

## Self-identification options

# FAQs for Wells Fargo team members

### **Background**

#### **Q: What is self-identification?**

**A:** Self-identification is a voluntary process that gives team members the opportunity to identify themselves according to six statuses — gender, race/ethnicity, veteran, disability, sexual orientation, and gender identity — each of which has multiple categories.

Team members can choose to self-identify and change a self-identification selection at any time during their employment through their [Personal Information](#) page and will be reminded of this opportunity throughout the year. (Updates to their gender and race designations can be made only once by team members through their [Personal Information](#) page; further updates require a call to the HR Service Center.)

External job seekers are also given the opportunity to self-identify their gender, race/ethnicity, veteran, and disability statuses during the pre- and post-offer stages.

Providing this information assists Wells Fargo with compliance with Affirmative Action/Equal Employment Opportunity requirements and our commitment to diversity and inclusion initiatives and programs.

#### **Q: Why is self-identification important to Wells Fargo?**

**A:** Self-identification promotes awareness of the diversity of Wells Fargo's team member makeup, thus fostering an inclusive environment that recognizes the strength that comes from having many different backgrounds and perspectives. It also:

- Improves the accuracy of team member demographic identification in Wells Fargo's HR system of record, PeopleSoft, and informs our strategic business decisions, diversity programs, recruitment, and retention.
- Helps support Wells Fargo's commitment to and compliance with Affirmative Action/Equal Employment Opportunity and leads to more accurate enterprise diversity reporting.
- Allows us to easily and consistently identify team members who may be eligible for various Diverse Leaders Programs.
- Maintains consistency with Wells Fargo's Vision & Values.

#### **Q: Why are diverse communities important to Wells Fargo?**

**A:** Wells Fargo is a financial services company with an increasingly diverse customer population, and diversity in our team member community connects us to the local communities we serve. We recognize that diverse communities are fundamental to our continued success.

As such, we strive to build a culture where all team members feel accepted and individual differences are respected.

**Q: What are the latest self-identification enhancements?**

**A:** We made adjustments in 2014 to comply with new regulatory requirements from the Office of Federal Contract Compliance Programs (OFCCP), which is part of the Department of Labor. As a federal contractor, Wells Fargo is subject to Section 4212 of the Vietnam Era Veterans' Readjustment Assistance Act of 1974, as amended, and Section 503 of the Rehabilitation Act of 1973, as amended, which require that we invite job seekers to self-identify their veteran and disability status.

These adjustments included:

- Implementing a new self-identification form for job seekers and team members to self-identify their disability status.
- Allowing job seekers to self-identify as an individual with a disability during the pre- and post-offer stages of the application process.
- Additional modifications to the veteran status language.

**Team member questions and concerns**

**Q:** I have already been asked to provide my self-identification information. Do I have to do it again?

**A:** We recognize it may be frustrating to receive this request multiple times, but there are new laws that require companies that do business with the federal government (like Wells Fargo) to ask for the information at various stages, and we always want to ensure we have accurate team member data.

As a team member you will receive a request to update your Personal Information on multiple occasions throughout the year, and as a federal contractor, we are required to ask job seekers to provide their disability status during the pre- and post-offer stages of the application process. You are not required to share the information, but we hope you will choose to answer or validate the information, even if your answer has not changed.

**Q: Where are team member responses stored, and who has access?**

**A:** Information is stored on Wells Fargo's HR system of record, PeopleSoft, and is treated as confidential data. Select members of the HR and Enterprise Diversity and Inclusion communities with specialized access are able to view and use this confidential information to support our regulatory programs and ongoing diversity and inclusion programs and initiatives.

After initial identification, only the team member can update or change his or her individual information and self-identification statuses.

**Q: How are team member responses used?**

**A:** Our overarching goal is to use personal demographic information to better understand the makeup of our team member population and ensure that the

company is implementing its diversity and inclusion programs in the most effective manner. In general, information is used for the following purposes:

- Gender, race/ethnicity, veteran, and disability information is used to comply with our Affirmative Action and Equal Employment Opportunity regulatory obligations.
- Race/ethnicity information is used to identify team members who may qualify to attend one of the company's Diverse Leaders Programs, which includes the Asian Pacific Islander Leaders, Black/African Leaders, and Latino Leaders Programs. Sexual orientation and gender identity information is used to identify team members who may qualify for the LGBT Leaders Program, another of the Diverse Leaders Programs. For more information about these leadership programs, contact [Jonathan Kenger](#).
- Veteran and disability status information is used to identify team members eligible for the company's Annual Veteran and Disabled Team Member Outreach Program, which provides resources and tools to interested team members in support of their ongoing professional development and career growth with the company.
- Aggregate demographic information (total numbers but no associated names) is included in several diversity and inclusion reports. Wells Fargo's expansion of self-identification options beyond gender and race/ethnicity enables us to report veteran, disability, sexual orientation, and gender identity statuses on reports and surveys as well. For example, the annual Team Member Connection Survey results are often analyzed along aggregate demographic lines.

**Q: Are team members required to self-identify?**

**A:** Team members are not required to self-identify, and providing or not providing this information will not subject a team member to any adverse treatment. Furthermore, any information submitted is treated as confidential.

As part of our regulatory obligations, Wells Fargo is required to solicit the gender, race/ethnicity, veteran status, and disability status of our team member population. Wells Fargo must also report on team member gender and race/ethnicity and self-disclosed veteran and disability statuses (but not sexual orientation or gender identity).

Team members may self-identify or change a prior optional self-identification selection at any time during their employment on their Personal Information page.

**Q: Why do we want to know the sexual orientation and gender identity of our team members?**

**A:** The information gathered from this optional self-identification provides us with accurate data for implementing effective diversity and inclusion programs, including consistent selection of candidates for our LGBT Diverse Leaders Programs. All such collected information is used strictly for diversity- or development-related business purposes. For more information about the company's Diverse Leaders Programs, contact [Jonathan Kenger](#).

Wells Fargo's commitment to diversity and inclusion is strong and unwavering. The company's approach to this topic is built from our Vision & Values and is reflective of respect for individual differences even though individual team members may have their own viewpoints.

**Q: What protections are in place to address concerns that team members may have about self-identifying?**

**A:** We recognize that some team members may not feel comfortable disclosing certain information because they fear employment discrimination or have concerns about how the data will be used.

It is important for our team members to be assured of the following:

- While Wells Fargo is required by government regulations to solicit and report information on team members' statuses (for example, veteran and disability), disclosure of this information is optional. Team members can choose whether or not to self-identify and can change a self-identification selection at any time during their employment through their Personal Information page.
- Wells Fargo does not tolerate discrimination or harassment on the basis of race, color, gender, national origin, religion, age, sexual orientation, gender identity, genetic information, physical or mental disability, pregnancy, marital status, veteran status, or any other status protected by federal, state, and local law.
- Self-identification data is treated as confidential information and Wells Fargo's policies and Code of Ethics apply to protecting this data, including corrective action up to and including termination of employment for inappropriate use of this information.

**General questions and concerns**

**Q: What is included in the veteran self-identification options?**

**A:** There are currently four government definitions of veteran required for federal reporting:

- Disabled Veteran – (1) a veteran of the U.S. military, ground, naval, or air service who is entitled to compensation (or who but for the receipt of military retired pay would be entitled to compensation) under laws administered by the Secretary of Veterans Affairs; or (2) a person who was discharged or released from active duty because of a service-connected disability.
- Recently Separated Veteran – A veteran during the three-year period beginning on the date of such veteran's discharge or release from active duty in the U.S. military, ground, naval, or air service.
- Active Duty Wartime or Campaign Badge Veteran – A veteran who served on active duty in the U.S. military, ground, naval, or air service during a war, or in a campaign or expedition for which a campaign badge has been authorized under the laws administered by the Department of Defense.
- Armed Forces Service Medal Veteran – A veteran who, while serving on active duty in the U.S. military, ground, naval, or air service, participated in a United States military operation for which an Armed Forces service medal was awarded pursuant to Executive Order 12985.

Wells Fargo also uses two other veteran definitions that are specific to the company; these definitions support our ongoing diversity efforts and account more accurately for domestic team members who have served in the U.S. armed forces.

- Vietnam Veteran — A veteran who has served honorably in the Republic of Vietnam and does not identify with any other veteran category.
- Veteran, any other type — A veteran who has served honorably in the U.S. armed forces (including the National Guard/Reserves, regardless of activation status) and does not identify with any other veteran category.

**Q: Is there a self-identification option for the National Guard and Reserves, or for Cold War and other noncombat veterans?**

**A:** Yes, team members who served honorably in the U.S. armed forces (including the National Guard and Reserves, regardless of activation status) and do not identify as being one or more of the other veteran designations can self-identify using the new **Veteran, any other type** designation. Although this code is not a government-recognized definition, Wells Fargo created this veteran designation to support our ongoing diversity efforts and account more accurately for domestic team members who have served in the U.S. armed forces.

**Q: What are the current disability self-identification options?**

**A:** There are three available options on the Voluntary Self-Identification of Disability form, and none require specifying the nature of one's disability; a list of examples is provided on the form. Job seekers and team members are asked to select one of the following options in response to a displayed list of disabilities:

- Yes, I have a disability (or previously had a disability).
- No, I don't have a disability.
- I don't wish to answer.

Your response to this question, or a decision not to respond, will not be shared with recruiters or the hiring manager and will have no impact on any hiring decision.

While you are not required to disclose that you are disabled as part of the self-identification request process, you will be asked to disclose information about your medical limitations if you are seeking an accommodation.

**Q: What if I have not disclosed my veteran, disability, or LGBT status but would like to be included only in the aggregate demographic data?**

**A:** Wells Fargo's HR system of record, PeopleSoft, does not currently provide an option outside of Personal Information page entries that is strictly limited to aggregate data.

**Q: Who is eligible to participate in the annual Veterans and Disabled Team Member Outreach Program?**

**A:** Team members who self-identify as a veteran using any of the six definitions and team members who self-identify by selecting the disability status option are invited to

participate in the annual outreach program. Participation in the program is entirely voluntary.

**Q: Why don't we ask for religious affiliation?**

**A:** Wells Fargo recognizes that diversity includes faith, an important aspect of life for many team members. While some may understand the term as faith in a higher power, others may view it more as a set of personal values and guiding principles. Our intent is to embrace people from all faith backgrounds as well as those who claim none. It is not our intent to define religion, spirituality, or faith but to leave the meaning open to team members. Hence, we do not intend to collect such data on the Personal Information page.

**Q: Why is this effort limited to domestic team members?**

**A:** Wells Fargo has decided to limit this process to domestic team members because of the extent to which cultural and legal practices in the United States may differ from those in some foreign countries.

**System questions**

**Q: What is the difference between my Personal Information page and my Teamworks Profile?**

**A:** Your [Personal Information](#) page is where you can verify and update important personal and work information, such as alternate name, home or cell phone number, emergency contacts, and email and MAC address. Only you have the ability to update your individual information through the Personal Information page. You can access your Personal Information page from the Accounts section of the home page of *Teamworks*.

Your *Teamworks* Profile is where you can add professional information about yourself, such as your photo, education and schools, professional associations, Team Member Network affiliation, and Wells Fargo Volunteers chapter memberships. This information can be viewed by anyone within the company who completes a Profiles search on *Teamworks*. You can access this page by clicking the My Profile link at the top of the *Teamworks* home page. Your self-identification choices will not be displayed on your *Teamworks* Profile.

**Q: If I add my Team Member Network affiliation on my Teamworks Profile (PRIDE, Veterans Team Member Network, Diverse Abilities, etc.), will that automatically update my Personal Information page to indicate that I am part of the community?**

**A:** No. There is no connection between the professional information you add to your *Teamworks* Profile and your Personal Information page. In addition, our enterprise Team Member Networks (TMNs) are open to all team members, so we cannot assume that all members of a certain network identify with that segment.

**Resources and additional support**

**Q: Where should team members go with questions?**

**A:** Team members can contact the HR Service Center with questions.

**Q: Where can I learn more about support and programs for veterans and individuals with disabilities?**

**A:**

- [Veterans' Team Member Network](#)
- [Diverse Abilities Team Member Network](#)
- [Accommodations Management](#)

**Q: Where can I learn more about LGBT self-identification?**

**A:**

- [Teamworks — Enterprise Diversity & Inclusion](#)
- [PRIDE Team Member Network](#)
- [Human Rights Campaign](#)
- [Out & Equal](#)