

ADVANCING DIVERSITY, EQUITY & INCLUSION

FOR ALL 2023 Annual Report



LETTERS FROM OUR LEADERS



DAN BERCE

When GM Financial formally introduced our Diversity, Equity and Inclusion function eight years ago, our expectations were high and our goals were ambitious. From the beginning, we've understood that nurturing a diverse and inclusive culture is a business imperative, a reflection of our company's purpose and a cornerstone of the work our team members do each day.

But among the most important things to understand and appreciate about our DE&I journey is that there's always work to be done. It's by design that we progress toward our goals, evaluate our progress and then aim even higher.

In 2021, we first announced our goal of 45-35-25, which strives to see 45% women and 35% professionals of color in senior leadership by 2025, knowing it was an aggressive and demanding target. And while we've made strides, notably adding two women to our Executive

Team in 2022, pursuing that target remains our most essential DE&I goal for 2023.

The pages of this report will celebrate the results and accomplishments we've shared with our employees, dealers, customers and communities but will also serve as a road map, guiding our next steps as we reaffirm the company's commitment to growth and evolution in the DE&I space.

Team members at all levels of the company shape our culture and contribute to our DE&I efforts. We're counting on you to embody accountability and transparency as we march toward the next destination on our journey.

Dan Berce
President and Chief Executive Officer

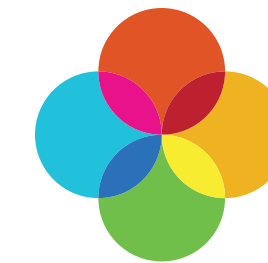


SHUNDA ROBINSON

I'm once again thrilled to share the successes of our DE&I strategy through this year's annual report, but I want to challenge the reader in the same way I challenge our team members. Instead of thinking about our DE&I journey in terms of what we've done, think about DE&I as who we are.

We are allies and advocates. We're Pride. We're international. We're Black History, Hispanic and AAPI heritage. We're Baby Boomers, Gen Z and more. And it's critical to embrace our own diversity, affirm those around us and push for even better outcomes as we continue to cultivate and nurture our inclusive and equitable culture.

Our goals remain bold, and they will not be easily achieved, but they represent great strides in an important and necessary evolution. We all have a role to play as we become the company we've always wanted to be.



DIVERSITY
EQUITY &
INCLUSION

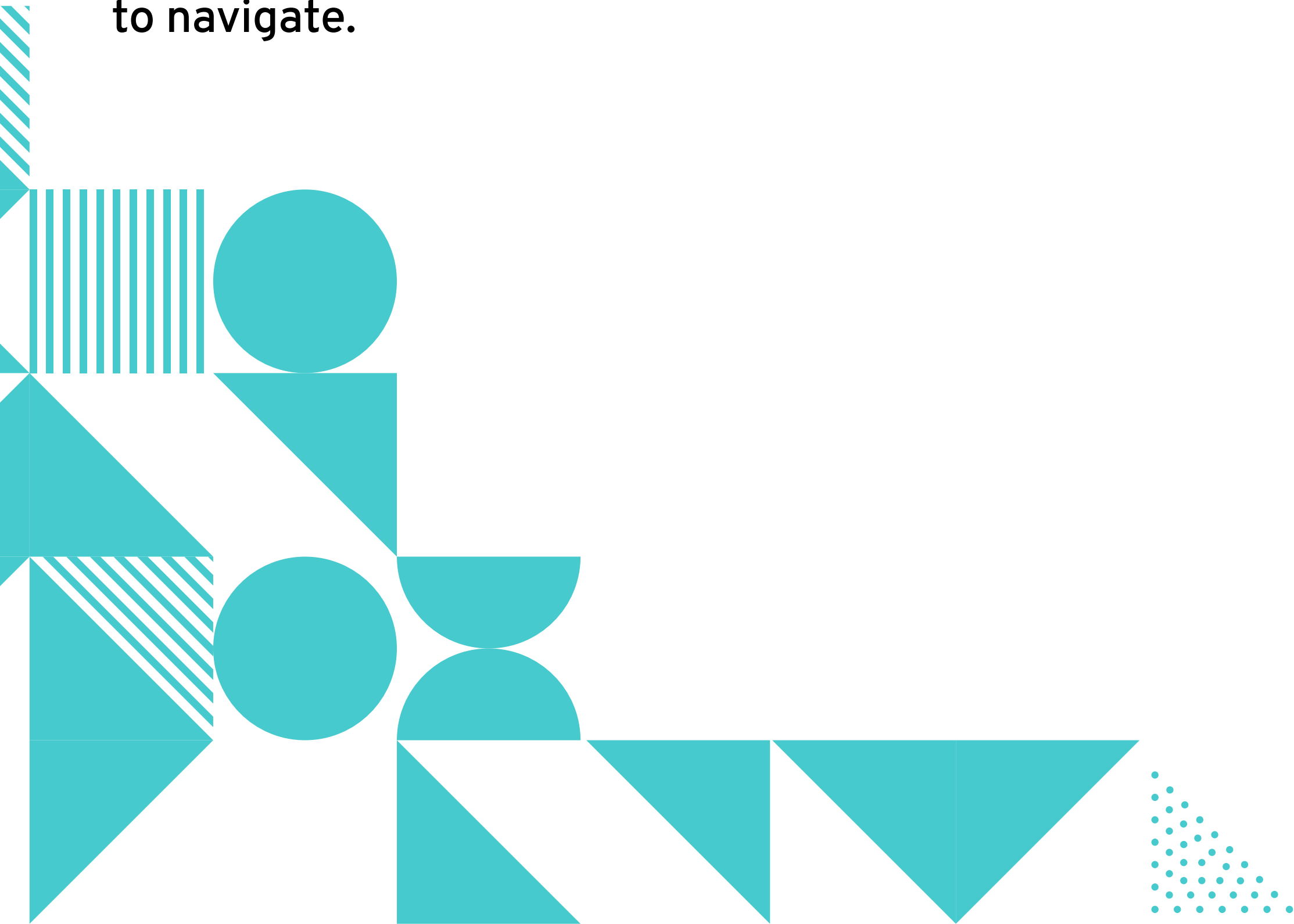
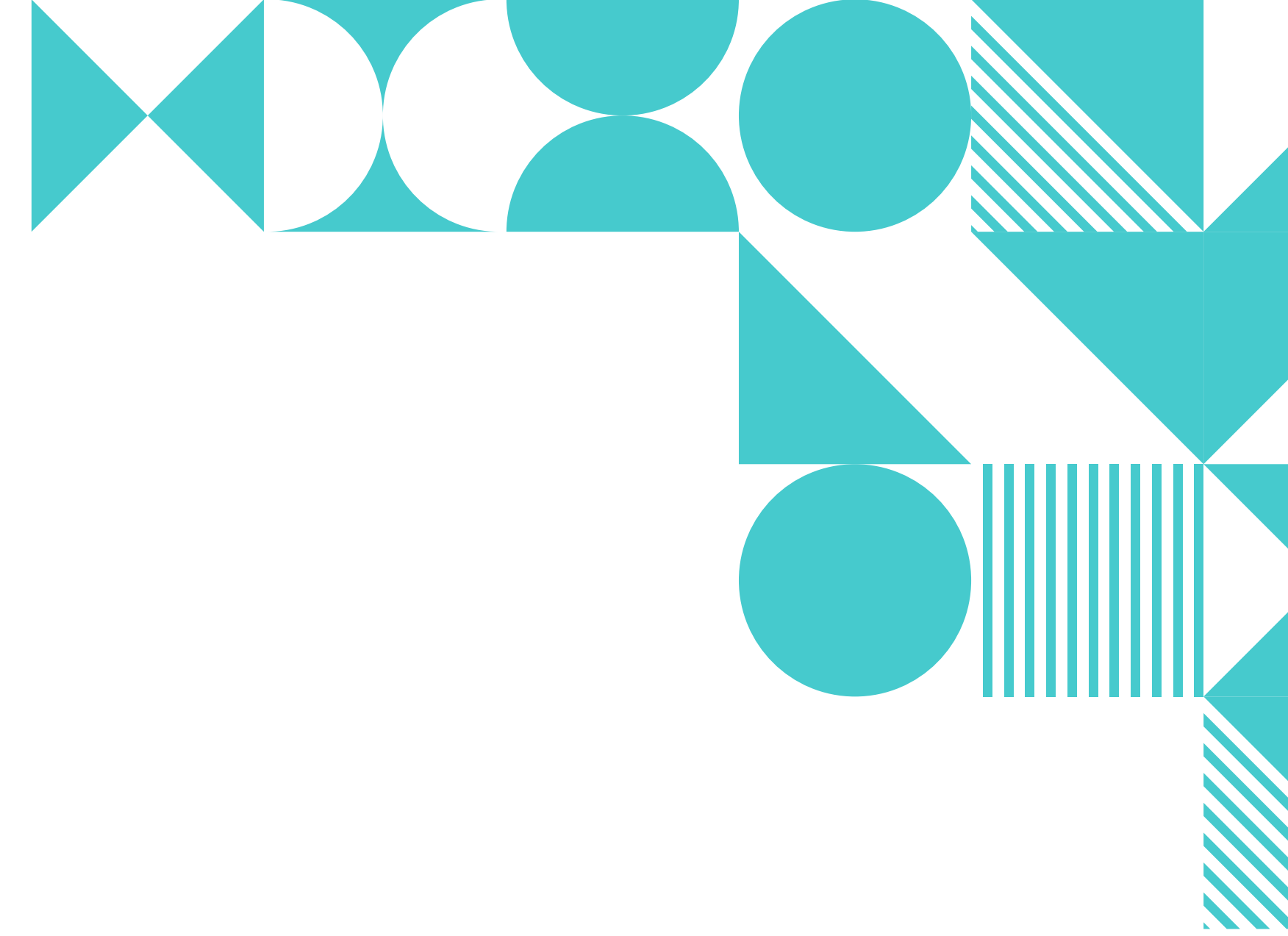
We will encounter challenges this year. For some, fatigue has set in after three years of heightened DE&I focus following the prominent murders of George Floyd, Breonna Taylor and others. But we can't afford to stop if we want to see the results. Now is not the time to say, "We've done enough." We can change our pace, we can pursue different tactics, but we can't give up.

So, it's up to each of us to keep pressing on. Don't wait for anyone else; you can make a difference because it's who you are. It's who we are.

Shunda Robinson
SVP, Diversity, Equity and Inclusion

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OUR THEME:

A WORKING PROTOTYPE

The framework is built, the engine is in place, and we're on the road to **45-35-25**.

In the past, we've highlighted how multiple layers begin to give an object its shape. Since then, we've dedicated ourselves to building the best vehicle for diversity, equity and inclusion. We are proud to showcase that working prototype.

In this report, we highlight a functional system that will enable us to reach what once seemed like a distant goal: **45% women and 35% professionals of color in senior leadership by 2025.**

We continue to road-test this model and know there will be future iterations and tweaks to align with our parent company's aspiration of becoming the most inclusive company in the world. We look forward to the road ahead.



OUR GOAL:

45% / 35%

**THE ROAD AHEAD:
45% WOMEN AND
35% PROFESSIONALS
OF COLOR IN SENIOR
LEADERSHIP BY 2025.**



Chitra Herle

LEADERSHIP LESSONS FROM THE C-SUITE

Chitra Herle and Kelly Wyatt, members of GM Financial's Executive Team, provided advice and shared insight into their experiences as women in male-dominated industries: information technology and digital strategy.



Kelly Wyatt

OUR JOURNEY:

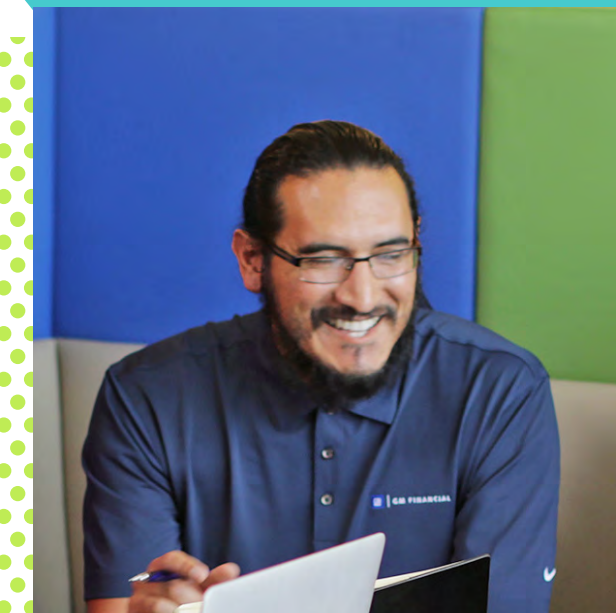
CULTIVATING AN INCLUSIVE CULTURE



Since the founding of our Diversity, Equity and Inclusion team in 2015, we have dedicated ourselves to cultivating an inclusive culture, embracing diversity and ensuring all 9,000 global team members have equitable access to career development and advancement opportunities. We encourage our team members to be the best version of themselves at work, and, over the past eight years, we have developed programs and initiatives that demonstrate our ongoing commitment to DE&I across our organization.

MENTORING PROGRAM

The Global Mentoring Program exposes team members at every level to diverse colleagues and ideas and has helped participants strengthen their skills, expand their networks and advance their careers.



DE&I COUNCIL

The DE&I Council enhances employee engagement, facilitates education and generates ideas that shape our company's culture. Of the 210 total members of the global and in-country councils, 74 were welcomed in 2022.

HBCU PARTNERSHIP CHALLENGE

The Historically Black Colleges and Universities (HBCU) Partnership Challenge promotes greater corporate engagement among HBCU students and alumni. The continuation of our annual, eight-week Sophomore Leadership Internship Program and our 2022 corporate sponsorship of the Arlington Football Showdown – a three-day community and cultural experience – highlight our commitment to building and maintaining diverse talent pipelines.



GENERATIONS ROUNDTABLE VIDEOS

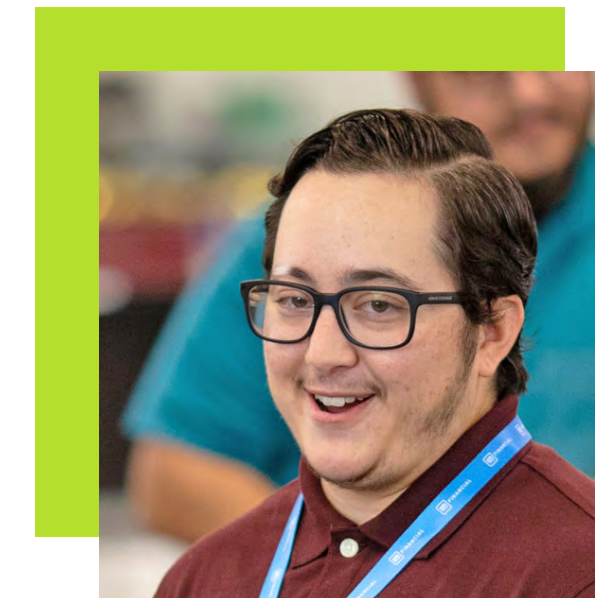
The Generations Roundtable video series unites team members from across generational divides. From baby boomers to Gen Z, team members have open and supportive conversations around key topics including work-life balance, mental health and bias around age.

YOUNGEN ERG

The newest of four employee resource groups (ERGs), YounGen helps identify and fulfill the needs of young team members throughout our company. The group has an emphasis on networking, education and professional development for team members in the early stages of their careers.

WOMEN'S INSPIRATION NETWORK ERG

GM Financial's most mature ERG, Women's Inspiration Network (WIN), celebrated a five-year anniversary in 2022 and accomplished several achievements, including a 55% increase in meeting participation and a 5% increase in male participation. WIN also established Working Moms Chats, a new subgroup focused on the shared experiences of working parents and caretakers.



WHO WE ARE: DE&I EVERY DAY, ALL DAY

GM Financial has introduced a variety of resources, programs and initiatives to ensure we support our team members, customers and the communities we serve. From the addition of new ERGs like YounGen to new facets of our HBCU partnership challenge, our commitment to DE&I goes beyond making a statement – it is who we are.

These programs and initiatives are a direct result of our core values and reflect who we are as a company. To fulfill our ambition of **45-35-25**, it's imperative that we continue making strides on our diversity journey.

WORDS FROM THE TEAM:



VICTOR CASTANO

Team Leader, Lease Collections

“I’ve used a wheelchair for mobility since I was in first grade, and it has shaped my worldview in ways that I’m still just beginning to perceive today. A disproportionate number of Americans with disabilities have difficulty finding gainful employment and getting support at work so they can become financially independent. I’m very fortunate to be at a company that makes DE&I a priority, but even more, to be granted spaces like this to share experiences that may lift others up.”



CASSANDRA POSTWAY

Training Consultant, Loan Services

“Working at GM Financial has allowed me to connect my passions and core values with those of the organization. It’s the opportunity to show my African American daughter what it looks like to get up and show up every day, even when the odds are stacked against you. It allows me to continue to become a better version of myself, not only for my family, but also for my colleagues, without switching costumes.”

OUR TIMELINE:

PUSHING THE BOUNDARIES

The past eight years have allowed us to work on a DE&I prototype that is now more than just an idea. It's part of our culture. In 2023, we're committed to pushing the boundaries on what drives us forward.



2015

- Created Diversity & Inclusion (D&I) Office

2016

- Created D&I Council
- Launched Mentoring Program

2017

- Added Executive D&I Council (EDIC)
- Enhanced our mentoring program through partnership with Menttium
- Launched Women's Inspiration Network (WIN) ERG

2018

- Launched Working Parents (WP) ERG

2019

- Expanded the WP ERG to include more chapters
- Required D&I web trainings for all team members

2020

- Added "Equity" to D&I, referring to efforts as DE&I moving forward
- DE&I Office began reporting to CEO
- Launched external DE&I webpage
- GM announced its goal to "Be the most inclusive company in the world"
- Added Martin Luther King Jr. Day as a paid company holiday

2021

- Distributed DE&I Annual Report publicly
- Launched Sophomore Leadership Intern Program
- Added DE&I to our core values and strategic priorities

2022

- Launched YounGen ERG
- Expanded Sophomore Leadership Intern Program to include more HBCUs and HSIs
- Released Generations Roundtable video series

2022 AWARDS AND RECOGNITION

United States Operations

- 2022 Top 100 Diversity Officer *National Diversity Council*
- 2022 Leaders in Diversity *Dallas Business Journal*
- Impact Spotlight Award *2022 Diversity Impact Awards*
- 2022 Diversity Champion *Diversity Global*

International Operations

- 2022 Best LGBTQ+ Places to Work *Human Rights Campaign Foundation and Equidad MX*
- Compromiso Migrante certification *State of Chile*

WORDS FROM THE TEAM:



SUSAN SHEFFIELD

EVP and Chief Financial Officer

“I am proud of the progress we’ve made while acknowledging that we have more work to do. Our DE&I initiatives have enhanced my leadership, especially with active listening and being curious. I find myself empathizing more and seeking to understand different experiences and perspectives.”

CELEBRATING AND SUPPORTING WOMEN IN THE WORKPLACE

In celebration of Women’s History Month, Erica Robinson and Daniela Maria Cantu Rodriguez, co-chairs of GM Financial’s Women’s Inspiration Network (WIN) ERG, discussed WIN’s goals and how the ERG continuously supports and empowers women to excel in their careers.



CLARIANA VIEIRA

Senior Manager, Acquisitions and Fraud, Brazil

“I worked at four big financial institutions previously, and I’ve never experienced a place that respects the culture of each person like GM Financial. From my onboarding six years ago to now, every year I’ve observed how we’ve evolved to embrace all differences and being able to bring your ‘best self’ to work.”

OUR MISSION:

PROMOTING AN INCLUSIVE CULTURE

Driving diversity throughout GM Financial by promoting an inclusive culture with our customers, employees, business partners and community, which will positively impact our business results.



RAFAEL AMOROS

President of International Operations

“My family and I value belonging to a diverse community and aspire to have a positive impact around us. I’m grateful to be part of GM Financial because it’s a global organization that embraces different cultures, backgrounds, opinions and ideas and promotes investing in the communities that we serve.”

BEYOND THE METRICS: THE NEW AGE OF DE&I IN AUTO FINANCE

In an Auto Finance News feature, Shunda Robinson discussed GM Financial’s strategy for fostering a culture of belonging and driving DE&I throughout the auto finance industry.

OUR VISION:

GM FINANCIAL WILL BE AN INDUSTRY LEADER

GM Financial will be an industry leader in diversity, equity and inclusion by:

- Creating a diverse workforce committed to teamwork, excellence, integrity and remarkable service, while recruiting and retaining top talent.
- Developing and embracing an inclusive culture that honors and respects all employees, regardless of their ages, genders, ethnicities and/or backgrounds.
- Integrating these values into our everyday business, actively engaging with our business partners, giving back to our community and sharing our journey along the way.



NABIL RAAD

*Senior VP Data and Analytics,
OnStar Insurance*

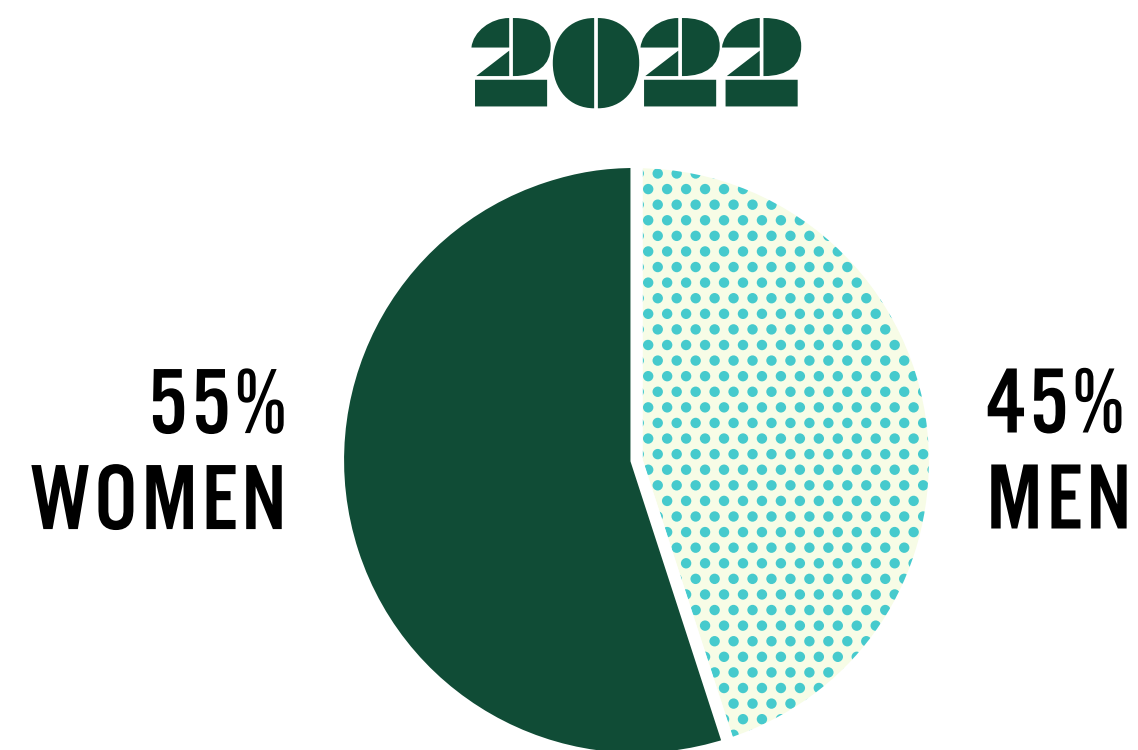
“People know when an initiative is the flavor of the month and when it’s a genuine effort to bring about fundamental change. Our employees recognize that we’re serious about DE&I and that each of us has a responsibility to contribute, regardless of level or background. It’s refreshing to see team members feeling more comfortable talking openly about updating their beliefs.”

PAY EQUITY STATEMENT

GM Financial advocates a **sustainable compensation framework** that drives employee engagement, focusing on both **internal equity** and **external competitiveness**.

OUR DATA & ASPIRATIONS

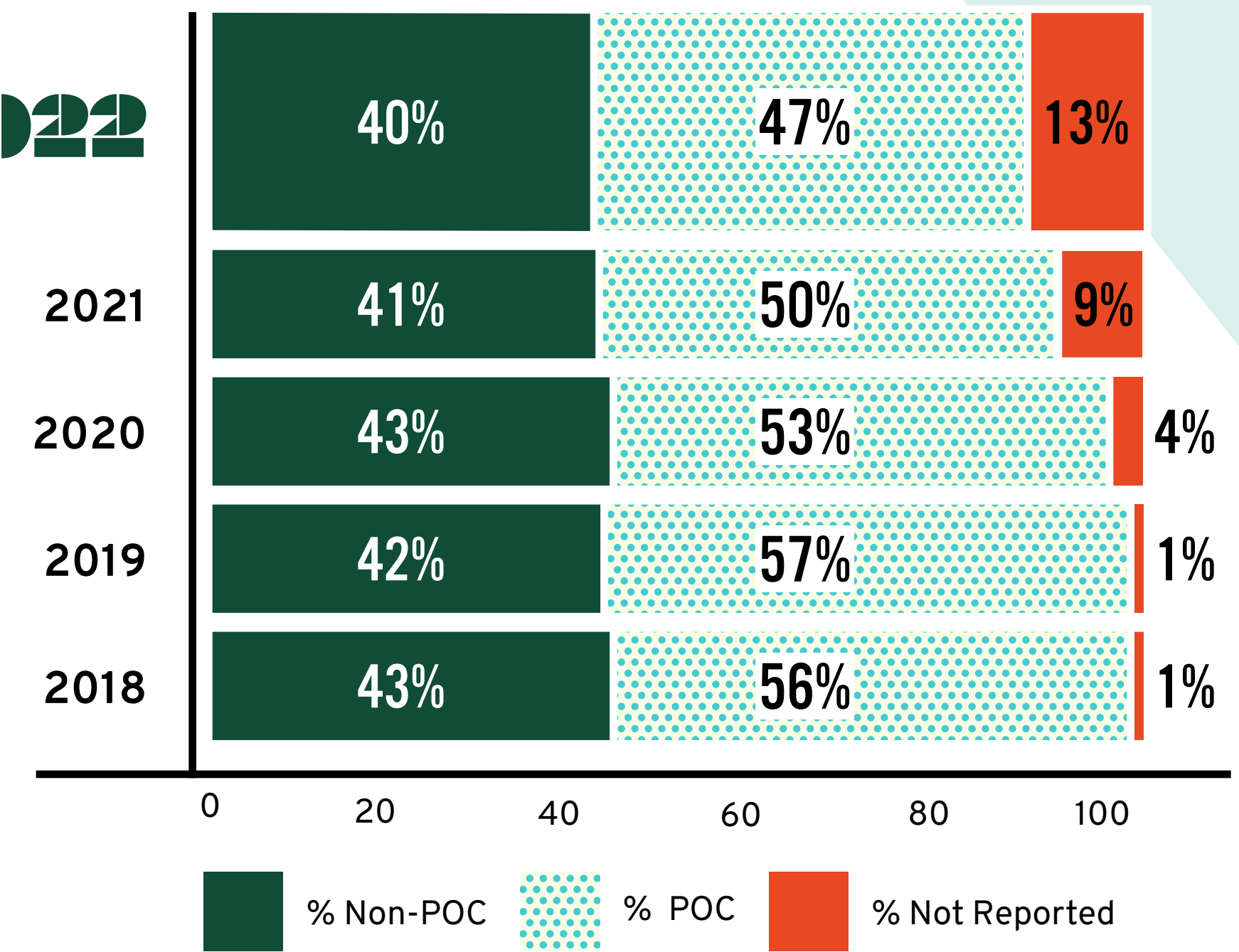
We're proud to share the data on where we are and excited about where we're going.



Our Gender Breakdown

Although we experienced a slight drop year over year, of our 8,940 global employees in 2022, women still represent the majority of our workforce.

2022



**Numbers reflect U.S. team members only*

Professionals of Color in the Workforce

Reporting ethnicity is voluntary at GM Financial. For the third year in a row, we saw the number of people not reporting their ethnicity rise.

Despite this, we remain committed to diversity across the board, including in our hiring practices.

OUR DATA & ASPIRATIONS

Our Senior Leadership

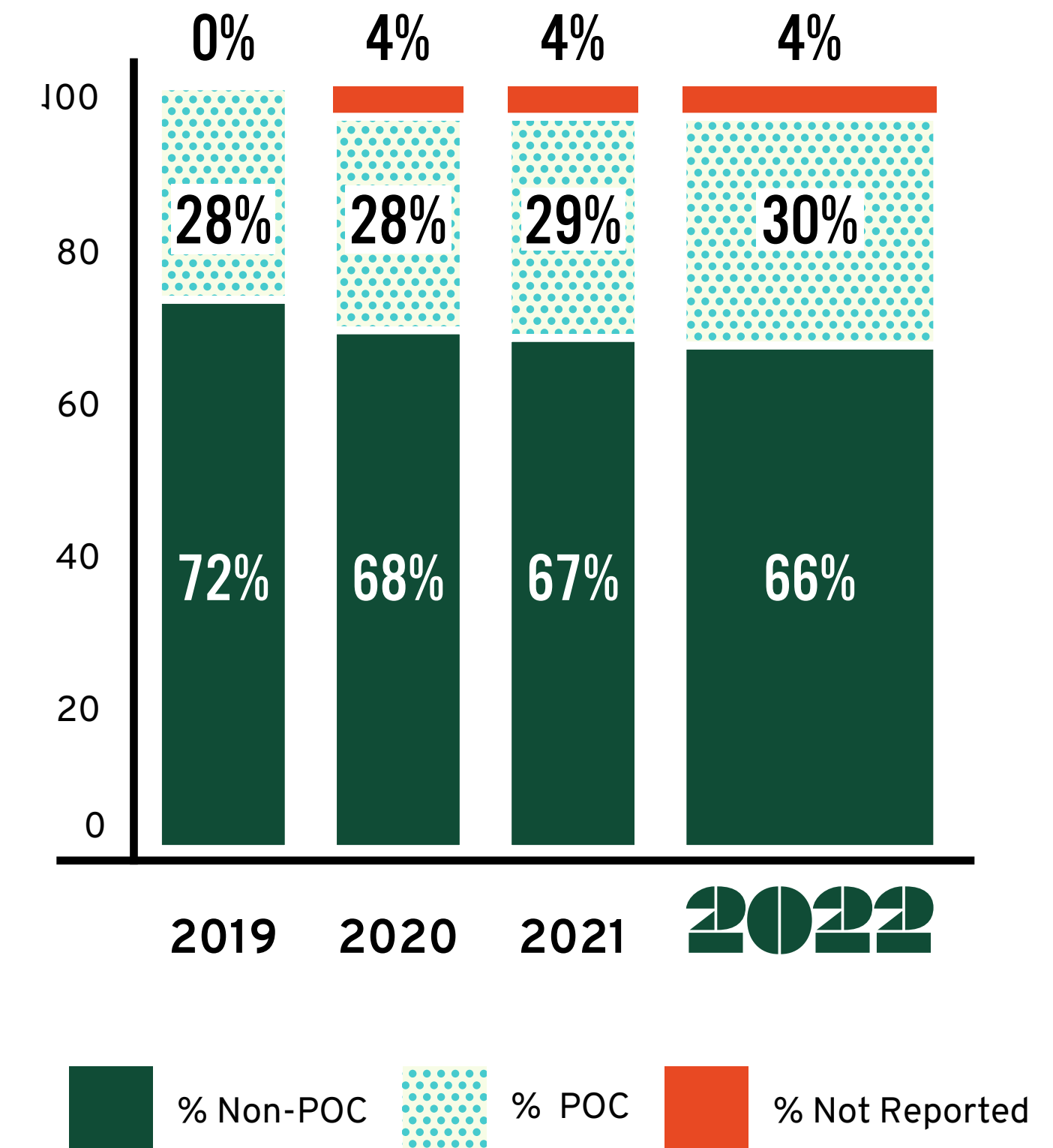
Our senior leadership is made up of Assistant Vice Presidents and higher management positions. For the past four years, we've seen our gender breakdown remain the same.

However, the percentage of professionals of color in management continues to rise, now accounting for 30% of the senior leadership team.

LEADERSHIP GENDER BACKGROUND 2019-2022



PROFESSIONALS OF COLOR IN LEADERSHIP 2019-2022

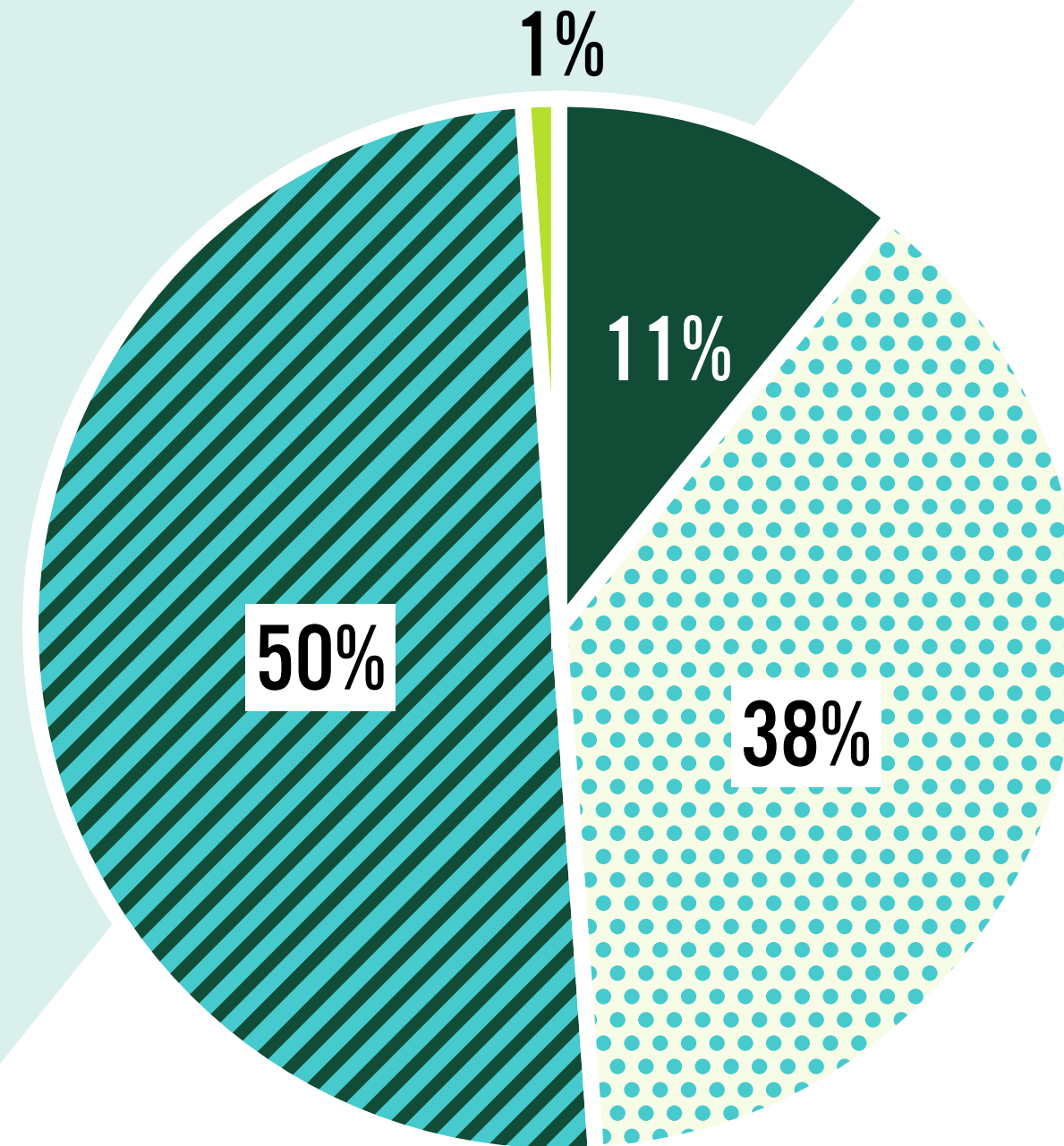


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OUR DATA & ASPIRATIONS

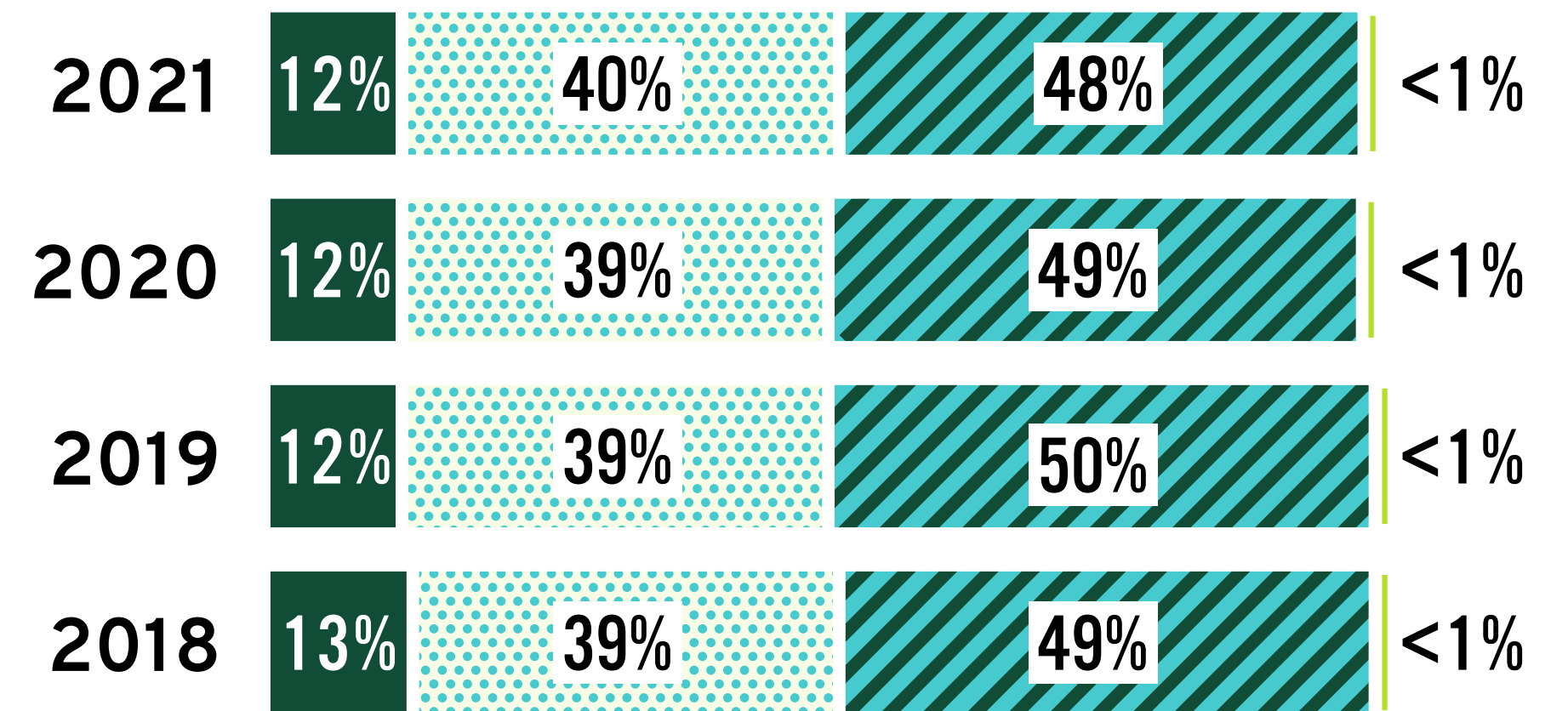
Our Generational Breakdown

For the first time in years, we saw baby boomers drop a percentage point. Gen X decreased 2%, while millennials and Gen Z each saw growth in our workforce.



OUR GENERATIONAL BREAKDOWN

2022

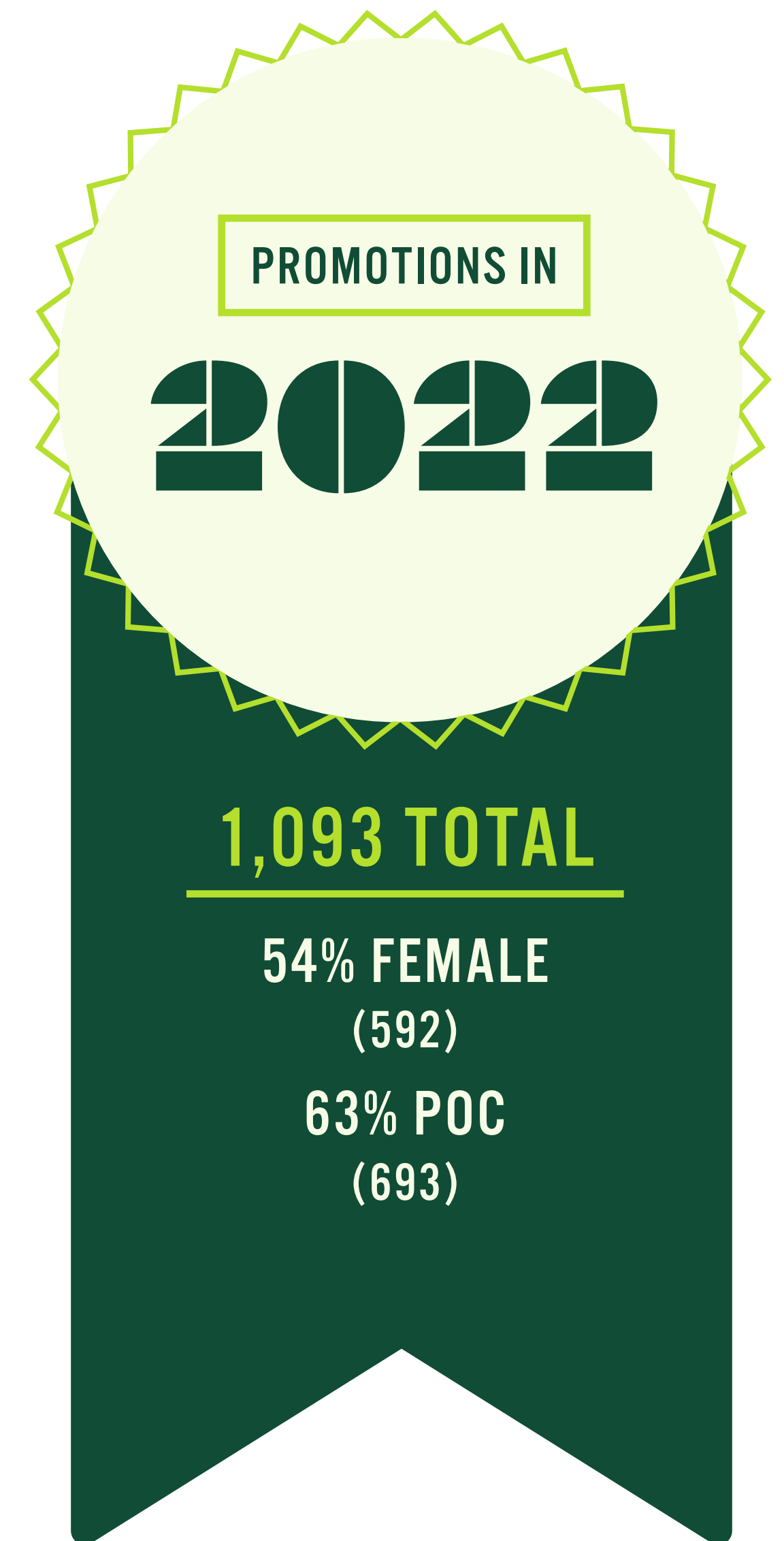
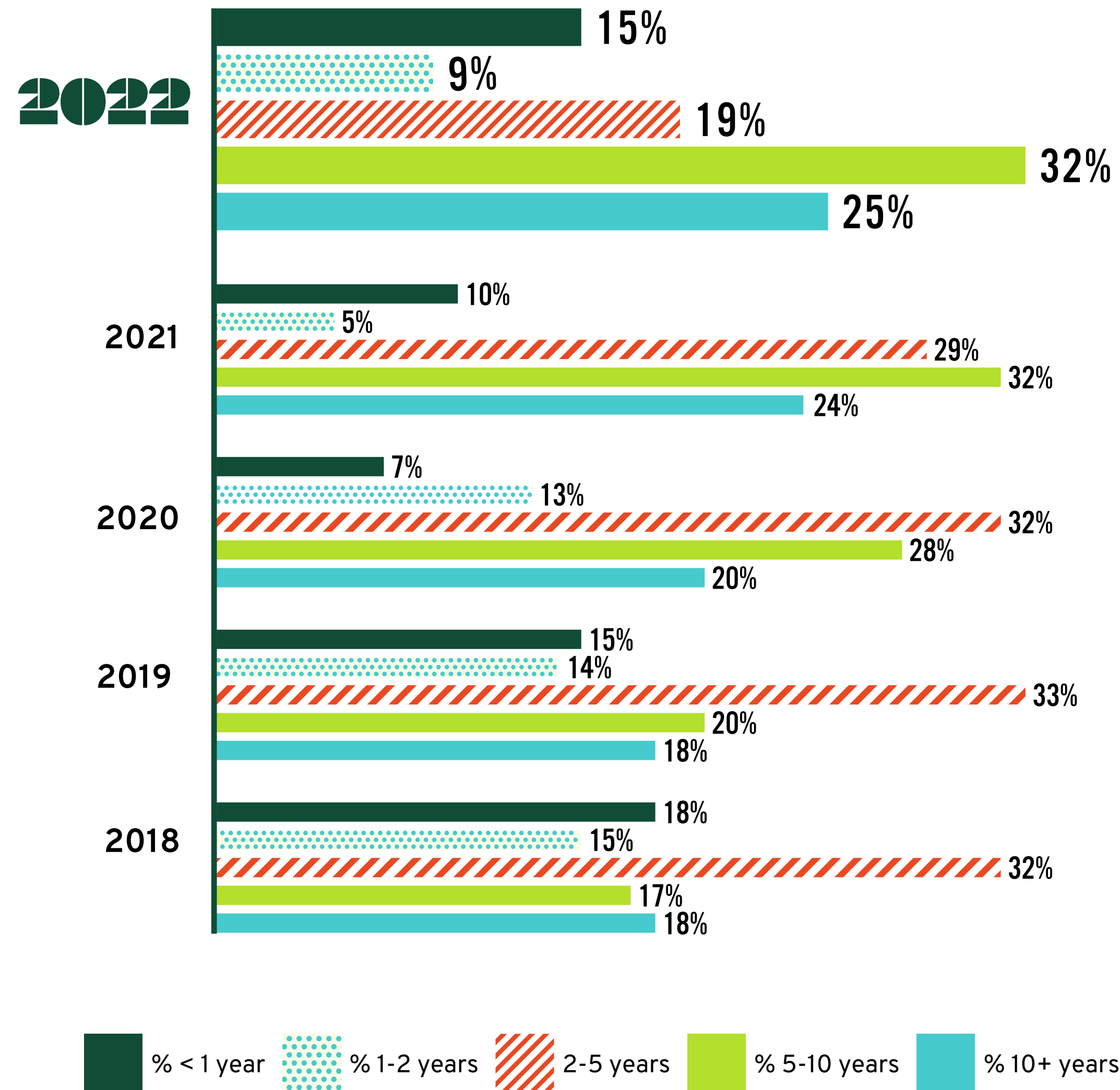


OUR DATA & ASPIRATIONS

Average Tenure in Years

We take great pride in cultivating, developing and retaining talent. In fact, 58% of the GM Financial workforce has been with the company more than five years.

A large part of maintaining a strong company culture is creating room for advancement. For the first time, we've included our promotion data to help benchmark progress.

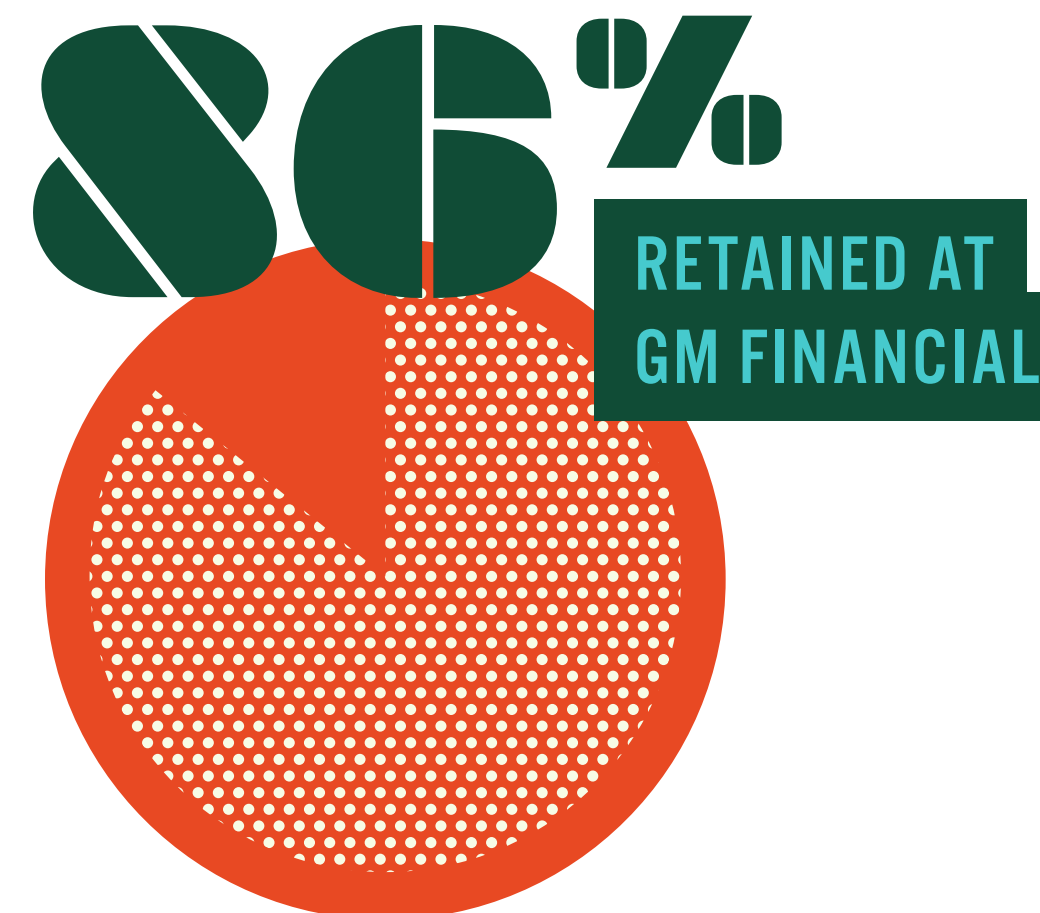
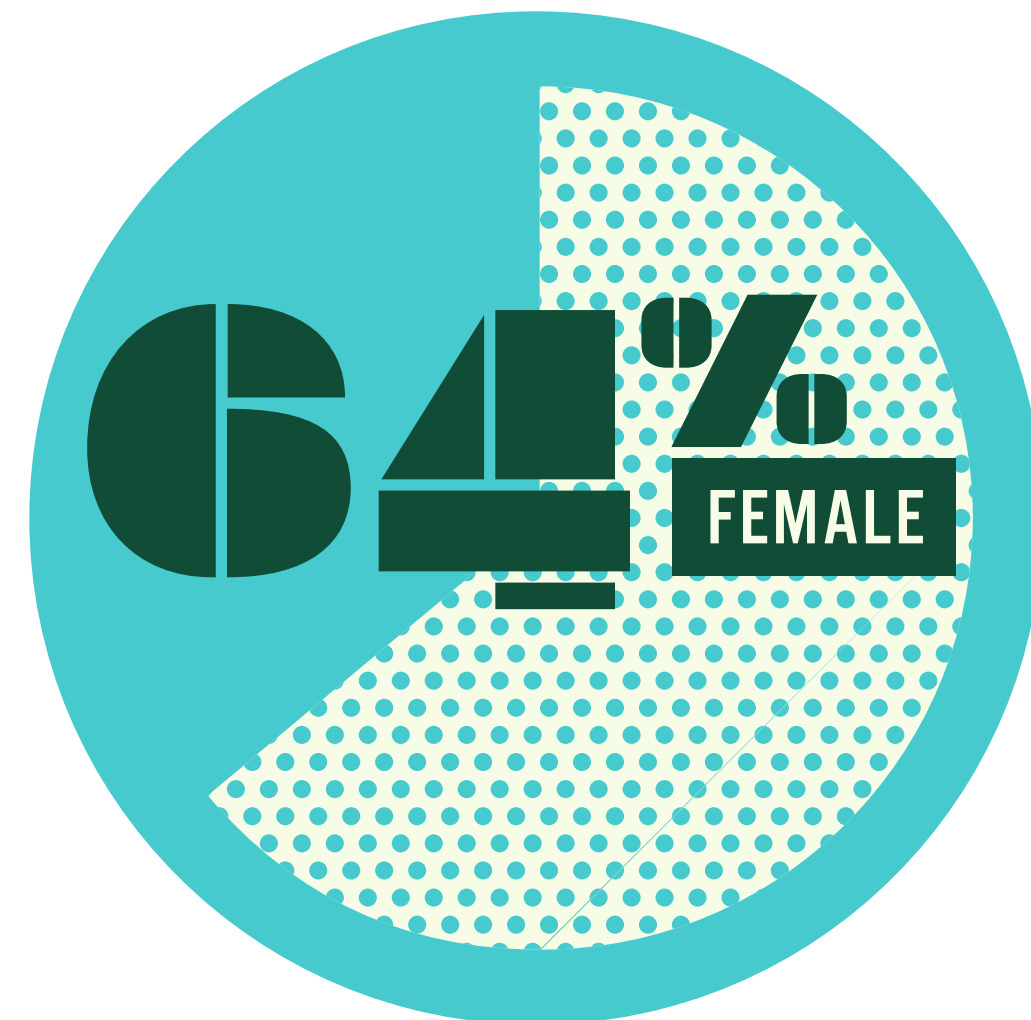


OUR DATA & ASPIRATIONS

2022 Diversity, Equity and Inclusion Council Participation

Our DE&I Council facilitates education, enhances employee engagement and generates ideas to advance GM Financial's mission and vision in support of our overall business strategy.

Of the 123 global members, women and professionals of color accounted for more than half of our council membership, 64% and 53%, respectively. The retention rate at GM Financial for our council members was 86% for 2022.



SHOWING SUPPORT FOR CAREGIVERS

GM Financial expanded its support for team members in caregiver positions by organizing educational programs to help manage stress, updating employee benefits packages and collaborating with outside caregiving organizations.

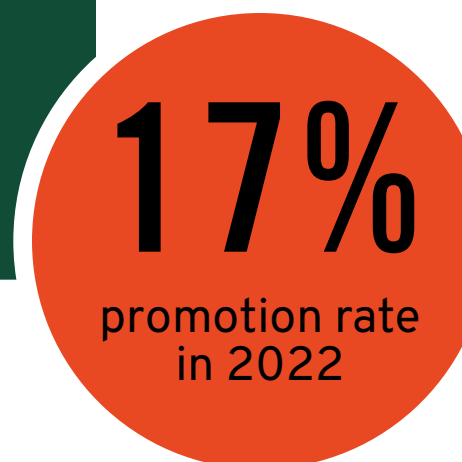
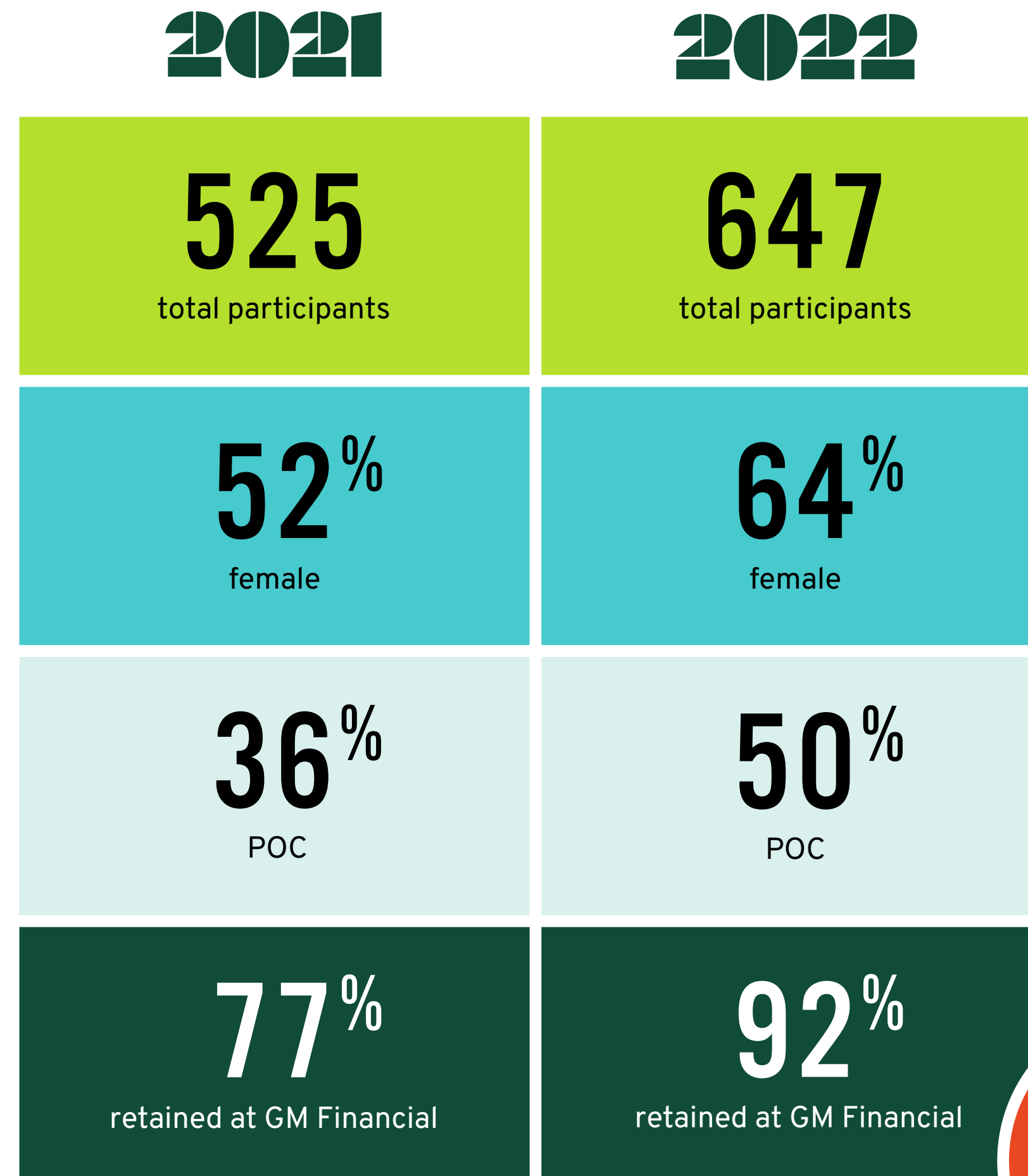
OUR DATA & ASPIRATIONS

The Mentorship Impact:

Global Mentoring Program

This companywide initiative is focused on the professional and personal development of team members across the organization. In 2022, the program boasted a total membership of 647 mentors and mentees. There's a powerful story in these numbers. Since 2021, more females and professionals of color are taking advantage of the power of mentoring. We saw program participation rise 23%, and 17% of program participants were promoted within a year.

GLOBAL MENTORING



Partnerships

Menttium is a leader in professional mentoring programs that supports the development of leaders and their inclusion efforts. Since beginning our partnership in 2017, we've seen stronger, more engaged leaders emerge.

MENTTIUM

Since 2017:

63 leaders participated

87% retained at GM Financial

24% promotion rate

WORDS FROM THE TEAM:



JOSHUA PIERS

Manager, Commercial Lending Analytics and Business Intelligence

“I’ve had the pleasure of participating in everything from cultural potlucks and recipe sharing to hard group conversations about bias and inequity in the world today. GM Financial has not only allowed these interactions to take place, they have actively encouraged and helped facilitate them.”

CELEBRAMOS: HONORING HISPANIC HERITAGE AT GM FINANCIAL

Each year we recognize the contributions, culture and history of individuals whose ancestors came from Central and South America, Spain, Mexico and the Caribbean. During Hispanic Heritage Month, team members were recognized and uplifted with stories, events and other festivities.

FALL COLLEGE FAIR WELCOMES FORT WORTH STEAM STUDENTS

Providing a critical access point to students who have limited opportunities for college campus visits remains a priority for GM Financial. Juniors and seniors from Fort Worth ISD’s Young Women’s Leadership Academy and Young Men’s Leadership Academy were invited to GM Financial’s college fair, where they connected with a dozen representatives from colleges and universities across Texas and the Southeast.

COMMUNITY IMPACT:

LEAVING OUR MARK



GM Financial strives to create positive change in local communities. With thousands of team members living and working across the U.S. and worldwide, this effort is no small feat.

In 2022, we reached farther than ever before. From new collaborations to improving existing programs, GM Financial left its mark.

- **Arlington Football Showdown (AFS):**

AFS let GM Financial showcase job opportunities, financial literacy trainings and support of Historical Black Colleges and Universities (HBCUs) as Texas Southern University and Southern University faced off.

- **Sophomore Leadership Intern Program (SLIP):**
GM Financial offers rising sophomores at HBCUs and Hispanic-Serving Institutions (HSIs) an eight-week program. Students explore a variety of corporate departments within the company to better prepare them for future internship opportunities.

- **Local High School Engagements:**
GM Financial provides on-site job shadowing opportunities, hosts college fairs and supports continued education for local magnet high schools like the Young Women's Leadership Academy and Cristo Rey High School in Fort Worth.

- **Chamber of Commerce Events:** GM Financial co-sponsored the Fort Worth Hispanic Chamber's annual meeting and the Employee Resource Group Summit. GM Financial sponsored the Fort Worth Chamber's Women's Leadership: Define Your Journey event.



- **KEYS® by GM Financial:** KEYS by GM Financial provides free resources to help improve financial literacy and grow confidence with money. With classroom-style learning and online courses available in English and Spanish, there's something for everyone.

And we're just getting started. GM Financial is consistently looking for ways to impact our communities and do our part.



COMMUNITY INVESTMENT BENEFITS

In addition to other programs, GM Financial offers team members the opportunity to invest in their communities through benefits, including:

- **Volunteer PTO:** Full-time team members get eight hours of PTO per quarter to volunteer at approved charitable organizations. Part-time team members receive four hours.
- **Dollars for Doers/Volunteer Donations:** Team members can volunteer at qualifying nonprofits in their free time, and GM Financial will donate \$10 per hour, up to 50 hours each year.
- **Walk/Run/Cycle Sponsorship:** Every team member is eligible for reimbursement for entry fees for two walk/run/cycle events benefiting approved organizations. GM Financial will cover entry fees up to \$50 per event.

KEYS BY GM FINANCIAL MAKES AN IMPACT ON COMMUNITIES

With free online courses or in-person classroom-style workshops available, KEYS® is an invaluable financial resource to all learners. Throughout the year, GM Financial team members hosted several financial literacy sessions at HBCUs and Hispanic Serving Institutions across the country. These sessions continue to demonstrate the impact of the financial wellness program.

WHAT COMES NEXT?

INTENTIONALITY IS KEY

Now that we've built the framework and set in motion the strategies that will propel GM Financial through one of its biggest DE&I growth phases to date, what comes next?

It starts with being intentional.

From systems and processes to hiring, retention and development, we're determined to make sure team members know they matter and belong. We'll widen our net, we'll

innovate new solutions, and we'll bring every voice to the table as we continue our march toward **45-35-25**.

And though the journey toward achieving our **45-35-25** goal will someday wind down, it'll also mark the beginning of a new chapter for our company. From today forward, our goals may shift, our tactics may evolve, but we'll always be intentional about what more we can do to better reflect the customers we serve.



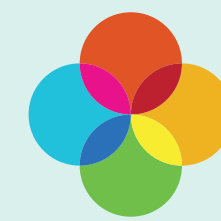
KYLE BIRCH

President of North America Operations

“In the financial services industry, our DE&I strategy and focus are second to none. Our goals and benchmarks are aggressive and have laid a foundation for more success. Our strategy and outcomes are certainly noticed and embraced by our leaders, team members, dealers and customers. Being part of our company’s cultural evolution has been one of the most rewarding experiences of my career at GM Financial. I’m looking forward to continued progress and more positive results!”



FINANCIAL



DIVERSITY
EQUITY &
INCLUSION