



Investing in
our people

charles
SCHWAB

Own your tomorrow.

At Schwab, above all else, we care about the clients we serve and each other. We believe that when our employees are at their best, so is Schwab. With the goal of being an employer of choice, we strive to inspire and empower our employees to own their futures. We offer competitive compensation along with professional, personal, and financial programs that support the well-being and advancement of our employees and their families. This isn't just good business—helping our employees feel whole and happy is important to the health of our communities and society as a whole.



Delivering opportunities for a rich work life and professional advancement for all employees

Employees come to Schwab for a variety of reasons, but they stay because this is a place where they can change people's lives and help them realize their dreams. Having a career with purpose and enjoying what you

do each day are critically important. So is the opportunity to grow professionally. To that end, we offer a variety of programs to support employee advancement.

Recognition

Our unique culture and approach have been recognized regionally and nationally.

FORTUNE most admired company

In 2016, Schwab was ranked first in industry, Securities and Asset Management, for Innovation, and second overall.



HRC best places to work for LGBT equality

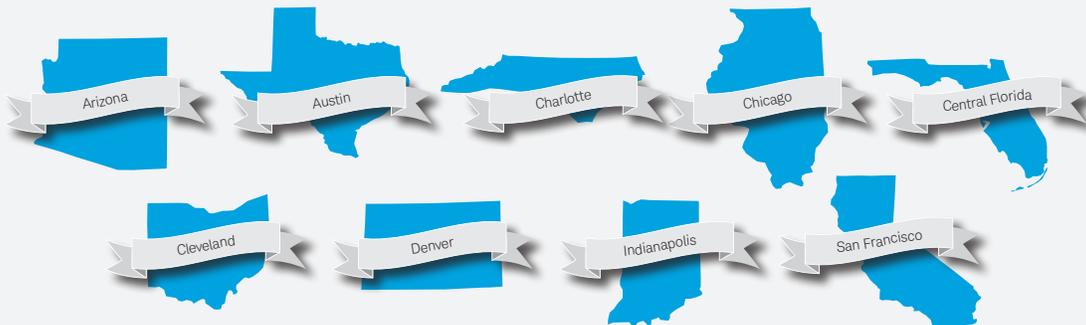
Since 2004, Charles Schwab has received a 100% rating on the Human Rights Campaign's Corporate Equality Index, which recognizes companies based on LGBT equality.



Top workplace

Since 2013, Schwab has consistently been recognized as a top place to work based on employee feedback in major markets where Schwab has significant concentrations of employees, including Austin, Chicago, Cleveland, Denver, Indianapolis, the San Francisco Bay Area, and the state of Arizona. In 2016, Schwab's recognition expanded to include Central Florida and Charlotte.

Schwab ranks as a top place to work in many of the places we call home



Diversity and inclusion programs

Diversity and Inclusion are a way of life at Schwab, transcending ethnicity, race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, protected veteran status, and life stages to include diversity of experiences, strengths, perspectives, and thought.

Our commitment to building an inclusive environment where everyone feels valued is what sets us apart. Schwab is dedicated to building and maintaining a dynamic organization and culture that reflect the individual strengths of every person who is a part of the company. Through diversity, we gain a wider range of perspectives and experiences, which benefits everyone and helps us 'see through clients' eyes.'

Employee Resource Groups (ERG) and Inclusion Network programs focus on activities that champion Schwab as the company of choice for people from diverse communities to reach their career and investing goals. Diversity and Inclusion programs include the following:

- **Employee Resource Groups**—Employee Resource Groups (ERG) are formed by employees who share characteristics or life experiences and are committed to enhancing diversity and inclusion at Schwab. ERGs also welcome allies—people who support or collaborate with the group. Benefits of participation include networking, professional development, building business knowledge, and involvement with national projects.
- **Inclusion Networks**—An Inclusion Network is an umbrella group that unites the separate and unique Employee Resource Groups to develop and implement plans to attract diverse talent, develop diverse talent and attract diverse clients. It is a “One Schwab” approach based on the value that diversity matters.

- **Accessibility**—Affirming our values of diversity and inclusiveness, Schwab is committed to ensuring equal employment opportunities to all employees and applicants. Schwab provides, upon request, reasonable accommodations to qualified applicants or employees with a disability to enable the individuals to perform the essential functions of the job, unless making the accommodation would result in an undue hardship or such individuals would pose a direct threat to the health and safety of themselves or others. Schwab also makes reasonable accommodations for pregnant employees who request an accommodation for pregnancy, childbirth, or related medical conditions.

Employee resource groups

About 25% of Schwab employees belong to at least one ERG, and 58 ERG chapters have been created to date. Schwab ERGs include:

- The Asian Pacific Islanders Network at Schwab
- Black Professional Associations of Charles Schwab
- Military Veterans Network
- Schwab Employees for the Environment
- Schwab Lesbian, Gay, Bisexual, Transgender, and Allies Pride Network
- Schwab Organization of Latinos
- Schwab Parents Network
- Women's Interactive Network at Schwab

Leadership@Schwab

Professional growth requires development opportunities. Leadership@Schwab is a multi-year initiative to help our people and our business thrive. It is an opportunity for each employee to focus on his or her own individual development which will in turn help us grow our business. It includes tools and support to help employees develop their leadership style and practice new behaviors. We are investing in every person at Schwab, regardless of title or role, so that together we can:

- Do bigger and better things in our careers
- Spot opportunities first
- Champion our clients' goals in more ways than ever before
- Move our business further, faster

Employee engagement

We each have the power to do our best work here and have fun doing it. That's the core of engagement. We know that engagement is more than a survey score. It's how we show up, every day. That's why we invest in the latest engagement tools and resources—so teams can learn together and shape work into something that's both effective and rewarding. Our annual engagement survey gives us invaluable insights into how we are delivering on our commitment to making Schwab a great place to work in service to our clients.

In 2016, Schwab received a fifth consecutive win of the Gallup "Great Workplace" award, placing Schwab among the Top 40 companies recognized for having the most engaged workforces in the world. Schwab was also awarded the "Excellence in Outcomes" award, given to the company with the best "Total Performance."

Tuition reimbursement

The importance of education is indisputable and we encourage all employees to be lifelong learners. Building knowledge and character, improving earning potential, and broadening one's world view are just a few of education's benefits, and they can cause a ripple effect across society, advancing all toward a more empathetic, peaceful, and just coexistence. To support our employees' continuing education, we offer a tuition reimbursement program for qualifying education and training. This includes:

- Classes required for an approved undergraduate degree program, ones that are not business- or career-related
- Business- or career-related undergraduate, graduate, and post-graduate programs taken at an accredited college or university
- Business- or career-related courses taken at an accredited college or university, but not as part of a degree program
- Certification or professional designations required or recommended for an employee's current position or to prepare for another position at Schwab
- Executive development programs
- External training linked to enterprise-specific plans and business goals

Delivering programs that support work-life balance, healthy living, and personal growth

Schwab employees are a team of individuals appreciated for their work, respected for their unique strengths, and rewarded for the possibilities they create for our clients and our company. While our culture of service inspires high levels of achievement across our organization, we strive to ensure that employees maintain a work-life balance that supports their professional and personal lives so they can enjoy both to the utmost. The following programs are designed to help employees rest, improve their well-being, focus on family, friends and important interests, pursue their passions, and realize their dreams.

Sick time

Schwab recognizes that employees occasionally may be unable to work due to personal or family illnesses or injuries. Employees can be more focused and productive at work if they know that an illness requiring time away from work does not necessarily create a financial hardship. Employees accrue 1.3 hours of sick time for every 30 hours worked, and unused sick time carries over from year to year with no accrual limit.

Vacation program

Time away from work is an important element in achieving balance between personal and professional lives, and employees tend to be more focused and productive at work if they are able periodically to take time off for their own enjoyment. Eligible employees accrue paid vacation time, and managers and employees are encouraged to schedule and

take vacations so that vacation time continues to accrue and the full annual vacation benefit is used.

Sabbatical program

Eligible employees are invited to take a paid sabbatical after every five years of service. At Schwab, a sabbatical consists of twenty-eight continuous days off during which an employee continues to receive regular pay. It's in addition to regular accrued vacation time, and is an opportunity to explore new opportunities, add credentials, get a new perspective on life, improve one's health, or just relax and have fun.

Everyday wellness

Supporting good health is a part of our Schwab culture. We believe that when employees are at their best, so is Schwab and those happier, healthier employees can serve clients better. That's why we support employee wellness and provide opportunities to earn rewards for participation in our Everyday Wellness program.

- **Everyday Wellness Rewards**—Through Everyday Wellness, eligible employees can earn up to \$550 in Wellness Rewards to help fund their Health Savings Account.
- **Wellness Champions Network**—Our Wellness Champions Network is made up of Schwab employees who help create and support wellness efforts tailored to the needs and interests of employees at the local and regional level.
- **Smoke- and tobacco-free workplace**—Schwab is committed to providing a healthy work environment for our employees, clients, vendors and visitors, and decreasing exposure to second-hand smoke on Schwab property. To protect our air quality and to contribute to the health and well-being of our employees, Schwab is a smoke- and tobacco-free workplace. This commitment

is a natural extension of our purpose and values and is intended to assist employees with improving their overall health.

Schwab's health plans also offer resources to help employees improve their health and reduce their healthcare costs.

- **Employee Assistance Program**—When employees need help dealing with stress, chemical dependency, relationship and/or family issues, mental illness, job burnout or other problems, they can get help from a licensed counselor through a referral from Schwab's Employee Assistance Program (EAP).
- **Health plans**—Our employees' health is important and so is their financial health. That's why Schwab offers employees and their families comprehensive medical coverage with an HSA, so they can get the care they need when they need it, and save and pay for their expenses along the way.

Schwab's medical plan is designed with the lowest deductible allowed by the IRS and a Health Savings Account that Schwab contributes to, helping employees save and pay for their medical expenses now and in the future.

Paid parental leave

Time for parental bonding after the birth or adoption of a child helps form a firm family foundation, and paid time off eases the financial worry that might otherwise keep people from taking that time.

Schwab's Paid Parental Leave pays 100 percent of an employee's base pay for six weeks if they are the primary caregiver, and one week if they share in the care for the child, but are not primarily responsible (the non-primary or secondary caregiver). This paid leave is available to all eligible employees regardless of their gender, and employees in regular full- or

part-time positions who are regularly scheduled to work at least 20 hours per week.

Dependent care contributions

Schwab offers dependent care flexible spending accounts (FSA) so employees can set aside pre-tax dollars to pay for eligible child- and elder-care expenses incurred while working at Schwab. Additionally, Schwab makes a contribution of up to \$200 per month to FSA accounts that meet eligibility requirements.

Adoption assistance

Eligible employees who adopt a child under the age of 18 can receive reimbursement of up to \$2,000 per eligible child for adoption fees through our Adoption Expense Reimbursement Program. Reimbursements cover legal and agency fees, medical expenses for the birth mother and adopted child, and transportation and/or immigration fees for the adopted child.

Leave of absence

We recognize that reasonable periods of time away from work may sometimes be necessary for employees to deal with certain medical, family-related, or personal issues, so we seek to provide leaves that are responsive to employee and business needs. The company's leave policies are designed to comply in all respects with applicable federal and state laws and, in some circumstances, offer benefits beyond those mandated by law. All employees with six months of continuous employment are eligible to apply for a Personal Leave. Employees on Personal Leave continue to receive paid group healthcare benefits on the same terms and conditions as during regular employment for the duration of the Personal Leave. Employees are required to continue to pay any employee portion of the contribution to premiums for group healthcare benefits or coverage may be affected.

Empowering employees to own their futures by providing financial guidance, tools and services

Wealth management is not just for Schwab clients—our employees have big dreams and financial goals too, and we are committed to helping them transform their lives through the power of investing. We offer all employees the opportunity to maintain their financial wellness by offering them dedicated service, customized financial planning and relevant education. Every employee is entitled to a no-cost financial planning session that is specific to his or her needs. Consultations can include but are not limited to:

- Retirement Planning
- Investment Advice
- Debt Management
- Education Planning
- Mortgage Planning
- Estate Planning

This discussion can also include employee-specific advice that is often overlooked, like benefit maximization and overconcentration in company stock. Additionally, employee accounts are eligible for the same professionally managed products and services that Schwab offers retail clients and, in some cases, may receive a discount and possible rebate off the managed fee.

Recruiting American heroes

Schwab believes that veterans represent some of the very best talent in the country, and we are proud to be an employer of choice for many who have served and those who continue to serve. We know the distinctive value service members bring to the workplace—devotion to teamwork, discipline, tenacity, and proven leadership—all of which help bring our values to life. Schwab is dedicated to an ongoing relationship with this community of America's heroes.

Military veteran awards

- Military Times Edge “Best for Vets Employer 2015” for the sixth consecutive year
- U.S. Veterans Magazine 2015 “Best of the Best” employers for the fourth consecutive year
- G.I. Jobs 2016 “Top 100 Military Friendly Employers” for the fourth consecutive year
- Military Spouse’s 2016 “Military Spouse Friendly Employers” for the fourth consecutive year
- Civilianjobs.com’s “Most Valuable Employers” (MVE) for Military
- Profiles in Diversity Journal’s “Top 25 Most Influential Companies for Veterans Hiring”

Alliances

Schwab has alliances with more than a dozen organizations dedicated to supporting our country’s service men and women, including but not limited to:

- 100,000 Jobs Mission
- Joining Forces
- Employer Support of the Guard and Reserve
- Hiring Our Heroes
- Veterans on Wall Street (VOWS)
- Hero 2 Hired
- U.S. Department of Veteran Affairs
- Veterans Business Network



Brokerage Products: Not FDIC Insured ■ No Bank Guarantee ■ May Lose Value

Charles Schwab & Co., Inc. is an equal opportunity/affirmative action employer committed to diversifying its workforce. All applications are considered without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, protected veteran status, or based on any individual's status in any group or class protected by applicable federal, state or local law.

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