



DIVERSITY,
EQUITY, INCLUSION,
& BELONGING



Enterprise Bank

Member FDIC

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2024 DEIB ANNUAL REPORT

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At Enterprise Bank, people and relationships come first. We encourage and foster a culture of diversity, equity, inclusion, and belonging, where everyone feels valued and respected. We are committed to a caring workplace that recognizes the importance of making a meaningful, positive difference in the lives of our team members, customers, and communities.

Please [click here](#) to view our Inclusion website for more information. To learn about Enterprise Bank’s history and Core Values [click here](#).



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CEO STATEMENT:

To: Enterprise Bank family

Enterprise Bank is committed to fostering a culture of diversity, equity, inclusion, and belonging, where everyone feels valued and respected. We recognize that our team and the communities we serve are rich in diversity and acknowledge that it is incumbent on us to play a meaningful role in creating an environment that accepts and celebrates all the things that make us unique.

As we reflect on 2024, we are proud of all we've accomplished, recognizing that there is still progress to be made.



Steve Larochelle
Chief Executive Officer

BANKWIDE DEIB PROGRAM

In 2024, our Bankwide DEIB Program continued to work towards contributing to social and racial equity, and inclusion and belonging among our team members and communities within our geographic footprint through the following workstreams:

- Board Diversity
- Community Outreach and Relationships
- Customer Experience and Products and Services
- Financial Literacy
- Inclusive Marketing Efforts
- Residential Lending
- Supplier Diversity
- DEIB Talent Management Strategy and Culture of Inclusion & Belonging.

The Bankwide Diversity, Equity, Inclusion, and Belonging (DEIB) Steering Committee helps to set the Bank's DEIB strategy, define the workstreams, remove roadblocks to workstreams, secure resources, provide input, and evaluate results to determine future initiatives. The Committee consists of a cross-section of team members representing the Bank's divisions and include the leaders for Employee Resource Groups. Our current Steering Committee consists of:

Name	Role	Division
Sophy Theam	Chair and Workstream Leader for Talent Management Strategy and Culture of Inclusion & Belonging	Human Resources
Steve Larochelle	Program Team Member	Executive/Sponsor
Charlene Jancsy	Program Team Member	Human Resources
Tenesha Scarlett	Program Team Member	Human Resources

Chet Szablak	Workstream Leader: Community Outreach and Relationships, Customer Experience/ Products and Services, Inclusive Marketing	Sales/Marketing/ Corporate Communications
Jamie Gabriel	Workstream Leader: Board Diversity	Human Resources
Laura Feeney	Workstream Leader: Financial Literacy	Risk Management
Matt Coggins	Workstream Leader: Supplier Diversity	Sales/Marketing Corporate Communications
Peter Fraser	Workstream Leader: Residential Lending	Mortgage
Roselyn Scales	AVID – Awareness of Visible and Invisible Disabilities	Sales/Marketing Corporate Communications
Ana Duprey-Santiago	Multicultural Alliance	Commercial Lending
Eddie Enea	Pride C.O.R.P.S. (Community of Respecting People’s Sexuality & Gender)	Human Resources
Karen Merrill	Veteran’s Resource Group (VRG)	Information Services
Donna Saati	Working Parents Resource Group (WPRG)	Commercial Lending
Samantha McNally	Young Professionals Resource Group	Commercial Lending
Nicholas Hood	Member	Branch - Chelmsford
Heidi Dobson	Member	Branch - Hudson
Jesus Suriel	Member	Branch - Lawrence
Jenny Sonhnarath	Member	Branch - Leominster
Alka Sen	Member	Branch - Nashua
Chris Sarantos	Member	Branch – North Andover
Michelle Jones	Member	Branch - Windham
Marylene Ruiz	Member	Mortgage
Hicham Naciri	Member	Information Services
Mona Tyree	Member	Operations
Oscar Mora	Member	Information Services
Michelle Torrice	Member	Risk Management
Kira Morehouse	Member	Sales/Marketing Corporate Communications

Bankwide DEIB Workstream Members

Our utmost appreciation goes to the following team members who have helped us to do the work to move forward our Bankwide DEIB program goals and objectives:

Board Diversity **Workstream Leader:** Jamie Gabriel

Community Outreach & Relationships **Workstream Leader:** Chet Szablak

Members: Alison Burns, Matt Coggins, Rob Lawlor, Courtney Ratty

Customer Experience/ Products & Services **Workstream Leader:** Chet Szablak

Members: Richard Chavez, Matt Coggins, Laura Feeney, Peter Fraser, Steve Larochelle, Jesus Suriel

DEIB Talent Management Strategy/Culture of Inclusion & Belonging:

- Attraction & Recruitment
- Culture of Inclusion & Belonging (ERGs)
- DEIB Evaluation
- DEIB Training & Awareness (including DEIB e-Zine)
- Talent Life Cycle Experience Team **Workstream Leader:** Sophy Theam

Members: Kevin Bruckenstein, Maryann Cash, Eddie Enea, Lisa Hall, Charlene Jancsy, Darshika Jain, Kim Larsen, Samantha McNally, Karen Merrill, Kira Morehouse, Hicham Naciri, Autumn Ouellet, Jasmine Pandit, Megan Pardoe, Donna Saati, Roselyn Scales, Tenesha Scarlett, Samantha Singer, Lauren Soares, Allison Sullivan

Financial Literacy **Workstream Leader:** Laura Feeney

Members: Brian Bullock, Alison Burns, Matt Coggins, Ana Duprey-Santiago, Peter Fraser, Steve Larochelle, Allison Sullivan, Chet Szablak

Inclusive Marketing **Workstream Leader:** Chet Szablak

Members: Alison Burns, Matt Coggins, Tammy Dohner, Kira Morehouse

Residential Lending **Workstream Leader:** Peter Fraser

Supplier Diversity **Workstream Leader:** Matt Coggins

Members: Luke Bouchard, Lisa Hall, Chet Szablak



EMPLOYEE RESOURCE GROUPS

Employee resource groups (ERGs), are employee groups that come together either voluntarily, based on a common interest or background, or at the request of a company. Examples of common ERGs are those formed around race, ethnicity, gender, disability, sexual orientation, parental status, national origin, religion or belief, or generation.

At Enterprise Bank, we have six ERGs that work hard to provide support and programming throughout the year. We'd like to encourage our team members to get involved and/or attend our planned activities and events!

AVID seeks to provide information, resources, and events that encourage dialogue, awareness, support, and respect for people with disabilities, both invisible and visible, and their advocates, to create an environment that is welcoming and inclusive for all.

Co-Chairs: Roselyn Scales and Samantha Singer

The primary mission of Enterprise Bank's **Multicultural Alliance** is to promote and celebrate diversity to create an environment that is welcoming, nurturing and inclusive. The Multicultural Alliance will provide information, resources and events to encourage and foster intercultural dialogue, awareness and respect.

Co-Chairs: Michelle Jones and Sophy Theam; Treasurer: Darshika Jain; Secretary: Tenesha Scarlett

Pride C.O.R.P.S. Mission: Building and growing our Pride community by empowering members and educating allies through respect and empathy.

We strive to spread the message of welcoming difference in our Enterprise team members and the community around us. We passionately embrace equality and value our neighbors so that through education, we continue to support our cause. Constantly seeking to attract members and allies, unified to build a better community for all.

Co-Chairs: Eddie Enea and Megan Pardoe

Enterprise Bank's **Veterans Resource Group** (VRG) seeks to show appreciation for our veterans through the sharing of resources, providing awareness opportunities, building connections, and supporting group volunteer efforts.

Co-Chairs: Karen Merrill and Tina Fournier

The Enterprise Bank **Working Parents Resource Group** is designed to be a resource where parents and caregivers at all stages of life can connect on topics relating to finding a healthy work/life balance and offers support through team member discussions, information sessions, and group activities.

Co-Chairs: Maryann Cash and Donna Saati

The **Young Professional Resource Group** will provide information, guidance, and networking events to develop our young professionals.

Chair: Samantha McNally



2024 DEIB ACCOMPLISHMENTS

Team Member Education, Awareness and Engagement Activities: In 2024, our Employee Resource Groups (ERGs) as well as members of our DEIB Talent Management Strategy workstreams organized a variety of different events, workshops, and learning activities for our team members. In some cases, we opened attendance to community members, friends, and family.

January 15: Lowell Dr. MLK Celebration: “Change Starts with Me”

Enterprise Bank again joined the Living the Dream Committee to put together an event to celebrate the life and influence of the Reverend Dr. Martin Luther King, Jr., which brought approximately 200 attendees.

February 8: Black History Month Trivia Night

The Multicultural Alliance offered all team members (and if applicable, household members) an opportunity to experience Black history and culture through a trivia game using Kahoot! The highest scoring players won a prize which supported local businesses.

February 15: Programming Meeting & Open Forum

Working Parents Resource Group hosted the first meeting and forum for the year with members (and non-members) interested in helping shape the year for this ERG.

March 8: International Women’s Day Celebration

The Multicultural Alliance organized an event to educate and create awareness around heroines from around the globe who made an impact in history and/or are currently making change for women’s rights.

March 26- April 3: Dementia Presentation with Salem Woods

Seeing a growing need for our team members to understand customers and family members with dementia, the Bank invited staff from The Residence at Salem Woods (an assisted living facility) to present information on dementia including sharing symptoms and ways to work with customers and family with the disease.

March 27: A Conversation for Caregivers

Working Parents Resource Group facilitated a discussion to check in and brainstorm ideas for topics that could be beneficial to team members.

April 8 – 12: South and Southeast Asian New Year Deliveries

The Multicultural Alliance put together totes of snacks, dessert, and already prepared teas and coffees and had them delivered to all departments and branches.

April 10 & November 7: Creating & Managing a Respectful Workplace

This required course continues to be offered to new supervisors and managers to provide awareness around different types of harassment that can occur in the workplace, and ways to mitigate them. In addition, a segment on qualified disabilities and reasonable accommodations are covered.

April 17: Your Career Development: You don’t have to check all the boxes.

This course, facilitated by Tissa Hami of Korsi Consulting encourages self-development and growth within the Bank.

April 30: Bank Career Panel: You don’t have to check all the boxes to advance your career at Enterprise Bank

Co-moderated by Allison Sullivan and Hicham Naciri, this panel consisted of Sokhom Chun, Ana Duprey-Santiago, Raysa Ortega, and Michael Santos who shared with attendees their stories of their career paths, education, experience, and transferable skills.

May 14: A Conversation for Caregivers

Working Parents Resource Group (WPRG) hosted an opportunity for our team members who are caregivers to meet, connect, and share stories and resources.

May 21: National MS Society Presentation

Members from the National MS Society presented information on Multiple Sclerosis and resources for team members and family, as well as opportunities to get involved in supporting the work regionally.

May 24–30: Memorial Day Meaning & History, Flag Etiquette and Word Search

Veterans Resource Group created an educational and fun activity sheet to provide awareness about Memorial Day. Those who submitted the word searches were entered into a drawing for a prize!

June 25: Roller Kingdom Outing

Working Parents Resource Group organized a day of fun for team members and their family or loved ones to get together.

September 6: Open Forum

Working Parents Resource Group offered another opportunity for team members to share what's on their mind, what challenges they may be seeking resources for, and another opportunity for attendees to connect at the beginning of the school year.

September 14: Steps to Home Walk to Benefit the Lowell Transitional Living Center:

All ERGs came together to invite team members to walk together to represent the Bank.

September 26 & November 13: Estate Planning Workshop:

Working Parents Resource Group sponsors two sessions on estate planning, conducted by two local lawyers.

October 10: Member Get-Together

Young Professionals Resource Group gathered members to socialize and engage with each other at an offsite location.

October 10 – November 10: Donation Drive for Hidden Battles and Operation Delta Dog

Veterans Resource Group coordinated a drive to collect donations to benefit the two organizations selected.

October 12: Indigenous People's Day Celebration

Enterprise Bank joined the planning committee with the Chelmsford DEI Committee and the Greater Lowell Indian Cultural Association (GLICA) to offer a three-hour program on the history, climate change, and justice at the final Chelmsford Market on the Common. Libraries from Chelmsford, Lowell, and Tewksbury contributed educational materials and artifacts to the event.

October 17: Spirit Day Lunch 'n Learn

Pride C.O.R.P.S. organized an event about LGBTQIA+ bullying and harassment, with special guests from the Lowell Police Department's Hate Crimes unit.

October 18: Hidden Battles Golf Tournament

Veterans Resource Group volunteered to help with this fundraiser to benefit Hidden Battles.

October 23: First Time Homebuyers Seminar

Young Professionals Resource Group organized a seminar for team members on being first time homebuyers.

November 5: Veterans Luncheon

Our Veterans Resource Group hosted a lunch to honor our Veterans at the Bank for their military service and invited special guests from HomeBase.

November 12: Bias and the Talent Management Lifecycle

Korsi Consulting (Tissa Hami) presented this final session for Supervisors and Managers which reviewed conscious and unconscious bias and strategies to mitigate bias throughout the talent management lifecycle of Recruitment, Attraction, Hiring, Onboarding, Performance Management, Organizational Development, Engagement and Retention.

November 14: 10th Anniversary of the Multicultural Alliance and Working Parents Resource Group

All ERGs came together, planned a lunch, and allowed team members to learn about our ERGs, including the launch of the newest ERG – AVID (Awareness of Visible and Invisible Disabilities).

December 12: A Walk In Their Shoes – Dementia Simulation

Working Parents Resource Group organized an educational and interactive session with The Residence at Salem Woods to place team members in the shoes of a person with dementia. This session was highly requested by attendees of the Dementia presentations conducted earlier in the year.

December 14: Wreaths Across America Placement

Our Veterans Resource Group worked with the organization and team member volunteers to place donated wreaths for veterans.

ENTERPRISE BANK WORKFORCE DIVERSITY

These numbers were derived from our annual year-end workforce snapshots.

BIPOC stands for Black, Indigenous, People of Color.

Year	2024	2023	2022
Race Not Specified	1.16%	1.50%	1.19%
Two or more races	1.16%	1.67	1.53
Native Hawaiian or Other Pacific Islander	0	0	0
Black or African American	1.32%	.67	.68
Hispanic or Latino	10.07%	10.33	9.69
Asian	10.23%	9.83	9.18
BIPOC	22.77%	22.50	22.28
White	76.07%	76	77.72
Veterans	1.65%	1.83	1.70
Disability	6.60%	4.67	3.57
Women	66.01%	67.67	68.37