences.

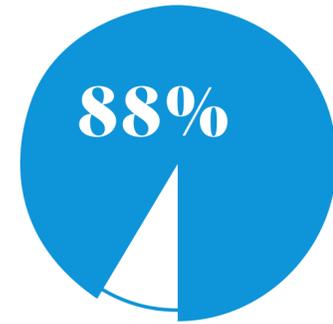


Our Data & Our Aspirations *(continued)*

THE MENTORSHIP IMPACT

Promoting professional growth and company engagement, our mentorship program boasted a total membership of

500 mentors/
mentees.



Of those within the program,

88%

remained with the company in 2021.



Additionally,

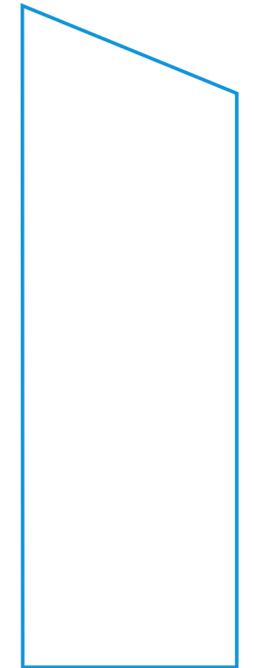
16%

of the program participants were promoted within a year.

52%
Women



43%
Professionals
of Color



A look at the demographics of the program shows that **52%** of the participants were **women** and **43%** were **Professionals of Color (POC)**.

Our Data & Our Aspirations *(continued)*

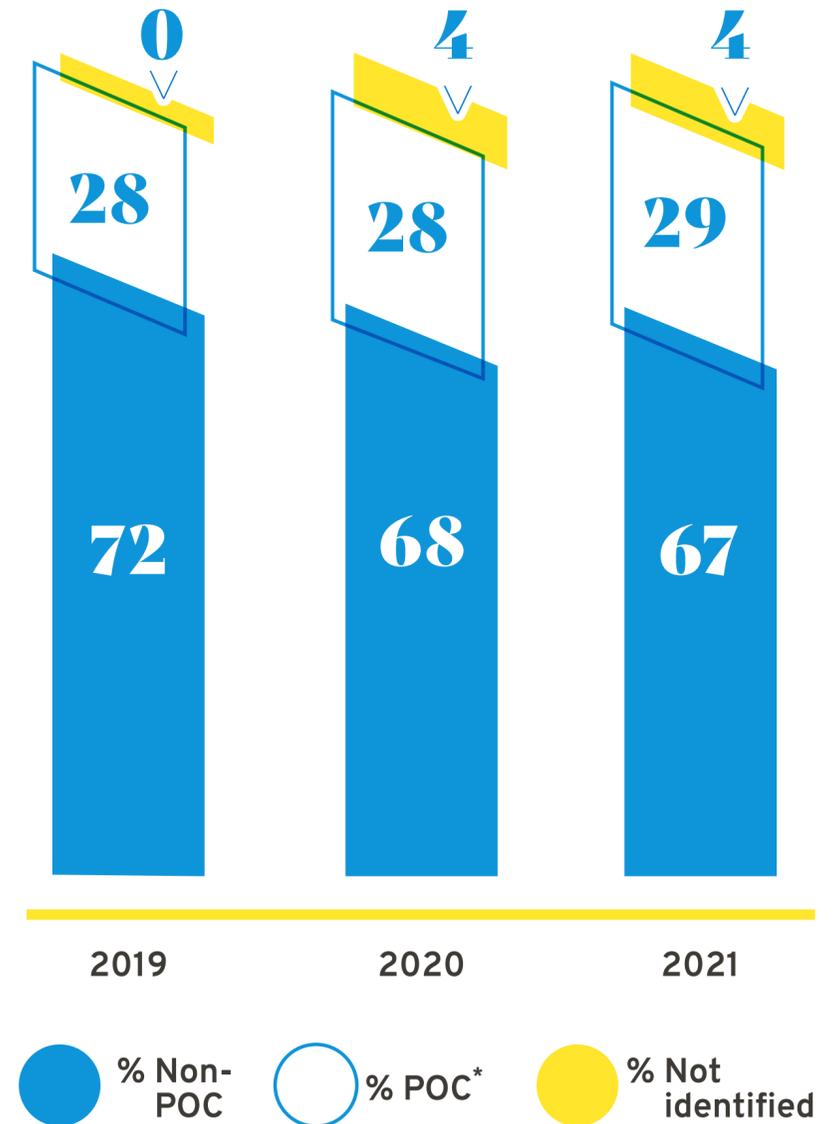
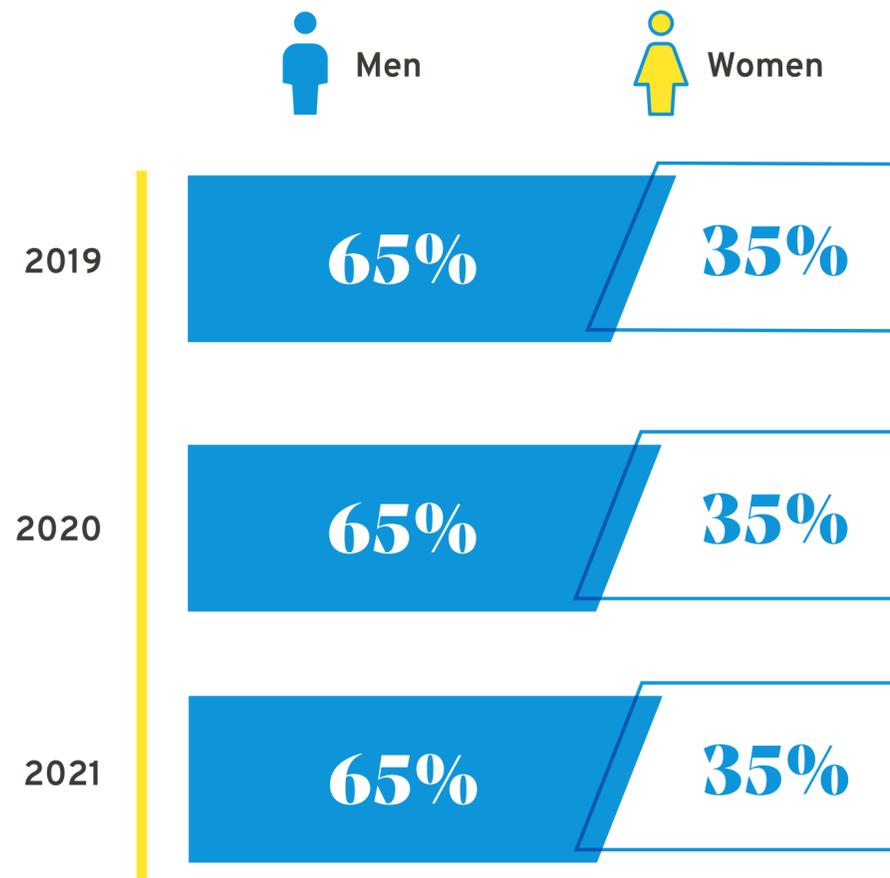
SENIOR LEADERSHIP

In 2021, we saw our senior leadership gender breakdown remain the same.

However, POC in the leadership ranks increased 2% from 2020 and now account for 29% of our senior leadership.

Plus, the overall percentage of female promotions outpaced male promotions, specifically in the Assistant Vice President (AVP) ranks and the Senior Vice President (SVP) ranks. In those positions, we saw a 6% and 5% of the female population, respectively, receive promotions from AVP to Vice President and from SVP to Executive Vice President.

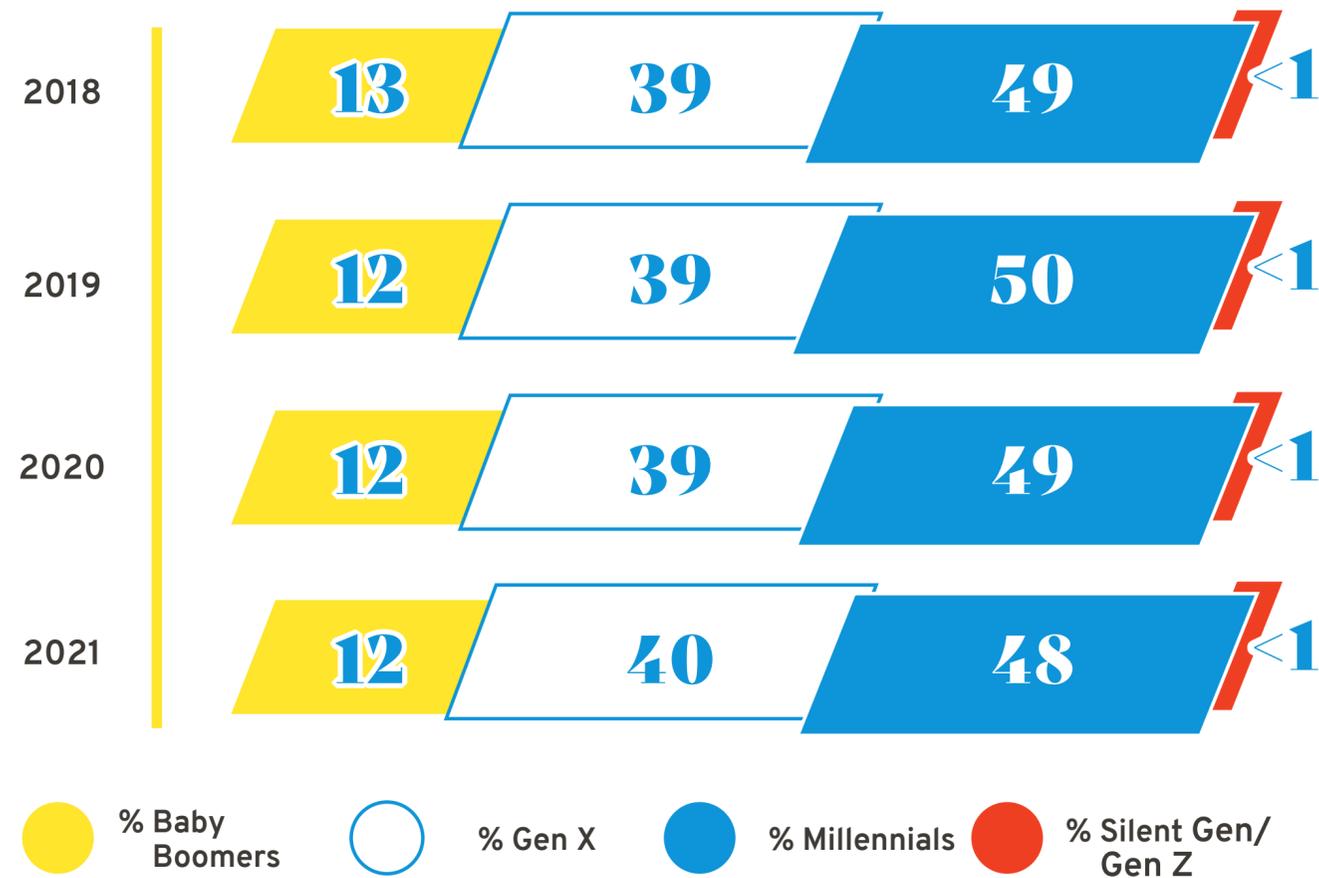
While there are many aspects and considerations that go into promotions, we know we can make improvements in this area as we remain committed to reaching our goal of 45% women, 35% POC by 2025.



*Numbers for Professionals of Color reflect U.S. numbers only

Our Data & Our Aspirations *(continued)*

OUR GENERATIONAL BREAKDOWN



We are committed to proactive and rigorous compensation practices as we consider DE&I for internal moves and external hires. In fact, 2021 was our fifth year conducting a comprehensive pay equity analysis for our U.S.-based population.

Millennials and Gen X remain a strong part of our workforce. Gen Xers climbed 1% while Millennials saw a slight drop to 48%. Baby Boomers remained the same, and both the Silent Generation and Gen Z accounted for less than 1% combined.

GM Financial Teams Up with Mentor Spaces to Engage and Attract Underrepresented Professionals Through Mentorship

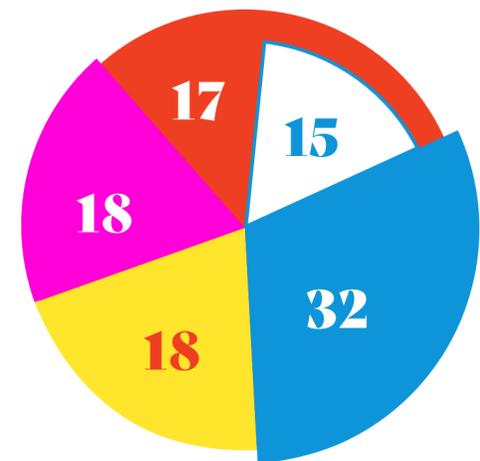
GM Financial launched a new collaboration with the nation's largest community-driven mentorship platform. Mentor Spaces has allowed leaders to cultivate mentoring relationships with diverse audiences, providing additional recruiting opportunities to attract, hire and retain underrepresented talent.

See the full story here.

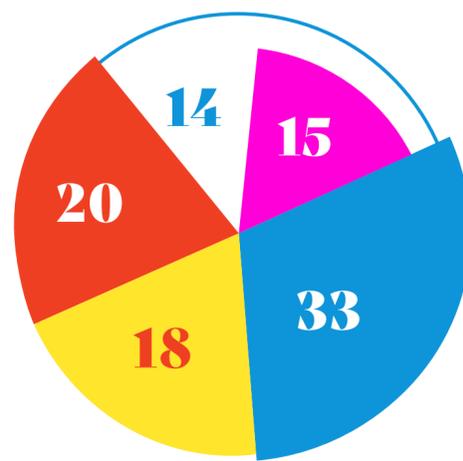
Our Data & Our Aspirations *(continued)*

AVERAGE TENURE IN YEARS

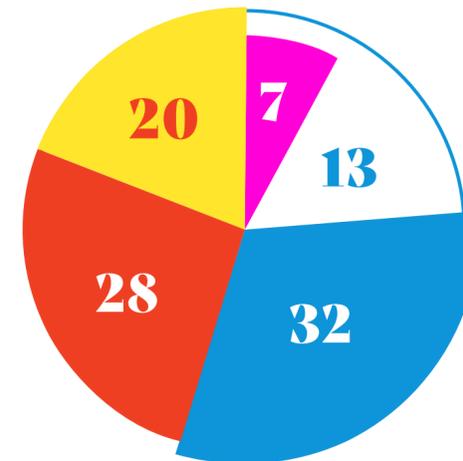
We take great pride in cultivating, developing and retaining talent. In fact, 85% of the GM Financial workforce has been with the company more than two years. While there was a drop in our new-to-GM Financial workforce, we're excited about the 15% who joined us in the last year. And we're proud of the retention and increase in our team members who have five to 10-plus years with the company.



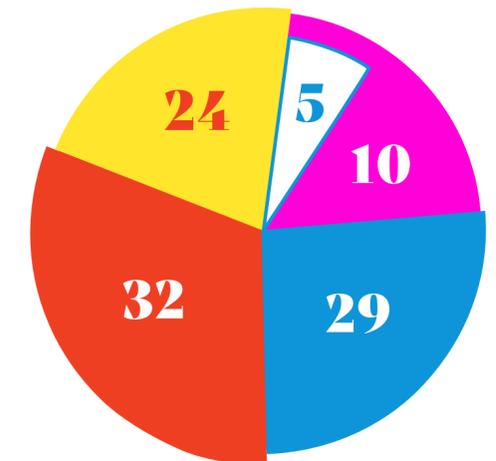
2018



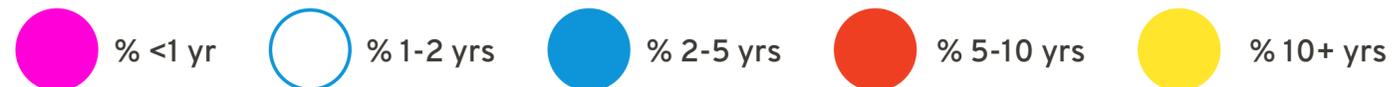
2019



2020

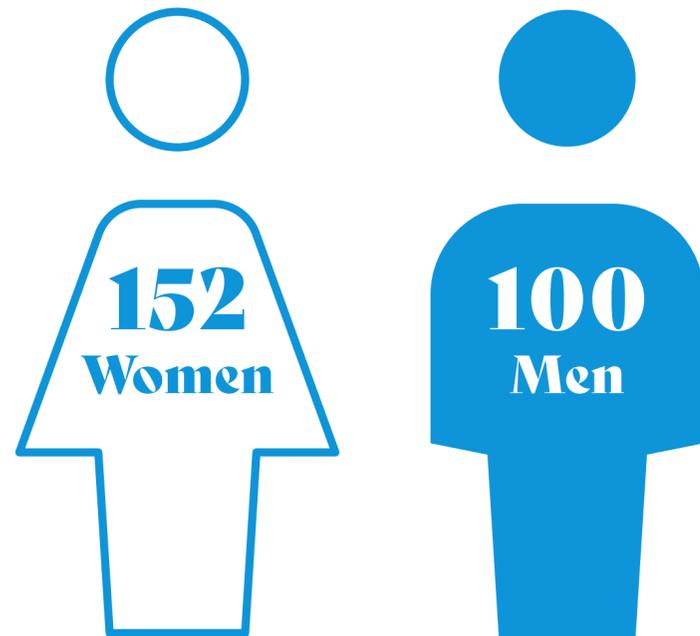


2021



Our Data & Our Aspirations *(continued)*

2021 DIVERSITY COUNCIL PARTICIPATION



A dedicated focus on fostering diversity, equity and inclusion drives members of our 2021 Diversity Council. And evidence of this dedication is reflected in the numbers. The retention rate for our council members was 89% for 2021.

Of the 252 members, including U.S.-based employees and those in-country, women accounted for more than half (152) of our council membership.



Wayne Saiz

SVP Servicing –
Consumer Services
San Antonio, Texas

“

I THINK WHAT ENDS UP HAPPENING IS SOMETIMES we're more consumed with what someone is going to say that might be offensive than we are with just listening and trying to understand what that experience is. At end of the day, if we have a positive outlook, these aren't conversations where we're having debates. These are platforms for us to be able to share and learn about one another.”

Community Investment

GM Financial is a company with a global footprint and team members representing countless communities. Our Community Investment program was established in 1992 and is one way the company and team members alike can support, strengthen and build up our local communities.

But we don't just support charitable involvement, we back it up with action:



- All full-time GM Financial team members get eight hours of paid time off each quarter to volunteer at approved philanthropic organizations. Part-time team members receive four hours per quarter.
- When team members volunteer at qualifying nonprofits on their own time, GM Financial donates \$10 per hour, up to 50 hours.
- In 2021, GM Financial donated more than \$2 million to nonprofit organizations serving diverse communities across North America.

- KEYS[®] by GM Financial offers free, interactive financial resources that empower consumers to better understand their personal finances in the United States. Covering topics like budgeting, credit and healthy financial habits, KEYS is helping people build confidence in their financial decisions.

keysbygmfinancial.com

And this is just the beginning. We'll continually refine our community investment strategy to ensure we're putting our core values into action.

GM Financial Holds KEYS[®] Financial Literacy Training With Interns of Congressional Black Caucus Foundation

In consecutive years, GM Financial has teamed up with the Congressional Black Caucus Foundation (CBCF) to provide interns with a financial literacy presentation. The KEYS Financial Empowerment session focused on good money habits, debt management and credit building. GM Financial leaders also formed a panel to discuss their own experiences and shared life lessons on personal finance.



Looking Forward

The work of fostering, developing and championing diversity, equity and inclusion at GM Financial will never be finished.

Like an artist with a painting, we'll forever fine-tune our work to better align with our vision. But like any good artist, we will take the time to step back and see the full picture, to review and improve on the accomplishments made so far that have changed our organization for the better.

We're proud of the strides we've taken toward our goals in 2021 and encouraged by the opportunity to improve in years to come. We're accountable for the culture of our company, the excellence of our work and the equity and equality our team members, dealers and customers alike experience.

And we're just getting started. We're excited to keep adding new layers to the work we're doing to build a better future and ingrain diversity, equity and inclusion in all that we do.

“

I DEFINITELY THINK WE'VE MADE PROGRESS IN THE AREA OF DE&I, especially with the target setting. That's a huge leap forward. So many businesses are afraid to [do that]. It's putting our money where our mouth is. That's a big undertaking, and we're making progress there.”

**Yesenia
Castaneda**

Business
Automation Analyst
Dallas, Texas

