IBMers are responsible for this company’s success — always.

In 2018, we continued to expand the ways IBM welcomes and supports a diverse workforce, and we advocated for inclusive social policies around the world. We’re dedicated to all IBMers’ professional growth and personal well-being, and we’re helping to create new paths for people to join our industry.
Case Study

Mentoring new collar students

Danille Jager is helping P-TECH students thrive in Newburgh, New York.

“My teachers raised me,” recalls Danille Jager, an Education Program Manager at IBM. “I grew up in a single-parent household, raised by my dad who worked nonstop to keep food on the table. School was my escape, my safe place, and my freedom.”

These days, Jager identifies closely with the teens she mentors at the IBM-sponsored P-TECH™ school in Newburgh, New York, a grades 9-14 program in one of the most economically challenged communities in New York State. She is IBM’s full-time liaison to the school, where she pairs students with IBM mentors, arranges workplace and STEM experiences, and collaborates with teachers, administrators and the local school district and community college.

She says that the teens at her school “are incredible and inspire me each day. Four of them are now working at IBM, and my heart bursts with pride for all that they’re accomplishing. It’s so rewarding to see the success of our students, interns, apprentices, and graduates.”

Danille laughs when she explains how the student community has embraced her. “I’ve been named ‘P-TECH Mom’ by my summer interns and the students threw me a surprise birthday party this year,” she says. “I teach Workplace Learning classes here on ‘IBM Fridays’ and spend time face to face with many of the students. The students have welcomed me more and more into their school.”

“My heart bursts with pride for all that they’re accomplishing.”

Danille Jager
IBM Education Program Manager

In the 2019 school year, there will be:

- **200** P-TECH schools serving
- **125,000** students across
- **16** countries and
- **11** U.S. states

The school has become the kind of place she relished when she, herself, was a teen, and when school was a refuge. “The teachers are supportive beyond measure. P-TECH is a family.”
We are dedicated to the success of all IBMers worldwide, through an inclusive workplace experience that supports their growth and well-being.

Diversity and inclusion

Diversity of thought, experience and personal identity among IBMers improves our company’s innovation, agility, performance and engagement. This principle drives our efforts to have all IBMers feel safe and confident being their full selves at work — and to advocate for inclusion outside our company.

IBM’s first nondiscrimination policy was groundbreaking for 1953, when CEO Thomas Watson Jr. formalized an existing, progressive practice to hire “regardless of race, color or creed.” IBM later added sexual orientation (1984), gender identity and expression (2002) and genetics (2005) to the policy. Today, we feel responsible not only for maintaining that heritage, but also building upon it.

Our support of LGBT+ IBMers includes a formal program to support transitioning transgender employees in the workplace. IBM supports gender affirmation treatment benefits in nine countries and in 2018 we released Gender transition in the global workplace, a first-of-its-kind white paper developed with the Human Rights Campaign to share our approach and detail the benefits of transgender transition support and inclusion. Also in 2018, we launched the commercially available LGBT+ Ally Championship Badge for allies who have demonstrated advocacy and support for the LGBT+ community.

Neurodiversity is an emerging aspect of our persons with disabilities (PwD) programs, because neurodiverse IBMers can offer different perspectives valuable to product development and client service. Working with nonprofit agency Specialisterne, we launched the IBM IGNITE employment program in the U.S. and through it have hired six IBMers with Autism Spectrum Disorder (ASD). We are expanding...
the initiative to Australia, Argentina, Brazil and Canada in 2019, with the goal of creating 300 jobs for individuals with ASD by 2020. Also in 2018, we launched People with DisABILITIES education to challenge preconceptions about PwD and help managers and employees be “disability confident” while advocating for a more inclusive workplace.

Continuing our focus on the advancement of women, the IBM Institute for Business Value surveyed 2,300 organizations about gender equality in their leadership, identifying obstacles to change as well as the advantages of establishing gender parity as a formal business priority. In March 2019, we published the study as Women, Leadership, and the Priority Paradox and launched BeEqual — inviting IBMers, clients and society to make #BeEqual pledges of support for gender equality in business leadership. Be Equal will continue to expand to promote equality for all. Learn more and make your pledge at ibm.com/beequal.

Public advocacy
IBM advocates for inclusive public policies because we want IBMers and their families of all backgrounds to be engaged, productive and safe in the communities where they live and work.

In 2018, we continued to stand with Deferred Action for Childhood Arrivals (DACA) recipients — children raised in the United States after their parents brought them into the country without legal immigration status — by asking Congress to find a solution for Dreamers to stay living and working in the United States. IBM CEO Ginni Rometty and 100 other CEOs signed a letter sent by the Coalition for the American Dream, urging lawmakers to pass legislation protecting Dreamers. IBMers who are also DACA recipients were in Washington, D.C., to stand with the coalition. IBM continues to work with the Coalition for the American Dream to provide Dreamers a permanent solution.

IBM is a leader in advocating for the fair and equal treatment of the LGBT+ community. In 2018, we opposed legislation in Israel that would discriminate against same-sex couples that want to have a child through surrogacy, and expressed support for marriage equality in Taiwan, Northern Ireland and the Czech Republic. In the United States, IBM opposed efforts in Massachusetts to roll back transgender rights, and has remained one of the strongest corporate advocates calling for passage of the Equality Act to extend civil rights to the LGBT+ community.

In 2019, IBM supported passage of the Equality Act, which would amend existing laws to provide consistent, explicit protections for LGBT+ employees in the United States. Ginni Rometty stated IBM’s position in a letter to the U.S. Congress, and IBM Chief Diversity and Inclusion Officer Tia Silas testified before the House Judiciary Committee — IBM was the only company invited to testify.

“We’re taking into account the great diversity people bring, and that is going to add value for our clients.”

Christine Bartlett
IBM Lansing Client Innovation Center

When neurodiversity works | 2:54

Anthem: Be Equal | 2:18
Employee well-being

IBM has no greater resource than its people. This enduring belief underlies our commitment to a culture of health and safety, integrated throughout our business through programs driven by evidence-based strategies, real-time insights and innovative solutions.

In 2018, we updated IBM’s Culture of Health and Safety policy to continue meeting IBMers’ needs through compliance with legal requirements, targeted efforts to reduce evolving health and safety risks, and a commitment from senior management to encourage employee participation in continually improving the design and experience outcomes.

Established in 1999, our Well-Being Management System (WBMS) sets a consistent worldwide approach to implementing IBM’s Corporate Policy 127 on health and safety. It follows International Organization for Standardization standards including proactive planning, execution excellence, measurement, and continuous improvement of employee health and well-being. In 2018, Bureau Veritas again recertified our WBMS through the Occupational Health and Safety Assessment Series 18001 certification process.

Our 2018 efforts included these highlights:

— In Canada, the Ontario Workplace Safety and Insurance Board recognized IBM’s workplace safety record by returning over CA$750,000 of IBM’s 2018 worker’s compensation insurance premiums as a rebate.

— IBM India’s two-month walkathon challenge drew 20,000 participating IBMers to help raise funds for the education scholarships of 275 girls.
Leadership development

Programs that develop IBMers’ skills represent investments in IBM itself. Our innovative digital learning platform uses Watson® AI technology to develop personalized plans for each IBMer, available 24/7 with resources to develop skills aligned with our company and each IBMer’s needs, interests and career goals.

In 2018, we refined the way we identify, assess and develop IBM’s high-potential employees and future leaders. Managers lead the process to identify skills and business roles to develop, and the IBMers can be aligned with roles and assignments that complement their existing experience to build a broader perspective on our company and the marketplace.

To support managers, IBM has developed a system of success indicators and data with individual, annual assessments based on behavioral science. The system is regularly refined based on managers’ feedback. In addition, we launched in 2018 the Positive Leadership Edge program, designed to raise awareness of the qualities and habits of effective leaders. Interactive coaching sessions with experts, followed by ongoing reminders and prompts, are designed to help maintain managers’ focus on transforming our company and to promote habits that engender engagement and productivity in their teams. Following the 2018 initial deployment, we are expanding the program in 2019.

Corporate Service Corps (CSC) combines leadership development with the opportunity for IBMers to work with colleagues on projects designed to have a positive social impact around the world. The program deployed over 500 IBMers to 24 countries in 2018 and plans to expand participation significantly beyond 2019.

Above: Thank you card for IBM retirees from students at Boston’s Sister Mary Hart Children’s Program. Right: IBMer Barbora Lebedova (left) and Yaritza Cuevas on a Corporate Service Corps joint deployment with Johnson & Johnson employees in Chile, October 2018.