



Building Success. Together.

Post Pandemic DEI Landscape for Community Banks

Naomi R. Mercer
SVP, DEI

Agenda

Current DEI Landscape

- Economic Effects
- Pandemic Effects
- Current Events Effects

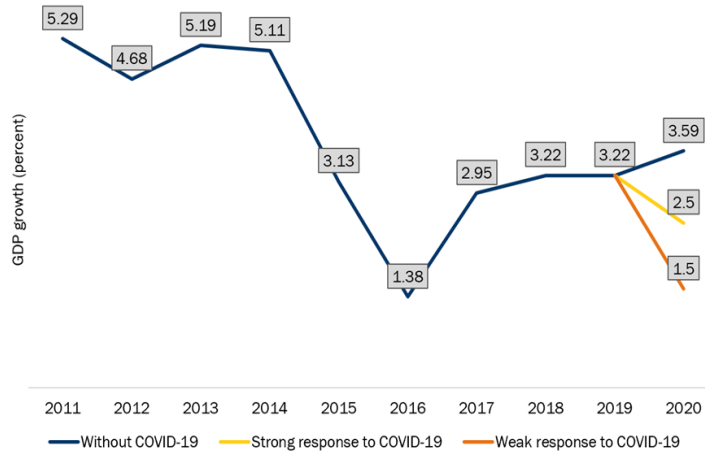
Moving Forward with a DEI Mindset

- Considerations for Employees
- Considerations for Customers
- Economic Equality & Inclusive Leadership

Q&A

Current DEI Landscape – Economic Effects

Figure 3. Effect of COVID-19 on regional GDP growth



Source: World Economic Outlook database, October 2019, and author's calculations.

BROOKINGS

- Community Banks
 - PPP loans
 - Loan forbearance/deferment
 - Massive unemployment
- Emergency Essential Businesses
 - Responsibilities to community
 - Protecting staff
 - Remaining flexible

Current DEI Landscape – Pandemic Effects

- Disproportionate effects of COVID-19 on communities of color
 - Racial profiling
 - Health outcomes, deaths
 - Unemployment
- Health stigma
 - Essential workers
 - Post traumatic stress
- Gender imbalances
 - Caregiving burdens
 - Essential workers
 - Unemployment
 - Daycare crisis
 - “Bro” culture

U.S. unemployment rates during the pandemic

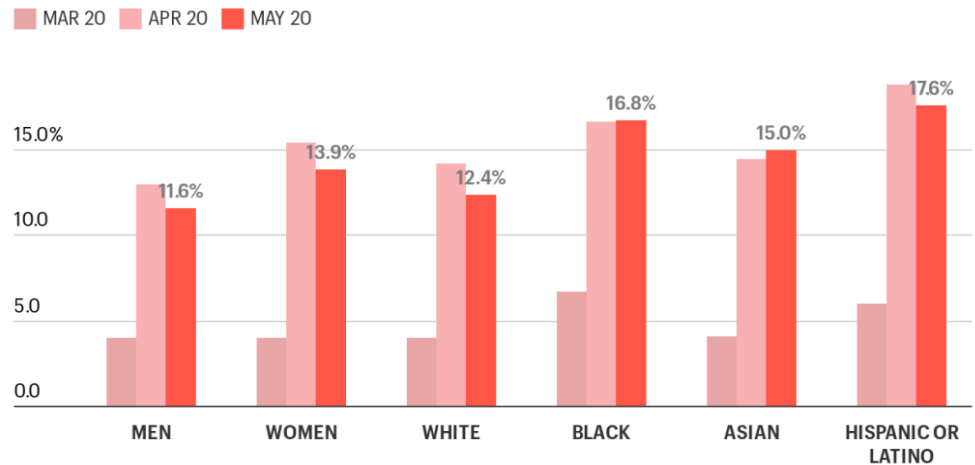


CHART: LANCE LAMBERT • SOURCE: U.S. BUREAU OF LABOR STATISTICS

FORTUNE

Current DEI Landscape – Current Events Effects



- Police brutality and extra-judicial killings
- Protests and other civic action
- Demand for accountability
- Vulnerability
- Inflection Point

Moving Forward – Considerations for Employees

Maintain privacy around health issues

- Avoiding social avoidance or rejection

Resilience resources

- Mindfulness, yoga, counseling, stress reduction classes

Flexible scheduling & work-from-home policies

Accommodations for people living with disabilities

Social support and inclusiveness

Moving Forward – Considerations for Customers

- Reducing racial profiling of Black men in masks
 - Security measures
 - Treating every customer with dignity and respect
 - Have the conversation with employees
- Community outreach to aid Black communities and develop Black talent



Moving Forward – Economic Equality & Inclusive Leadership

Addressing Economic Inequality

- Policy and advocacy through an economic equality lens
- Outreach and partnership to LMI communities

Inclusive Leadership

- Facilitated conversations and team-building
- Leadership training for managers to build skills
- Systemic changes to reduce unconscious bias
- Fair and transparent processes
- Commitment to action



Questions?

**Naomi Mercer
SVP, DEI**

**nmercera@aba.com
(202) 663-5088**

Please consider making a donation to the charity of your choice that supports the Black community.

Useful information: [aba.com/diversity](https://www.aba.com/diversity)

Masks & Unconscious Bias: A Conversation Starter

Inclusive Team-Building: Dos and Don'ts for Critical Conversations