

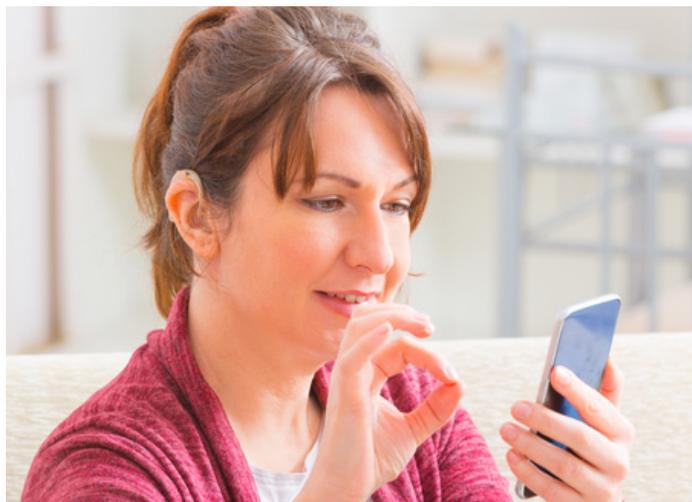
Supporting employees and customers with disabilities

We're committed to making financial lives better through the power of every connection – for our employees, our customers, and our communities. We want to ensure that Bank of America is an employer of choice by creating an environment where all employees, including those with disabilities, have an opportunity to succeed and achieve their goals.

Recruiting, accommodations and benefits

We're committed to helping all employees reach their full potential. We offer a wide range of resources, programs, health and retirement benefits designed to support all employees. In addition, we offer specific support to our employees with disabilities.

- We have staffing teammates dedicated to **disability hiring**, who partner with external disability organizations to help get referrals into our pipeline.
- We **partner with national agencies** and local community-based organizations to provide people with disabilities equal access to employment opportunities. This extends to disabled veterans and our partnerships with organizations like the Department of Defense's Hiring our Heroes, Vocational Rehabilitation and Goodwill Industries.
- We provide reasonable **accommodations** for job applicants and employees with disabilities. This may include restructuring jobs, modifying workplace policies, acquiring assistive equipment or devices, providing alternative formats of communications, and providing leave of absence or reassignment when necessary.
- **Accommodation services** works to ensure practices, programs and accommodations are in place so applicants and employees with disabilities have access to employment opportunities, will be successful in performing their jobs, and are able to participate in bank activities and programs. **Accommodation case managers**, available through our Global Human Resources Service Center, work with both the employee and manager to provide reasonable accommodations that help the employee perform all essential job functions.
- For employees with vision impairments, our **alternative format communication program** provides alternative formats of key corporate communications such as: Braille, large print or electronic media. Communications include benefits materials, employee handbooks and retirement information.
- Our **main intranet sites** are created to accommodate Job Access With Speech (JAWS) screen readers.
- As part of our commitment to provide capabilities to ensure all of our employees can fully participate in broadcast and videos, **we offer captioning** for the majority of internal broadcast and videos.
- Our **Disability Accommodation Fund** provides financial



assistance to meet the needs of employees who may require reasonable workplace accommodations.

- Our **Support Services** team employs people with cognitive and developmental disabilities and provides an environment where they can realize their full potential every day. With more than 300 employees and operations in Boston, Delaware, Maine and Texas, this group delivers trusted, in-house solutions to internal business partners through innovative graphic arts, letter mailing, manual assembly and distribution services.
- In 2017 through our **Count Me In!** self-ID campaign; the number of employees that identified as having a disability doubled.
- All eligible employees have access to our highly competitive, integrated **health and wellness programs** which support the diverse needs of our employees. In 2015, our health benefits expanded to cover **autism related treatments**. Coverage also provides a specialized team of Autism Advocates - nurses, social workers, dietitians and behavioral health experts - to work with health care providers on the patient's behalf and explain how health plan coverage works for autistic diagnoses and therapies, while also connecting family members to other available resources.
- Bank of America **Life Event Services (LES)** is a dedicated team of bank human resources specialists with a simple mission – to help employees navigate significant life events. Our Accommodations Support Team is there for employees with disabilities who need an accommodation consultation, identification and solution implementation.

Employee Networks

Our 11 Employee Networks help our employees connect with each other and stay involved in their communities.

- Our **Disability Advocacy Network (DAN)** supports employees with disabilities, as well as employees who have family members, friends or customers with disabilities, by connecting them to opportunities for professional growth and development, holding information forums and providing opportunities for community involvement. DAN members also educate our company on issues for those affected by disabilities by holding employee and community events focused on special needs planning, resources for children with learning disabilities, Alzheimer's and eldercare, diabetes and disability etiquette and services available at the bank. DAN has grown by 70% over the last three years and now has 7,000 global members.
- Working with Global Learning, the Global Diversity and Inclusion Organization and Global Technology & Operations, DAN recently introduced **training videos and manager guides** to help connect and engage employees with differing abilities. The videos are tailored for our global regions and are offered in English and Portuguese.

Community outreach and external partnerships.

- We've partnered with **Special Olympics** for more than 30 years, showing our support for diverse and inclusive communities.
 - Most recently, we were a premier supporter of Special Olympics USA, the team that competed in the 2017 Winter World Games in Austria.
 - In 2015, we were an official sponsor of the Special Olympics Summer World Games in Los Angeles as well as the presenting sponsor of the first-ever Special Olympics Unified Relay Across America.
 - We have ongoing support for Athlete Leadership programs to foster leadership and communications skills for athletes across the globe.
 - We tripled the number of external organizations we support that focus on disability including; USBLN, Special Olympics and Purple Space.



- We will serve as the official financial services partner of Special Olympics 2018 USA Games in Seattle and premier supporter of Special Olympics USA team competing in the 2019 Summer World Games in Abu Dhabi.
- We are a corporate partner of the Ad Council's **Love Has No Labels campaign**, which encourages the acceptance of all communities inclusive of race, religion, gender, sexuality, age and ability.
- We partner with the **U.S. Business Leadership Network (USBLN)**, a national non-profit that helps businesses drive performance by leveraging disability inclusion in the workplace, supply chain and marketplace. We participate in USBLN's Rising Leaders Mentoring Program, a six month career mentoring opportunity to selected college students with disabilities, and the Going for the Gold program which connects participating corporate partners with USBLN subject matter experts to share and learn about leading disability inclusion practices and tools.
- Bank of America has sponsored the **National Disability Institute (NDI)** since it was founded in 2005, providing grant support and leadership to help NDI achieve their objectives to help people with disabilities manage their financial lives and achieve economic mobility. Individuals working with NDI have also been introduced to other asset building and financial stability strategies including financial education, building and repairing credit, housing and employment.

Customer support

Having a diverse and inclusive workplace makes us a better company because it helps us meet the diverse needs of our employees, customers and communities.

- Our Americans with Disabilities Act (ADA) compliance and Disability Awareness **training** reinforce our commitment to disability inclusion by educating our employees on our policies and procedures as it relates to providing accommodations for customers and teammates with disabilities.
- We promote **accessible banking** through a variety of tools and services including accessible facilities and auxiliary aids and services at no charge. **Talking ATMs** deliver private spoken instructions through a headset that plugs into an audio jack to help the customer complete their transaction.
- **Merrill Lynch financial advisors** who are certified in Special Needs Planning provide integrated solutions for the entire household, and help address issues that may be unique to families of individuals with disabilities.

For more information, visit us online at bankofamerica.com/about



Received the 2015 Lex Frieden Employment Award by the Texas Governor's Committee on People with Disabilities for our support of full inclusion in all aspects of the workplace

Named 2015 Employer of the Year by the Marriott Foundation for People with Disabilities – Bridges from School to Work

Received the inaugural Corporate Community Impact Award at ESPN's Sports Humanitarian of the Year Awards for our extensive partnership in 2015 with Special Olympics

Named one of the "Best Places to Work for Disability Inclusion" by USBLN and the American Association of People with Disabilities for Scoring 100% on the Disability Equality Index