



TXI DEIB

Vision Statement

March 2022

Diversity, Equity, Inclusion and Belonging at TXI

I Why We Do What We Do

At TXI, our culture is a priority. To deliver the best solutions we need positive, accessible, inclusive, and open environments with as much diversity in the room as possible. We need to be able to learn from each other. We also believe that to be seen for who you are — and to have the opportunity to feel a sense of belonging — is a universal human need. We believe it is our responsibility and duty to create the conditions for belonging for every team member. **That's why we're working to create an environment that is inclusive for everyone.**

To start, that means understanding what diversity, equity, inclusion and belonging mean at TXI. The first step is ensuring we are all using the general words in the same way.

- **Diversity** refers to who is in the room and how many different social identity groups are represented.
- **Equity** provides equitable access based on the needs of oppressed groups to resources and recognizes the individual needs of groups that have been historically exploited, for example, Black and Indigenous people of color within the context of the US.
- **Inclusion** is our responsibility to welcome others and provide tangible support for their diverse needs so that all are able to participate meaningfully.
- **Belonging** is about building community, specifically making people feel that they belong by leveraging, valuing and celebrating all that they are. This means accepting that belonging takes on different meanings for different people, and being curious about how to engage with their needs.

We understand that to embody these definitions as an organization, we all have to recognize our unearned privilege and power, hold each other accountable, and distribute that power equitably. We're in this together; to make DEIB happen at TXI, each and every one of us has to begin a process of unlearning, uplifting and supporting each other, and working against being complicit in white supremacy. That's why we expect all of us to actively embrace and uphold our guiding principles and tangible practices around DEIB.

Term:	We Strive To:	We Refrain From:
Diversity	<ul style="list-style-type: none"> ■ Actively seek diverse input and opinions beyond our own (Individual) ■ Open ourselves to occasional conflict and non-resolution (Individual) ■ Understand and value who is in the room (Individual, Team) ■ Listen and ask questions (Individual, Team) ■ Embrace a culture of feedback and be willing to engage in healthy conflict with each other (Team) 	<ul style="list-style-type: none"> ■ Clinging to habits that promote affinity hiring and affinity bias, such as a past emphasis on “Culture Fit” vs “Culture Add” (Individual, Team) ■ Tolerating oppressive language, microaggressions, or behaviors that exploit power disadvantages based on social identity (Individual, Team, Company)
Equity	<ul style="list-style-type: none"> ■ Work through an anti-racism lens and prioritize disability justice and environmental justice (Individual, Team, Company) ■ Acknowledge differences and understand how that plays out in interpersonal relationships/ team dynamics (Individual) ■ Create equitable, accessible resources (Team, Company) 	<ul style="list-style-type: none"> ■ Asking for others to assimilate or conform to our ways of being (Individual, Team, Company) ■ Creating inequity by not documenting the organizational history, process, or policy, so that the people who have been here the longest can maintain their power over decision-making (Company)

Term:	We Strive To:	We Refrain From:
Equity	<ul style="list-style-type: none"> ■ Hold ourselves to social goals, not just profit goals (Company) ■ Make DEIB core to our company strategy (Company) ■ Set meaningful metrics to chart DEIB progress, while also understanding metrics are not the be-all and end-all of the work (Company) ■ Strive to work within anti-oppressive structures (Company) 	<ul style="list-style-type: none"> ■ “Worshipping the written word” as a trait, over the ability to iterate and grow, especially when documentation creates harm (Company)
Inclusion	<ul style="list-style-type: none"> ■ Challenge ourselves to listen and learn from others (Individual) ■ Use <u>Brené Brown’s rumbling framework</u> for discussions and conversations including: <ul style="list-style-type: none"> ○ Leaning into vulnerability ○ Staying curious and generous ○ Sticking with the messy middle of problem identification and solving 	<ul style="list-style-type: none"> ■ Favor one style of group over others (Individual, Team) ■ Avoid difficult conversations for the sake of artificial harmony (Individual, Team) ■ Make decisions about the employee, customer and community experiences without involving them (Individual, Team, Company)

Term:	We Strive To:	We Refrain From:
Inclusion	<ul style="list-style-type: none"> ○ Taking breaks and circling back when necessary ○ Fearlessly owning our parts ○ Listening with the same passion with which we want to be heard (Individual) ■ Strive to foster group environments and rituals that invite in multiple marginalized — and multiply marginalized — people (Team) ■ Create welcoming spaces that include practices of non-judgement, non-attachment and overall awareness about what may intimidate (Team, Company) 	
Belonging	<ul style="list-style-type: none"> ■ Provide onboarding that promotes the feeling of belonging (Team, Company) ■ Share our truth, story and perspective (Individual) ■ Model openness and vulnerability (Individual) 	<ul style="list-style-type: none"> ■ Engage in non-reciprocal relationships (Individual) ■ Only ask some people to adapt to different cultural contexts (Individual, Team) ■ Withhold disclosable company information or resources on the basis of difference (Company)

Term:	We Strive To:	We Refrain From:
Belonging	<ul style="list-style-type: none"> ■ Approach problems collaboratively (Individual, Team, Company) ■ Ensure individuals feel valued and validated in their teams (Individual, Team, Company) 	

Our DEIB team is dedicated to supporting us as we shift from creating awareness to creating sustainable practices. They ensure we are creating as many opportunities as possible for everyone in the organization, advocating for the incorporation of ongoing DEIB education into the fabric of our culture, creating transparency and clarity around information so it is available to all members of the organization, and putting in structures that allow for equitable access to growth and advancement.

Our Guiding Principles

I How We Enact DEIB

The following principles and practices have been developed based on collaborative input from our leaders, DEIB team members, various members of the organization and our DEIB consultants. We welcome your feedback.

Principle #1: We promote inclusion in the workplace by understanding the people both inside and outside our community.

We help companies build transformational products. Those products are used by all types of people. The more we reflect on that audience, the better we'll be at doing our job. That's why we focus so much on diversity of social identity groups and enacting practices that promote equity to support them.

Specifically, whenever we make decisions, we ask who will be impacted by them. We invite those who will be impacted to have a voice in the room. We know that sometimes we will miss who is impacted, which is why we collaborate with the DEIB team and ask ourselves who we are missing, to determine both who is impacted and how to include them.

Principle #2: We strive for continuous improvement and share our progress.

When it comes to DEIB, continuous improvement is about developing a process and structure for talking about DEIB initiatives. We aim to document what we plan to do, how we'll do it and the results. We solicit feedback on our DEIB work and we use data to measure its impact. We define a clear workflow and share it within our organization and externally with our community. This level of transparency helps to hold us accountable to the changes we want to see within our culture.

Principle #3: We value constant learning and teaching.

We are always enriching our DEIB vocabulary and understanding by hosting ongoing education programs and bringing in outside DEIB educators. It's our responsibility to be constantly learning more about the space, especially as new ideas emerge. It is equally important to share what we've learned, and we celebrate when our own team members

take up that challenge and facilitate our DEIB education. To help make that happen, we can provide tooling, training, and support for our team to become better facilitators in this space. We aim to make space for others to learn with us (and seek to create learning opportunities for our clients, partners, and community members to join us on this journey).

Principle #4: We know the “why” behind our DEIB investments.

We understand that DEIB is about more than the community we are building at TXI. We all see the impact that inequity has around us socially and honor the social justice implications behind the work that we do within our organization.

That means we feel a responsibility to take our high-level understanding of DEIB and translate it into pragmatic initiatives with actionable steps we can take toward the change we want to see organizationally.

When we put resources into anything, we need to know why. Before we launch initiatives, we consciously and intentionally discuss why they are important right now and what we are looking to accomplish when they succeed.

Principle #5: We make the implicit explicit.

We believe that equal access to information is the cornerstone of DEIB. We commit to identifying what beliefs, ideas, processes and practices are implicit and making them explicit so that everyone can understand, engage and/or utilize them.

Principle #6: We allow space for curiosity and imperfection.

We understand that not all members of the TXI team have the same exposure, learning and experience with diversity, equity, inclusion and belonging. We embrace and encourage curiosity on these issues, and go out of our way not to shame those who are still learning. We recognize we will all make mistakes and that imperfection is natural.

Principle #7: Accessibility first

Digital products should work for everyone. So our process needs to mindfully include groups that are often left out and not considered. Our goal is to make accessibility a part of our best practices, every day. We prioritize inclusion early in discovery and throughout the entire design and engineering product lifecycle. This means we check our biases at the door, forget our own personal experiences, and consider the big, diverse world we’re releasing it to.

We aim to make our company culture, our physical and virtual spaces, and company rituals accessible to everyone.

2022 Initiatives

| What We Plan to Do

In December of 2020 and January of 2021, a handful of TXI team members engaged in DEIB work came together with the help of external facilitators to intentionally ideate, design and develop initiatives for the year that would promote diversity, inclusion, equity and belonging in the organization.

- 1** Integrate DEIB practices and values into our client work and build more accessible products
- 2** Create company rituals for the Activism Arcs that support our four Justice Pillars
- 3** Widen our diversity aperture to become a more inclusive environment at TXI
- 4** Correct for Over-Representation (Continued: year 2 of 3)
- 5** Evolve our Community Engagement Efforts to Focus on Our External Communities

Resources

| General

- [White Supremacy Culture in Organizations Toolkit](#)
- [Creative Action Lab Toolkit](#)
- [Project Include Hiring](#)
- [Toigo Foundation Career Crossroads Talent Survey](#)
- [McKinsey Delivering Through Diversity](#)
- [The State of Wage Inequality in the Workplace](#)
- [First Round Review This Is Why People Leave Your Company](#)
- [McKinsey Women in The Workplace](#)

| TXI Public Resources

- [TXI Core Values Decoded](#)
- [Accessible software design always knows its audience](#)
- [Building a diverse team? Start by asking questions of your own company](#)
- [Creating a more inclusive workplace by improving these 3 areas](#)
- [To tackle diversity recruiting honestly, we had to rethink each step](#)
- [Chicago tech events done right](#)