

COMMONWEALTH OF MASSACHUSETTS

SUFFOLK SUPERIOR COURT  
CIVIL CLERK'S OFFICE

SUFFOLK, SS

2024 MAR - 1 P 12: 01

JOHN E. POWERS III  
ACTING CLERK MAGISTRATE

SUPERIOR COURT  
CIVIL ACTION

NO. 24-0581A

MICHAEL L. JORDAN

v.

STATE STREET CORPORATION, STATE STREET BANK AND TRUST COMPANY,  
STATE STREET BOARD OF DIRECTORS, and RONALD O'HANLEY

COMPLAINT

This is an action for damages arising from racial discrimination and retaliation against Michael L. Jordan by the Defendants. Plaintiff seeks damages, costs, and attorneys' fees pursuant to General Laws, chapter 151B, Section 4. As a result of Defendants' actions, Plaintiff, a former employee of State Street Bank and Trust Company, has suffered damages, including lost wages and benefits, emotional distress, and reputational harm.

The case is about a Black Assistant Vice President and rising star of State Street Bank and Trust Company. After the murder of George Floyd in 2020, Former Assistant Vice President Michael Jordan ("Jordan") began researching and teaching the history of the bank's logo evolution to those of its 40,000 employees who wanted to know it. He discovered in that history State Street Bank's ties to American slavery. The bank could not handle that truth and fired *Jordan* based upon it.



State Street Bank's old logo of a clipper ship has a specific connotation and reference to ships that carried human cargo (in addition to tea, seasonings, and gold) in bondage during the TransAtlantic slave trade. Much of the slave trade is not taught to Americans today. Jordan was an Assistant Vice President with 16 years invested in State Street Bank. After the murder of George Floyd, State Street encouraged employees to talk, grieve, and share with each other in an open online forum. When Jordan did just that and created a groundswell of interest in and support for learning about the history of the bank's logo, detrimental slave ties to the bank's legacy/brand story and seeking transparency and truth- the bank censured him and eventually terminated him for it. In the meantime, however, State Street Bank changed its logo and brand because of this very issue.



## **I. Parties.**

1. Michael L. Jordan is an individual who resides at 15 Grand Street, Brockton, MA 02301.

2. State Street Corporation is a global financial services and bank holding company headquartered at One Congress Street, Boston, MA 02114.

3. On information and belief, State Street Bank and Trust Company is a subsidiary of State Street Corporation with a principal address of 1 Iron Street, Boston, MA 02210.

4. Upon information and belief, Ron O'Hanley is an individual residing at 100 Fulton Street, Apartment 5K, Boston, MA 02109.

5. Upon information and belief, the State Street Board of Directors is the governing body for State Street Corporation with a principal address of One Congress Street, Boston, MA 02114.

## **II. Venue and Jurisdiction**

6. The jurisdiction of this Court is lawful and proper as the Plaintiff resides in Massachusetts, Defendants operate in Massachusetts, and the wrongful acts occurred in Massachusetts.

7. Venue in Suffolk County is lawful and proper as Defendants are located in and the wrongful acts occurred in Suffolk County.

## **III. Facts.**

### **A. Jordan and State Street – Pre-George Floyd**

8. Wikipedia describes State Street Corporation as: "A global financial services and bank holding company headquartered at One Congress Street in Boston with operations worldwide. It is the second-oldest continually operating United States bank; its predecessor, Union Bank, was founded in 1792. State Street is ranked 14th on the list of largest banks in the United States by assets. It is one of the largest asset management companies in the world with \$3.7 trillion under management and \$40.0 trillion under

custody and administration in 2023. It is the largest custodian bank in the world, providing securities services and it is considered a systemically important bank by the Financial Stability Board. Along with BlackRock and Vanguard, State Street is considered to be one of the Big Three index fund managers that dominate corporate America.

9. The company is ranked 316th on the Fortune 500 as of 2022. The company is on the list of the banks that are too big to fail published by the Financial Stability Board. It is rated by Visual Capitalist as the third U.S. bank by uninsured deposits, with 91.2% of deposits being uninsured.”

10. Jordan is African American (Black) and identifies his race/color as African American. He is the youngest of his parents’ three children, and the only male.

11. Jordan’s father is an immigrant from Trinidad and Tobago, while his mother is a native of Boston, Massachusetts. His father spent his working years in service - at Boston Medical Center, and at homeless shelters in the city. Jordan’s mother worked at Children’s Hospital for 43 years, having just retired in 2024.

12. Even as a young child in Boston, watching the L.A. Riots in 1992, Jordan was inspired to put his thoughts to a drawing in art class. That drawing made the front page of the Brockton Enterprise for its raw and focused depiction of that awful night. Jordan is from a tight two-parent household and grew up learning to respect people, to honor history, and to be courageous.

13. Jordan took those lessons with him to State Street Bank. On October 1, 2007, Jordan began working for State Street as a Fund Accountant Associate I and held various higher roles during his employment.

14. He was a fast mover up the hierarchical ladder at State Street. On August 4, 2017, Jordan received his fourth promotion just shy of his ten-year anniversary to Functional Manager, Assistant Vice President in Global Investor Services/Delivery.

15. Jordan consistently achieved or exceeded expectations throughout his employment. He has been held in high esteem and looked upon as a leader and a productive colleague. It was no surprise that Jordan took an active role in conversations post-George Floyd.

16. When Jordan began his tenure at State Street, it was not a diverse workplace. Like so many large institutions in the United States, State Street has struggled to create and maintain diversity and to hire and promote minorities at all levels of leadership. In fact, until the murder of George Floyd:

- the Management Committee (approximately 25 Senior Executives who make all of the major decisions) was all white; and
- the Board of Directors was all white.

17. There was no meaningful diverse input in leadership or amongst decision-makers. Further, Ronald O'Hanley ("O'Hanley") serves as the (1) CEO, (2) Chair of the Board of Directors, and (3) Head of the Management Committee - effectively ensuring no checks and balances in the exercise of power and decision-making. Also, noteworthy in name only O'Hanley serves as the Executive Sponsor of the Black Professionals Group at State Street.

18. It is widely known within the financial services industry that State Street employees refer to the company as "Slave Street."

19. The evolution of O'Hanley's public position on the very topic that the employee movement intended to affect is as follows:

April 11, 2019 - Defendant CEO O'Hanley went on record at Capitol Hill in Washington, D.C. before Congress when grilled by Congressman Al Green (Texas's 9th congressional District) (Committee on Financial Services) that he (1) did not believe that State Street benefited from the Transatlantic slave trade; and (2) that State Street had not studied or researched its ties to the slave trade.

June 18, 2020 – Defendant CEO O'Hanley authorized the following statements to be made to all State Street employees:

“...[W]e have no reason to believe that State Street's ancestor bank had anything to do with or funded the ships used by slave traders...In fact, we have talked internally about this very topic over the last two weeks, and I can say with confidence and pride that our clipper ship is the right symbol for who we are and where we are going.”

September 29, 2022 - Moving forward often requires an understanding of the past. In the case of racism, I believe we must objectively review our past to determine what role our predecessor banks may have had in slavery. To gain this understanding, State Street will engage an independent historian to help us understand what, if any, ties to slavery State Street or its ancestor banks may have had...we are committed to being transparent about our research, so that we can understand, heal, and grow from our findings.

20. But, defendant CEO O'Hanley and State Street were anything but transparent about their “research” and actively sought to silence Jordan's research on the same. In fact, none of the defendants would actually *read* Jordan's research at all. At the same time that the defendant CEO O'Hanley announced that State Street was actually acknowledging the history that Jordan and many employees advocated for – the defendants shunned Jordan, began a false narrative and allegations against Jordan, and used that false narrative to manage Jordan out of State Street.

21. In fact, it was not until the last decade that State Street proactively addressed its lack of diversity when it stood up its diversity recruiting program – the first-time appointed Chief Diversity Officer (March 2017) hiring Jordan's wife as its first Diversity

Sourcing and Consulting Manager to help grow and build out the inaugural Company program launched in 2015. It was in this environment that Jordan rose up the ranks.

22. He also took on a leadership role in the Black Professional Group (“BPG”). BPG was formed in 2001. After Mike Brown was shot by a police officer in Ferguson, Missouri in 2014, Jordan became a thought leader in BPG, a point person of the group. His research, analysis, and communication skills served him and the BPG well at State Street.

**B. The Lure.**

23. George Floyd was murdered on May 25, 2020. The nation was a captive audience to the murder while on lockdown due to the Covid-19 pandemic.

24. Within two weeks of the murder, defendant/CEO O’Hanley and the Chief Diversity Officer conducted a virtual “fireside chat” that was publicized to all employees of State Street. During that fireside chat, O’Hanley told his managers to let Black employees grieve and speak out. He also told the managers to step back, listen and promised to be more collaborative and responsive personally to employees. O’Hanley encouraged State Street employees to talk about race specifically.

25. Jordan would later learn that this encouragement was not sincere. O’Hanley did not really want State Street’s employees to be courageous about race and race relations within the company. It was a lure, a bait, that Jordan took to his detriment.

26. From June 2020 to March 2021, Jordan began a veritable employee movement at State Street. He was the face and voice of this employee movement. Employees at Jordan’s level did not interact with C-Suite executives at State Street. It just did not happen. Similarly, it was unheard of that an organic movement from labor would affect a

change so large and meaningful at State Street. But all of that happened when Jordan began his engagement and research on the issue of the State Street Logo and brand.

27. All of a sudden, he was receiving attention from executives who contacted him individually to give cautious words of warning in hopes to implicitly dissuade foreseeable retaliation. And even amongst the leadership of BPG, Jordan quickly rose up and bypassed others because his advocacy was so infectious and spread like wildfire through the company.

28. Employees were so thoroughly engaged on the topic - until State Street attempted to shut it all down.

**C. On the Hook – The Employee Movement at State Street.**

29. It began with a simple poll question that Jordan posted on the Collaborate, State Street's open online discussion forum on June 16, 2020. He inquired via the poll whether or not employees thought the logo and brand should continue to represent State Street or if evidence could be produced to show slave ties, could a logo evolution be considered. But this initial communication was not in a vacuum or created out of thin air by Jordan.

30. Prior to that first post, Jordan and other employees had discussed the logo and its unknown meaning/connection to the Company and the need to inquiry with decision-makers on several occasions. However, those employees for fear of negative job consequences were too afraid to broach the subject publicly or officially to the company.

### 31. The first post Jordan was:

Screen Shots as of 5pm June 23, 2020



Jordan, Michael L: Votes Needed. Voices Needed. All Levels!!!

#NonSilent #NonViolent

Should State Street consider a logo change?

Our company fosters a "listen culture" that aims to create an inclusive environment where everyone feels valued. If this statement is true and reflective of who we are, how must we as a work family/community feel about the very logo that may symbolize a different vantage point to those who don't feel included or represented in an honorable way?

The perspective of this post is based upon State Street's beginnings as Boston's Maritime Merchant Bank (also known as the "Great Street to the Sea") and the bank's economic growth in 1792 being closely tied to Boston's flourishing shipping industry in the era of the international trading system that was dependent on slavery, trades, and free slave labor - once purchased.

The background on this troubling inquiry began from a few internal company panel discussions that I attended. I recall hearing accounts of our company's beginnings, how our bank was built from wealthy merchants and sea men who needed a place to invest their wealth, and how our bank was more than glad to solve their problems. Initially, I remember feeling a sense of admiration and even pride being an employee of such an opportunistic and forward-thinking bank as I listened to that captivating story. However, as time passed, my curiosity directed deeper into the years around the time that our bank was established in 1792. It is on record that Boston participated in slave trades by the 1700s and conclusively continued well into the 1800s, even after our state being one of the first to record the abolishment of slavery. At that moment, the very same logo that I took pride in now took on a different visual and connection to Black and American history to me. Is it even a bit possible that our bank's beginning businesses, beyond reasonable doubt, would have had nothing to do with any slave trades or free labor from slaves during that time period? In hopes to uplift my spirit, I searched for any sign of Black accomplishments related to our company history. But to my disappointment, there wasn't a single mention of any Black contributions reflected in our company history during a time where the state of Massachusetts, the city of Boston, and our bank was proudly known as first and pioneers.

To also clarify, this is NOT an accusation that State Street's Clipper Ship Logo is a slave ship in literal translation nor that I or anyone who agrees doesn't have company pride. Rather, that its imagery may depict the contributors to the start of our bank with ties to the business of slave trades, and that it's an understatement to also say that its symbolism fails to represent the Black community and Black contributions in a dignified manner. As such, does this conflict with our integrity, values, and who we are as a company today?

A Question To The State Street Community: Even if somehow our company had truly established a foundation without a single tie to the slave trades business, considering these potential past connections and adding to that a lens on the current times we are in, where the unsettling outcries for justice for Black Lives Matter echo across the entire globe, should we consider taking steps for a new company logo that can better represent who we are today as a bank alongside our clear stance on equality, understanding, and healing?

I encourage our employee body (all levels), domestically and globally, to share, vote, and voice - whether "for" or "against" as this is an opportunity to open the lines to communications.

I've been silenced in the past. Please don't be silent.

The voting poll option is no longer available on the State Street Collaborate platform, so the ask is to like this post if you agree, and/or reply with a simple Yes, No, or Indifferent (if not comfortable commenting), Or Comment with viewpoints. Lets see how much company engagement and feedback we can generate before 6/30!!!

PLEASE no disrespect when commenting or when replying to anyone else's commentary.

o YES! We should take steps to consider changing the logo as the current imagery may not represent current and future sentiments of the globe.

o NO! Keep the logo as is. I don't think this perspective has any basis and/or that our logo should have anything to do with the connections to that point in time in American history.

o INDIFFERENT. I have no opinion at this time as there are other issues that are more pressing.

o OTHER. Commentary and/or fact checks are encouraged, but not limited to this option only.

\*disclaimer: this is an independent inquiry and not made on behalf of any particular company network or company groups.

#TTS #QLJ #DJH #MLM #KJL #TAS @Asian Professionals Alliance @Black Professionals Group (BPG) @Boston Wills Employee Resource Group @Indian Employee Network @Irish American Prof. Network @Latin American Professionals Group @Race & Ethnicity Network @Global Inclusion and Diversity

...show less



7 days ago • Unlike • Comment • Follow-up • More

• You and 71 others like this.

• View all 39 comments

Information Classification: Limited Access

32. After the lure of open and honest dialogue promised by the CEO, Jordan believed the invitation was a sincere one. He posted thought-provoking and educational messages and questions through Collaborate regarding race, enslavement, and the continued use of State Street's logo.

33. In its simplest terms - the old logo depicts a clipper ship, known to be of a type used to transport enslaved people in the later years of slavery and after slavery was outlawed in the United States. Jordan conducted a massive amount of research as to the ships, Boston, and State Street Bank. The bank history relative to slavery is well documented for all to know.

34. Three Mast Clipper ships built by Mr. Donald McKay were undeniably used in slave trade in the Americas with African, Indigenous Natives and Asian slave trade. Including the last Pre-Civil War slave ship illegally transporting enslaved Africans,

which was captured by the United States Navy, “Wildfire” April 30, 1860. State Street’s years long denial of these connections between the bank, its ancestors, Boston, slave owners, and the slave trade are futile - but actually drove the discrimination and retaliation against Jordan.

35. State Street’s first two presidents of its ancestor/predecessor Bank were from a handful of initial investors/primary stakeholders. Both Presidents have public records of owning enslaved Africans and neither opposed investing and affiliating with slave merchant business.

36. The first President donated land which became his burial ground (Date of Death 1800). This land is a historical site in Princeton, MA, and includes burial plots for his enslaved workers that are marked by tombstones which have the first president’s name along with their names and the title of “negro” and “servant”. He was also the largest stockholder, dating from the origin of the bank in 1792, with wealth amassed from two marriages into families that were known slave merchants.

37. The second President of the ancestry/predecessor bank pushed and openly practiced the philosophy of eugenics, that was pridefully passed down to his grandson, who also had a prominent position with institutions in the Boston/Cambridge Massachusetts area. As a result, the second President’s grandson and family name was removed from a society building for their race related discriminatory history at Harvard Medical School.

38. The grandson, as the Dean of Students at Harvard Medical School, without justification, expelled the first three Black students who were accepted in 1850-1851.

39. The location of the Company, which has existed for two hundred years in Boston, MA is also noteworthy as it connects to the Long Wharf pier. This historic pier is an extension road out onto the Boston Harbor. On August 29, 2021, a Middle Passage Marker was placed on the Long Wharf by the Middle Passage Ceremonies and Port Markers Project (MPCPM) and a ceremony was held commemorating the fact the Long Wharf was one of 52 documented slave disembarkation ports/sites. Jordan was in attendance in the COVID limited event and one of approximately one hundred individuals. The event titled "Boston - Middle Passage Marker Dedication Ceremony" was live-streamed and published locally and nationally. Also, noteworthy is the marker statue has newspaper clippings from the Boston Gazette (news publication 1719-1798), that displays the advertising and communication of slave transactions on State Street. The publisher/printer of some of these clippings was from the first president of the bank's older brother. Further highlighting advantageous financial gains and connections with the founders and families of the bank and the flourishing Boston slave economy.

40. Two days after Jordan's first poll question on Collaborate, the then Chief Marketing Officer Hannah Grove responded on Collaborate on behalf of State Street. Excerpts from Ms. Grove's blog on June 18th, 2020, to all global employees:

- "...we have no reason to believe that State Street's ancestor bank had anything to do with or funded the ships used by slave traders"
- "In fact, we have talked internally about this very topic over the last two weeks, and I can say with confidence and pride that our clipper ship is the right symbol for who we are and where we are going"
- "...our logo remains a symbol of the human spirit that reaches for progress and creates lasting stories of positive change."
- "...our clipper logo remains the ideal symbol of who we are, what we stand for and where we are going."

41. On Collaborate, Jordan encouraged more employees to vote and not to be deterred by the fact that executive eyes were on the discussion. Voting on the poll increased dramatically.

42. By June 30, 2020, Ms. Grove announced her retirement.

43. The Collaborate discussion that Jordan began about State Street's logo yielded more than 1,000 responses within 2 months.

44. On September 29, 2022, CEO, Chair of the Board of Directors & Chair of the Management Committee Ron O'Hanley sent a global communication to 40,000 + employees titled "Understand Our History." In that communication, Mr. O'Hanley reversed course from what was stated originally from the Company in response to Jordan's poll by Chief Marketing Officer Ms. Hannah Grove (white) on June 18th, 2020. More troubling is that the communication took two years of complicit silence. To date, there still has not been an official acknowledgement or press release from State Street or CEO O'Hanley to external parties (clients, affiliates, vendors, investors, media, etc.).

45. In Grove's post entitled: "The Origin of Our Clipper Ship Logo" she praised and explained the inspiration/history of shipbuilder Donald McKay and his connection to the State Street logo and claimed there was no relationship to the slave trade with the company.

46. Excerpts from O'Hanley's communication on September 29th, 2022, to all global employees:

- "In the case of racism, I believe this means we must objectively review our past to determine what role our predecessor banks may have had in slavery."

- "...State Street will engage an independent historian to help us understand what, if any, ties to slavery State Street or its ancestor banks may have had."
- "In parallel, we are retiring the clipper ship logo, which for some, sparks imagery from an era in history that was marred by slavery."

**D. The Defendants Began to Discriminate Against Jordan.**

47. Though CEO O'Hanley had invited honest and robust engagement on the issue of race in the United States and how it may affect State Street's employees, neither he, State Street Corporation, State Street, nor the Board of Directors was prepared or willing to truly be challenged by a Black man.

48. In October 2020, Jordan sent an email to Ms. Julia McCarthy – Global Marketing, Management Committee member, Mr. Ronald O'Hanley – CEO & Chair of the Board of Directors, Chair of the Management Committee, Executive Sponsor to BPG, Ms. Hannah Grove – Global Marketing, Management Committee member, Ms. Kathryn Horgan – Human Resources, Corporate Citizenship (includes Employee Networks) Management Committee member, Conduct of Standards Review Committee, Mr. David Phelan - Legal, Conduct of Standards Review Committee, and Mr. Anthony O'Reilly - Ethics Chief. Mr. O'Reilly and the acting CMO called Jordan and told him to stand down and stop attempting to talk to the CEO. They also refused to take and review Jordan's research, which he offered. These officials told Jordan that management had "already made a decision," and that further inquiries would be "self-defeating" to Jordan's career.

49. Also, in October 2020 the defendants completely deplatformed the Collaborate platform altogether.

50. However, in November of 2020, BPG invited Jordan to speak to the membership about his progress on the Clipper Ship issue.

51. And at the end of 2020, the defendants stood up a new online employee platform called Viva Engage (Yammer).

52. However, at the same time that the defendants falsely accused Jordan and told him to stand down, they also changed the logo in many places. Essentially, in 2021 State Street began to use the text only version of their logo – sans Clipper Ship (before transitioning completely to the new 3-line logo).

53. The culture of State Street fosters and condones racism and discrimination. At year-end 2020:

- Executive Vice Presidents approximately consisted of 55 bank seniors: zero Black
- Board of Directors approximately consisted of 10 members: zero Black
- Conduct of Standards Committee approximately consisted of 12 bank employees: zero Black
- Management Committee approximately consisted of 21 bank employees: zero Black.

54. On May 21, 2021, Jordan submitted an internal complaint to the defendant's "Speak Up" line, stating that the meetings and memo he received from Employee Relations were in retaliation for his efforts leading the employee movement. The complaint was closed without any investigation at all.

55. The Lead Director of the Board of Directors, Amelia C. Fawcett was specifically aware of Jordan's "Speak Up" complaint and authorized it to be closed in one week on May 28, 2021 without even so much as an interview of Jordan or anyone else involved in the complaint. Fawcett's name is listed as "case assignee" and "case access list" on

Jordan's rapidly closed "Speak Up" report. Jordan received a response from Anne Bourdine -Head of Conduct at State Street when the "Speak Up" was closed stating it was disclosed to the Lead Director of the Board of Directors. It is no secret that State Street internal complaints by Black employees are either closed rapidly, biased or shelved due to the lack of controls, oversight, and discriminatory/retaliatory culture. It is noteworthy, Bourdine was the direct manager to Joy Murray, and second line manager to Courtney Collier-Beyer and Kazzondrah Parker (Employee Relations professionals who will all be introduced later). Fawcett's and the Board's handling of the "Speak Up" complaint further violated State Street's own policy by allowing individuals complained of in the "Speak Up" to be decision makers on the complaint. Moreover, highlighting the "Speak Up" controls are falsely promoted to State Street employees, contingent workers, clients, and vendors by publicly stating that it is confidential, operated third-party, and concerns of conduct matters are conducted by the Lead Director of the Board of Directors, Amelia C. Fawcett on the State Street external website.

56. Jordan has suffered and continues to suffer anxiety, distance from his family, severe emotional and psychological trauma, work-related stress, migraines, insomnia, weight loss, vomiting, an adjustment disorder, and other irreparable harm. Jordan had never before experienced this combination of symptoms and conditions.

57. Jordan was not engaged in a personal project when he sent out the survey on the logo. He sent out a company-wide poll and ask, which yielded over 1000 activities of engagement, spanning over 20+ global offices within State Street. The poll did not "imply" company's sponsorship, but it was of the type of activity encouraged by State Street, through its management. Jordan's inquiry was sparked after attending numerous

company's events in which internal speakers spoke on the history of the company and the logo's ties to wealth made off of many seamen's Transatlantic trading activities.

58. The false reason given for Jordan's termination was that he misused Collaborate on company time is false. There is no company policy, that suggest that Jordan, or any other employee, cannot post on Collaborate during company time. Indeed, given the hours that Jordan worked, employee work time cannot really be defined. In either event, such posting is encouraged by the defendants. There is no policy that suggest that there are length limits to the post. Similarly, it should be noted that in the discussions about this race-based issue with the logo, Jordan encouraged all viewpoints at all levels, and never aggressively and affirmatively asked employees to engage in a company-wide poll.

59. In July and August of 2020, Jordan was directly contacted by several Employee Networks expressing interest on him being a guest speaker at Q&A Sessions so they could hear his historical findings and any communication updates from corporate decision makers. These networks included one where he was asked to speak by the Chief Diversity Officer, Mr. Paul Francisco, who works for the corporation under the Human Resources umbrella, and other resource groups that are led by employees who volunteer outside of their full-time roles are funded by Human Resources.

60. Jordan's first Q&A Session (requested and referenced by BPG, not by Jordan) was with State Street Black Professionals Group (BPG) on August 13, 2020. This call included Jordan, BPG Steering Group and two Chair leads only. At the end of August 2020, Jordan reached out to the Chief Diversity Officer and his team of five staff members (Global Inclusion, Diversity & Equity Office) to let them know that individuals from other Employee Networks were asking to meet with him and that he has

already successfully met with one of the other Employee Networks. Jordan planned to meet with more Employee Networks, and, if asked, have a Q&A Session. He looped in the Chief Diversity Officer in each of these communications.

61. The Chief Diversity Officer replied on email before anyone on his team could, that he would like to be included in the Q&A Session with a further discussion with Black Professionals Group ("BPG") because he had questions, the BPG advisors had questions, and the BPG executive sponsors also had questions. The Chief Diversity Officer stated with respect to the logo that he "was under the impression that the next steps were for BPG leadership to have a follow-up discussion as there are still questions that they, and I have, as well as the BPG's executive sponsors." (please note one of the executive sponsors to the BPG is CEO O'Hanley).

62. Mr. Francisco stated that the BPG network must reach consensus and until it did broader conversations "can't happen" and "why would we move forward."

63. After the Q&A calls with BPG leadership, BPG hosted a call with its membership to hear from members on relevant topics. Jordan, being a longtime active member of BPG, participated on the call and posed a question on whether there is an appetite for the group to have a dialogue on the logo conversation as the next topic. A poll was conducted by BPG leadership in real time during the call-in response to Jordan's question and participants unanimously voted yes, and that they would like to have Jordan on the next BPG members call as a guest speaker.

64. Jordan was then invited to speak about his thoughts on the Company logo at a BPG sponsored employee presentation titled Be Heard, Be Brave, and Have Your Say on November 5, 2020. This presentation went over the slotted 60-minute time frame, in

which many employees who were following the conversation, including BPG and non-BPG members, Jordan sent a thank you, recap, and answered many unaddressed questions. Note that the Employee Networks encourage attendance from all employees at these events in hopes of acquiring new members. This call in particular included non-members who have been following the logo conversation on Collaborate.

65. It should also be noted that, to Jordan's surprise, and without consent, he was featured in the BPG year-end magazine, distributed to BPG members and visible to all employees on December 9, 2020. He was listed under the section "Highlights: A Look Back of 2020 Thus Far" in an article entitled: "The State Street Clipper Ship Logo| A Global Conversation".

66. State Street's second accusation against Jordan is that his creation "E.S.T.E.A.M." is an unauthorized company network. It is not, E.S.T.E.A.M. is akin to an educational series of discussions amongst employees.

67. Every email originated directly from Jordan's work email with his name and included a disclaimer at the bottom of the email question on Collaborate:

\*\*\*Disclaimer - This is independent research powered by E.S.T.E.A.M. and not connected to any Employee Resource Group or Network\*\*\*\*\*

68. Despite State Street's insistence, the employee movement around learning the bank's history and evolving the logo would not have disappeared if Jordan simply stood down and personally went silent. Hundreds of employees were serious, excited and courageous about morally persuading their employer to look at their history in an honest way. It was not about Jordan himself. But, the defendants penalized him and him solely. No other employee, namely no white employees, were chastised, threatened, or disciplined for participation in the employee movement.

69. On December 22, 2020, at 11:25 AM, Jordan sent an email reply to the October 22, 2020 email of Mr. Anthony O'Reilly to Ms. Julia McCarthy – Global Marketing, Management Committee member, Mr. Ronald O'Hanley – CEO & Chair of the Board of Directors, Chair of the Management Committee, Executive Sponsor to BPG, Ms. Hannah Grove – Global Marketing, Management Committee member, Ms. Kathryn Horgan – Human Resources, Corporate Citizenship (includes Employee Networks) Management Committee member, Conduct of Standards Review Committee, Mr. David Phelan - Legal, Conduct of Standards Review Committee, and Mr. Anthony O'Reilly – Ethics, Lead of the "Speak Up" hot-line, Conduct of Standards Review Committee with an attached PowerPoint with information that he hoped to present to those parties on the email in October, as well as mentions that he still would “remain optimistic” to meet with Mr. Ron O'Hanley. This included a power point presentation is titled “Logo Evolution Deck.”

70. Jordan asked that they please take time to read, and fact check any content. This presentation along with previous communications were not well received by the defendants and other leadership.

71. On December 23, 2020, at 11:49 AM, Ms. Julia McCarthy replied all to the email and stated: “As committed, when we begin our associate engagement on our branding work, we will look forward to your participation. Timing on this is TBD.” Jordan was not contacted again by that group, and his PowerPoint presentation was not mentioned again.

72. State Street hired Employee Relations Professional Courtney Collier-Beyer in November of 2020 to manage Jordan out, utilizing another Black person to do their dirty work.

73. On March 19, 2021, Collier-Beyer aggressively interrogated Jordan for 75 minutes while Kazzondrah Parker silently listened.

74. During the meeting, Collier-Beyer told Jordan that he was "making up history." She also told Jordan she was "relatively new to the bank" and she was assigned to this company concern.

75. Collier-Beyer read the definition of defamation to Jordan and stated that "she would not be surprised if no one at the bank would know the history of [his] concerns" since State Street is a financial institution.

76. She told Jordan that he would be disciplined if he continued to comment about the racial history of the logo. Essentially, Jordan was told to stand down and stop talking about the very topic that the CEO had invited all employees (especially Black employees) to be courageous and discuss in the company's open forum.

77. Jordan stated that management was dismissing his concerns. Collier-Breyer informed Jordan that unknown leaders were using Jordan's postings against him which triggered the investigation of him that she was leading.

78. Jordan told Collier-Beyer that he felt that an independent third-party investigation should be conducted.

79. On March 25, 2021, Jordan received an agenda for a meeting that stated that (1) Jordan was uncivil in the March 19, 2021, meeting; and (2) that he must answer all questions asked or he would be terminated.

80. On March 26, 2021, Jordan met with Collier-Beyer. After the meeting, Collier-Byer issued a memorandum stating that Jordan's "numerous communications out to State

Street employees on this issue have been misleading, nonfactual, and have unfairly characterized State Street leaderships/employees.”

81. State Street attacked Jordan’s character by falsely claiming that he failed to show up to meetings. In fact, Jordan observed that meetings he would normally be invited to join, he was no longer invited to join. He was being iced out.

82. State Street also attacked the very movement they encouraged as a defamation campaign led by Jordan. Nothing could be further from the truth, and an examination of emails, posts and other documents authored by Jordan amply refute this contention by the defendants.

83. In addition, defendants baselessly accuse Jordan of stealing a distribution list from BPG and falsely claim that he defied company policies on use of the company network. Jordan did neither.

84. In fact, Jordan created a list of emails of employees who requested to be updated on the Clipper Ship issue. This list of employees consisted of approximately 200 people, not all BPG members. Every person Jordan communicated with expressed a desire to communicate with him on this topic, and all of them have each other’s email via the State Street email system. No employee has to *steal* anything to get another employee’s email address. The accusation is absurd.

85. On March 25, 2021, at 9:31 AM, Ms. Collier-Beyer emailed Jordan and scheduled a calendar invite for the following day for 2:00pm, even though Jordan’s calendar was booked. This email was entitled - Agenda for Tomorrow’s Meeting and Ms. Kazzondrah Parker was included on the email. It stated: “I just want to ensure that we have a productive meeting tomorrow, so I am providing you with an agenda and

expectations for the meeting. Please note that this is being done as a result of your unacceptable behavior in our last meeting.” (Emailed by Ms. Collier-Beyer).

86. Her tone on this email was different. State Street’s narrative about Jordan was being created for their upcoming retaliation against Jordan. She lists out a few expectations and insisted that Jordan was uncivil. She stated her new expectations “If, at any point, the dialogue becomes uncivil (e.g. yelling, not allowing others to speak, etc.) or you refuse to answer questions posed to you, the meeting will be ended, and disciplinary action may result.”

87. Jordan replied to both Ms. Collier-Beyer and Ms. Kazzondrah Parker the same day, March 25, 2021, at 11:53 AM. Jordan also requested to move the meeting until after the end of the month due to his team being short-staffed, aggressive deliverables, and because that day it was a team member’s last day, and Jordan was taking over that departing team member’s clients (with billions of dollars in net assets). This request was denied.

88. The March 26, 2021, meeting lasted close to 20 minutes. Ms. Collier-Beyer stated she would explain the Company’s position and expectations for Jordan, then proceeded to implicitly insinuate that the exchanges would come to a cease when they are not productive because Jordan could be uncivil and yell. While Ms. Collier-Beyer did not explicitly state Jordan did that, it was clear she felt compelled to emphasize that before leading into the next topic. Clearly, she was not going to call off the meeting if she became uncivil or yelled. Ms. Collier-Beyer stated that she and the Company disagrees with Jordan on the research provided and history of the logo. Ms. Collier-Beyer proceeded to explain the process of changing a brand, and how it is a multi-year process

and as a result they are forging ahead with the Company's 10 action steps, and that the conversation around the logo needs to end immediately.

89. Ms. Collier-Beyer stated it would be unproductive for Jordan to continue to seek answers and that Jordan's numerous communications had been misleading, non-factual, and unfairly characterized State Street and leadership. As set forth above, it is clear they were not.

90. Ms. Collier-Beyer firmly stated Jordan must immediately cease using any Company resources, Company platforms regarding and researching the history of the logo, as well as cease using the BPG distribution list. Ms. Collier-Beyer admitted however that E.S.T.E.A.M. is not a Network.

91. She firmly stated failure to follow the instructions will result in disciplinary action up to and including termination. Ms. Collier-Beyer confirmed again that Jordan was engaged in misleading, nonfactual, statements and thus defaming State Street and leadership.

92. Ms. Collier-Beyer and State Street accused Jordan of "stealing" the BPG distribution list. All parties knew that accusation was untrue. Jordan had a following from the Collaborate. He was also a long-term employee who had been promoted and awarded and applauded for his efforts. Jordan utilized personal outreach, previous interactions, and multiple employee events in which members of the employee movement asked to continue the engagement with Jordan via email. All members of the employee movement (including Jordan) availed themselves of their 1st Amendment Rights under the United States Constitution and Article 21 of the Massachusetts Declaration of Rights. Their association, discussion, and employee movement was protected activity as defined in

M.G.L. Chapter 151B. Jordan never received any disciplinary concerns or negative/unsatisfactory reviews until March 2021. For months Jordan's health, weight, sleep, eating, and physical appearance was deteriorating. After months of ignoring the obvious, Jordan had a breakdown and went out on medical leave starting April 8, 2021.

**E. The Defendants Began to Retaliate Against Jordan.**

93. While Jordan was on medical leave due to the emotional distress caused by the defendants' discrimination against him, the defendants then began their planned retaliation against Jordan. First, they failed to pay Jordan for an entire month and actually claimed that Jordan owed *State Street* money. Eventually, the fiscal department agreed that State Street had not paid Jordan and owed him. This dispute suspiciously started once the MCAD was filed during Jordan's medical leave – causing him further emotional distress and stress while he worried how he would take care of his family. Although apprehensive Jordan returned to work due to the lack of resolve from the Company regarding his compensation and family healthcare benefits.

94. Jordan consulted a medical doctor who told him that he needed distance from State Street Bank. The doctor prescribed him sleeping medication and anxiety medication for all of his symptoms.

95. The defendants next changed the terms and conditions of his employment by removing all direct reports to Jordan - and requiring Jordan himself to do the work of those employees who formerly reported to him. They also made other changes that negatively affected Jordan.

96. Jordan returned to work from medical leave on July 19, 2021. Jordan returned from medical leave to a new manager, many new team members besides one previous

team member, and does not have the supervisory responsibilities that he held before he took medical leave.

97. The defendants stripped Jordan of all of his direct reports and relegated him to administrative duties only – as an Assistant Vice President. He essentially did busy work.

98. Also on July 15, 2021, Complainant filed a complaint with the Commission alleging that Respondent discriminated against him on the basis of his race/color (African American) and retaliated against him, in violation of M.G.L. Chapter 151B, Section 4, Paragraphs 1 and 4, and Title VII of the Civil Rights Act of 1964, as amended. This was another protected activity by Jordan.

99. Though CEO O'Hanley commissioned his Chief Operating Officer/President and Head of Investment Services - Mr. Louis Maiuri to begin an "Intent to Action" agenda in 2022, vowing to take on issues of race again, planning "invite-only" events targeted for Black employees and speakers – many of which Jordan was not invited to or included in. The defendants continued to ice Jordan out, while employees and some executives remained very interested in his work and research. Again, on the new platform Viva Engage, the issue snowballed again with most employees who were engaged arguing for the logo to be changed.

100. On November 15, 2022, during a Diversity company event at State Street with guest speaker Dr. Bernice A. King (Rev. Dr. Martin Luther King Jr's daughter), King referenced knowing a little bit about what is happening at State Street. King acknowledged by the nature of the questions asked during the event that it appeared not to be a safe environment to engage in difficult race-based discourse. She advised the

company that in her environment she tells her people she would never fire anyone for their opinion. King understood and could see the foreseeable retaliatory future for Jordan. King in solidarity aligns with Jordan and his work in her point that State Street was built on the backs of Black People. To date which includes the 231-year history of the bank this is the only time on record this is said by someone other than Jordan.

101. However, the day before the highly anticipated Dr. Bernice A. King virtual company Diversity event on November 14, 2022, HR called Jordan to chastise him and tell him that the defendants' orders for him to stand down on the logo issue was still in effect. The implicit yet subtle intimidation tactics were suspiciously timely, as the following month December 2022, Ilyasah Shabazz (Malcolm X's daughter) was also going to be a guest speaker at State Street. This HR call was scheduled with Employee Relations professional, Joy Murray (who was Courtney Collier-Beyer and Kazzondrah Parker's manager). Murray had taken over since Collier-Beyer left the bank in 2022. The HR call was extended to Jordan's direct manager, who was in total shock as to why Jordan was being chastised without a specific company violation.

102. The relevant timeline thereafter is as follows:

July 2023	Jordan's MCAD appeal
September 2023	The new State Street Bank logo and brand was released.
December 8, 2023	The defendants terminated Jordan.

**F. The Defendants Ratchet Up Their Retaliation Against Jordan.**

103. As Jordan watched State Street actually fully roll out its new brand transformation, he was further shunned by the leadership. State Street changed its logo completely. The new logo does not include a Clipper Ship or any other slave imagery.

The new logo is an abstract series of three lines within an entirely new brand regime.

The new Chief Marketing Officer has only bragged internally with no further explanations that the “wavy lines” are a silent nod to the nautilus connections and historical ties to the bank. While actually making the graphic changes that the employee movement pressed for, the defendants ratcheted up their retaliation against Jordan.

104. On December 8, 2023, the defendants terminated Jordan’s employment at State Street Bank and Trust. The Employee Relations professional Joy Murray was the one to deliver the termination, although she forthright told Jordan on a call a month prior, dated November 7, 2023, he (Jordan) has always been “polite” and “professional” to her (Murray), and she did not doubt Jordan received outreach of positive feedback on his posts. Murray also stated on that same call that she was delivering a message that State Street feels they have “resolved your [Jordan’s] concerns.” Nevertheless, a month later on December 8, 2023, Murray proceeded to read the reasons stated in the termination report (titled – Project Distribution List) echoing the false accusations made previously against Jordan including (1) refusal to stop speaking about the logo and engaging the employee movement; (2) allegedly being negative towards State Street in writing; and (3) allegedly stealing an email distribution list. All false accusations masking the true reasons for his termination - (1) being Black and challenging the CEO and State Street regarding its logo, history and race relations; (2) being Black and leading an employee movement for a brand/logo evolution; (3) filing a MCAD complaint; and (4) Jordan’s exercise of his 1st Amendment and 21st Article rights of speech and association.