Our Aspiration

American Express is committed to ensuring our company is as diverse as the customers and communities we serve. By maintaining an environment of diversity, equality and inclusion for all our colleagues, we are better able to serve our customers around the world. Our work around diversity and inclusion encompasses all facets of the colleague experience including attracting, developing and promoting talented people around the world who have diverse backgrounds, talents and experiences.

We strive for a company culture that is fair, unbiased and welcoming to everyone. Our programs, for colleagues at all levels and tenures, ensure that we all know, believe and actively participate in achieving this aspiration.

More than a strategy or business philosophy, diversity and inclusion is at the core of our culture, guiding our people and business decisions daily. We foster a workplace culture in which differences are valued and expressed freely and all colleagues have the support they need to take risks, learn and collaborate.

Diversity and Inclusion Strategy: Build Diverse Talent, Drive a Culture of Inclusion

Our diversity and inclusion (D&I) strategy draws a clear distinction between “diversity” and “inclusion” so that we can channel our efforts toward both goals in very specific ways. As a company that serves card members in more than 200 countries, we remain globally focused on D&I, while recognizing local nuances in the markets where we operate. This approach encourages our leaders to elevate strong ideas that drive innovation and ultimately business growth. Our strategy is built on three pillars:

- **Building a Culture of Inclusion**: We aim to continue building an inclusive environment by fostering a workplace culture in which differences are valued and all colleagues have the support they need to take risks, learn and collaborate.

- **Increasing Workplace Diversity**: We aspire to build a diverse talent pool, ensuring employees and customers have access to different perspectives, backgrounds and experiences.

- **Enabling Our Leaders**: We believe it’s critical to equip our leaders with the tools they need to develop diverse talent and gain a deeper understanding of the value of inclusion.

We regularly bring diverse groups together at events such as the Executive BEN (Black Employee Network) Forum, Executive HOLA
(Hispanic Origin and Latin American Network) Summit and Global Women’s Conference. These events are typically sponsored by a president at American Express and provide an opportunity for networking. They also serve as a platform to discuss important and relevant topics such as sponsorship, professional development and developing the underrepresented talent pipeline.

Measurement and Improvement
Successes and opportunities for improvement are captured in our annual colleague engagement survey, through which our workforce has the opportunity to provide feedback on our D&I efforts. Reports are shared at the group-leader level and are also aggregated up to line of business and staff function presidents and the CEO.

The Global D&I team reviews results across the company, working to mitigate challenges that surface and enhance our enterprisewide D&I strategy.

In addition to their business goals, all American Express senior executives are also evaluated annually against our diversity goals. Their performance toward achieving these goals is directly tied to their compensation.

Partnerships
Another critical component of our D&I strategy is partnerships with external organizations that help us better understand the external landscape and determine how we can adapt and evolve as a compelling workplace for minorities and women. These partnerships also create opportunities for us to remain engaged and active in setting the agenda for D&I both internally and externally.

External Benchmarking
Last year, our Global D&I team conducted an in-depth assessment to benchmark our offerings against the industry. Our goal was to determine how we can further inspire an environment in which differences are embraced and our colleagues can confidently reach their full potential.

The assessment resulted in a clear plan to further elevate D&I in 2018 and beyond. This includes focusing on the attraction, selection, development and retention of talent. For example, we are driving for greater consistency across the interview process by providing hiring managers with a suggested number of interviewers, competency-related questions, standardized rating criteria and facilitated debriefing sessions. We are also championing an enterprisewide launch of an inclusive leadership experience for all vice presidents and above. This learning experience will address both unconscious bias and inclusive leadership, reinforcing the understanding of how they are critical to advancing our leaders’ capabilities in attracting, selecting, developing and retaining a diverse and inclusive workforce. Beyond just raising awareness about unconscious bias, the experience will motivate our colleagues to engage in specific, effective behaviors for managing bias, as well as equip them with the knowledge and skills they need to build inclusive, high-performing teams.

American Express’ D&I journey began three decades ago, and it continues to be a priority. D&I evolves in real time, and we know there is always more work to do. We remain committed to creating a workplace that is welcoming and meaningful for all of our colleagues.

https://www.americanexpress.com/us/content/global-diversity-and-inclusion/