

2016 Diversity & Inclusion Best Practices

Carroll Hospital

www.Carrollhospitalcenter.org

Nonprofit

Healthcare

More than 250 Employees

Carroll Hospital urges awareness, thoughtfulness and appreciation of equity and diversity in all our contacts with patients, families, associates, medical staff, volunteers, visitors, vendors, etc. We are devoted to creating a warm atmosphere that supports the rights of individuals and considers respect for diverse cultures, backgrounds, ideas and needs. We have put into action some distinguishing activities, events and programs to educate our Associates on Diversity and Inclusion to incorporate but not limited to: Multi Culture Awareness and Inclusion Committee (MCAIC) Inclusion Fair, Monthly educational sessions activities and events, Multicultural Passports to encourage attendance to programs, and the creation of once a month lunch menus to promote multi-ethnic cuisine.

Discovery Communications, LLC.

<https://corporate.discovery.com>

For Profit

Media, Telecommunications

More than 250 Employees

Below is a snapshot of Diversity and Inclusion best practices employed by Discovery. More detailed information can be required upon request. - Diversity Corporate Growth Trait - Global Mindset Corporate Growth Trait - Diversity & Inclusion Awareness Training - Employee Resource Groups - Global Diversity Ambassadors - Diversity in Programming Content - Global Diversity Calendar - Partnerships with Diversity Organizations - Diversity in Media Contest - Discover Our Taste International Recipe Book - NAMIC Mid-Atlantic 1st Annual Creative Showcase -Connecting Global Teams initiative ...and much more.

Family Services, Inc.

www.fs-inc.org

Nonprofit

Social Services, Nonprofit

More than 250 Employees

Workplace diversity is the key to survival and growth. Family Services, Inc. (FSI) understands that people really want to contribute to the long-term success of the organization and to create a culture where everyone's perspective is heard. When cultural diversity is acknowledged and honored, managers find new ways to maximize and capitalize on the different skills, styles and sensibilities of employees from different cultures. When employees are understood and accepted for their different cultural backgrounds and beliefs of their colleagues, they are more capable and willing to work harmoniously with their fellow staff and engage in productive activity. By honoring diversity and inclusion, FSI is able to:

- Recognize, appreciate and utilize the unique insights, perspectives and backgrounds of others;
- Avoid discrimination and disrespectful behavior;
- Create an environment of trust, respect, support and tolerance;
- Appreciate the diversity in others as it affects the entire organization and the people we serve.

FSI has created a diverse and fully inclusive workplace that strengthens our organization and enhances our ability to adapt to our changing and culturally diverse society by developing and maintaining a workplace environment that is welcoming and supportive of all. From celebrating cultural and multinational holidays to organizing workplace events/potlucks (Tastes from Around the World), helps to bring our staff together. Celebrating our differences as well as our common interests, diversity unites us and enhances the quality of our work and our work-lives.

Holy Cross Health

www.holycrosshealth.org

Nonprofit

Healthcare

More than 250 Employees

The founding order of Holy Cross Hospital, the Sisters of the Holy Cross, entered our community at a time in which the most likely form of diversity in Silver Spring and in Montgomery County was religious diversity. The community in the hospital's immediate area had and continues to have a significant representation of the Jewish faith. Some of the most prominent citizens working with the Sisters of the Holy Cross at the time of its founding were in fact members of the Jewish community in Silver Spring and in Montgomery County, and a significant number of the doctors on staff at the time were also members of the Jewish Faith. The Sisters acknowledged and respected the contributions of those not of Christian or Catholic faith and created an environment in which the multiple faiths represented in our community of staff, physicians and patients were welcomed and celebrated. Fifty years later, the laypersons who now follow the legacy of the Sisters are just as committed to the same welcoming environment as evidenced by the seventy percent ethnic diversity in our workforce. Further evidence of that is that in the recent past, our senior management council has included up to twenty percent representation of openly serving LGBT persons. The legacy of the Sisters of the Holy Cross, and their message of addressing the needs of the communities in which they served continues to be our guide post in our commitment to diversity.

Honest Tea, Inc.

www.honesttea.com

For Profit

Food and Beverage, Manufacturing

Less than 50 Employees

Honest Tea is very inclusive in terms of our benefits--we offer insurance benefits to domestic partners, and our program through Health Advocate extends to not only employees, but also their spouses, partners, children and parents. We are most proud of our relationship and partnership with the Corporate Work Study Program for underprivileged students at Don Bosco Cristo Rey High School in Takoma Park, MD, as well as our partnership with Urban Alliance.

Hughes Network Systems, LLC

www.hughes.com

For Profit

Telecommunications

More than 250 Employees

Hughes offers a wide variety of programs and benefits that continually foster diversity and inclusion. Today we offer a wide variety of on-site services to our employees including the on-site occupational nurse and wellness clinic, fitness and exercise programs that cover every level of physical fitness to include Yoga, Zumba, Boot Camp, Quick Fit Program for beginners, health and wellness lunch seminars, massage therapy, and Intramural Sports. One of the most popular events that started in 2011 and continues to grow exponentially in participation is the beginning of a Cricket League. Having the facility space available, we are able to support full cricket games and a tournament. The employee services team is able to provide interesting and exciting programs beyond fitness to include discounts for cultural, environmental, and community events. Every year there are planned bus trips to New York City, tickets to cultural events in Washington D.C., and Company sponsorship of the Black Rock Center for the Arts. Through our donations and sponsorship Black Rock is able to provide a host of musical entertainment that is representative of our widely diverse population here at Hughes. Throughout the year, our employees have the opportunity to participate in a wide range of interpersonal and professional training programs offered both on site and through our Employee Assistance Program. Hughes listens to its employees and works to provide opportunities to balance work and real life and to foster an inclusive environment that embraces our truly diverse culture.

Marriott International

www.marriott.com

For Profit

Hospitality

More than 250 Employees

- Mentoring@Marriott, a new enterprise-wide, state-of-the art digital platform being piloted now and implemented in early 2016. This technology will enable a protégé to build a profile and search various criteria to identify, match, select and request a mentor. The platform will guide the matched mentor and protégé through critical milestones in their mentoring relationship with valuable tools and resources.
- Board-led Committee for Excellence responsible for monitoring the progress of our global diversity and inclusion strategy and evaluating the company's efforts to promote an increasingly diverse workforce, owner, customer and supplier communities.
- Global Diversity and Inclusion Council led by Arne Sorenson, president and CEO. The Council complements the Committee for Excellence and defines our overarching vision, for diversity and inclusion, ensures integration across all dimensions and establishes metrics that will enhance our progress around the world.
- Enterprise-wide Diversity and Inclusion Council infrastructure comprised of members that represent the broad scope of diversity at Marriott. Closely aligned with our formalized Corporate and Regional Councils are dozens of associate-initiated local network groups. These groups orchestrate and set the tone for creating an inclusive environment and drive initiatives that celebrate the differences of all Marriott associates.
- Emerging Leader Program (ELP), designed and launched in 2014, is a key pillar of our Americas Diversity and Inclusion strategy to increase the numbers of women and minorities in leading roles. Participants are high-performing, front line leaders, senior leaders and other management associates who have demonstrated the ability to excel to higher levels of responsibility. ELP provides this emerging talent—who are at different career stages—with a customized, cross-discipline, cross-brand leadership development experience.
- Annual enterprise-wide Global Inclusion Day
- J.W. Marriott, Jr. Diversity Excellence Award was established to recognize a business unit or individual for outstanding contributions in promoting diversity and inclusion at Marriott.
- Multicultural marketing campaign, "For You, We're Marriott" focuses on African American, Hispanic and LGBT customer segments.
- Customizable Leadership Learning Guide to identify formal and informal development activities to support generational diversity.
- Training programs and tools including a foundational cross-cultural workshop and Intercultural Development Inventory, a leadership tool designed to measure an individual's (or group's) fundamental orientation to cultural differences.
- Diversity Ownership Initiative that focuses on outreach and education for diverse hotel owners and franchisees and offers an array of financial incentives to expand the diversity of property owners.
- Over the last decade, we have spent well over \$4 Billion with diverse suppliers and are committed to increasing that number by providing continuous opportunities within an ever-increasingly diverse and inclusive supply chain.
- Our Women's Leadership Development Initiative, launched more than 15 years ago, guides our efforts to develop a strong pipeline of women leaders, provide opportunities and forums for women to network and build mentoring relationships, and promote work-life effectiveness.
- Evenings of Engagement provide opportunities for women and minority leaders to interact with senior leaders in a more informal setting. Attendees can ask questions on a variety of topics and also provide feedback on new market initiatives.
- "The Ability to Succeed" video features messages from Mr. Marriott, Arne Sorenson and Debbie Marriott Harrison and celebrates our associates and raise awareness.
- Marriott launched #LoveTravels, a multicultural campaign that conveys the company's commitment to make everyone feel comfortable being who they are, everywhere they travel.

MedStar St. Mary's Hospital

<http://www.medstarstmarys.org/>

Nonprofit

Healthcare

More than 250 Employees

Our comprehensive program devoted to inclusion and diversity practices include an annual Diversity Awareness Open House, Executive and Senior Leadership Commitment and Advocacy of diversity and inclusion efforts, quarterly Diversity Awareness program sessions focusing on learning, a unique annual photo audit to ensure our marketing materials are diverse and inclusive, a front line diversity committee dedicated to ensuring that we are as diverse in all aspects of our business as possible. The full life cycle recruitment of a diverse workforce to reflect the community we serve is achieved through robust scholarship and tuition reimbursement programs and enhance our recruitment from a diverse candidate pool. Quarterly workforce metrics are reviewed against our patient population to ensure a balance.

MONTGOMERY COLLEGE

www.montgomerycollege.edu

Nonprofit

Education

More than 250 Employees

Montgomery College is a learning community that encourages freedom of thought and expression that maintains civility in the meaningful exchange of ideas. The College's employees and students are encouraged to be the voice and example of reason with regard to maintaining mutual respect and civility, which are consistent with the mission, and goals of the institution. Each semester employees are provided information about the College's Equal Employment and Equal Education Opportunity policies and procedures and reminded of their responsibility to comply with these policies and procedures. Additionally, key policies and procedures are included as part of our on-boarding process and reviewed during new employee orientation. Further, our Center for Professional & Organizational Development have designed professional development opportunities that help to build a better understanding of our diverse, multilingual, international and multigenerational workplace. Cultural competence is cultivate throughout our organization through programs such as the Tapestry Institute for Cultural Competence, Community Conversations, and In Their Own Voices. The Tapestry Institute includes topics such as Cultural Competence for the 21st Century, Teamwork in the International Workplace, Cross-Cultural Hospitality 101, Evolution of Inclusion Initiatives, Multicultural History of US, Dialogue Practices, and World View . In Their Own Voices is a program in which panelists from the college and community describe their life experiences and cultural heritage in support of MC's growth in cultural competence. In addition to providing formal professional development opportunities to our

employees, College leadership created Enrichment leave, which allows staff to participate in some of the unique opportunities available on campus, like attending a guest lecture, joining a Jefferson cafe, or listening to a panel discussion.

Montgomery County Government

<http://www.montgomerycountymd.gov/home.aspx>

Government

Government

More than 250 Employees

The County sponsors numerous events to celebrate the diversity of our workforce and community including the annual Dr. Martin Luther King, Jr. celebration which hosts over 1500 attendees, the Diwali celebration, the Ramadan celebration, Women's History Month celebration, events honoring Veteran's the Black History Month Celebration, Chinese New Year celebration, community meetings for the aging, targeted programs for under-served populations for services related to Health and Human services, programs recognizing interns in our disability hiring program, a Citizens Police Academy for Spanish speaking residents (delivered in Spanish), and a host of departmental and agencies lead diversity programs. The Human Resources Department, in partnership Montgomery County has a number of Boards, Commissions and Committees that serve our diverse communities including but not limited to the Commission for People with Disabilities, the Commission on Aging, the Commission on Ethic Affairs, Commission on Veterans Affairs, Human Rights Commission, and Committee on Violence. The Office of Human Resources, in partnership with departments and affinity groups, also sponsors diversity related programs related to gender identity, disability and ADA compliance, mandates a Limited English Proficiency training requirement for all front line staff, offers the use of language lines, and offers pay differential for multi-lingual employees. The Office of Human Resources has been working closely with the Commission on People with Disabilities with the goal of increasing employment opportunities for people with disabilities. The County Government is an equal opportunity employer, committed to workforce diversity and inclusion. The County has implemented several programs to recruit and select qualified individuals with severe physical and mental disabilities on a noncompetitive basis including non-paid and paid internship programs such as the Customized Employment Public Intern Project, Montgomery County Quest Intern Partnership, and the Montgomery County Project Search Program. The County adopted a Schedule A hiring preference within the merit system for qualified individuals that enables the County to identify vacancies at various grades and classifications for initial appointment to a County Merit System position for veterans with a disability, veterans without a disability and for persons with a disability. Job classifications, under this preference, include technical, administrative, paraprofessional and professional job categories. Significantly, it is not limited to entry level or lower grade/salary, part-time or temporary jobs often times slated for individuals targeted for the preference. Project SEARCH Montgomery is an intern program that provides opportunities for young adults with intellectual and developmental disabilities, Project Search Montgomery enables individuals to gain valuable job experience by working in County offices and departments over a 10 month period. The goal of the Project Search intern program is to provide these individuals with a job skills and be able to

offer them a permanent job with Montgomery County Government. Since the program's inception, more than half of the interns were hired by the County into permanent jobs. Quest Intern Partnership – The QUEST Intern Partnership was launched in 2009 and designed to provide opportunities for individuals with physical, intellectual, and developmental disabilities to serve as volunteer interns in County.

Social & Scientific Systems, Inc.

<https://www.s-3.com/>

For Profit

Consulting/Professional Services

More than 250 Employees

SSS is 100% employee-owned with many opportunities for employee involvement and participation, particularly through committees. The Employee-Owners' Communications Committee helps promote and support our employee ownership culture, the Community Service Committee initiates and coordinates volunteer and charitable activities, the Green Committee reduces our impact on the environment, the Health and Wellness Committee works to ensure that SSS' mission to improve public health worldwide includes our own corporate community, and the Safety Committee ensures the safety of employees and guests. Open communication is our primary goal. We often implement employees' innovative suggestions that they make through our employee suggestion box, all-staff employee-owners' meetings, and other participatory forums with our executive officers.

The American Speech-Language-Hearing Association

www.asha.org

Nonprofit

Association, Healthcare, Professional/Trade

More than 250 Employees

At ASHA we celebrate the strength and vitality of our diverse workforce—ASHA's National Office is a community of more than 270 individuals with more than 270 vibrant cultures. We differ in lifestyle, appearance, age, talents, ethnic background, sexual orientation, race, gender, work style, temperament, and in countless other ways. We share our similarities and celebrate our differences while honoring the integrity of the individual—and are committed to the belief that every staff member deserves dignity and respect. ASHA strives for continuous improvement in raising awareness and promoting discussion of diversity, and encourages staff to keep an open mind in our workplace. We seek clarity, not consensus, on our cultural assumptions, and encourage staff members to challenge stereotyped views of cultural diversity. ASHA's expectation is that staff members will educate themselves and others on this topic and candidly and honestly discuss diversity issues. If employees need information, resources, or guidance

on diversity-related issues, Human Resources (HR) and the Office of Multicultural Affairs (OMA) have expertise in this area. At ASHA we put our beliefs about diversity into action. Our Diversity Team offers events and activities to encourage cultural exchange. Broad opportunities exist to get to know other staff such as participating on teams, attending the monthly “Knowledge Exchange,” and casual Friday events or participating in an exercise class. Our programs and policies—flexible schedules, a floating holiday, and domestic partner benefits to name a few — support staff who have a wide variety of needs and preferences. Diversity is programmed into the structure of ASHA’s National Office, because our staff contribute significantly to the wealth of the Association—every individual, and all of us together.

The Maryland-National Capital Park and Planning Commission

http://www.mncppc.org/commission_home.html

Government

Government, Recreation, Parks and Planning

More than 250 Employees

M-NCPPC has a strong commitment to equal employment opportunity, and to fostering a culture that celebrates employee diversity. It is the policy of M-NCPPC that all applicants and employees receive fair and equal treatment. This commitment is demonstrated via strong EEO policies, regular and consistent training sessions, internal resources, and a workplace culture and environment dedicated administering EEO principles. M-NCPPC is located within the Washington Metropolitan Area, which is one of the most diverse areas in the United States. Every person is unique - whether it is because of culture, background, family, religious beliefs, race, education, and life experiences. This diversity adds richness to our community as it also does for an organization. M-NCPPC is proud to be an employer that embraces the diversity and unique talents of each employee. M-NCPPC created a Diversity Council to promote open dialogue and create initiatives that strengthen understanding and appreciation of individual uniqueness. M-NCPPC believes that it is the individual uniqueness that is the common bond each employee has in enriching the organization's tapestry. M-NCPPC sponsors many initiatives both internally and externally that celebrate diversity. Events are hosted to celebrate Black History Month, Asian-Pacific Heritage Month, Women's History Month, Hispanic Heritage Month, LGBT Pride Month, Native American Month. There are also diversity workshops and training provided to all employees to promote greater awareness and strategies to avoid misunderstandings in cross-cultural communications. We are also proud of Summer Employment Program for people with disabilities; this Program has been in existence since 1998.