



Ronald P. O'Hanley

President & Chief Executive Officer

State Street Financial Center
One Lincoln Street
Boston, Massachusetts 02111
USA

T +1 617 664 8758
M +1 617 407 5766

www.statestreet.com

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At State Street, commitment to diversity is an essential element of our culture. We want our organization to mirror the clients and communities we serve. And we know that providing an environment that supports a diverse and inclusive workforce is both the right thing to do and smart business strategy. Toward that end, State Street maintains a global Equal Employment Opportunity (EEO) Policy that prohibits unlawful discrimination against employees and prospective employees. We also take seriously our obligations as a federal contractor to maintain an Affirmative Action Program (AAP) in the United States, under which we work to identify areas of underrepresentation for women, minorities, individuals with disabilities, and protected veterans. We then take good-faith, non-discriminatory steps to help increase the participation of these groups in our workforce.

Overall responsibility for administering the EEO Policy and the AAP is assigned to our Chief Diversity Officer, Paul Francisco, who is also responsible for designing and implementing the audit and reporting system described below to monitor compliance with our obligations as a federal contractor. With both of these initiatives, State Street's objective is to ensure that personnel decisions are based on legitimate job requirements, and not on the basis of race, color, religion, creed, national origin, ancestry, ethnicity, age, disability, genetic information, sex, sexual orientation, gender, gender identity or expression, citizenship, marital status, domestic partnership or civil union status, familial status, military and veteran status or any other protected characteristics. These policies cover all kinds of personnel matters, including recruiting, hiring, promotion, discipline, transfer, training, compensation, benefits and separation decisions.

Furthermore, State Street prohibits the harassment of persons hired through the AAP and prohibits anyone from subjecting an employee or an applicant to harassment, intimidation, threats, coercion or discrimination because they engaged or may engage in any of the following:

- Filing a complaint
- Assisting or participating in an investigation, compliance evaluation, hearing, or any other activity related to the administration of State Street's AAP or any other state or local law concerning an equal employment opportunity for individuals protected by such requirements
- Opposing any act or practice made unlawful by any affirmative action requirement for federal contractors or any other state or local law concerning an equal employment opportunity for individuals protected by such requirements
- Exercising any other rights protected by the affirmative action requirements applicable to federal contractors

To ensure that our commitments to equal opportunity are being met, State Street will maintain an audit and reporting system that will, among other things, measure the effectiveness of our AAP, determine the degree to which our objectives have been attained, and indicate the need for remedial action.

I fully support these important initiatives and expect all managers at State Street to support them as well.

Regards,

A handwritten signature in black ink, appearing to be the name 'Ran'.