



GM FINANCIAL



DIVERSITY
& INCLUSION

2020 DIVERSITY AND INCLUSION SELF-ASSESSMENT

POLICIES, PRACTICES AND PROGRESS

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.

VISION

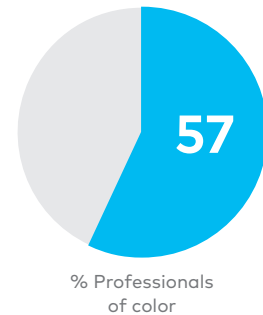
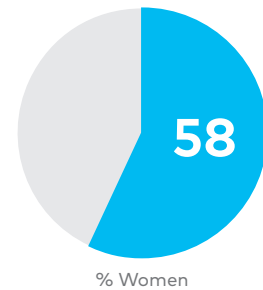
GM Financial will be an industry leader in Diversity and Inclusion by:

- 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.

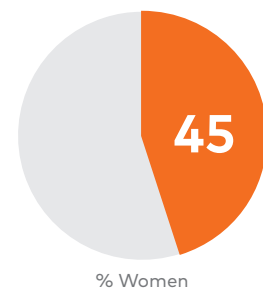
GM FINANCIAL'S FIVE PILLARS OF DIVERSITY AND INCLUSION

- 1. Embrace all differences** and appreciate the value each team member brings to the organization.
- 2. Maintain awareness** to ensure diversity exists at every level of the organization.
- 3. Cultivate a transparent culture** that invites authenticity and one's whole self to work.
- 4. Develop, mentor and sponsor** diverse talent for improved bottom-line results.
- 5. Continuously measure** our efforts and strategies, and hold everyone accountable to maintaining a diverse and inclusive workplace.

GMF OVERALL (U.S.)



MANAGEMENT (U.S.)



I. ORGANIZATIONAL COMMITMENT

A. Global Diversity and Inclusion Policy – The Diversity and Inclusion Policy encourages employee contributions to the communities we serve, respectful communication and cooperation between all team members, a greater understanding and respect for diversity, and the inclusion of different ideas and perspectives throughout the business. Additionally, our five pillars include:

I. Embrace all differences and appreciate the value each brings to the organization.

GM Financial is expanding our recruiting efforts to include a more diverse candidate pool. We partner with North Texas LEAD (Leaders and Executives Advocating Diversity), which ensures we have a diverse representation of applicants to consider in the selection process. Our Diversity Council serves as an advisory team across the organization. This 99-member network of diverse, cross-functional employees focuses on expanding the vision and strategy of diversity throughout the organization.

II. Maintain awareness to ensure diversity exists at every level of the organization.

GM Financial takes frequent snapshots of the organization to increase our awareness, and we work with our business partners and organizational leaders to ensure diversity is represented at every level on the succession plan. The Global VP of Diversity and Inclusion works continually with senior leaders to review moves and promotions and ensure diverse candidates are being considered in every move at every level. Our D&I scorecard continues to be a source of information shared with all leaders across the organization.

III. Cultivate a transparent culture that invites authenticity and one's whole self to work.

GM Financial engages internal support systems for individuals who share characteristics and/or life experiences (Employee Resource Groups). We promote behaviors that exhibit transparency at every level.

IV. Develop, mentor and sponsor diverse talent for improved bottom-line results.

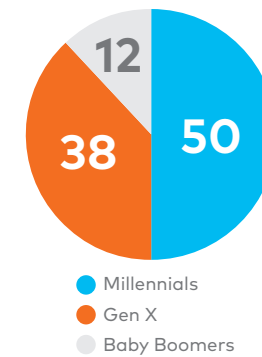
GM Financial focuses on developing diverse leaders. We continued our partnership with Menttium Corp. to provide formal, cross-company mentoring for high-potential women and professionals of color. Our internal mentoring program continues to experience success, increasing its participation 18% from 2018 to 2019.

V. In addition to our annual reporting for internal and external use, we file our EEO1 report annually to identify all represented ethnicities at GM Financial. We work with our business partners to review GM Financial engagement survey results and assist with driving results through management action plans.

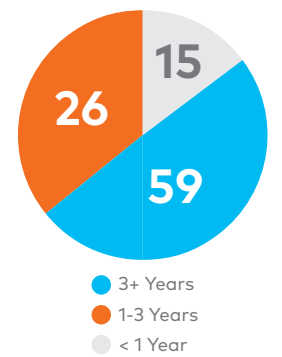
a. Progress reports – We review our Executive Diversity and Inclusion scorecard semiannually with leaders throughout the organization to measure D&I at every level and department. A copy of the scorecard is attached as Appendix A.

b. Diverse candidate pool (senior leadership pipeline) – The Executive Council, Executive Team and Global VP of Diversity and Inclusion have developed an internal practice to ensure every open leadership position includes a diverse candidate pool. In 2019, 87% of candidate slates for leadership roles included diverse candidates.

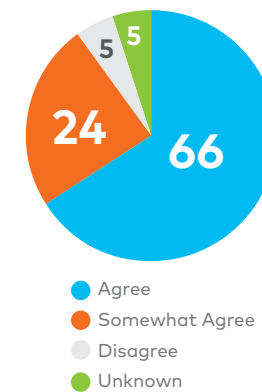
% GENERATIONS



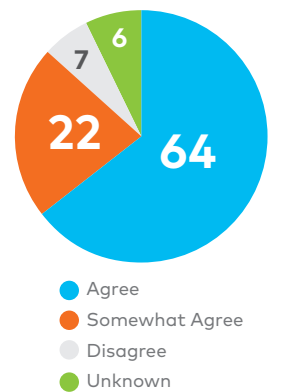
% TENURE



% DIVERSE PERSPECTIVES



% LEADERSHIP SUPPORT



c. Engagement survey results – In our 2019 Employee Engagement Survey, 90% of our U.S. employees had a favorable response to the statement, “GMF employees are respectful of diverse perspectives.” Also, 86% of our U.S. employees had a favorable response to the statement, “GMF Leadership (manager/supervisor or above) supports diversity in the workplace (recognizing and respecting the value of human differences).”

II. WORKFORCE PROFILE AND EMPLOYMENT PRACTICES

A. Policies and practices

GM Financial communicates our targets for women in leadership and professionals of color in leadership to the Executive Team. These targets will be our focus over the next year.

B. Talent development

I. D&I web training – In 2019, we implemented three required D&I courses for all current and future employees, and 99% of team members completed the courses.

II. Mentor program – We partner with third-party vendor Menttium Corp. to implement cross-company mentoring for high-level, high-potential leaders (women and professionals of color).

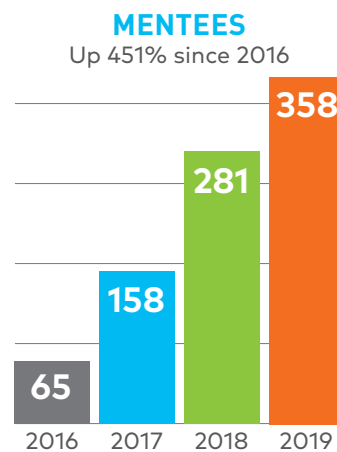
III. Employee Resource Groups (ERGs) (Composed of over 800 team members across the ERGs)

- Women’s Inspiration Network
- Working Parents (Chapter expansion to Chandler, AZ, Charlotte, NC and Arlington, TX)

IV. Self-identification policy – Our Human Resources Information Systems team devotes time to educating our team members monthly on the importance of self-identification through our employee portal. Since implementing this practice, 99% of our employees self-identify their ethnicity.

C. EEO compliance

- Employee training
 - We champion inclusive language in our training courses by using non-gender-specific pronouns.
 - We support diversity through the use of graphics that depict a wide range of individuals of varying ages, ethnicities and genders, and by providing robust training that encourages and incorporates diversity of thought.
 - We create an inclusive environment where everyone feels connected and valued by offering trainings globally in native local languages.



II. Mandatory workforce and supervisory programs with D&I focus (Civil Treatment)

D. Outreach: Diverse pools

I. Diversity recruiting events – Our University Relations recruiting team is expanding partnerships with colleges, universities and organizations to increase exposure with diverse audiences

II. Events attended in 2019:

- Southwestern Black Student Leadership Conference Career Fair
- National Association for Bilingual Education Presentation
- Recruit Military
- MENTAL Freedom Student Organization Lunch N’ Learn
- Diversity Dinner
- Military Career Summit
- Bridging the Gap
- Professional Chapter Annual Student Summit
- Black Business Student Association
- Military Vets in the Workplace

Community investment – GM Financial continues strengthening its partnership with diverse organizations in the community. These organizations include:

- March of Dimes
- SickKids Foundation
- Cystic Fibrosis Canada
- United Way
- The Salvation Army
- Special Olympics
- Junior Achievement
- YMCA
- Ronald McDonald House
- Make-A-Wish Foundation
- American Red Cross
- American Heart Association

In 2019, GM Financial donated more than \$1.6 million to more than 60 nonprofit organizations across North America. All full-time employees are eligible for eight hours of paid time off each quarter to volunteer for an approved charity.

Diverse supplier mix:

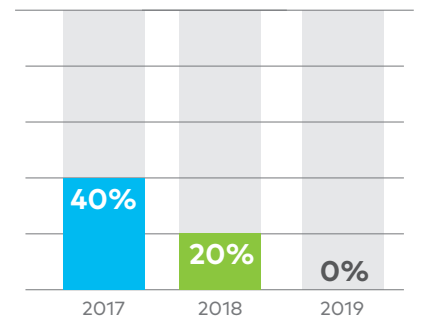
- 75% Women
- 17% Hispanic
- 5% Asian/Pacific Islander
- 4% Native American
- 2% African American

MENTTIUM PROGRAM

13

participants in 2019 cohort

Percentage of women in cohort who were promoted:



III. PROCUREMENT AND BUSINESS PRACTICES

Supplier diversity program

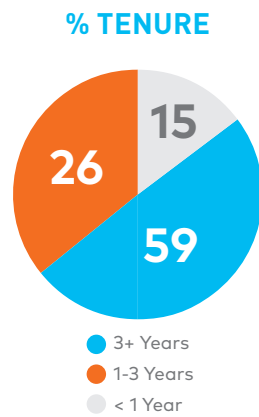
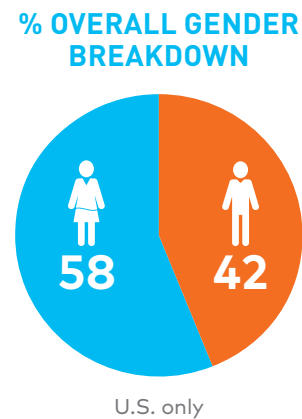
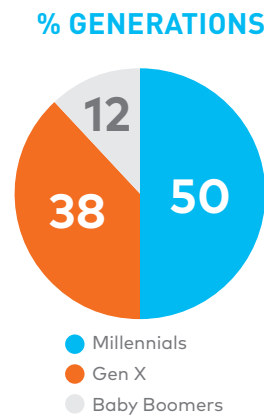
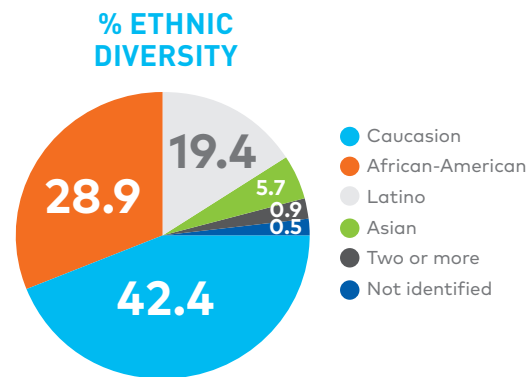
- GM Financial uses 50 diverse suppliers
- GM Financial retained 68% of its diverse suppliers in the past year
- GM Financial's supplier profile solicits data from MBE/WBE
 - Certification information
 - Council affiliation

IV. TRANSPARENCY

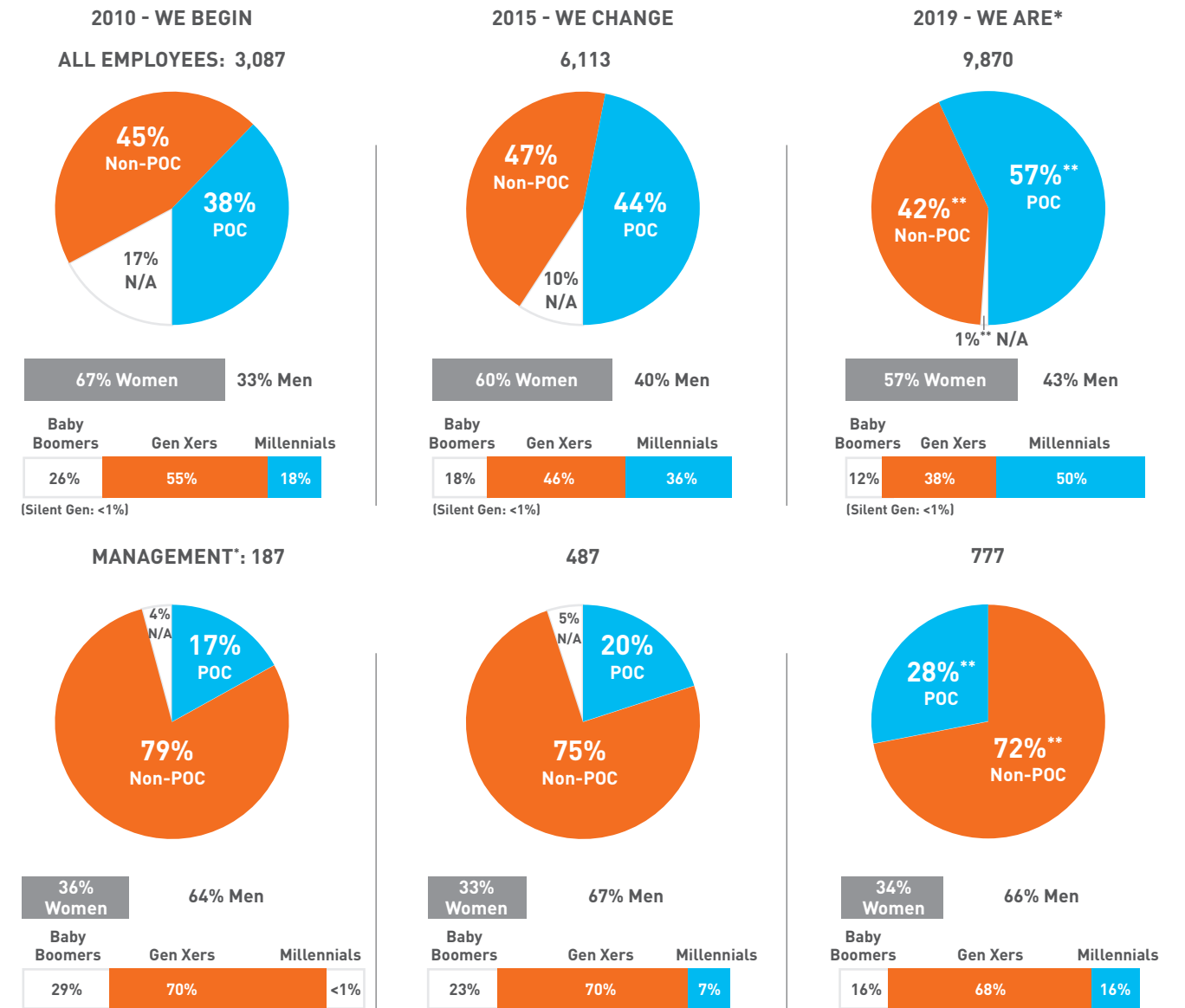
- Strategic plan** – See Organizational Commitment (page 3)
- D&I published policy** – Global D&I Policy published April 2018

V. SELF-ASSESSMENT

Self-monitoring/evaluation – Collaboratively, leaders within GM Financial continuously monitor and evaluate our progress. We benchmark other organizations and hold ourselves accountable for the goals and objectives set for the organization.



A DECADE OF DIVERSITY 2010 and 2015 reflect North America data only.



* Includes Assistant Vice Presidents and above

NOTE: Data in this book is NA only unless otherwise designated, *Global or **U.S. Only.



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