



2024

# Diversity, Equity, and Inclusion Plan

Clearwater Credit Union

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# Organizational Statement

## Clearwater's Commitment to Diversity, Equity, and Inclusion

At Clearwater, diversity, equity, and inclusion inform our core values. We understand these things as moral imperatives, and believe they will help us generate better ideas to solve the complex problems of our changing world. We know we continue to have a lot to learn and a lot of work to do, and we recognize that that the banking industry has been complicit in institutionalizing racism during our own lifetimes.



### *What do we mean when we say “diversity, equity, and inclusion?”*

- We understand **diversity** to mean the representation of the varied identities and differences of our membership and the communities we serve – in terms of race, ethnicity, gender, disability, sexual orientation, gender identity, national origin, tribe, socio-economic status, etc. When generating new ideas or problem solving, we should proactively engage, understand, and draw upon a variety of perspectives.
- We understand **equity** to mean ensuring fair treatment, equality of opportunity, and fairness in access to information and resources for our co-workers and our members.
- We believe **inclusion** to mean building a culture of belonging. We actively invite the contribution and participation of all people. We build from respect and dignity. We believe every person's voice adds value.

## Responsibility for Plan

This plan was originally initiated by the Credit Union's Board of Directors and CEO in 2019, and was created by a group of co-workers, volunteers, and members. The original plan was reviewed and endorsed by the Board of Directors in 2020. Visit the 2021 – 2023 Accomplishments section to view what work took place during this timeframe. This updated plan was viewed and endorsed by the Board of Directors in November 2023. The SVP of People Solutions is responsible for implementing the plan. Please direct any questions regarding the plan to [Robert.Farmer@clearwatercreditunion.org](mailto:Robert.Farmer@clearwatercreditunion.org) or 406-541-3387

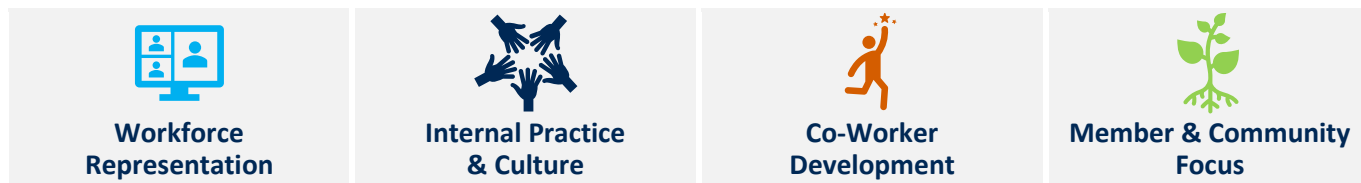
## Communicating the Plan

We will make this DEI plan available to all co-workers, as well as members and the community at-large. Clearwater encourages and welcomes all co-workers, members, and the community to ask questions and engage in conversation with leadership about DEI issues.



# Strategic Priorities

Our DEI work falls within four main areas:



## **Workforce Representation:**

We will work to build a workforce that represents Montana’s diversity, with a focus on Native American representation and women in senior leadership roles.

### **2024 Action Items**

- Develop and implement a Native talent strategy.
- Provide mentorship and leadership development opportunities for all co-workers.

## **Internal Practices & Culture:**

Our work will improve internal practices, language, and policies to further promote co-worker diversity, equity, and inclusion.

### **2024 Action Items**

- Analyze current benefit offerings to ensure inclusivity. Make changes where needed.
- Support and empower the DEI Taskforce work plan.
- Develop better tracking methods to track DEI work.
- Active participation with DEI credit union related trade associations.
- Implement land acknowledgments during meetings and events.

## **Co-Worker Development:**

Our co-workers will understand the role financial institutions play in building thriving communities that welcome all. We will also develop co-workers to prepare them for future career growth and opportunities.

### **2024 Action Items**

- Provide the Executive Team with education on Native people and communities.
- Provide Allyship training to all co-workers.
- Develop and implement a Native cultural sensitivity training for all co-workers.
- Develop and implement a formal mentorship program for co-workers.

## **Members and the Communities Clearwater Serves:**

Our marketing materials will be reflective of our membership and will be inclusive of all in the communities we serve. We will use our voice and platform to further the mission and work of our community partners. This work also includes building partnerships throughout Montana to help all communities achieve financial inclusion.

### **2024 Action Items**

- Develop community partnerships and provide support and empowerment.
- Develop additional HRDC partnerships around the state.



# Reporting

Clearwater Credit Union is committed to being as transparent as possible. We will share our progress with all stakeholders annually.

## 2021 - 2023 Accomplishments

### *Workforce Representation*

- Annual EEOC report completed and filed.
- Minority representation increased by 60%.
- Began outreach to Tribal communities.



### *Internal Practices & Culture*

- Reviewed internal policies and procedures to ensure inclusivity; updated language as needed.
- Updated the Employee Handbook by removing all gendered language and updating the definition of immediate family by including domestic partners. Also updated the list of approved holidays by adding Juneteenth and changing Columbus Day to Indigenous People's Day.
- Changed all single-stall restroom signage to be gender neutral.
- Added baby changing tables to all restrooms available to members.
- Added the ability for co-workers to add their pronouns to their business cards if they wish.
- Began monthly ritual of sharing educational information on Yammer and encouraging other co-workers to join the discussion. The following topics were covered throughout the year: International Day of Education, Women's History Month, Mental Health Action Day, Pride, Juneteenth, Americans with Disabilities Act, Neuro Diversity, International Day of the World's Indigenous Peoples, Women's Equality Day, National Service Dog Awareness, Down syndrome Awareness, Native American Heritage Month, Work Kindness Day, and multicultural celebrations throughout December.
- Gave periodic DEI Taskforce updates during All Staff Meetings.
- Provide Pride Month buttons and support signs to staff.
- Updated Annual Compensation Philosophy and Metrics document. Analyzed any pay discrepancies relating to gender and minority status. Published document for co-workers and the community.
- Joined three DEI focused trade associations and have begun to engage with them. The trade associations are CU Pride, National Association of Latino Credit Unions & Professionals and the African American Credit Union Coalition.
- Created processes and procedures to ensure all co-workers have an opportunity to participate on internal committees.
- Co-workers met with representatives from Summit Independent Living to discuss building accessibility for the new Butte location to ensure better accessibility for members and co-workers.



# Reporting Continued

## *Co-worker Development*

- Promoted eight women into leadership roles, including two promotions into VP and SVP roles.
- The DEI Taskforce began to participate in new co-worker onboarding.
- Provided training on how to identify and respond to human trafficking.
- Developed and implemented a new DEI class entitled DEI & Financial Institutions.
- Co-workers attended the 2022 Community Jedi Summit.
- Co-workers attended the 2023, 8-week webinar series Centering Indigenous Knowledge through the University of Montana.
- The National Association of Latino Credit Unions & Professionals award Clearwater a scholarship to attend the PSCU Member Forum.
- Two co-workers participated in the Cross-Cultural Exchange Program through the African American Credit Union Coalition.
- Executive Team retreat focused on Indigenous education and relationship building.

## *Member & Community Focus*

- Sponsored and attended the University of Montana Rainbow Welcome.
- Sponsored the Western Montana Community Center Queers and Beers event.
- Sponsored the Resident Owned Community Summit in Great Falls, MT.
- Sponsored the University of Montana Women in Sports Day.
- Purchased 4-H/FFA livestock and donated meat to Missoula Youth Homes.
- Sponsored the 2022 Community Jedi Summit.
- Sponsored different non-profits, two a month, within our field of membership.
- Presented “DEI: Lessons from the Field” at the 2022 Community Jedi Summit.
- Donated 13% of our annual philanthropy giving to DEI related causes, organizations, or initiatives.
- Provided financial skill building training to marginalized groups.
- Provided direction, training, and support to Morning Star Credit Union in Lame Deer, MT.
- Met with several local non-profits to share our DEI journey and to provide information and guidance on their own journey.
- Sponsored and attended several Pow Wows around the state.
- Met with local colleges and universities to discuss potential scholarship and internship opportunities.



## 2021 - 2023 Introspections

These past few years have had both successes and continued learnings. Our biggest successes include the DEI Taskforce work and the development and implementation of a training program focused on the role financial institutions play in building financial inclusion.

In 2022, our DEI Taskforce gained momentum and began to have an impact on our internal culture.

### Accomplishments included:

- Monthly education on various DEI topics with the purpose of engaging co-workers in a dialogue around the topic.
- Evaluating and updating internal policies and procedures.
- Working to include pronouns in email signatures and on business cards if preferred.
- Engaging with three external trade associations that promote DEI work within the credit union movement.

All of this work was co-worker lead. We have found that involving co-workers in the work not only helps with engagement, but also contributes to the success of our DEI initiatives.

## 2021 - 2023 Introspections Continued

In August 2022, we implemented a newly developed training program called DEI & Financial Institutions. The program explores the history of banking and how financial institutions play a role in financial inclusion by enabling economic security and wealth creation. Co-workers have enjoyed the training as well as the discussions around why this work is important to Clearwater and the opportunity all co-workers have to work towards financial inclusion in the communities we serve.

In addition to our successes, we also had several challenges that we continue to learn from. Ensuring that there is space for all voices to join the discussion is critical to the success of DEI work. We have learned that you need to take the time to listen and understand all viewpoints, even those that don't agree with the work. If you don't, you automatically exclude a portion of the organization.



Understanding the pace of the work has also been a learning opportunity. We have learned that you need to control the pace of projects and initiatives, often slowing them down to ensure you bring co-workers along and get the details right. At the same time, there needs to be an understanding that big projects will take more time and will not move as quickly. For example, our commitment to having a workplace that represents all of Montana's people. While representation of marginalized groups has increased, it will take us several more years to achieve this goal for it to be authentic and sustainable. Lastly, we have learned that you need to find a balance. We cannot do everything, and we have learned that the tradeoffs are real.

