

2022

Diversity Annual Report

We're creating space for employees to be themselves, embrace their differences, and feel like they belong.

An old proverb says if you want to go fast, you go alone. But if you want to go far, you go together. 2022 presented us with adversity as market trends often do. As I think back on the successes and challenges of the year, we came out as a stronger Asurion family because we faced them together. Diversity, equity, and inclusion (DEI) is not a destination we can mark as arrived. It's not a box that we can check. It's a value and commitment that supports Asurion's culture. To that end, we always strive to improve, especially when faced with adversity.

Our 2022 annual DEI report highlights our commitment to fostering structural change within our organization, focusing on promoting diversity, inclusivity, and equity. Asurion's goal is to create an empowering work environment that positively impacts our employees and their ability to support our customers and the communities we call home. To achieve Asurion's goals, we have established successful employee resource groups that address challenges associated with promoting diversity, equity, and inclusion. These groups bring together the collective expertise and passion of our Asurion commUnity.

While we understand that this report cannot capture every activity in 2022, it provides a snapshot of key efforts and accomplishments undertaken with the unwavering support of our employees. Asurion believes in transparency and accountability, so we wish to share this overview of our progress and setbacks. Throughout this report, you will find a glimpse of initiatives reinforcing our commitment to creating an inclusive and empowering workplace for everyone.

Acknowledging our achievements, we also recognize the significance of continuous improvement. We understand that fostering diversity and inclusivity is an ongoing journey, and we are devoted to evolving and refining our strategies to make a lasting impact. We extend our heartfelt appreciation to every individual and team contributing to our mission. Your dedication and passion drive our journey toward a more diverse, inclusive, and accountable organization. Thank you for your continued support as we embrace these vital principles and work together to create a workplace that not only values diversity but harnesses its power to foster innovation and success.



Darrell Thorpe

Director of Diversity, Equity, and Inclusion

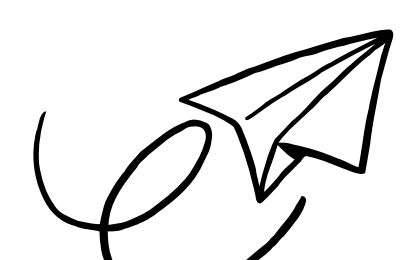
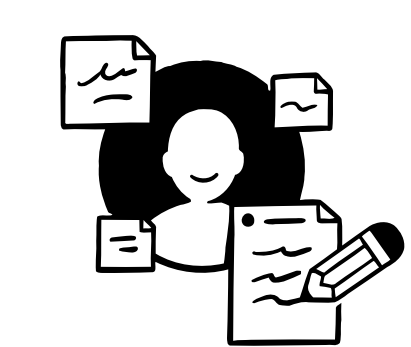
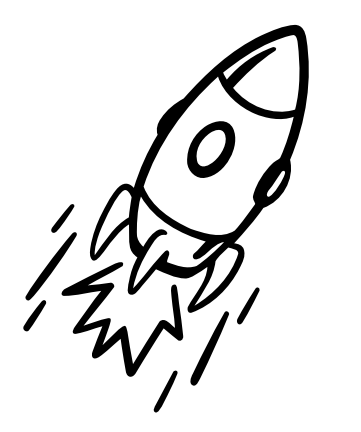
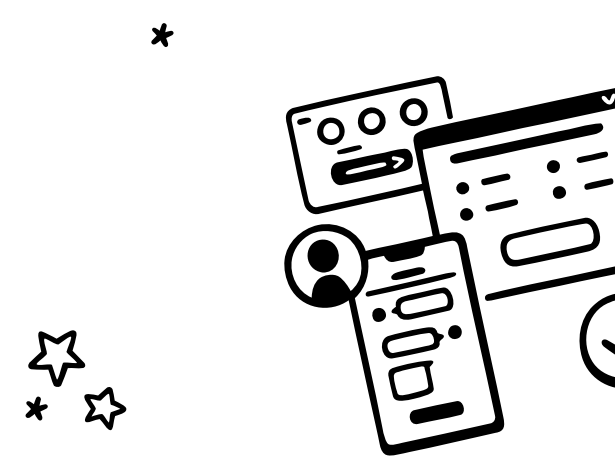


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Key takeaways

2022 was a year filled with both successes and challenges. But as a company, we take them in stride. Here are six key areas where we saw some wins and areas for continued opportunity.

Key takeaways in 2022

Wins



Women & POC in leadership

Representation of women in Executive Leadership increased from 20% to 22.5% globally and women of color increased by 3.2% in leadership and 25% in executive leadership.



Diversity in tech careers

Global leadership representation of women in tech careers increased by 3.3%. People of Color (POC)¹ increased by 24.6% in U.S. Tech leadership.



Employee Resource Groups

Membership in our ERGs grew 12.6% globally from 2021 to 2022.

Opportunities



New hires

Globally we have seen a 15% decrease for women, however women make up 43% of the global and U.S. new hires, while POC make up 60% of U.S. new hires.



Promotions

Promotions have decreased for women 3% and POC 5%, however they continue to make up 42% and 46% of our promotions respectfully.



Merit pay increases

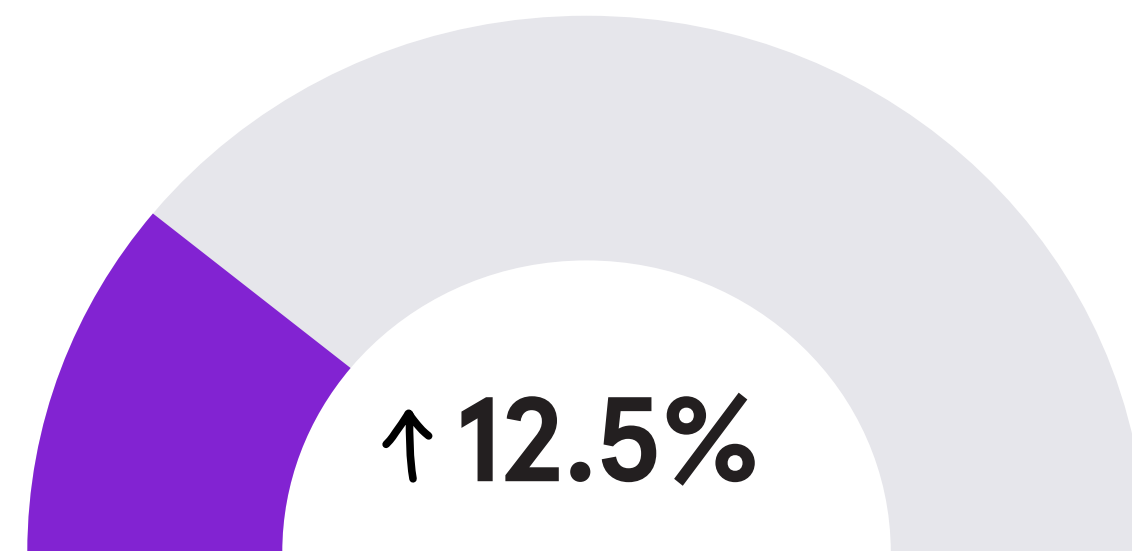
Average merit and salary for women and POC went down slightly but are still within two cents of their white and male counterparts.

Key data

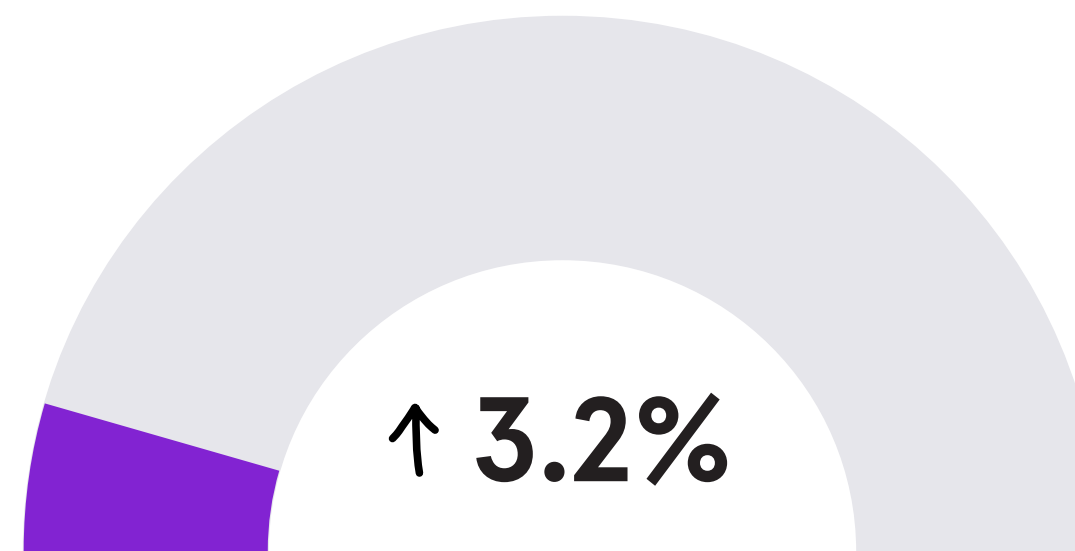
This executive summary includes everything from hiring and promotional changes for women and people of color to increases in their representation.

Women and People of Color in leadership

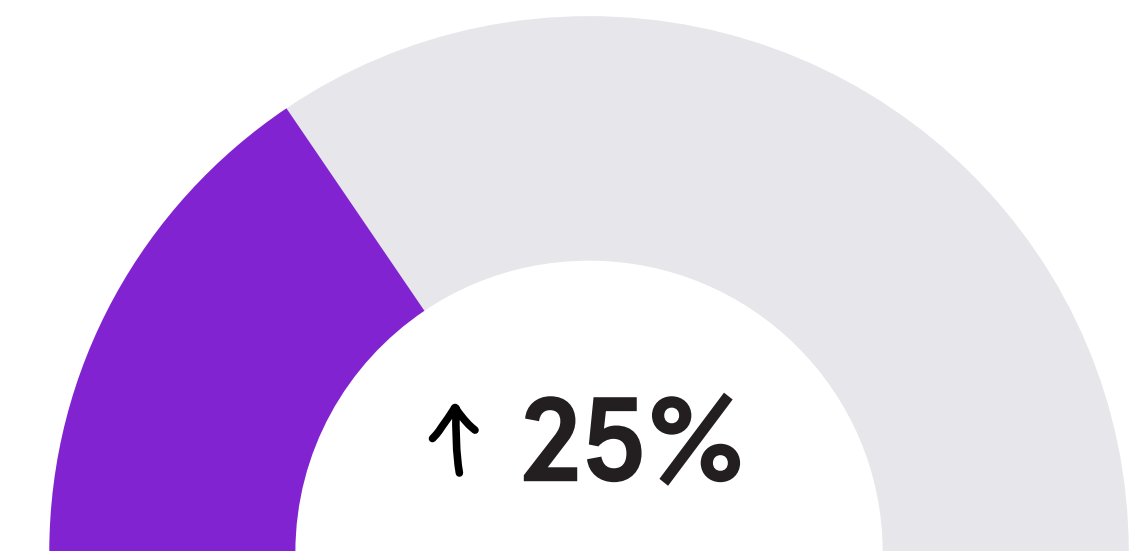
Representation of women in Executive Leadership increased from 20% to 22.5% globally and women of color increased by 3.2% in leadership and 25% in executive leadership.



22.5% of executive leadership is women



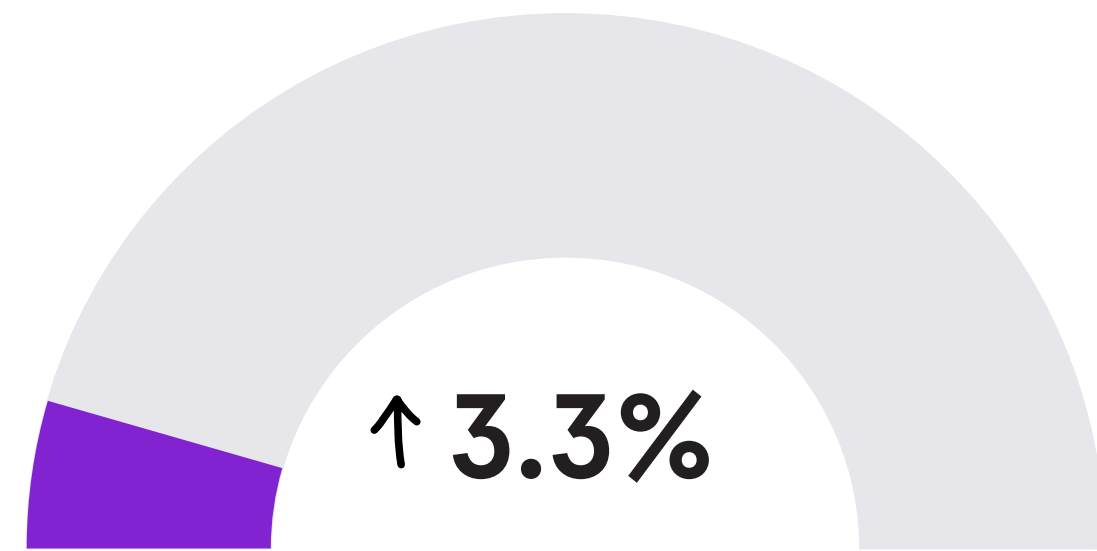
6.4% of the leadership population is women of color



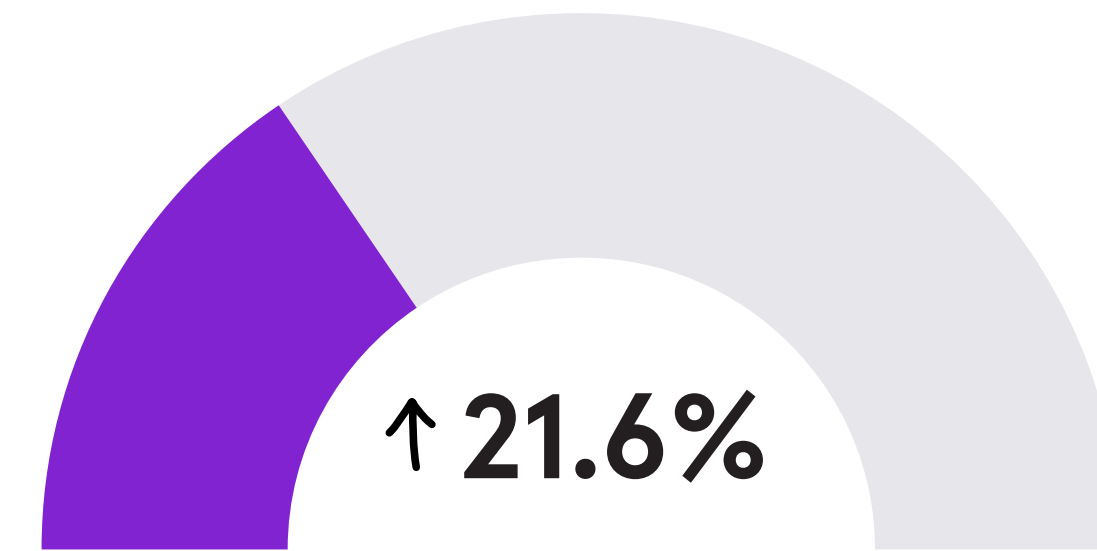
10.8% of the Executive Leadership team is women of color

Diversity in tech careers

Global leadership representation of women in tech careers increased by 3.3%. POC increased by 21.6% in U.S. Tech Leadership.



18.6% of the global tech leadership team are women



29.2% of the U.S. tech leadership team are POC

Employee Resource Groups

Membership in our ERGs grew 12.6% globally from 2021 to 2022.

ERG representation

2021



26%

2022



29%

New hires

Women make up more than 40% of our new hires, and POC make up nearly 60%.

43%

Women (Global)

60%

POC (U.S.)

Promotions

Women and POC make up more than 40% of our annual global and U.S. promotions.

42%

Women (Global)

46%

POC (U.S.)

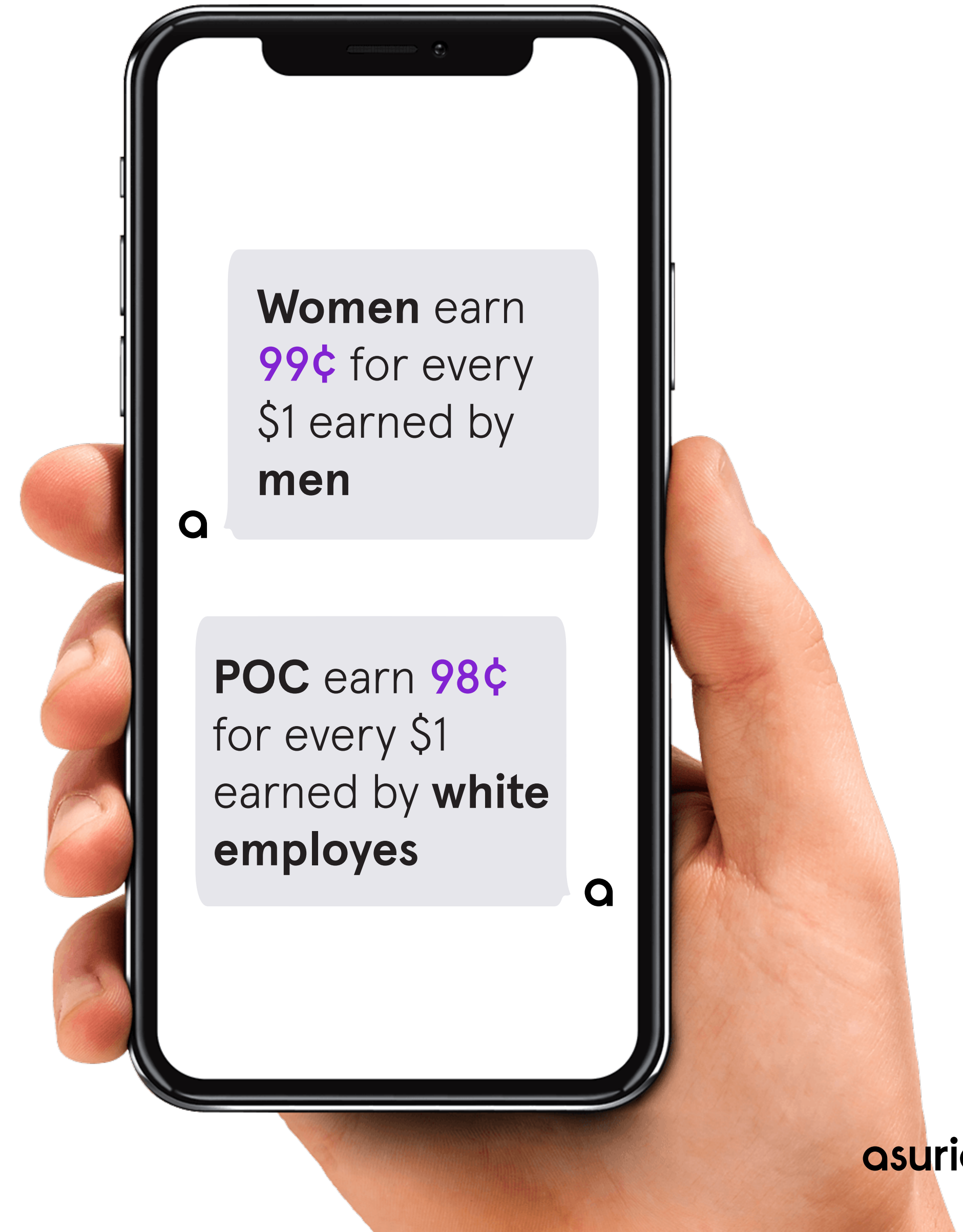
Merit pay increases

Asurion carries out annual pay equity audits to ensure all team members are receiving equal pay for equal work, regardless of gender, race, ethnicity, or other factors. But now we take it a step further and analyze merit and incentive pay in addition to base salaries.

2022 average merit increase by gender



2022 average merit increase by race/ethnicity



A culture that is continually recognized

Asurion is consistently recognized with awards year after year. Our collective differences are what make us successful and a great place to work.

2022 Best CEOs for WOMEN

2022 Best Company COMPENSATION

2022 Best CEOs for DIVERSITY

2022 Best Teams OPERATIONS

2022 Best Company OUTLOOK

2022 Best Company PERKS & BENEFITS

2022 Best Teams PRODUCT & DESIGN

2022 DiversityInc TOP 50 COMPANIES FOR DIVERSITY[®] NOTEWORTHY

CollegeGrad.com Top 50 Intern Employer

CollegeGrad.com Top 50 Intern Employer

HUMAN RIGHTS CAMPAIGN FOUNDATION BEST PLACES TO WORK 2022 for LGBTQ+ Equality 100% CORPORATE EQUALITY INDEX[™]

Great Place To Work[®] Certified JUL 2022-JUL 2023 USA

Great Place To Work[®] Certified JUN 2022-JUN 2023 PHL

TOP WORK PLACES 2022 Tennessee.

Meet the team championing our efforts



Darrell Thorpe

Director
Diversity, Equity, and Inclusion



Alicia Braswell

Senior Manager
Diversity, Equity, and Inclusion



Jennifer Redican

Senior Manager
Diversity, Equity, and Inclusion

Big strides

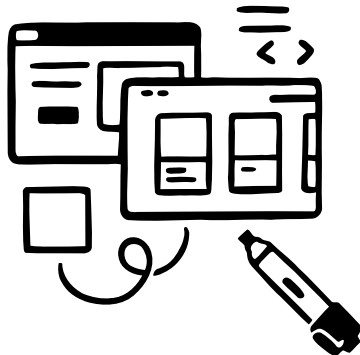
Together, we are creating the culture of inclusivity and belonging that will drive long-term, sustainable diversity throughout our company. And we are headed in the right direction, but it's only the beginning of our DEI journey.



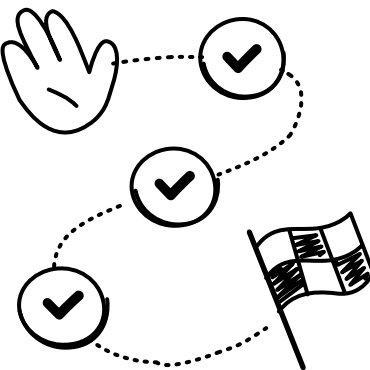
2022 achievements



Expanded the Exchange Reverse Mentoring Sponsorship Program



Accessibility audit of policies and procedures



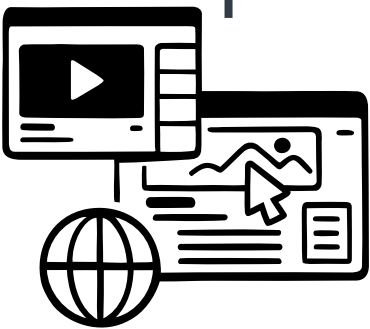
Enhancement of Asurion's Inclusive Learning Journey



Launch of Asian Pacific Islander Pillar under the Mosaic ERG



Partnership with the National Urban League at three sites across U.S.



Nationwide virtual ERG Fair

Choosing to Be EPIC in everything we do

Be EPIC is a global movement where Asurion employees pledge to make their workplace and world a little bit better. Ready to join them? **Take action by taking the pledge now.**

Empower employees

We stayed engaged thanks to our ERGs with professional development events, trainings, and increased participation across the board.

Promote partnerships

Be partnering with our communities, schools, and other groups, we were able to make a bigger impact.

Inspire inclusion

We've grown our Diversity, Equity, and Inclusion (DEI) education program with Certified Interviewers, Inclusive Leadership, Active Ally, and #BeBold®

Cultivate commUnity

Our focus on driving change starts with Listening & Learning, Removing Barriers to Access, and Investing in Social Justice.



Empowering employees

We see our differences as a competitive advantage and ensure every person has a chance to contribute, innovate, and succeed.

Employee Resource Groups continue to grow

Employee resource groups (ERGs) are designed to promote inclusivity and bring under-represented team members together. Their impact at Asurion is growing:

- ✓ ERG Members stayed with Asurion longer
- ✓ Our newest ERG Pillar on the Mosaic ERG “Asian American and Pacific Islander Chapter,” launched in May 2022
- ✓ Membership in our ERGs grew 12.6% globally from 2021 to 2022

Employee Resource Groups are the foundation of our commUnity

Our employee-led groups are powerful tools, providing personal and professional development opportunities, advocacy, community involvement, and networking.



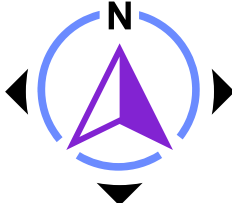
Black Employees Supporting Talent (BEST)

Est 2017 | 1,983 members



commUnity

Est 2018 | 1,903 members



Experienced Professionals (EP)

Est 2018 | 1,087 members



Hispanic or Latino at Asurion (!HOLA!)

Est 2018 | 1,256 members



Happiness, Opportunity, Possibility, and Equality (HOPE)

Est 2018 | 1,492 members



Indian Descendant Employees and Allies (IDEA)

Est 2021 | 963 members



Mosaic

Est 2018 | 1,389 members



Pride

Est 2017 | 2,102 members



Remote

Est 2018 | 1,482 members



Veterans Service Group (VSG)

Est 2017 | 858 members



Women's Initiative Network (WIN)

Est 2017 | 2,731 members



Young Professionals (YP)

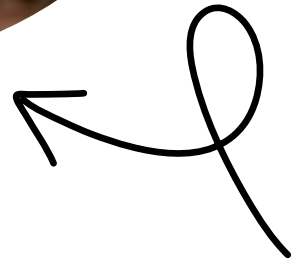
Est 2018 | 1,748 members



BEST

Houston, Texas

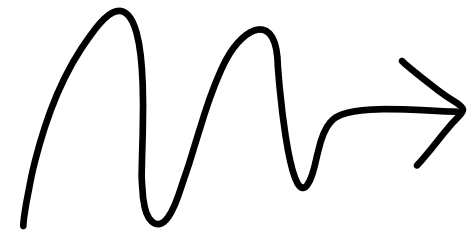
Hosted the 2022 MLK Week of Service - Black History Month, Juneteenth celebration, Award winning project management course at Fisk University, and Bestgiving.



HOLA

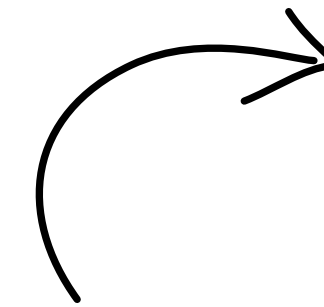
Orlando, Florida

Participated in the Orlando Puerto Rican day parade, partnered with other ERG and to run the World Cup bracket challenge, and Celebrated Hispanic heritage month.



HOPE

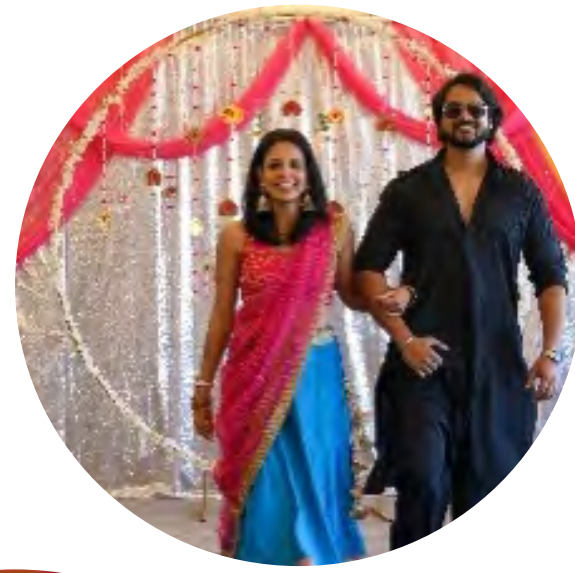
Nashville, Tennessee



Broke Music City Polar Plunge records again on February 19, 2022 at Nissan Stadium, raising more than \$153,000 for Special Olympics athletes of Tennessee with almost 300 participants. At this annual event spearheaded by our HOPE ERG, plungers from across the organization, including Customer Solutions, Supply Chain, Finance, HR, and others, raised more than \$35,000.

Empowering employees

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IDEA

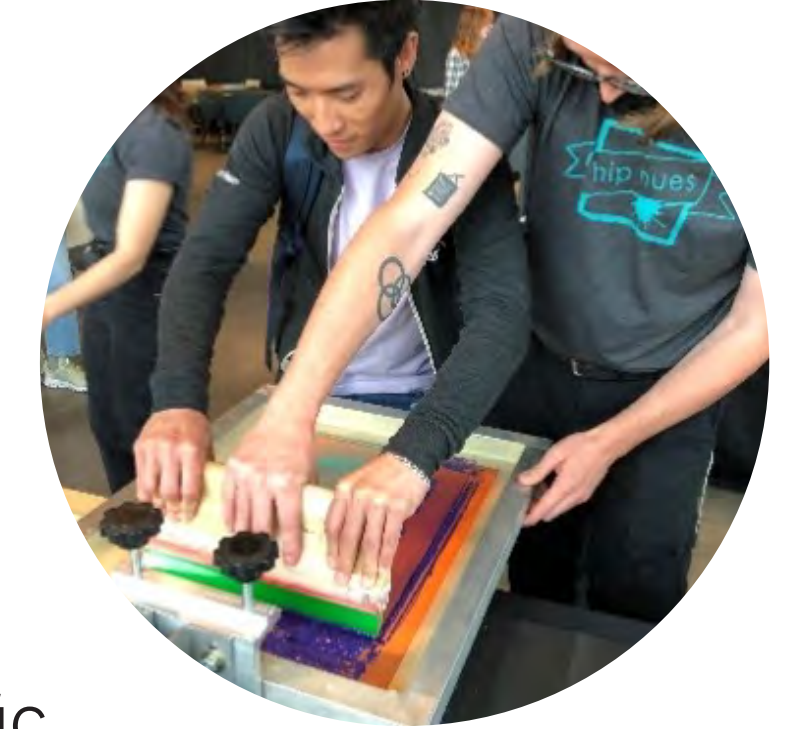
Nashville, Tennessee

Held the 2nd annual Diwali celebration.



Mosaic

Nashville, Tennessee



Launched the Asian American and Pacific Islander Chapter in May of 2022. In honor of AAPI Heritage Month, Mosaic hosted an open discussion "What I Learned from My Elders," and a BeBold Session called Model Minority Myth.



Pride

U.S.



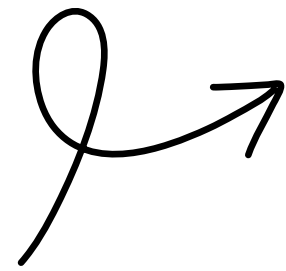
Hosted PRIDE month in Houston, TX, Las Vegas, NV, Orlando, FL, and Nashville, TN, to celebrate and lead recruiting efforts. The Pride ERG held active allys and networking events throughout the year.

Empowering employees

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Remote



Brought the magic of the holidays to our employees with over 150 Virtual North Pole customized video messages for families throughout Asurion. Worked on Tech Tuesdays to bring best practices to "All Things Zoom." Lead a food pantry in Las Vegas to assist employees with grocery costs.

Empowering employees

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U.S.



Summer of Service by the numbers

Renewal House

\$3,000+ donated · 34 apartments furnished

Community Resource Center

\$1,250+ donated · 67 volunteers packed kits in record time

Mobile Hope

1+ carload of food as well as financial and Amazon donations

YWCA

\$450+ donated to support needs around personal hygiene, residential & playroom activities for children

Harbor House

1+ carload of donated items · 30+ children of domestic violence helped through donations



Promoting partnerships

We make a bigger impact when we collaborate with people and organizations that share our values.

Investing in our communities

At Asurion, we focus on uplifting the community with our **Compassion Forward** program. It helps Asurion employees in need, furthers childhood education, and more. Here are the Asurion community non-profit partners:

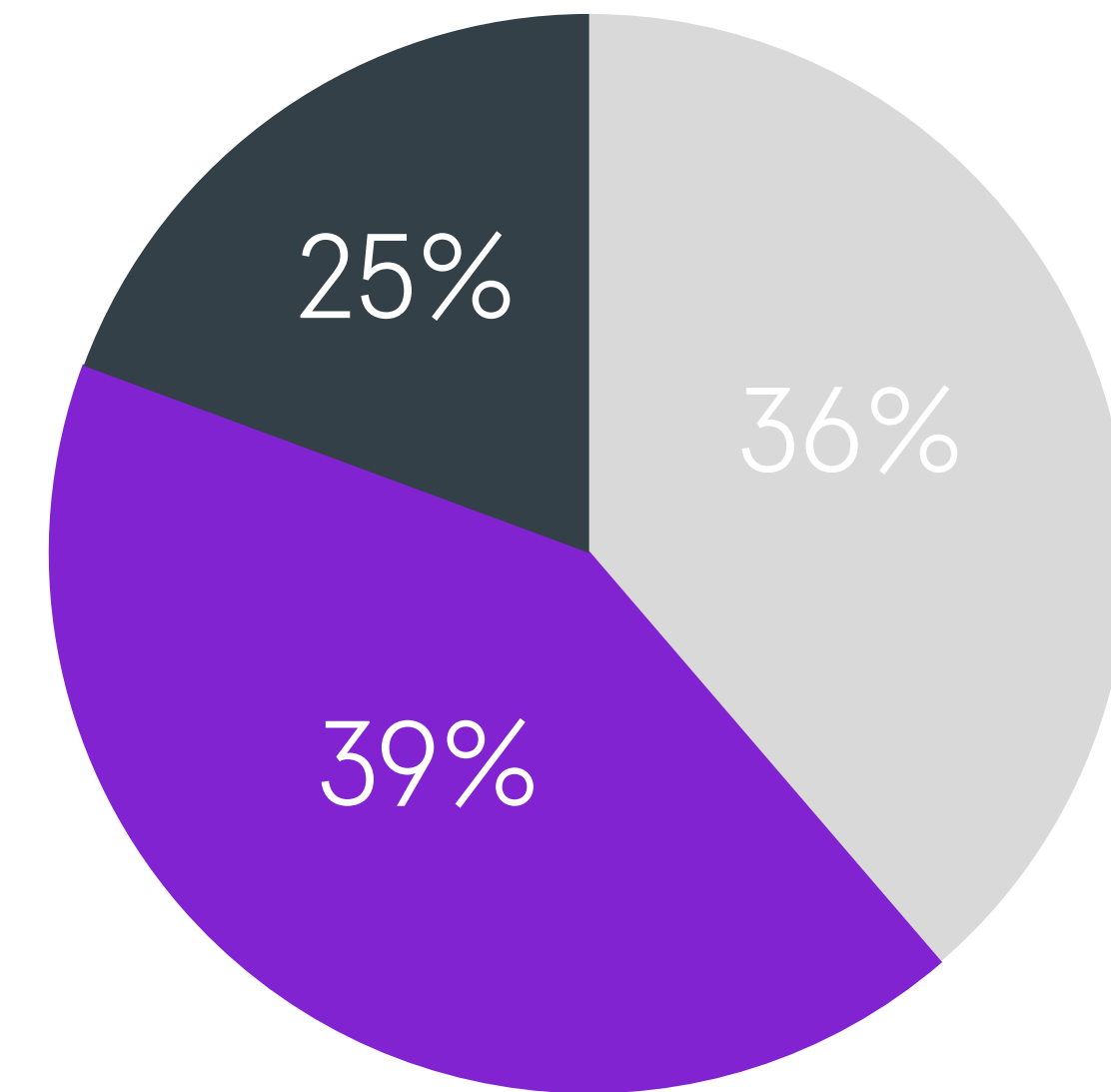


3 partnership focus areas

Corporate Social Responsibility

Kids & Education

Talent & Workforce Development



Promoting partnerships

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1. People of color refers to anyone in the U.S. who has not self-identified as "White/Caucasian" in Workday.

Partnerships and programs

Talent and Workforce Development Partnerships

- Blacks in Technology (BIT)
- CodePath
- CoderDojoNOVA
- Damli Booker Organization
- Discoverability
- Fisk University
- Girls in Tech
- Hiring our Heroes
- Hispanics in Technology (HITEC)
- iCodeDC Meetups
- Middle Tennessee State University
- Nashville Technology Council
- Vanderbilt Law - Black Law Student Association
- Women in Technology in Tennessee
- Women in Technology in Virginia

Kids and Education Partnerships

- Big Brothers/Big Sisters
- Cornerstones of Care
- Cristo Rey High School
- Equal Chance for Education
- FUTURO
- Girl Scouts Middle TN
- High Hopes
- Junior Achievement
- KIPP Nashville
- KIPP New Jersey
- LEAD Public School
- Nashville Public Education Foundation
- Nashville Teacher Residency
- Oasis
- Pencil Foundation/Metro Nashville Public Schools
- Play Like a Girl
- Brown University Scholarships
- Teach for America
- TN Charter Schools Giving
- Variety KC
- YMCA of Middle TN - Latino Achievers & Black Achievers
- YMCA of Middle TN - STEAM Camp
- Communities in Schools

Corporate Social Responsibility Partnerships

- AALA Ramon Gregory Memorial
- Celebrate Nashville
- DiMaggio Children's Hospital
- Feeding America
- Hands on Nashville
- Juvenile Diabetes Research Fund
- Leadership Nashville
- Leukemia & Lymphoma Society
- Mill Ridge Park / Friends of Mill Ridge
- MOVE Inclusive Dance
- Nashville Area Chamber of Commerce
- Nashville Black Chamber
- Nashville Public Television
- Nashville Zoo
- Plant the Seed
- Safe Haven
- Second Harvest
- Tennessee Latin American Chamber of Commerce
- Tennessee PRIDE Chamber
- Urban League of Middle Tennessee & Houston



Promoting partnerships

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How we are driving change

Listening & learning



On Tuesday, June 21, Asurion hosted 14 students enrolled in the Urban League of Middle Tennessee Project Ready. During their visit, students had lunch, toured the building, and met with various leaders to learn about career exploration. Project Ready aims to prepare students in 9th-12th grade with college and career readiness. The program is designed to help students develop essential skills and aptitudes that will aid in their transition from high school and position them for post-secondary success including academic achievement, social development, and college culture and awareness.

Also, special thanks to Jerry Desoto, Joshua Burnell, Marqueze Sawyers, and Xavier Rule for participating in the 18th Annual Sam Howard Urban League of Middle Tennessee golf tournament fundraiser on June 23, 2022.

Promoting partnerships

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asurion 27

Pilot program High School Internship

In 2022, Asurion piloted a part-time internship for two seniors at John Overton High School. The 8-month program provided educational, hands-on exposure to Asurion's Customer Service Desk.

David and Alani had no plans to pursue higher education after graduation - over the course of their program, each decided to enroll at TCAT. David will be working in their automotive program and Alani will be studying Cybersecurity.

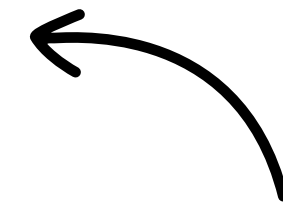


Alani
+75 tickets closed between
October and May



David
Laptop Imaging UBIF
Tech Support

Removing barriers to access



Fisk Scholar Program

- Multi-year partnership with Fisk University
- Award 3-5 Fisk students a scholarship each academic year
- BEST mentor, onsite events, building tours and trainings at Asurion
- 2 of 4 2022-23 scholars accepted Asurion's internship offer, both female and Under Represented Minorities (Black)

In the classroom

The BEST employee resource group created a project management course for the fall of 2022.

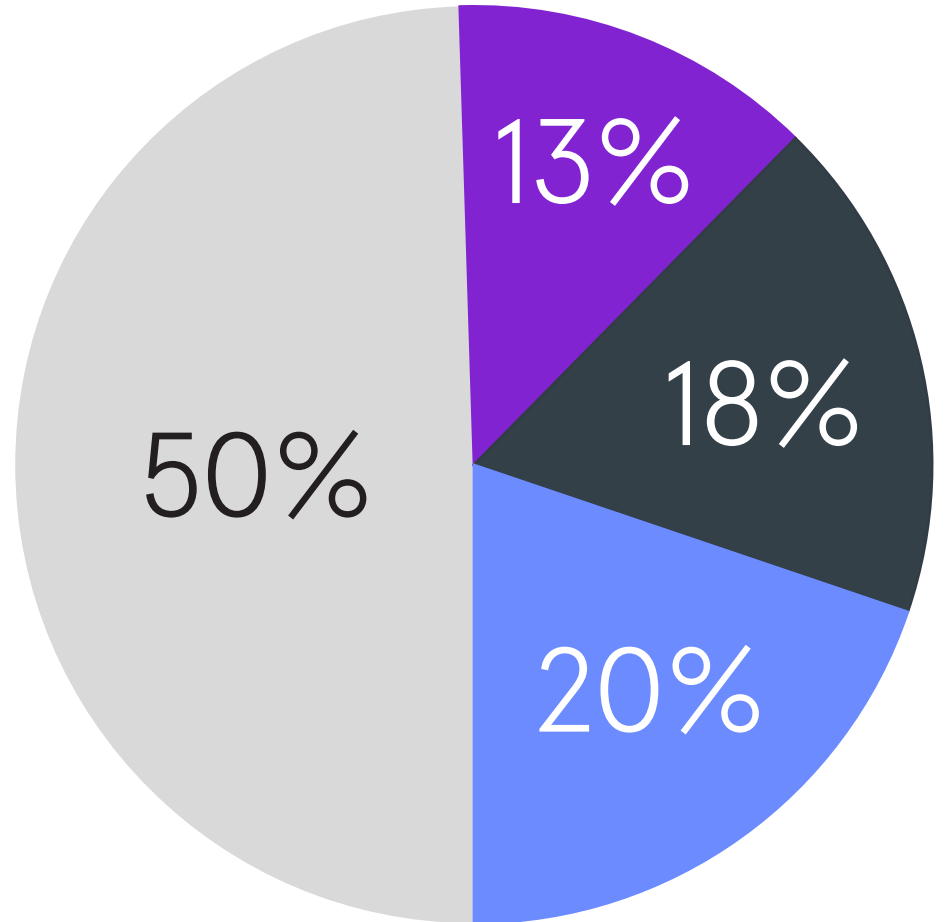
Promoting partnerships

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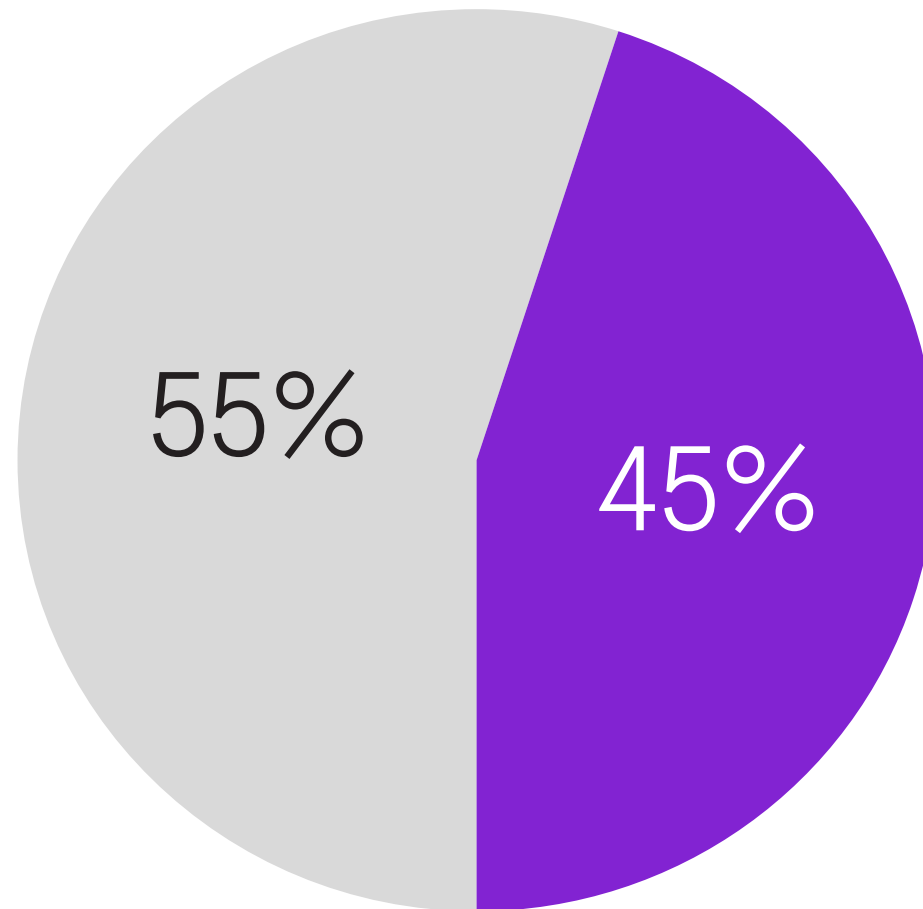


An award-winning internship

Since 2015, the Asurion Early Careers team has partnered with several of the institutions and educational groups above to recruit a diverse set of interns. In 2022, this award-winning program consisted of **56 interns** and here's the breakdown:



White Black LatinX Asian

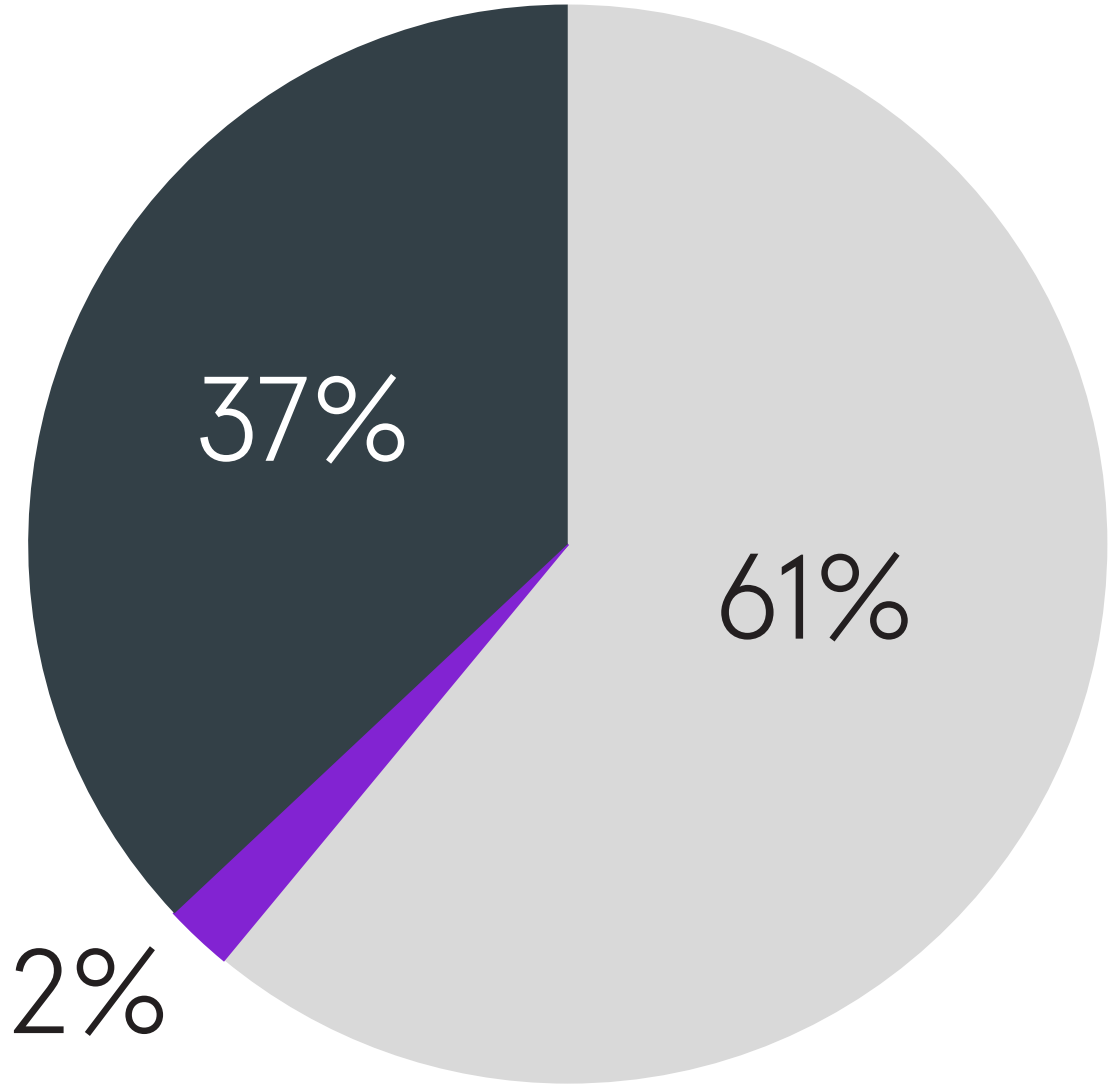


Men Women

Choosing the right suppliers

We strive to achieve diversity and inclusivity in our community partners and our suppliers. In 2022, we grew our supplier diversity program by:

- ✓ Partnering with the National Minority Supplier Development Council
- ✓ Publishing a spend dashboard and quarterly update for key stakeholders
- ✓ More than doubling our diverse spend compared to 2021 to reach \$45.5M
- ✓ Increasing our diverse supplier spend by \$28.3M



Minority-owned suppliers

Veteran-owned suppliers

Women-owned suppliers

Note: Spend is Invoice Spend and excludes Independent Contractor Invoices and Misc. Invoice Types. If a diversity classification is not defined, then it is assumed to be nondiverse.

Promoting partnerships

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Inspiring inclusion

By removing the barriers that divide us, we show our current and prospective team members that they belong at Asurion.



Benchmark tools

We constantly benchmark our diversity and inclusion efforts through various third party organizations such as Diversity Inc., Seramount, and The National Organization on Disability.



Celebrations

We hosted several international events in 2022 including, International Women’s Day, Breast Cancer Awareness Month, and Black History Month. Over 1400 employees participated in over 30 events globally.



Women in tech

Asurion, Japan Region supported “Technovation Girls”: with support from WIN, these programs are aiming to help close the gender gap by empowering and educating women in the technology field. In 2022, 33 teams competed with their business ideas and original mobile apps.



International efforts

Asurion promotes worldwide diversity, equity, and inclusion. Recognizing the traits that our employees contribute to our teams allows us to collaborate more effectively while also strengthening the business.

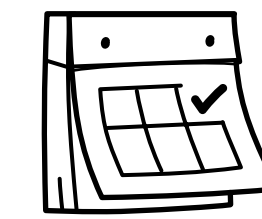
Inspiring inclusion

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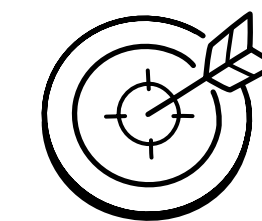




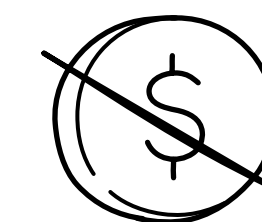
Corporate Internship Pathway



12-week program, tied to military installations



Host active-duty service members 4 days a week



No cost to Asurion for duration of internship & no obligation to hire

Veterans Service Group

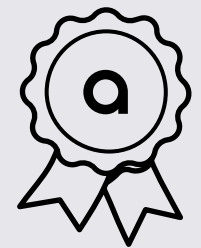
Hosted two transitioning Military members in Customer Solutions **September 6 - November 16**

100% of 2022 Fellows received offers to continue employment at Asurion post-program

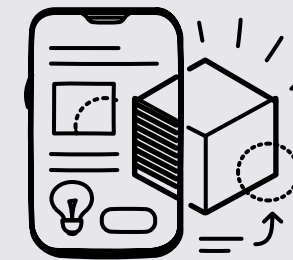
Diversity recruiting efforts

Asurion requires all hiring managers to become Certified Interviewers and has pushed for more diverse interview panels during the recruitment and hiring process.

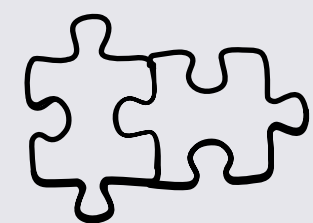
In 2022, we also incorporated:



100% of panel members are certified interviewers



Launched the Improved Panel Power App



Working towards 100% of panels to be diverse



Collaborated with TA Analytics team to automate slate and panel data in iCIMS for Power BI dashboards

Cultivating commUnity

We take a stand for what we know is right and lead our teams, commUnities, and industry by example.



\$50K+

Total donations from employees through Bright Funds fundraisers

100s of supplies

Asurion grants awarded to community non-profits

\$1M+

Given through 702 employee hardship grants

\$500K+

Vendor contributions from CF golf tournament

\$600,000

Asurion grants awarded to non-profit community partners

\$10,000

In matched gifts to Holiday Helper supporting 39 global nonprofits

\$600,000

Asurion grants awarded to non-profit community partners

100s of supplies

Asurion grants awarded to community non-profits

Committed to equity

Asurion is taking action to address racial inequity by recruiting and hiring diverse candidates, removing barriers to career advancement for underrepresented and minority groups, and providing educational resources for employees as part of their personal journey to antiracism.

Our Exchange Executive Sponsorship program, which aims to increase diversity in the leadership pipeline, is just one of the ways we're putting our commitment into action.

A History of Helping

2022 commUnity Award winners



Alicia Braswell
commUnity Leadership Award

Alicia was the chair of WIN in 2022 and has been instrumental in planning events for WIN such as International Woman’s Day. She has secured a speaker, Dr. Tarika Barrett, CEO of Girls Who Code. Alicia showcases our core values and brings people together. This can be demonstrated by bringing commUnity and the BEST ERG together to help sponsor this event.



Aziza Razza
commUnity Team Player Award

Aziza is a shining jewel in the BEST crown! Since joining the BEST executive committee as Communications Lead last year, Aziza has helped catapult our communications plans into the future. She has partnered with the enterprise communication team and media teams to help expand the BEST brand and promote events to the fullest.



Koshier Briley



James Mason



Lee Atkins



Dion Jackson



Marcus Williams



Sylvester Carstarphen

Team Fisk
commUnity MVP Award

BEST Gulch Hub chapter launched a project management course at Fisk University. It was a 14-month-long project with 22 students participating. We sponsored 10 CAPM exams. 100% of the students completed the course and 80% are currently CAPM certified.

2022 commUnity Award winners



Abel Rhyne

commUnity Site/Department of the Year

Abel has taken the lead in a big way at the Houston site! Some of the initiatives they have for the site include partnering with the Urban League to increase diverse hiring, partnering with WIN & BEST to increase female representation at the OM+ levels of leadership through WIN @ Being Your BEST, and driving BEST ERG engaging leveraging the summer socials and ERG fairs.



Sophie Thomas

commUnity Valued Ally Award

Sophie embraces Diversity and Inclusion. She is one of the core leads for IDEA. She helped organize the IDEA Diwali event at Sterling. Over 250 members attended in Sterling office. Her creativity and team collaboration are phenomenal.



Tracie Burman



Tonia Scott

Compassion Forward Volunteer Partner of the Year

Both Tracie and Tonia showed amazing leadership with the BEST Giving Campaign. The campaign was a true success because of your diligence and attention to detail. You both worked tirelessly during the months leading up to the campaign making sure no detail was left out. I received emails and calls after hours making sure everything was on schedule.

Join our team

If you're not yet a part of our team, check out Asurion Careers to find out more about Diversity, Equity, and Inclusion initiatives and how you can get involved once you apply.

Join our efforts

Thousands of Asurion employees have chosen to Be EPIC and help make our workplace and world a better place. Ready to join them? Opt in to an ERG or take the pledge now.

Questions? Contact diversity@Asurion.com