

Empowering Diversity at VSP Vision
DE&I Commitment to Our
Workforce and Stakeholders



As a global company serving customers with a spectrum of identities, experiences, abilities, and economic situations, VSP Vision™ is actively committed to fostering an environment that embraces diversity, equity, and inclusion (DE&I).

This commitment enables us to create solutions that support individual healthcare needs and empower human potential within our workforce and with our stakeholders.



DE&I Mission

We harness the power of diverse perspectives and experiences to create innovative solutions that empower human potential through sight.

DE&I Vision

By delivering innovative products and personalized experiences that meet the unique needs of the communities we serve, we create a world where everyone can bring their best vision to life.

Defining DE&I

At VSP Vision™, we define...

diversity as a spectrum of identities, experiences, abilities, skills, and perspectives that are respected and valued.

equity as an environment free of favoritism in which all have equal access to opportunities and are empowered to achieve their full potential.

inclusion as an environment in which all are respected, able to contribute their unique perspectives, and comfortable being authentic.



DE&I Objectives

Continue to foster a collaborative, supportive environment in which all employees are engaged and empowered to reach their full potential.

Identify and act on opportunities to diversify the doctor network.

Ensure that our members' needs are met with culturally competent products and services and support sales growth in multicultural markets.

Serve our communities through outreach with underserved populations and support of diverse suppliers.





Our DE&I Focus

Source
and Grow
Talent

Evolve
Our Inclusive
Culture

Accelerate
Intentionality
of DE&I



Our DE&I Pillars

Shared Services

Inclusive of:
Human Resources
Finance/Procurement
Marketing
Office of General Counsel

Supply Chain/ International

Inclusive of:
Marchon® Eyewear
Eyefinity®
(practice management)
VSP® Optics
(lenses and coatings)
Global Technology Solutions

Retail/Network

Inclusive of:
VSP network
of doctors
VSP Ventures
Onsite clinics
Eyeconic®

Insurance

VSP Vision Care

Visionworks®

Nationwide optical
retail chain

Sales

Inclusive of all
doctor-facing sales
teams and optometric
outreach efforts





DE&I Structures in Place

Employee-Driven
Business Resource
Groups

Diversity Office
led by Chief
Diversity Officer

DE&I Intertwined in
Values, Goals, and Job
Responsibilities





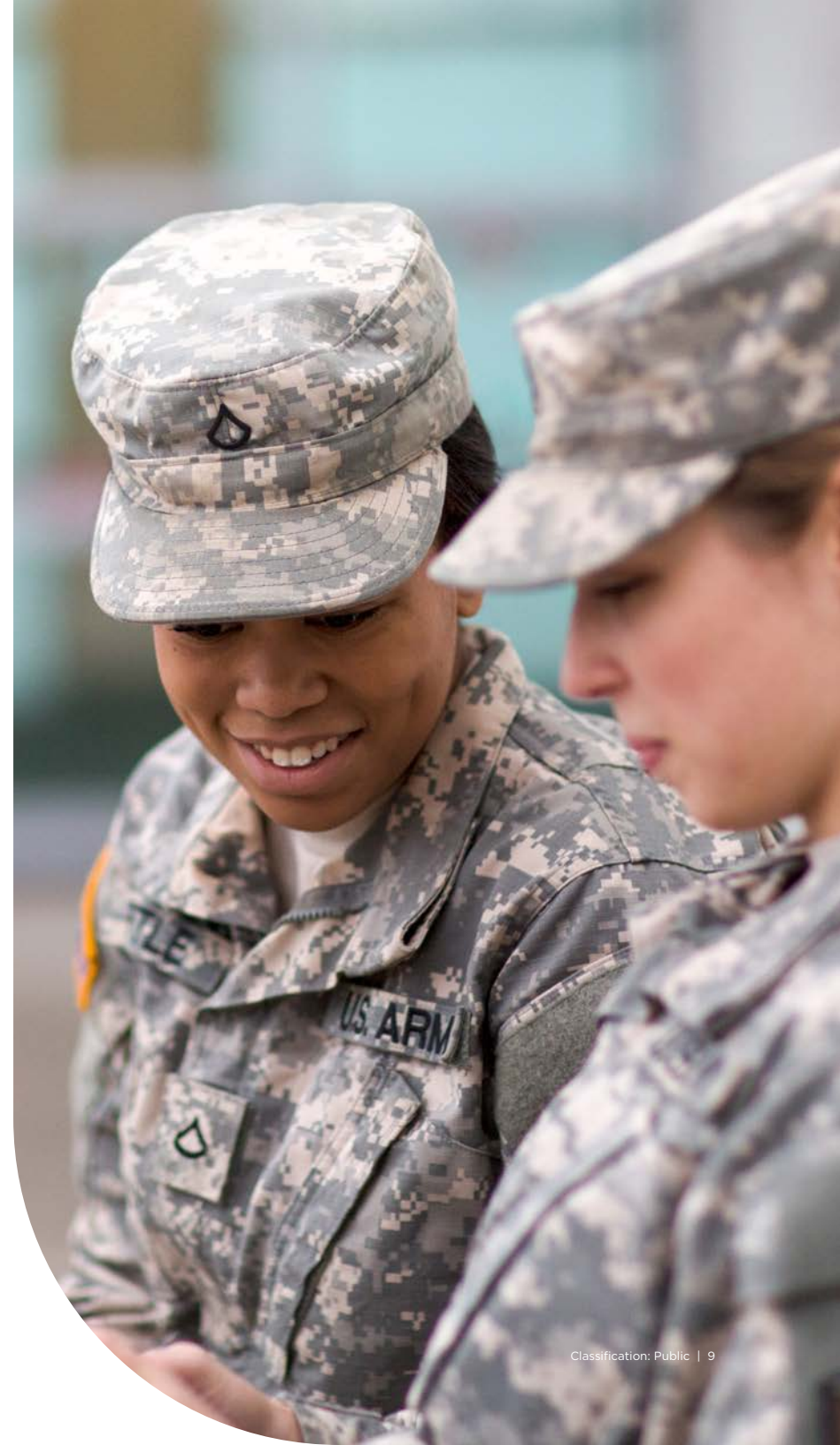
Business Resource Groups (BRGs)

- Abilities Beyond Limited Expectations (ABLE)
- Asian and Pacific Islander (API)
- Black Heritage
- Latino
- Military, Veterans, and Families (MVF)
- Pride
- Women's Inclusion Network (WIN)
- Young Professionals



Ongoing Work Specific to Serving Our Members and Doctor Network

- Increase member access across underserved communities.
- Continue to grow support for diverse health needs within member population.
- Support client priorities for vision insurance to serve their workforce needs.
- Focus on provider-oriented initiatives (e.g., increase the diversity of ODs).
- Educate providers around DE&I to gain stronger cultural competency when serving diverse members.
- Increase community engagement via education, participation, and support primarily focused on servicing diverse populations.
- Expand DE&I education, tools, and resources across the enterprise that will be leveraged at all levels to enhance DE&I competency and awareness of our workforce.





At VSP Vision, we believe that military service equips employees with the skills and experience necessary to support a successful career in any field. That's why we are excited to announce our selection as a VETS Indexes 3 Star Employer, which recognizes our commitment to recruit, hire, retain, develop, and support veteran employees.

With our active Military, Veteran, and Families Business Resource Group, military spouse hiring program, work with SacVERG, and pilot fellowship with Hiring Our Heroes, our support for those who served and those who support them is unwavering.





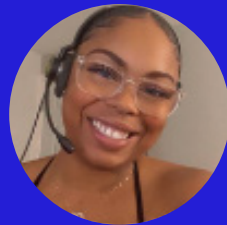
Recent Work Completed: Q1 2022

- Graduated a pilot cohort from a Diverse Leader Development Program within our Insurance line of business. This professional development opportunity focused on leadership, business acumen, and networking in support of our strategy to increase diverse representation in leadership.
- Developed a data standardization model for provider diversity to improve reporting capabilities for clients.
- Empowered leaders to share and discuss topical, timely diverse, equitable, and inclusive content with their teams through a new Celebrate-Educate-Participate tool.
- Leveraged employee-driven business resource groups (BRGs) to celebrate Black History and Women's History across the enterprise.
- Finalized short-term strategic objectives to operationalize DE&I within each line of business.





I was able to gain confidence and get more comfortable by participating in the mock interview to be ready for upcoming opportunities. I was able to enhance my current skills and gain feedback in a safe environment.



Racquel (Roc) Patterson,
Claims Processor

Interview Skills Workshop participant

Our eight Business Resource Groups, or BRGs, are the heart and soul of diversity, equity, and inclusion (DE&I) at VSP. Not only do they share valuable insight and build cultural awareness in the business, they also provide important professional development opportunities for their members. Our Latino and Black Heritage BRGs recently partnered with the Talent Acquisition team to present an interactive interview skills workshop. Using the skills learned during this session to empower their potential, at least three employees secured new roles within VSP.





Progress in Our DE&I Journey

- Announced a partnership with Black EyeCare Perspective (BEP) to support the VSP focus on diversifying the vision health provider pipeline. The partnership introduces optometry as a career path to diverse student populations and provides educational and professional development opportunities to current optometric students, while also supporting BEP's Impact HBCU program at Historically Black Colleges and Universities.
- Launched a VSP Diversity, Equity, and Inclusion (DE&I) Marketing and Communications Playbook to ensure communications efforts resonate with our stakeholders in a respectful and consistent manner.
- Updated membership system to enable us to capture genders other than male and female.
- To support the overall wellness of our membership and facilitate access to care, identified a partner to pilot A1C testing to address health concerns and low utilization of vision benefits.
- Announced a partnership between Marchon Eyewear and Black Girls Run! (BGR), featuring two special sun styles that blend performance eyewear, quality eye care, and fashion in support of the BGR mission to encourage Black women to practice a healthy lifestyle.





Progress in Our DE&I Journey (Cont.)

- Continued to focus on diversifying the optometric space through sponsorships of educational opportunities for future eye care providers, including:
 - A conversation on racial bias and its impact on healthcare for the American Academy of Optometry.
 - The State University of New York's (SUNY's) Because Learning Achieves Appreciation and Community Knowledge (BLAACK) Week designed to bring awareness and appreciation of various cultures.
 - The Association of Schools & Colleges of Optometry (ASCO) Diversity Town Halls, a series of lectures on topics of diversity and cultural competency relevant to patient care.
- To foster an environment that supports diverse experiences and perspectives, worked with external partners to evaluate and identify effective ways to diversify candidate pools and enhance and expand our current DE&I learning opportunities.
- Honored the contributions of VSP Veterans throughout November, including a Value of Veterans forum hosted by the Military, Veterans, and Families BRG, featuring the VSP CEO, our Board Chair, and employees.
- Continued the intentional evolution of external marketing and member communications to make them more accessible by the communities we serve through benchmarking DE&I marketing practices, including diverse imagery, ensuring compliance with the Americans with Disabilities Act, and additional language translation of **vsp.com** and major marketing materials.
- In partnership with the National Optometric Association (NOA) and the Dr. Marvin R. Poston Foundation, announced the VSP Visioning the Future Mentorship Program participants, the largest class of HBCU students to date, and Dr. Marvin R. Poston Leadership Award scholarship recipients, demonstrating our ongoing commitment to contribute to a more diverse and inclusive optometry profession.

Progress in our DE&I Journey (Cont.)

- Eyes on Diversity, a VSP-supported program at the University of Missouri-St. Louis that provides high school students the opportunity to learn more about becoming a Doctor of Optometry through hands-on activities and presentations, selected as a 2021 Inspiring Program in STEM by *Insight into Diversity*, a higher education magazine.
- Within our workforce, launched reverse mentoring program to immerse employees in a culture or experience different than their own, broaden perspectives, and increase exposure to varied dimensions of diversity.
- Facilitated a “Driving DE&I Globally: Insights from our International Business Leaders” panel discussion to educate employees about the critical role diversity, equity, and inclusion plays in our day-to-day international operations.
- Visionworks DE&I Council recognized as Diversity Team Award Winner by *Profiles in Diversity Journal*.
- Celebrated “We See You: Celebrate Diversity, Cultivate Unity,” the first month-long, VSP employee-driven diversity celebration planned in coordination with our eight BRGs.
- In support of our largest employee demographic, launched the eighth BRG—the Women’s Inclusion Network.
- Conducted reciprocal DE&I benchmarking and learning sessions with two *Fortune* 100 clients.
- With a focus on building more inclusive interactions, began exploring future enhancements to customer service practices and system capabilities through an all-gender lens.
- Hosted client forums to discuss DE&I, share best practices, and build knowledge to better collaborate and meet the needs of our clients and customers.
- Conducted a two-day All-Gender Forum for VSP leadership to increase awareness and inform how we engage with Vision Care clients and develop consumer/member products, marketing, and experiences.
- Developed Diversity Dashboard to provide insights and drive action to increase diversity where underrepresentation exists in leadership across the organization.
- Enhanced multicultural member claim module to gain insights to enable better service to our customers and clients.
- Continued to enhance VSP websites with accessibility statements and links to Essential Accessibility tools to provide more equitable access for our broad spectrum of clients, customers, and employees.
- Sponsored the Improving Diversity of Optometric Careers (I-DOC) residential program at The Ohio State University to share VSP efforts to ensure a pipeline of diverse candidates go into the field. This partnership continues to engage students from Hampton University, a Historically Black College and University (HBCU).
- Launched Eye-CARE Summer Camp at the State University of New York (SUNY) College of Optometry, adding to previous collegiate collaborations—I-DOC at The Ohio State University and Opto-Camp at the University of California, Berkeley. These collaborations between VSP and the schools are designed to introduce ethnically underrepresented undergraduate college students to careers in optometry to help ensure the schools of optometry and the network reflect the diversity of the patient and consumer population.





See Healthy. Stay Healthy.™