



# **Diversity, Equity, Inclusion, and Belonging Report**

**December 2023**



# A Report We Are Proud to Place Our Signature On

## Colleagues:

At Signature Performance, we live by four core values: courage, passion, integrity, and respect. These values inspire our vision of being a trusted partner and a positive force in the healthcare industry. They also shape our culture of Diversity, Equity, Inclusion, and Belonging (DEIB), which is more than just a slogan. It is a way of living and working that values the uniqueness of each person and creates a space where everyone can thrive and contribute.

We've celebrated 20 years of progress and since 2004, we have been committed to building a career home for our Associates, where they can use their diverse talents and strengths to make a difference in the healthcare industry every day.

Our culture is strong and vibrant. Our diverse team of Associates brings different perspectives, experiences, and skills to our work. We have a culture of respect and appreciation for each other, celebrating our achievements and supporting each other through challenges. We have a culture of learning and growth where we seek feedback, embrace change, and pursue excellence. We have a culture of belonging, where we foster a sense of community and connection among our Associates and the healthcare industry we serve.

But we are not complacent. That is why we are always looking for ways to improve and enhance our culture, to make it more accessible, inclusive, and empowering for everyone. We need your help in this journey. We hope you can share your voice, ideas, feedback, and stories with us. We need you to be an active part of our culture and make it your own. Together, we can create a better future for ourselves and the healthcare industry we serve.

## Our Associates value diversity

In our 2023 S14 report, 91% of Associates indicated that they highly value inclusion and diversity in the workplace. Signature's efforts aid in attracting and retaining the industry's best talent. This report will show Signature's uncommon commitment to diversity efforts, a snapshot of Signature today, and a glimpse of how we will capture the vision and hope of the future

## In common mission,



**Gibril S. Mansaray**  
Experience Manager of DEIB



**Mark L. Mathia**  
Chief Experience Officer

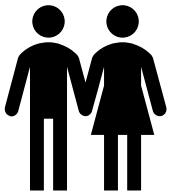


# Core Diversity Definitions



## Diversity

The innate and acquired traits, characteristics, and strengths that make people unique.



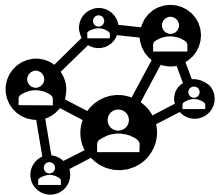
## Equity

Fair treatment, access, and advancement opportunities for each person that comes into contact with the organization, with the goal of equality for all.



## Inclusion

An environment that makes people feel empowered, welcomed, appreciated, heard, respected, valued, and encouraged to be their full authentic selves.



## Belonging

The feeling of connectedness and support when there is a sense of security, acceptance, inclusion, and identity. This feeling is fundamental to building trust and relationships.



# Signature's Uncommon Commitment to DEIB

## Omaha CODE

The Commitment to Opportunity, Diversity and Equity (CODE) was created to help the Omaha community achieve sustainable growth in the areas of diversity, inclusivity, equity and opportunity. In 2020, Signature Performance signed the CEOs for CODE pledge - a commitment to break down barriers and drive change at the Executive Level. In 2020, Signature Performance, led by Allen Fredrickson, was one of the first organizations to sign the pledge.

## Nebraska Competes

Nebraska Competes is a non-partisan coalition of businesses committed to achieving nondiscrimination policies at the community and state levels to attract the best talent, increase business-to-business & business-to-consumer relationships, and grow Nebraska's economy. In April of 2021, Signature Performance became one of 35 businesses to be named as early adopters, joining Nebraska Competes and standing together in agreement that LGBTQ+ inclusion is vital for Omaha businesses.

## Signature's Commitment to Equity

Signature Performance will conduct an annual internal review to examine pay equity among members of the firm at all levels. As well as our internal efforts, we are committed to an external review every five years through a third party to confirm pay equity by gender, race and ethnicity.



# Signature's Uncommon Commitment to DEIB

## Community Commitment

Signature is committed to contributing to organizations in the community that are committed and advocate for inclusion and help the vulnerable.





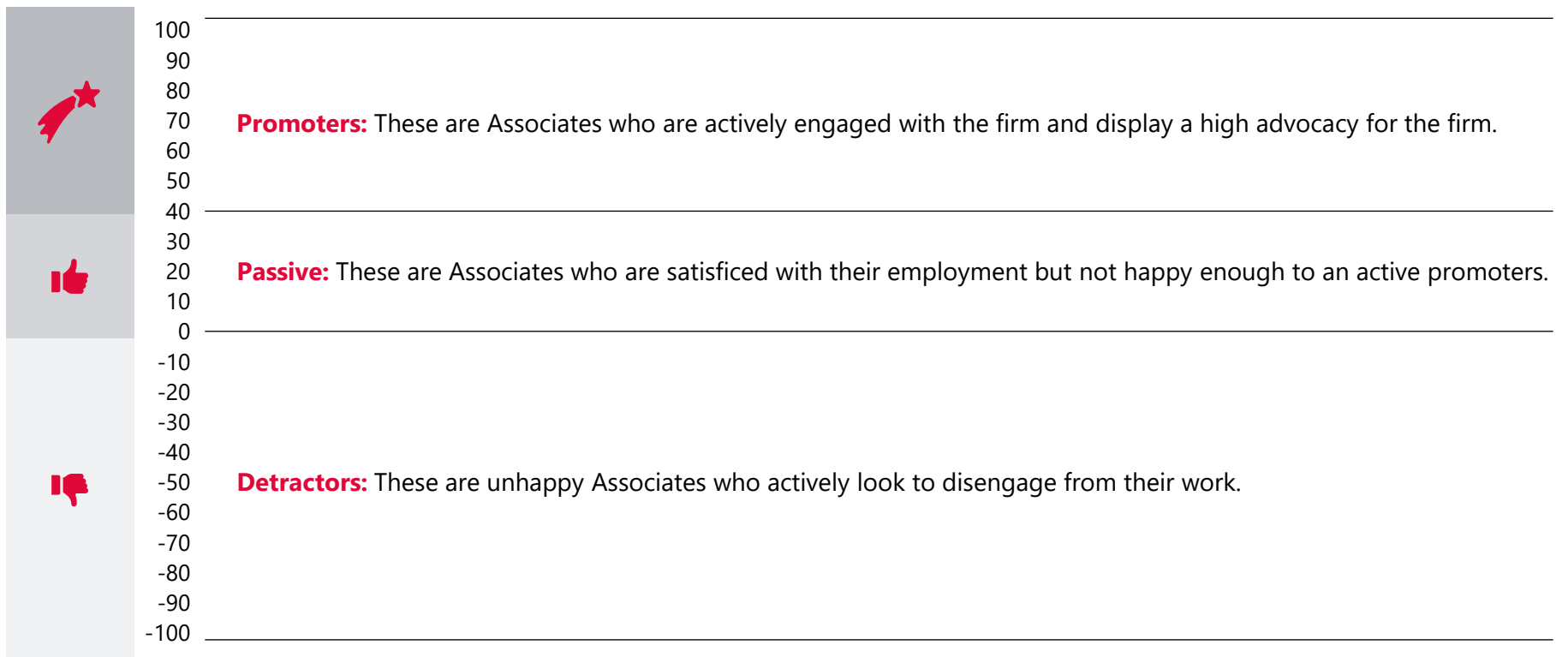
# **SIGNATURE'S DIVERSITY SNAPSHOT**

# Understanding aNPS

**aNPS:** The Associate Net Promoter Score is a snapshot number of overall advocacy for our firm. Respondents give a rating between 0 (not at all likely) and 10 (extremely likely) in response to "How likely is it that you would recommend Signature performance to a family member or friend?"

**Depending on their response, Associates fall into one of three categories to establish an aNPS score.**

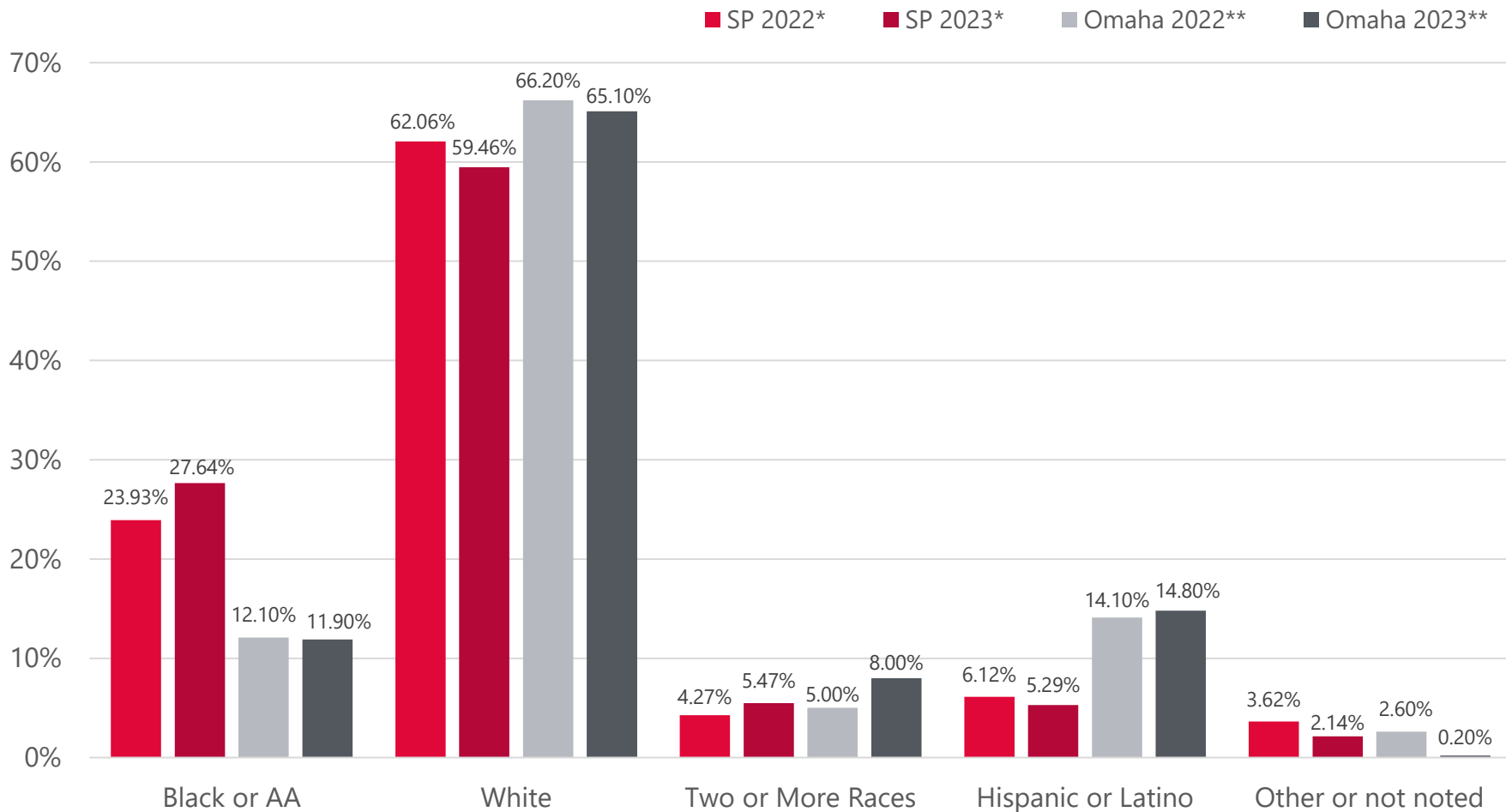
To determine an aNPS, you subtract the percentage of "Detractors" from the percentage of "Promoters." An aNPS score can fall anywhere on a gage from -100.0 to +100.0. At Signature, we always aim for a score higher than +40.0, as an averaged score between +40.0 and +100.0 shows our Associates are actively promoting Signature.



# Race and Ethnicity at Signature

## What This Means For Signature

Signature's BIPOC and Hispanic/Latino population is 41%, which is 6% greater than the Omaha metro, making Signature more racially diverse than the greater Omaha area. With 86% of our workforce working remotely and our ability to recruit locally, regionally and nationally, we expect our BIPOC and Hispanic/Latino numbers to continue to increase.

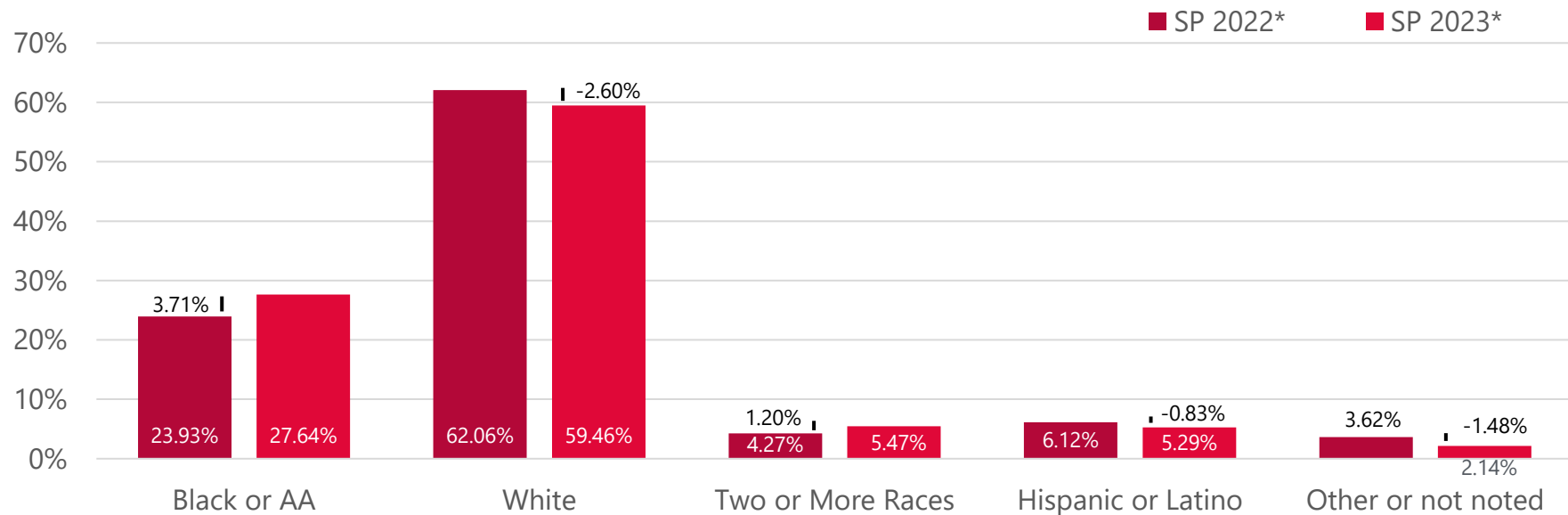
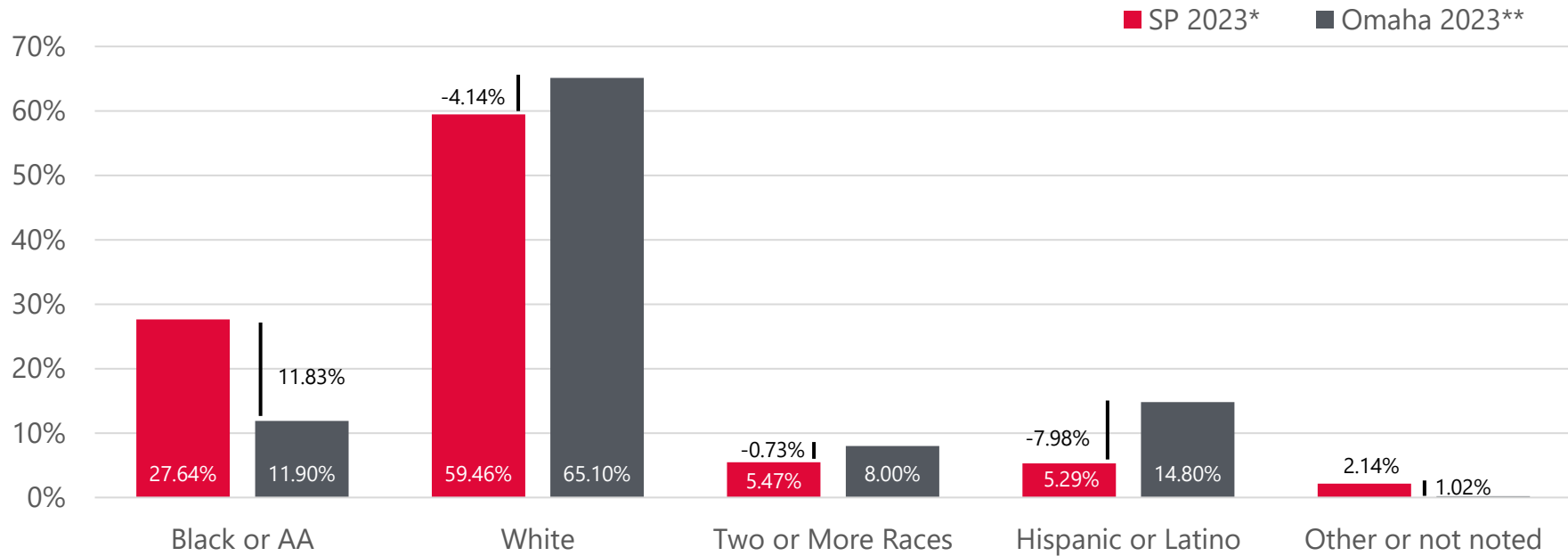


\*SP TO Data - 12.31.23 \*\*Census Data - 7.1.21 (2022 data) and 7.1.23 (2023 data)



## 2023 DEIB Snapshot:

# Race and Ethnicity at Signature

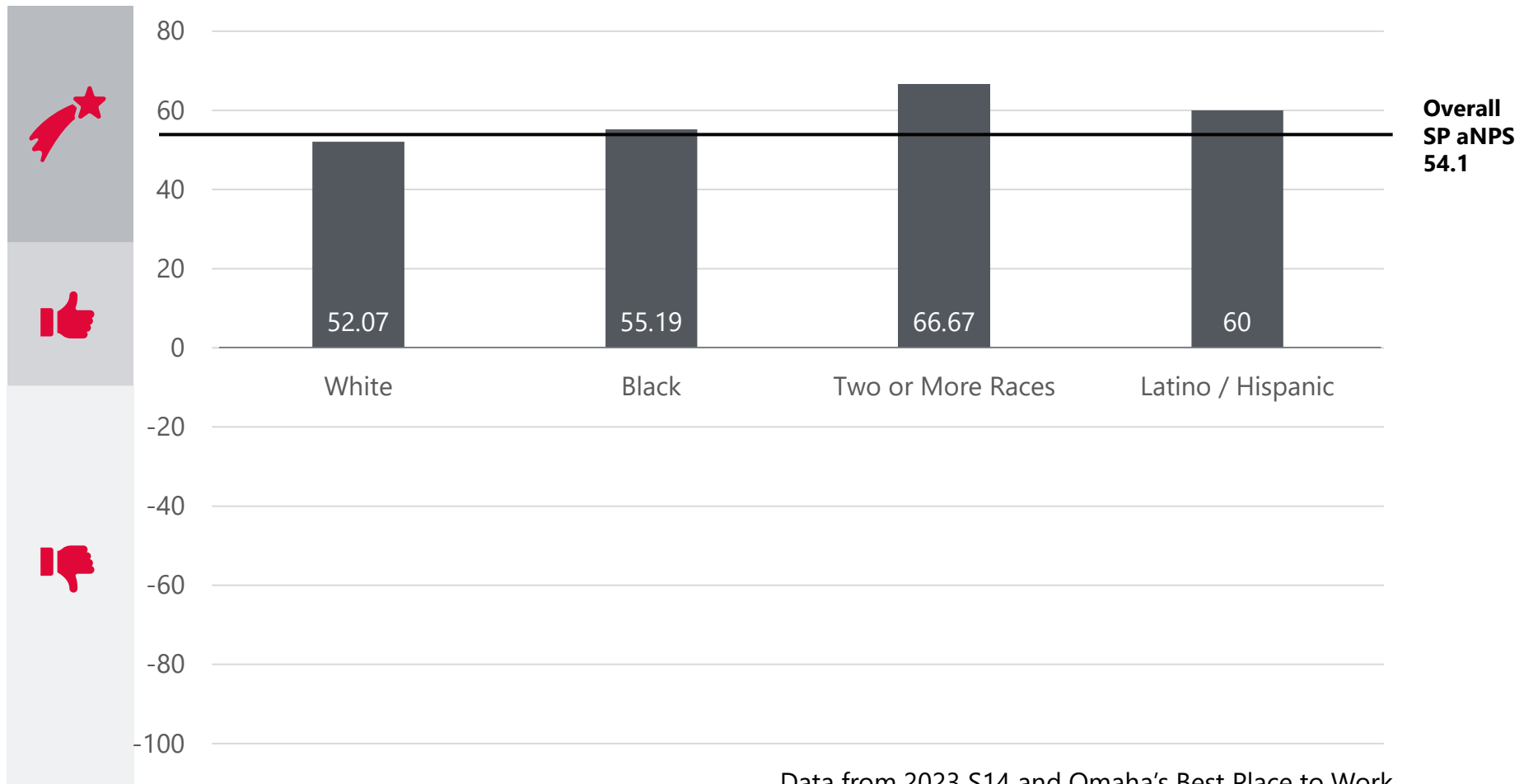


## 2023 DEIB Snapshot:

# ANPS by Race and Ethnicity

### What This Means For Signature

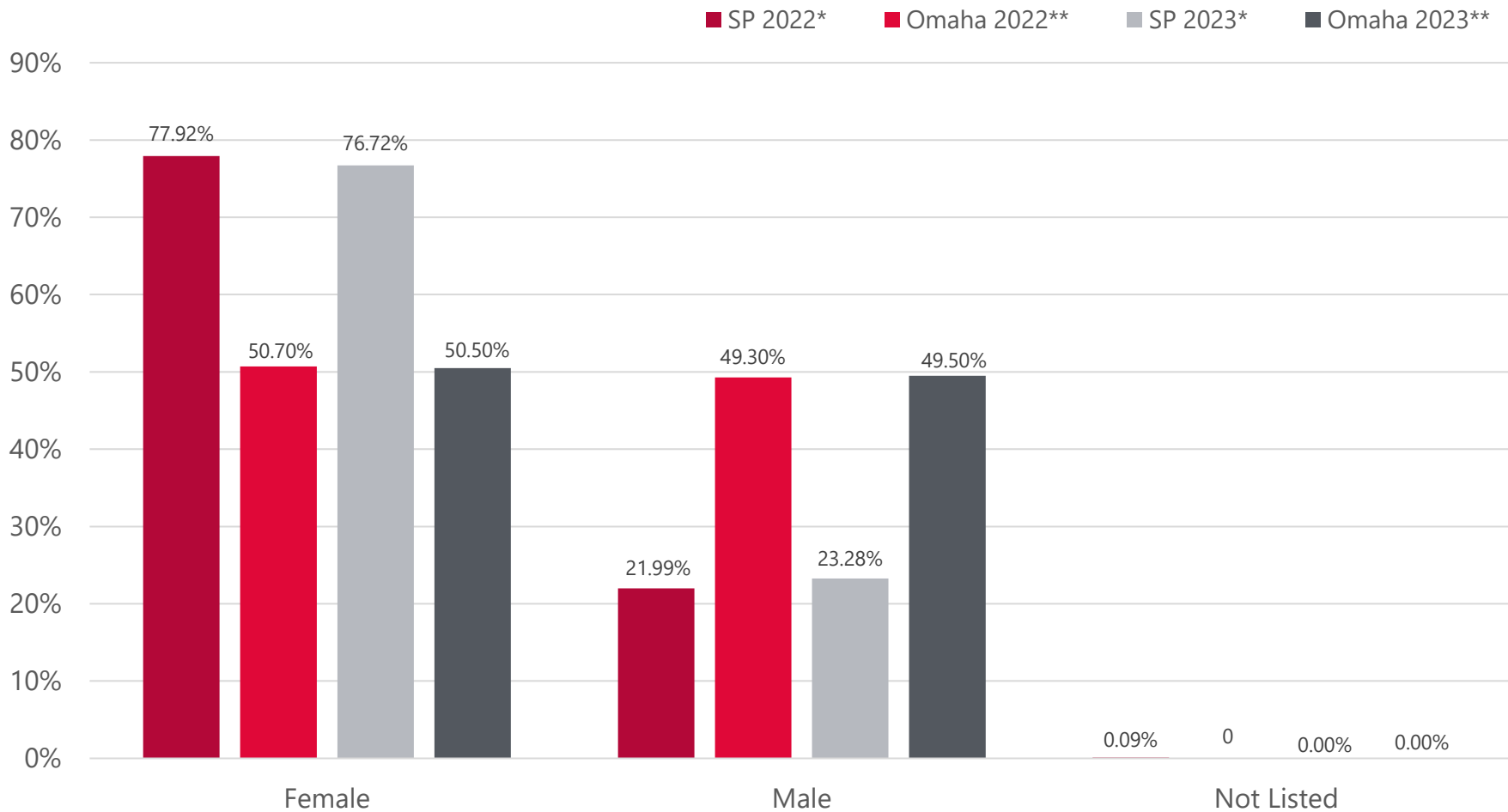
The data illustrates that Signature has a strong favorability rating amongst all Associates and points out how each group aids in overall favorable NPS scores. The scores also reveal that there is not one group whose NPS is drastically lower than the others.



# Gender at Signature

## What This Means For Signature

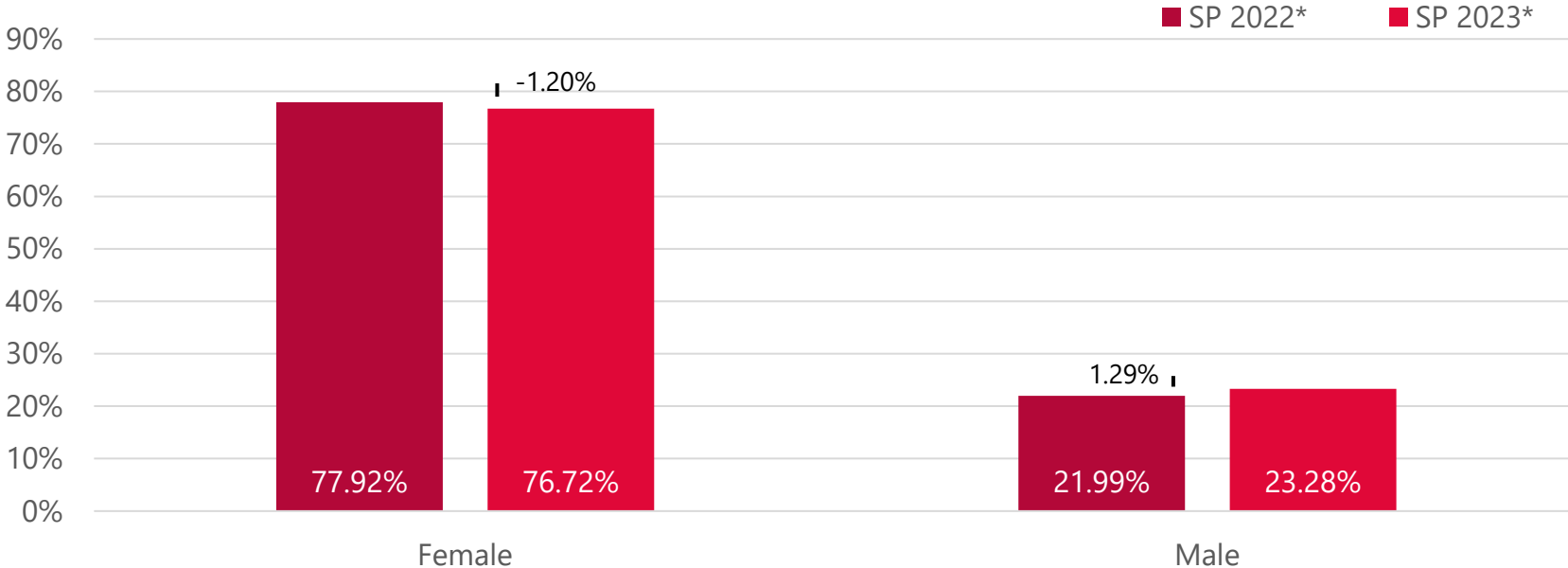
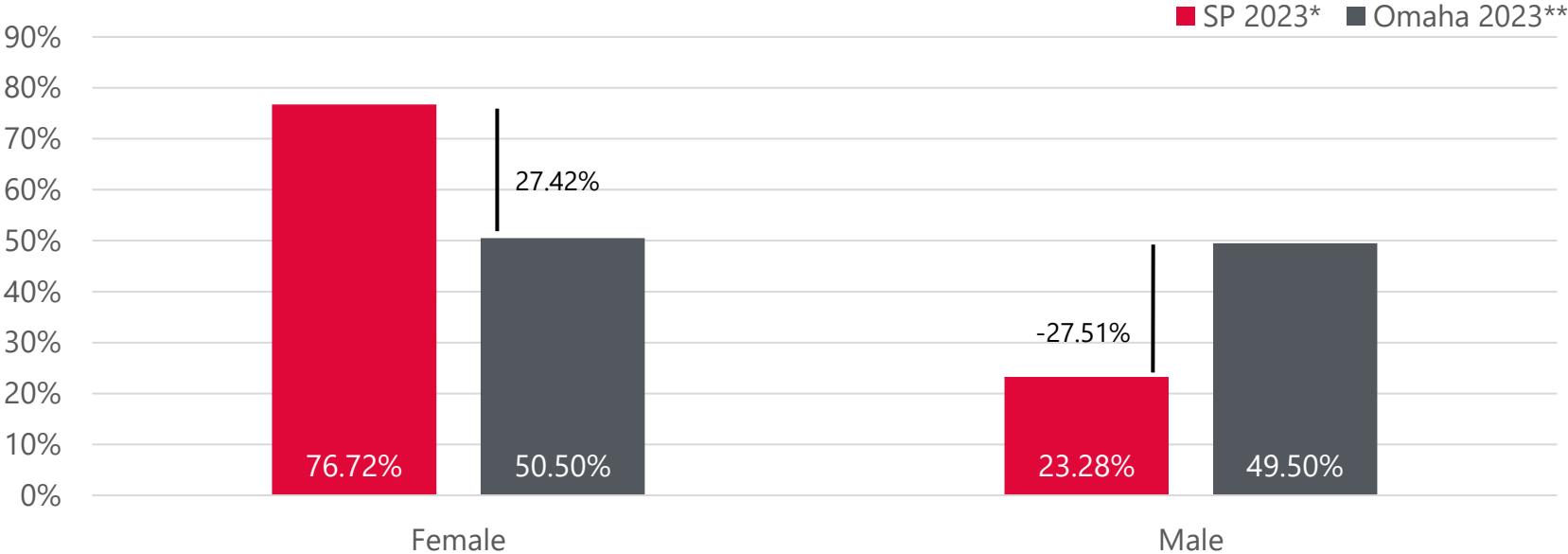
Women are leaving the workforce in record numbers; we seem to have created a place where women are compelled to stay and grow. Since its inception, Signature Performance has enjoyed the above-average representation of women in our workforce. Through ongoing monitoring and a balanced recruitment approach, we believe we can strengthen the core while pioneering new opportunities in the talent pools and networks being built that ensure we get the best talent available.



\*SP TO Data - 12.31.23 \*\*Census Data - 7.1.21 (2022 data) and 7.1.23 (2023 data)

2023 DEIB Snapshot:

# Gender at Signature

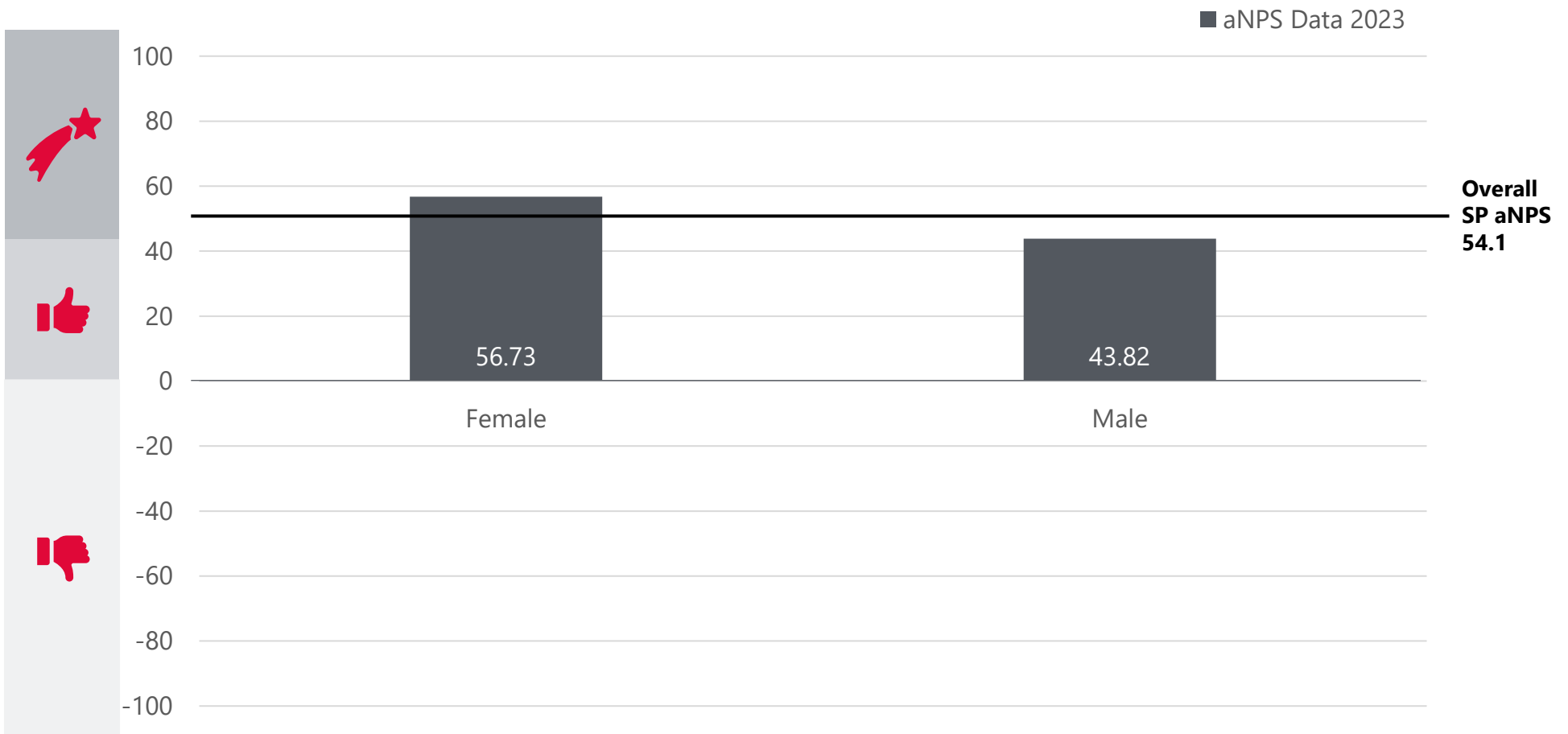


## 2023 DEIB Snapshot:

# Gender aNPS

### What This Means For Signature

Signature is a diverse and thriving community in line with the healthcare community but standing apart in the Omaha metro area. With these strong scores, we aim to continue improving NPS across every diversity category at Signature.





**Diversity Bright Spots**

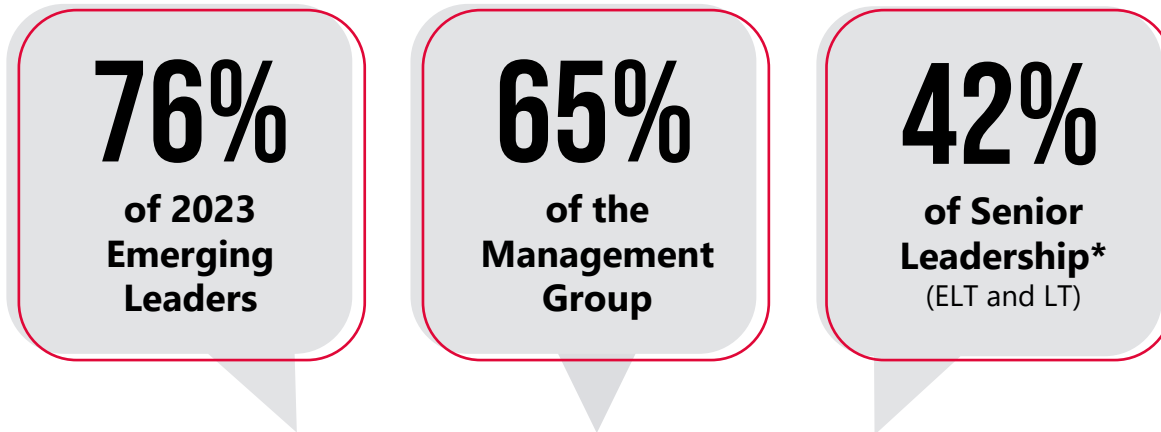


## Bright Spot:

# Women in Leadership

### Here's Why This is a Bright Spot

Globally, women account for **71%** of healthcare positions and **59%** of all medical, biomedical and health sciences graduates, yet only **25%** of women in senior leadership roles. At Signature, however, women comprise **41%** of senior leadership\*. This representation of women, which is **16%** points higher than the average, speaks to our strong women's leadership, which has been a part of Signature since the organization was founded in 2004.



▶ Women currently make up 77% of our workforce and are represented as follows in these critical areas:



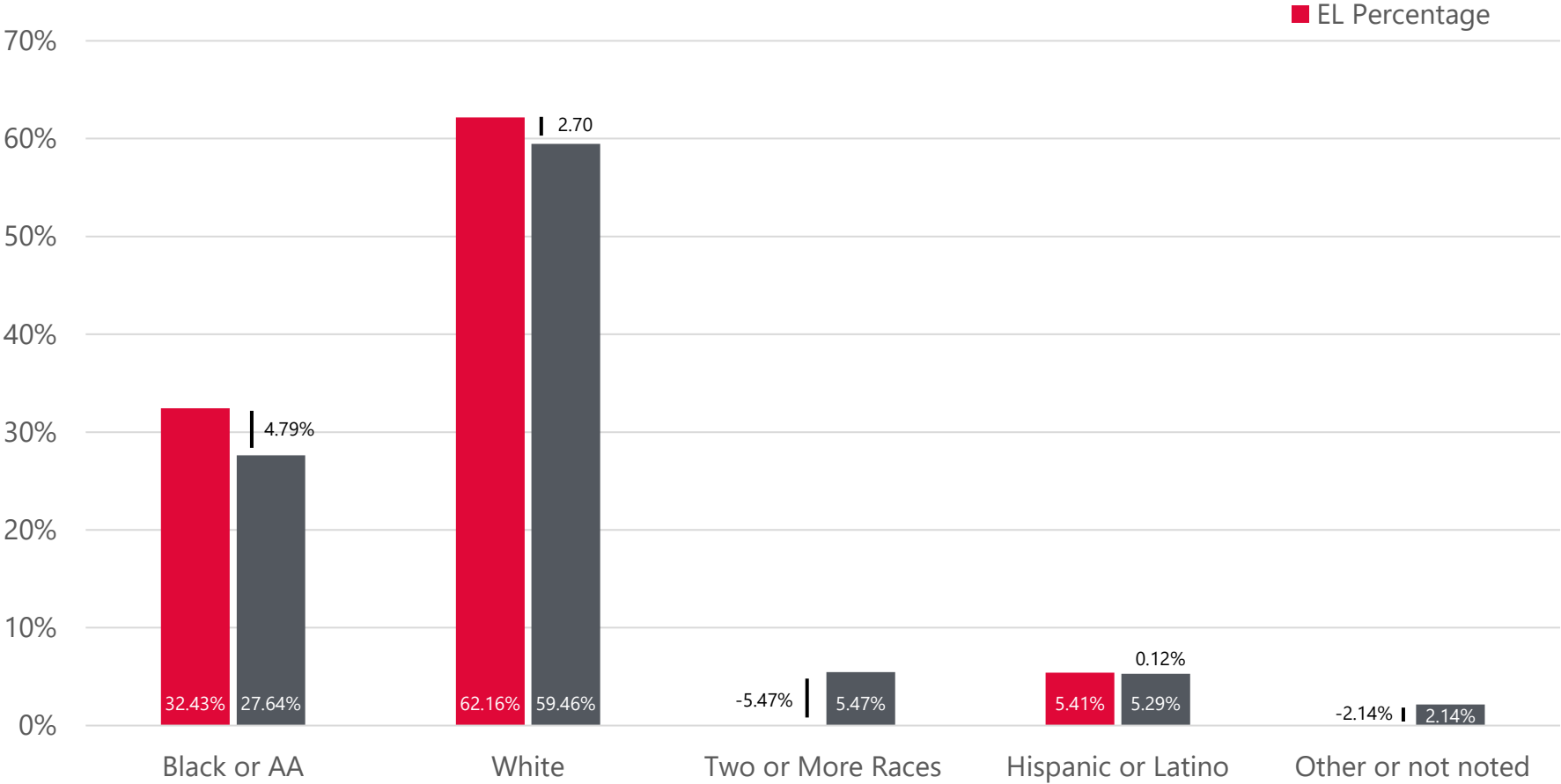
\*Senior leadership is comprised of VPs and above. Executive Leadership Team (ELT)/ Leadership Team (LT)

Program Bright Spot:

# Emerging Leaders by Race/Ethnicity

### Here's Why This is a Bright Spot

Underrepresented racial and ethnic groups are currently **13%** of the SPMG and **38%** of the 2023 Emerging Leaders. This also represents a **13%** increase in racial/ethnic representation in Emerging Leaders compared to 2022. As we continue to provide **equity of access** to internal leadership development, we aim to increase opportunities for these underrepresented groups throughout Signature while providing the knowledge and skills needed for each Associate to build a flourishing career.



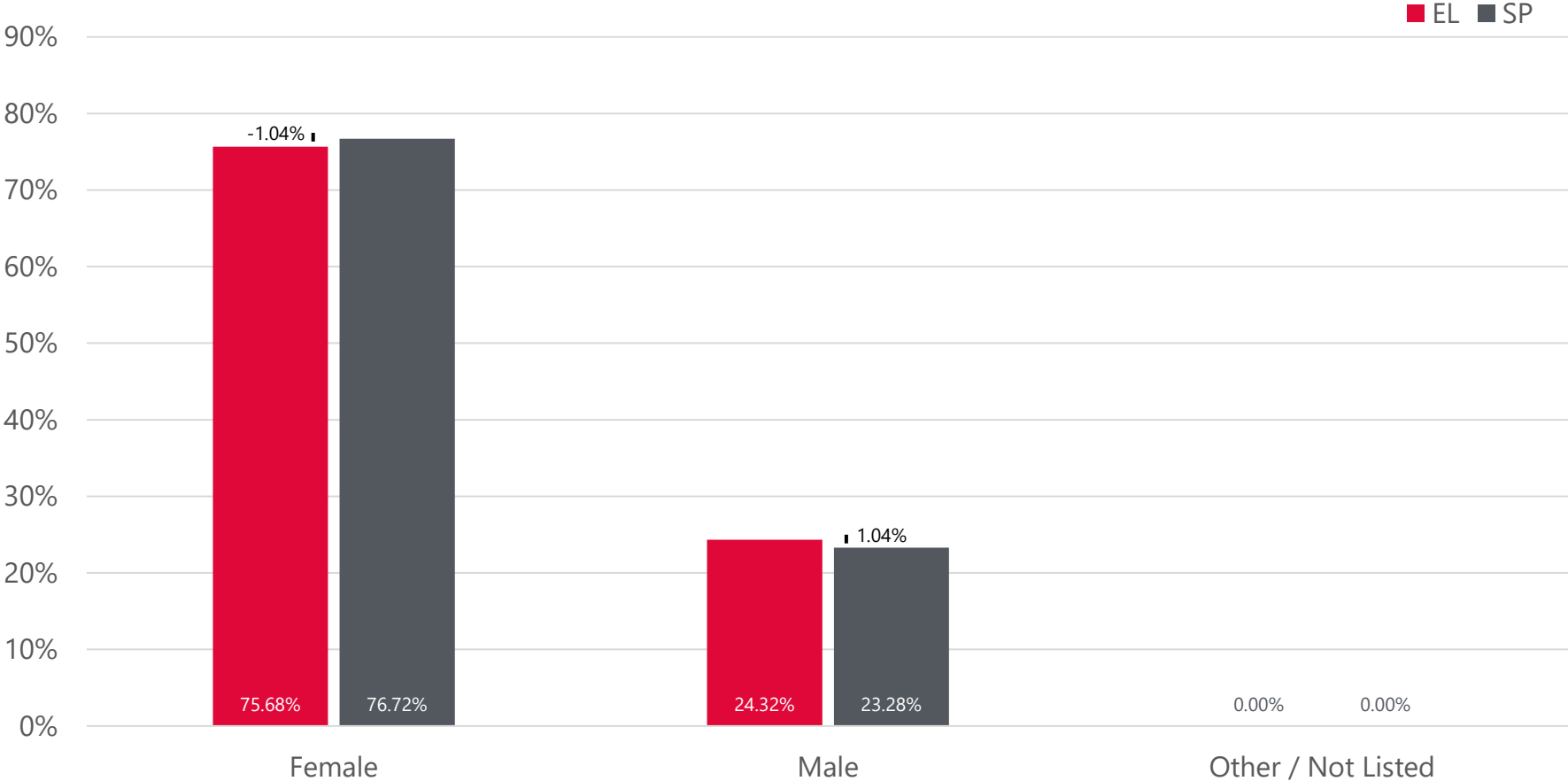


**Program Bright Spot:**

# Emerging Leaders by Gender

### Here's Why This is a Bright Spot

Women's engagement in Emerging Leaders is a great way to develop strong women leaders internally. Through great exposure to other Associates across the entire organization, combined with Uncommon programming, Emerging Leaders allows up-and-coming women leaders to build personal connections with more seasoned women in leadership roles that wouldn't necessarily be possible without a program like this. Coaching, mentoring and sponsorship opportunities can come from building these connections.





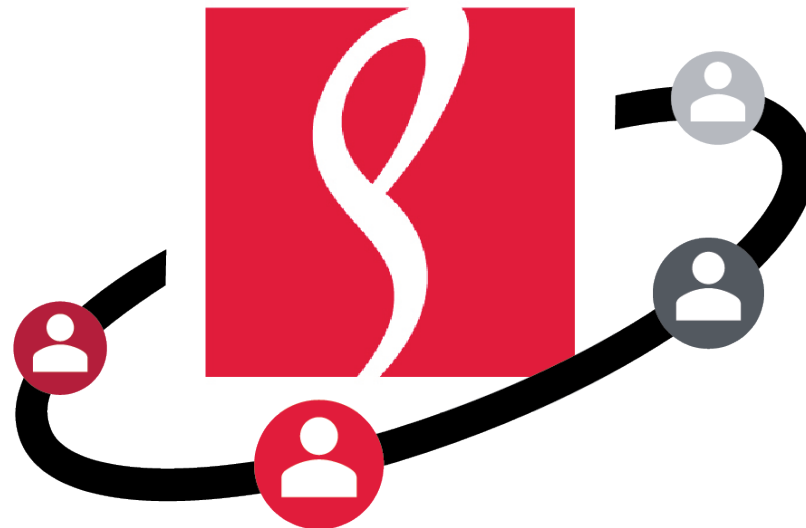
# **2023 DEIB Initiative**



# New Initiative Launched in 2023

## The Diversity Circle (DC)

The Diversity Circle, launched in 2023 at Signature Performance, aims to advance the company's mission by fostering a healthy, vibrant, and diverse workforce. Our DC supports Diversity, Equity, Inclusion, and Belonging (DEIB) efforts by addressing the challenges faced by underrepresented groups, promoting inclusive practices, and enhancing the overall Associate experience. The Circle focuses on increasing access, building connections, empowering Associates, and sharing knowledge, creating an environment where everyone can thrive and feel a sense of belonging. Regular meetings allow DC members to express their opinions and thoughts on company policies, benefits, and workplace culture. The DC has been instrumental in shaping the company's DEIB strategy, ensuring transparent communication, and addressing remote and hybrid Associate's unique needs. In 2023, the DC made the Inclusion and Diversity Impact Awards shortlist in the I&D Ally Award category by the World 50 Group. The I&D Impact Awards spotlight significant contributions worldwide to advancing inclusion and diversity objectives beyond day-to-day responsibilities, creating measurable and lasting impact.

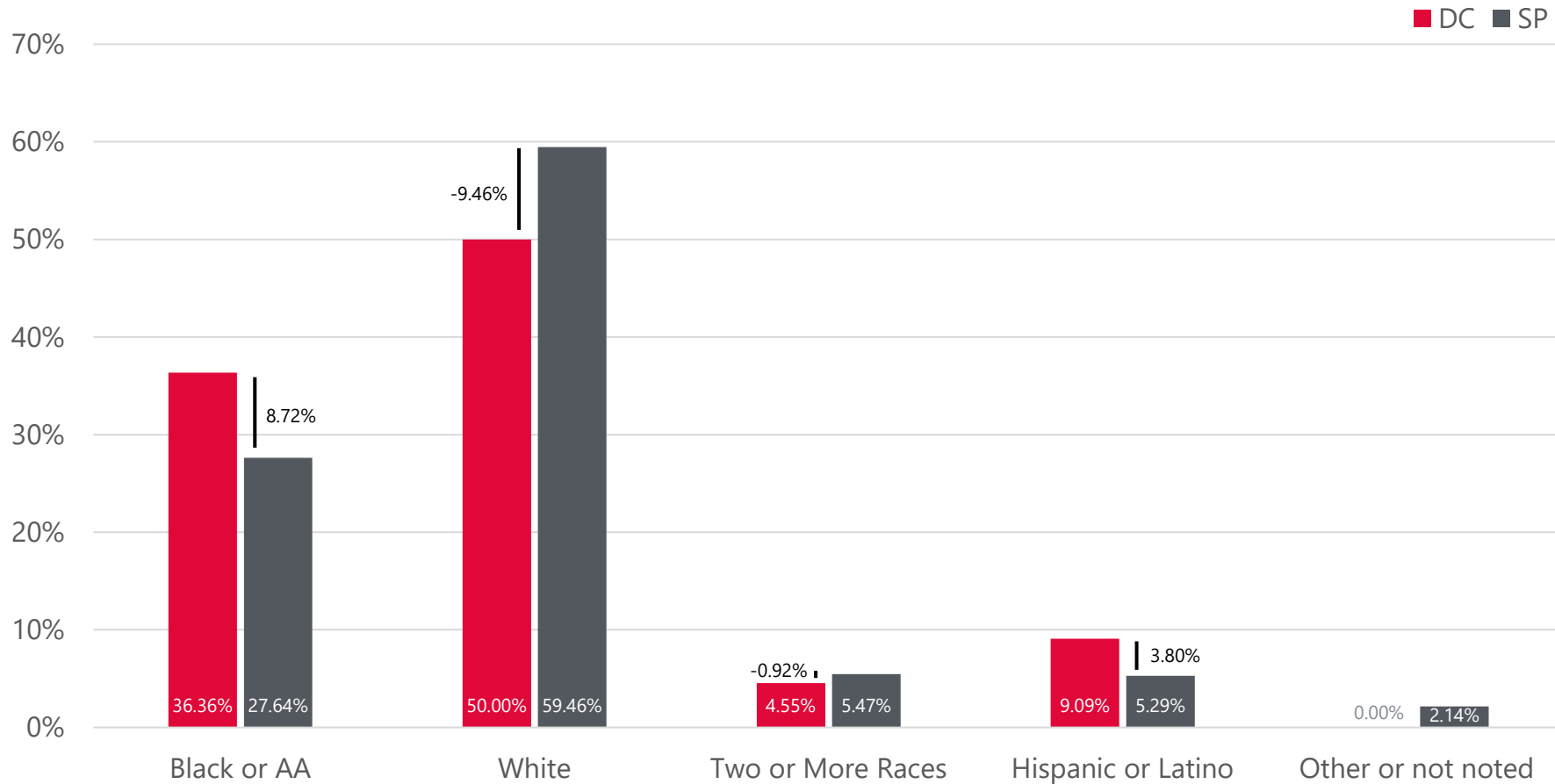


## Program Bright Spot:

# Diversity Circle by Race/Ethnicity

### Here's Why This is a Bright Spot

The Diversity Circle is a Bright Spot at Signature Performance due to its diverse racial and ethnic makeup. With significant representation of Black or African American (36%) and Hispanic or Latino (9%) members, the DC brings many perspectives to DEIB initiatives. This diversity enhances the inclusivity of corporate policies and practices, ensuring that underrepresented voices are heard and valued. The DC's efforts promote a culture of belonging, making Signature a more equitable workplace for all Associates.

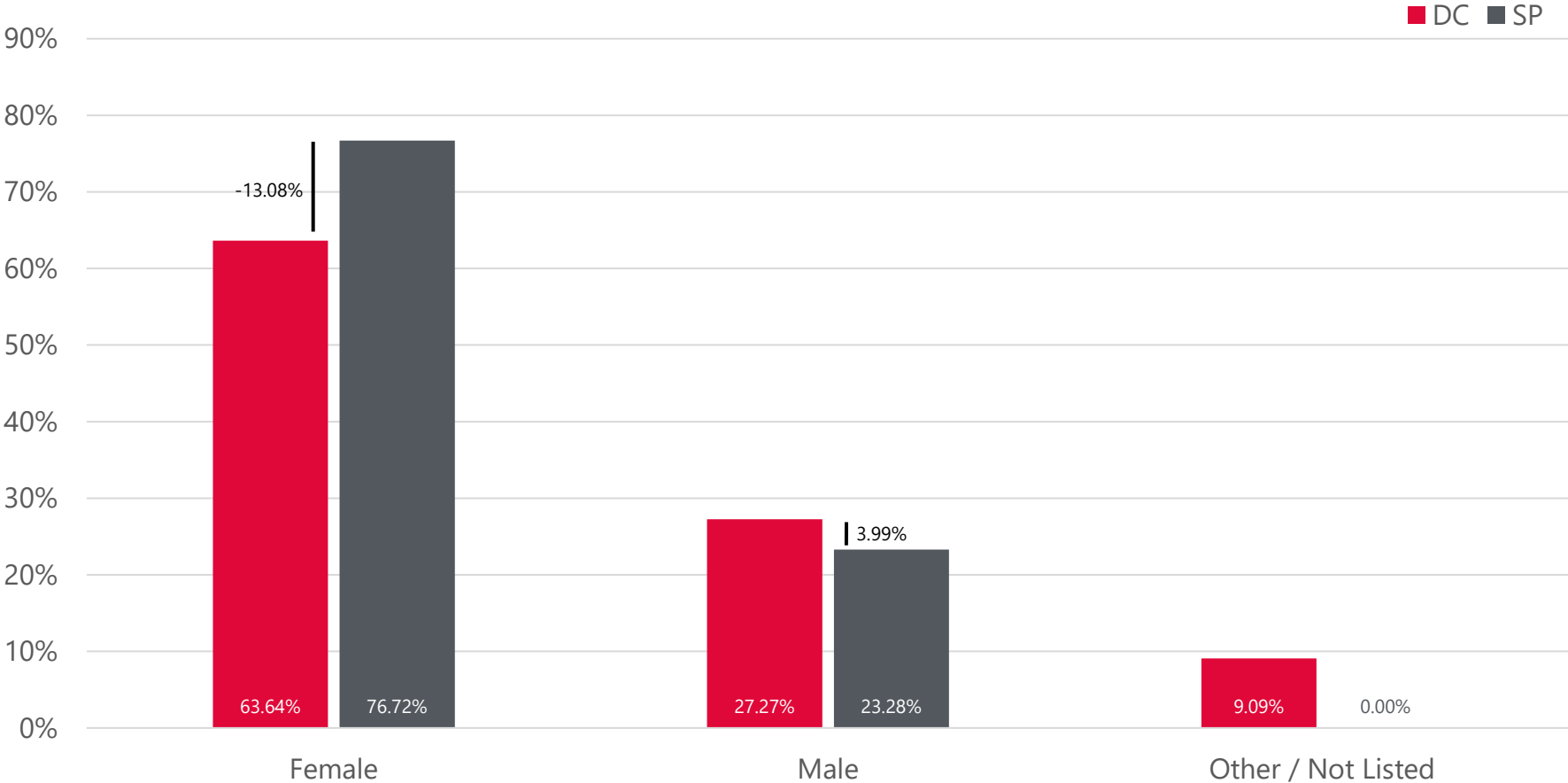


Program Bright Spot:

# Diversity Circle by Gender

## Here's Why This is a Bright Spot

The Diversity Circle is a Bright Spot at Signature Performance, particularly for its diverse gender representation. With **64%** female members and **9%** identifying as Other/Not Listed, the DC ensures that a variety of gender perspectives are included in DEIB initiatives. This inclusive approach helps shape corporate policies and foster an equitable workplace culture. The DC's commitment to gender diversity enhances the overall Associate experience, promoting a sense of belonging and empowering all gender identities within the organization.





# **Growth Opportunities**



## Growth Opportunities:

# Veterans at Signature

### What's Possible for Signature

Several Veterans have spoken about one of the reasons that they like to work at Signature is that it continues to give them a way to serve their fellow service people now that they are on the civilian side. Veterans are strongly tied to our Mission because it is personal for them. We can increase our retired military population at Signature by continuing to deepen our relationship with Bellevue University and other schools that strongly focus on providing military members with a college education.



- ▶ We currently employ more than **40** self-identified registered veterans and many others who served in the Guard and reserves, providing a pathway of transition from serving the country to serving those still serving.

**“As a 20-year Air Force Veteran, it was important to me to find another opportunity to continue serving after retirement. I am so grateful that I found a home at Signature Performance”**

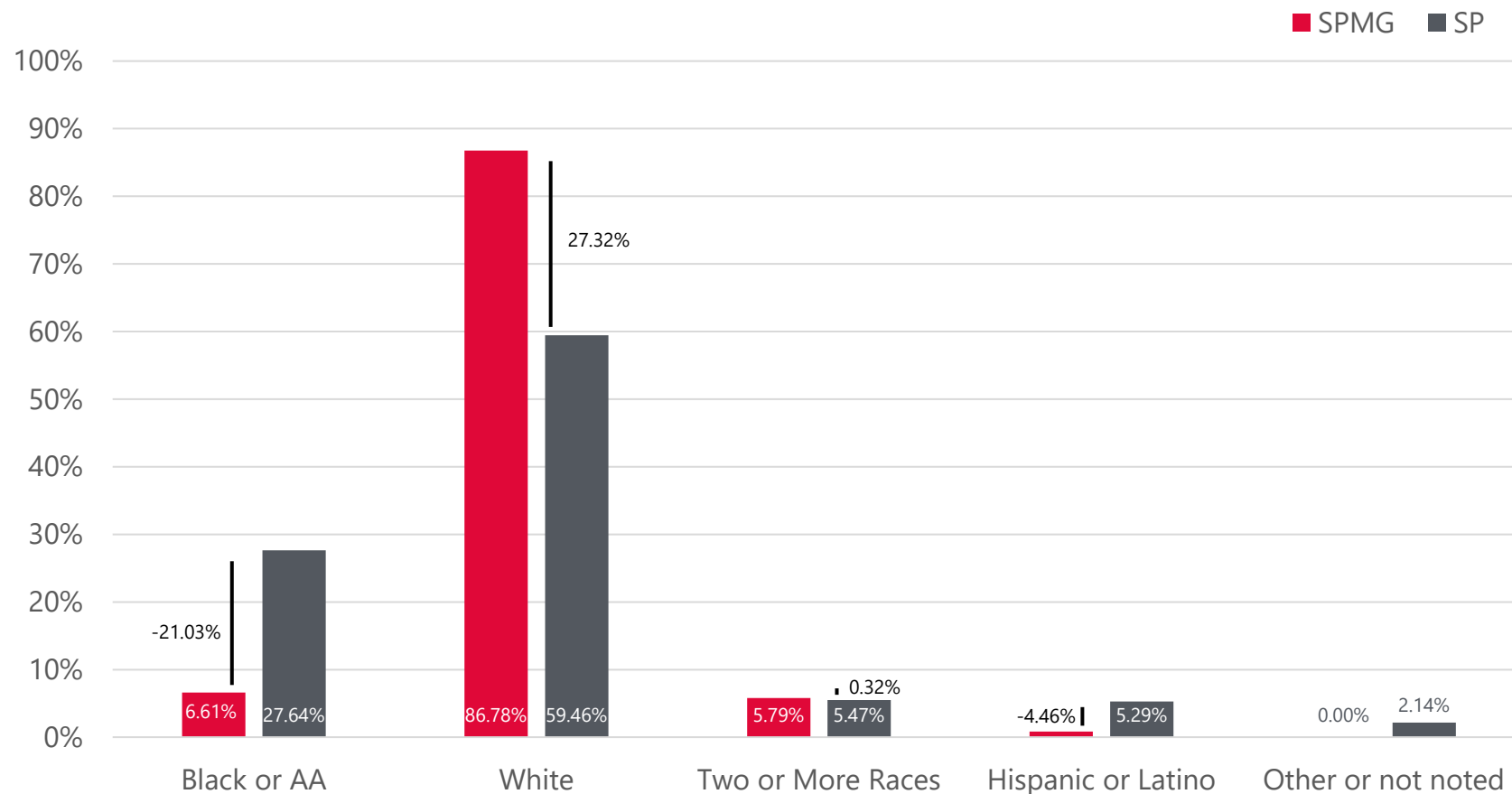
*-Jason Vanderheiden, HR Generalist,  
Senior Master Sergeant (Retired), USAF*



# Growth Opportunities: SPMG Race/Ethnicity

## What's Possible for Signature

The total Signature BIPOC and Hispanic/Latino workforce is **41%**, which is up **7%** from. This same population is **13%** of the SPMG, representing a **3%** increase from 2022. Through talent acquisition, Emerging Leaders and our internal leadership development initiatives, we have opportunities to increase the BIPOC and Hispanic/Latino SPMG representation.

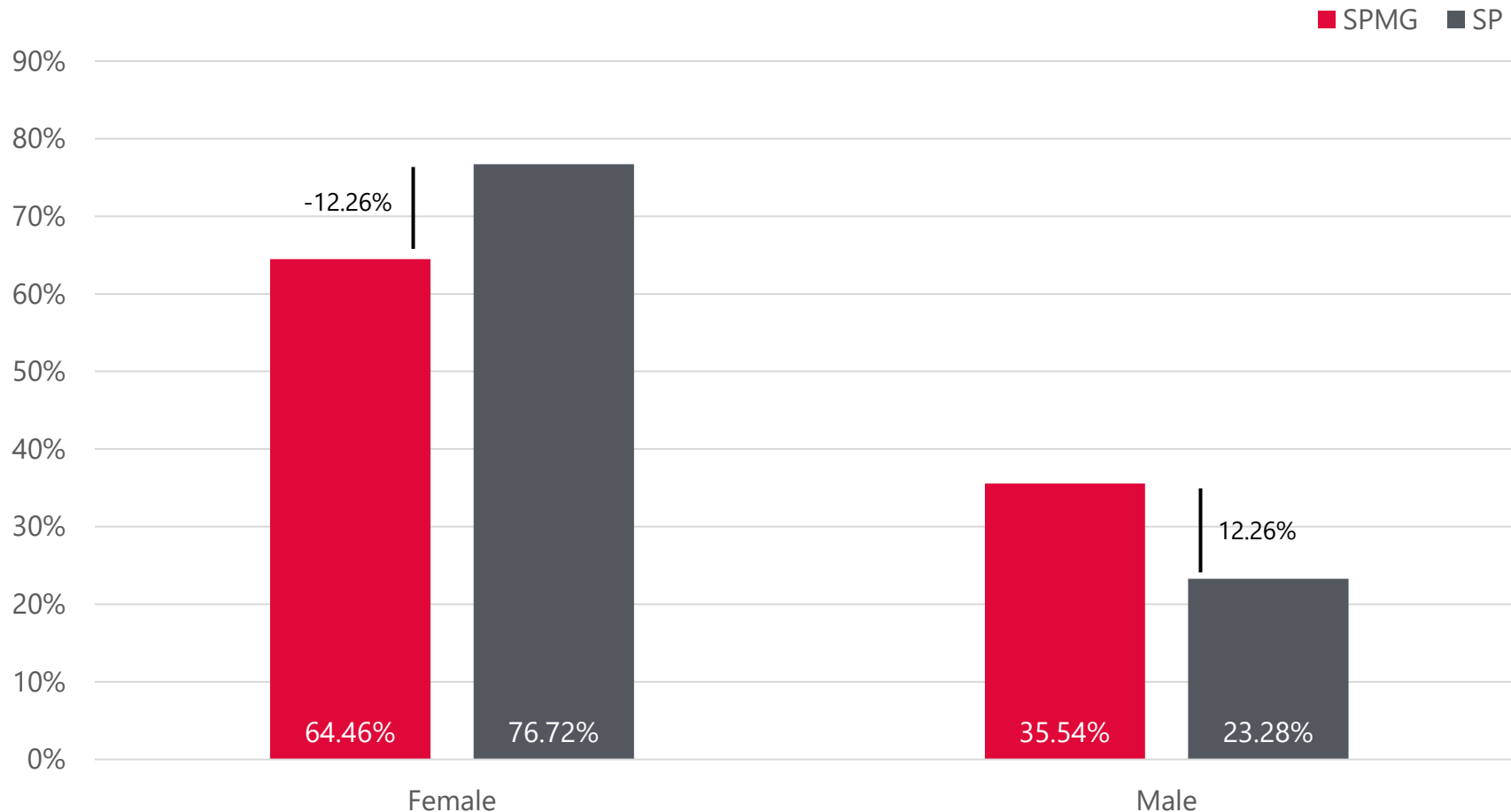




# Growth Opportunities: SPMG Gender

## What's Possible for Signature

Women in leadership is a strength for Signature, and we can leverage that strength to both develop future women leaders internally and continue to attract women to our organization. We see an upside in continuously pursuing the best and brightest talent by expanding our talent pool innovatively. Signature is positioned well for the future to remain a best place to work organization.





# **2023 DEIB-Related Initiatives**



# Talent Operations' 2023 DEIB Initiatives

Our HR department, Talent Operations, launched several initiatives at Signature Performance in 2023. These initiatives were implemented by feedback loops such as Signature's S14 survey, departmental meetings and additional feedback from Signature's Diversity Circle and Executive Leadership Teams. These initiatives, namely the Parental Leave, Personalized Leave, and Signature Associates Cares Fund, all significantly enhance Diversity, Equity, Inclusion, and Belonging (DEIB) within the organization.

## Personalized Leave

The Personalized Leave Plan, offering unlimited PTO, empowers exempt Associates to manage their work-life balance with greater flexibility and trust. This policy change impacted over 250 exempt Associates, allowing them to take the necessary time without worrying about accruing or losing leave once they reached a capped amount. This plan is particularly beneficial for those with diverse backgrounds who may face unique life circumstances, such as caring for elderly parents or managing personal health issues. By allowing Associates to take time off without rigid constraints, the policy fosters an equitable environment where all employees can thrive regardless of their situations. The archival of vacation balances ensures no loss of accrued benefits, maintaining fairness and equity during the transition.

## Parental Leave

The introduction of Parental Leave at Signature Performance supports gender equity by providing all parents, regardless of gender, the opportunity to take six weeks of paid leave at 100% of their pay. This policy promotes inclusivity by recognizing the workforce's diverse family structures and caregiving responsibilities. It helps mitigate gender disparities often seen in parental responsibilities, allowing mothers and fathers to engage more fully in family life without career penalties. Associates have expressed positive feedback, noting an increased sense of belonging and support, crucial elements of an inclusive workplace culture. This leave policy lets parents experience critical bonding time with their newborns without financial concerns.



# Talent Operations' 2023 DEIB Initiatives

## Signature Associates Cares Fund

The Signature Associates Cares Fund offers financial assistance to Associates in need, creating a critical support system that fosters an inclusive workplace. This fund helps underrepresented and economically disadvantaged Associates facing unexpected financial hardships, promoting a more equitable system by distributing aid based on need rather than available donated time, as previously done with the Donated PTO program. Associates can apply for relief funds without obligation to repay them, providing crucial support during struggles and challenging times. This initiative underscores the company's commitment to supporting all Associates, enhancing their sense of belonging and demonstrating a compassionate and inclusive workplace culture.

Together, these initiatives contribute to a more supportive and inclusive environment at Signature Performance, reinforcing the company's DEIB goals by addressing the diverse needs of its workforce and ensuring equitable treatment and opportunities for all Associates

**Signature's Associate**

**CARES FUND**





# Appendix

1. <https://www.infoplease.com/us/census/nebraska/omaha/demographic-statistics>
2. <https://www.census.gov/quickfacts/omahacitynebraska>