



Voluntary Credit Union Self-Assessment Checklist

Best Practices for Demonstrating a Commitment to Diversity & Inclusion

Credit Union Name: _____ Credit Union No.: _____ Date: _____
 Total Assets: _____ Total Members: _____ Total Employees: _____
 Point of Contact: _____ Title: _____ Phone: _____
 Email: _____ Website: _____ Fax: _____
 Brief Description of Credit Union (i.e., field-of-membership or common bond, member or community characteristics, or geographic location):

Complementary to Interagency Policy Statement Establishing Joint Standards for Assessing Diversity Policies and Practices, NCUA is providing credit unions this example of a self-assessment checklist showcasing some best practices for demonstrating a commitment to diversity and inclusion. Diversity coupled with inclusion should be a strategic business goal. When made a priority, diversity and inclusion can help your credit union to grow and better serve your diverse members. NCUA encourages credit unions, especially ones with over 100 employees, to conduct a self-assessment to demonstrate a commitment to diversity and inclusion in the workforce and in contracting activities. The credit union’s diversity or human resources office may be best-positioned to review and complete the checklist, with input from the credit union’s contracting staff. NCUA appreciates that some credit unions, especially smaller ones, may not find the best practices applicable and, accordingly, completion of this checklist may not be appropriate.

Please consider the following key points:

- (1) This self-assessment is voluntary, and is neither mandatory nor required by law. We encourage credit unions to review the best practices and consider completing the checklist if the questions are applicable.
- (2) NCUA examiners will not examine your credit union on whether you complete the self-assessment or on the checklist information. This is outside of the scope of the examination process.
- (3) For those credit unions that conduct self-assessments and voluntarily submit this information to NCUA, we will only use the information in an aggregate form, for example in an annual report to Congress. NCUA would not name any specific credit union in the report, unless the credit union explicitly consents to this in writing.
- (4) NCUA believes credit unions generally develop and implement successful diversity policies and practices gradually, over a period of time. We would not expect participating credit unions will implement every listed best practice. Some credit unions, especially those with more than 100 employees can use information they gain from conducting self-assessments to begin or to strengthen on-going efforts to promote diversity and inclusion.



1. Does My Credit Union’s Leadership Make an Organizational Commitment to Diversity and Inclusion?

Credit unions with successful diversity policies and practices generally begin at the top, with leadership that demonstrates its commitment by promoting diversity and inclusion in both employment and contracting, and by fostering an organizational culture that embraces diversity and inclusion. This leadership includes the board of directors, senior officials, and staff managing the daily operations. The following questions identify some efforts that demonstrate an organizational commitment to diversity and inclusion:

Does my credit union:	Yes	No	Comments
1. Have a written diversity and inclusion policy approved by senior leadership, which includes the board of directors and senior management?			
2. Have a senior level official to oversee our diversity and inclusion strategies and initiatives with knowledge of and experience in diversity and inclusion policies and practices?			
3. Conduct training and provide educational opportunity on equal employment opportunities and diversity at least annually?			
4. Take proactive steps to include a diverse pool of women and minorities or other diverse individual candidates for:			
a. hiring, recruiting, retention, or promotion of your employees?			
b. selection of board member candidates and senior management?			
5. Include diversity and inclusion considerations in our strategic plan for recruiting, hiring, retention, or promotion of our workforce?			
6. Include diversity and inclusion considerations in our strategic plan in contracting with vendors?			
7. Provide periodic (such as quarterly) progress reports on diversity and inclusion efforts to our board of directors or senior management?			



2. Does My Credit Union Proactively Implement Employment Practices that Expand Outreach Efforts to Minorities and Women, or Other Diverse Individuals?

Credit unions that promote the fair inclusion of minorities, women, or other diverse individuals in their workforces proactively work to expand the applicant pool to include diverse candidates, create a culture that values the contribution of all employees, and encourage a focus on these objectives when evaluating the performance of managers. The following questions identify some initiatives to promote diversity and inclusion in the workforce:

Does my credit union:	Yes	No	Comments
1. Implement policies and practices to ensure equal employment opportunities for employees and applicants for employment?			
2. Implement policies and practices that create or foster diverse applicant pools for employment opportunities? These may include:			
a. Outreach to minority, women, or other diverse individuals? ¹			
b. Outreach to educational institutions serving significant or predominately minority, women, or other diverse student populations?			
c. Participation in conferences, workshops, and other events that attract minorities, women, or other diverse individuals to inform them of employment and promotion opportunities?			
3. Communicate employment opportunities through media reaching diverse populations, including publications or professional organizations and educational institutions predominantly serving minority, women or other diverse populations?			

¹ “Other diverse individuals or organizations” refer to those identified in your own established diversity and inclusion policies, which could encompass disabled persons, veterans, millennials, or lesbian/gay/bisexual/transgender individuals as examples.



Does my credit union:	Yes	No	Comments
4. Cultivate relationships with professional organizations or educational institutions that primarily serve minority, women, or other diverse individuals or organizations?			
5. Evaluate our diversity and inclusion programs regularly, and identify areas for future improvement?			
6. Use analytical tools, including quantitative and qualitative data, to assess, measure, and track: ^{2, 3, 4}			
a. Our workforce diversity at all levels, including supervisory and executive ranks, by race, ethnicity, gender or other diverse categories?			
b. The inclusiveness of our employment practices for hiring, promotion, career development, internships, or retention, by ethnicity, gender, or other diverse categories?			
7. Hold management accountable for diversity and inclusion efforts, such as ensuring these efforts align with business strategies or individual performance plans?			

² Quantitative Data refers to “Quantity” and deals with numbers. Quantitative data can be measured. Qualitative Data refers to “Quality” and deals with descriptions. Qualitative data can be observed but not necessarily measured.

³ An example of a quantitative analytical tool is the Employer Information Report EEO-1 (EEO-1 Report) that tracks and analyzes employment statistics by gender, race, ethnicity, and occupational groups. An EEO-1 Report is required to be filed annually with the Equal Employment Opportunity Commission by (a) private employers with 100 or more employees and (b) federal contractors and first tier subcontractors with 50 or more employees that have a contract or subcontract of \$50,000 or more; or that serve as a depository of government funds in any amount.

⁴ Other examples of analytical tools can be found in [NCUA’s 2014 Office of Minority and Women Inclusion \(OMWI\) Congressional Report](#).



3. Does My Credit Union Consider Supplier Diversity As Part of Its Procurement and Business Practices?

Credit unions can craft and implement supplier diversity policy and practices to expand outreach for contracting opportunities to minority- and women-owned businesses.⁵ This involves providing opportunities for diverse businesses to bid on certain contracts or procurement activities (office supplies, promotional items, legal or accounting services) and informing these businesses on how to do business with your credit union. The goal is to develop a competitive advantage by having a broad selection of available and diverse suppliers to choose from with respect to factors such as price, quality, attention to detail, and future relationship building. The following questions identify some efforts to implement or demonstrate a commitment to supplier diversity.

Does my credit union:	Yes	No	Comments
1. Have a written supplier diversity policy that provides opportunities for minority- and women-owned businesses to bid to deliver business goods and services to us?			
2. Have leadership support to incorporate supplier diversity into business planning cycles or initiatives?			
3. Encourage by policy that some percentage (for example, 33 percent) of our outside contracts solicit bids from qualified minority- and women-owned businesses?			
4. Reach out specifically to inform minority- and women-owned businesses or affinity groups representing these constituencies of contracting opportunities and how to do business with us?			

⁵ See the NCUA Business Activity Diversity section of [NCUA's 2014 OMWI Congressional Report](#) and prior reports for detailed examples on how to implement supplier diversity policy and practices that aid in expanding contracting and procurement opportunities to minority-owned and women-owned businesses.



Does my credit union:	Yes	No	Comments
5. Use metrics to identify the baseline of and track:			
a. the amount we spend procuring and contracting for goods and services?			
b. the availability of relevant minority- and women-owned businesses?			
c. the amount we spend with minority- and women-owned businesses?			
d. the percentage of contract dollars awarded to minority- and women-owned businesses by races, ethnicity, and gender as compared to total contract dollars awarded for calendar year?			
e. the changes related to the above items over time?			
6. Implement practices that promote a diverse supplier pool, which may include:			
a. Participation in conferences, workshops, and other events that attract minority- and women-owned businesses to inform them of our contracting opportunities?			
b. Maintain a listing of qualified minority- and women-owned businesses that may bid on upcoming contracting opportunities?			
c. Have an ongoing process to publicize our contracting opportunities?			
7. Encourage prime contractors to use minority- and women-owned subcontractors by incorporating this objective in their business contracts?			



4. Does My Credit Union Promote Transparency of its Diversity and Inclusion Practices?

Transparency and communications are essential aspects of assessing diversity policies and practices. Transparency does not require you to share credit union confidential and proprietary information. Credit unions can communicate information about their diversity and inclusion efforts through normal business methods, such as displaying information on websites, in any appropriate promotional materials, and in annual reports to members.

By communicating your commitment to diversity and inclusion, your plans for achieving diversity and inclusion, and the metrics to measure success in workplace and supplier diversity, you inform a broad constituency of current and potential members, employees, potential employees, suppliers, and the general community about your affirmative efforts to promote diversity and inclusion. The publication of this information can make new markets accessible for minorities, women, and other diverse groups, and illustrate the progress made toward an important business goal. Here are some examples of efforts to promote transparency of your credit union’s diversity and inclusion efforts:

Does my credit union:	Yes	No	Comments
1. Periodically compile information about our efforts to enhance diversity and inclusion suitable for publication, which may include:			
a. Demographic information on workforce composition (such as that found on an annual EEOC report)?			
b. Demographic information on supplier diversity (contracting activities)?			
c. Demographic information on the board members and other officials?			
d. Information on sponsorships or partnerships with diverse organizations?			
e. Other information on our diversity and inclusion efforts?			



Does my credit union:	Yes	No	Comments
2. Make the following information public:			
a. Our diversity and inclusion strategic plan?			
b. Our policy on the credit union’s commitment to diversity and inclusion in the workforce?			
c. Our policy on the credit union’s commitment to diversity and inclusion to supplier diversity?			
d. Our efforts and progress toward achieving diversity and inclusion in our workforce and contracting activities?			
3. Publicize opportunities that promote diversity and inclusion, which may include:			
■ employment and internship opportunities?			
■ contracting opportunities?			
■ mentorship or developmental programs for employees?			
■ developmental programs for potential contractors?			



5. Does My Credit Union Continually Monitor and Assess its Diversity Policies and Practices?

Credit unions with successful diversity policies and practices allocate time and resources to monitor and evaluate performance under their diversity policies and practices on an ongoing basis. NCUA encourages credit unions to disclose their diversity policies and practices and related information to both NCUA and the public.

Does My Credit Union:	Yes	No	Comments
1. Use the Diversity Standards identified above to conduct self-assessments of our diversity policies and practices annually?			
2. Modify our diversity policies and practices based on the results of the self-assessment or evaluation of our diversity policies and practices?			
3. Provide information pertaining to the self-assessment or evaluation of our diversity policies and practices to NCUA’s OMWI Director annually?			
4. Publish information pertaining to our efforts with respect to the above diversity standards?			

Instructions for Submission

This assessment and other information may be voluntarily submitted electronically to NCUA – Office of Minority and Women Inclusion’s mailbox at OMWI@mail@ncua.gov or mail to: National Credit Union Administration, Office of Minority and Women Inclusion, 1775 Duke Street, Alexandria, Virginia 22314 or fax (703) 518-6685. You may submit additional information, at your discretion, to increase NCUA and Congress’s understanding of your diversity efforts or other characteristics.

Use of Information by NCUA

NCUA may use the submitted information to monitor progress and trends in the financial services industry with regard to diversity and inclusion in employment and contracting activities and to identify those policies and practices that have been successful. The OMWI Director will also reach out to credit unions and other interested parties to discuss diversity and inclusion practices and methods of assessment. NCUA may publish information submitted, such as best practices, in a form that does not identify a particular credit union or person or disclose confidential business information.