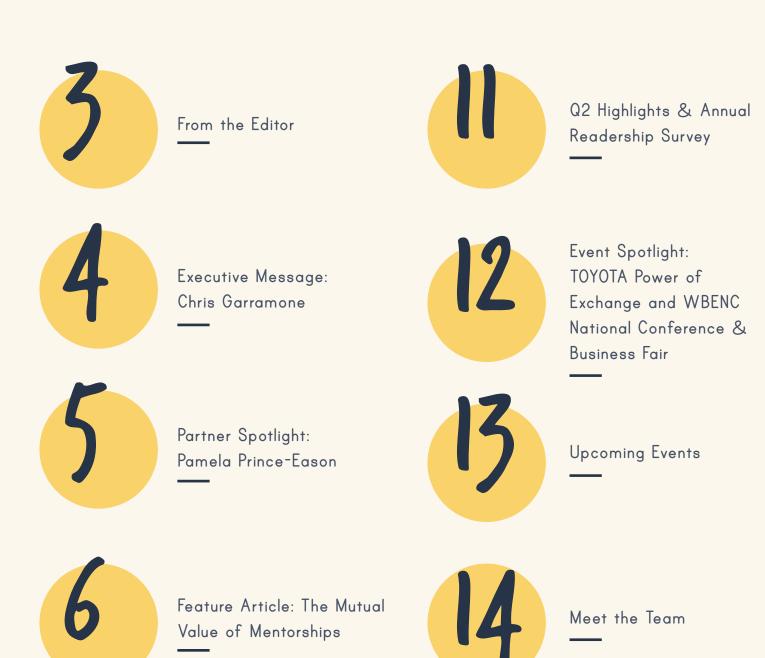
P4.6

The Mutual Value of Mentorships

2018 SUPPLIER DIVERSITY LESSUE No.3

TOYOTA

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CHUCK HENDRIX

Senior Manager,
Purchasing Supplier Diversity
TOYOTA Motor North America

THE TIME AND EFFORT
PUT INTO A MENTORING
RELATIONSHIP (AN
YIELD PERSONAL AND
PROFESSIONAL BENEFITS
WHI(H LAST A LIFETIME.

GREETINGS,

I've been a football fanatic most of my life as player, a spectator, and a coach. Recently, I was thinking about how lessons learned from the game have become so much of who I am today.

During my high school days, I was fortunate to have coaches who not only motivated me to play my best, but also shared solid life advice. They became mentors to me, helping shape my character through their example and guidance.

Often, one of my coaches would say, "Chuck, ain't nothing to it, but to do it." That phrase has stayed with me through the years and I still find myself hearing his voice whenever I'm facing a difficult situation or a big decision.

To me, that's the sign of a good mentor. Someone who continually nudges you towards your better self and encourages you to stretch beyond what you think is possible. And, as your advocate, a mentor can guide you toward success and, occasionally, open doors to get you closer to your goals.

But mentoring is far from a one-way street. It's a mutually beneficial relationship which builds trust and provides a forum for both parties to hear and understand diverse perspectives. By asking questions, exploring best practices, and sharing candid stories of accomplishments and challenges, many mentors and mentees develop lifetime relationships. The time and effort put into a mentoring relationship can yield personal and professional benefits which last a lifetime.

Our Supplier Diversity team understands the value of mentoring and we make certain it's a part of the work we do with suppliers. Formal mentorship programs, such as our Business Module, provide corporations with direction to strengthen their diversity programs and also facilitate business development mentoring for diverse companies.

As you read through our third Supplier Diversity newsletter of 2018, I encourage you to consider how a mentor/mentee relationship might add value to you and your business. Then, I challenge you to take the steps necessary to make it happen. Already in a mentoring relationship? Keep asking meaningful questions, setting and discussing goals, and finding ways to step out of your comfort zone.

Advice. Feedback. Guidance. All benefits you can expect from a mentor relationship. And, if you're lucky, a few words of wisdom to get you through the tough spots, too.

Best regards, Chuck

EXE(UTIVE MESSAGE

As someone who didn't start my career at TOYOTA, I had a lot to learn about the company and the Toyota Way when I started. I purposefully sought to build relationships with leaders who exhibited qualities I admired or viewed to be effective.

Instead of leaning solely on one mentor, however, I chose to connect with several people outside my division. This strategy allowed me to quickly expand my internal network and gain a variety of perspectives. Each of these supporters were honest, open, and willing to engage in direct discussions. I was fortunate to be able to surround myself with leaders willing to support my desire to succeed at TOYOTA and encourage me without sacrificing my authenticity.

Through TOYOTA's WIIT (one of our Business Partnering Groups, Women Influencing and Impacting TOYOTA), I have the opportunity to give back and make an impact, as well as support others. Working with individuals at varied points in their careers, from different cultures, and having experiences unlike my own is making me a more empathetic, emotionally intelligent leader. Serving as a mentor with others also allows me to gain understanding of other roles within our organization and the different types of challenges our team members may be facing.

If you asked my mentees, I think they would say I share lessons learned from failures just as much as from successes. I am passionate about encouraging them to be themselves and working to become their best, not modeling their choices after what worked for me or someone else. My goal is to help my mentees develop their own thinking and confidence in their capabilities; I want to provide them with a safe space for exploring new ideas, and act as a sounding board.

TOYOTA is currently in a unique position. We have an unprecedented level of team members who are new to our organization. We're fully committed to continuing to strengthen our culture of diversity and inclusion to ensure we remain relevant, innovative, and successful.

A truly good mentor helps you become a fuller version of yourself, not a copy of them. I keep in touch with my mentors because no matter where I am professionally or personally, their insight and perspective enhances my own.



CHRIS GARRAMONE

General Manager, Purchasing 1-Interior/Exterior/Seats TOYOTA Motor North America

A TRULY GOOD MENTOR
HELPS YOU BE(OME A
FULLER VERSION OF
YOURSELF, NOT
A (OPY OF THEM.



The Women's Business Enterprise National Council (WBENC) is the largest certifier of women-owned businesses in the U.S. and a leading advocate for women business owners and entrepreneurs. WBENC believes diversity promotes innovation, opens doors, and creates partnerships that fuel the economy. They provide the most relied-upon certification standard for women-owned businesses (WBEs) and serves as a catalyst for business growth.

Through WBENC's resources, WBEs have access to hundreds of potential corporate and government clients as well as a network of thousands of fellow female entrepreneurs.

IN WHAT WAYS HAS YOUR PROFESSIONAL CAREER AS BOTH A CORPORATE EXECUTIVE AND A WOMAN BUSINESS OWNER HONED YOUR EXPERTISE IN SUPPLIER DIVERSITY AND STRATEGIC LEADERSHIP?

As VP of Worldwide Procurement at Pfizer Inc. for 12 years, one of the most important things I realized was that corporations must have a supply base that reflects their customers. It's been exciting to watch supplier diversity evolve over the years, particularly as it has become more of a strategic force within the procurement world and up to the C-suite. In the future, I think there will be even more focus on how diverse suppliers can really drive innovation and provide a true competitive advantage for corporations.

In my role at WBENC, I can help drive education and opportunities for female entrepreneurs as well as work with our Corporate Members to define supplier diversity best practices.

HOW DID YOU BEGIN YOUR JOURNEY WITH WBENC?

I've had a lifelong passion for advancing women's opportunities and supplier excellence. While working at Pfizer, I served on the WBENC Board of Directors as a Corporate Member. In 2011, I had the great honor of assuming the role of President and CFO.

MENTORING IS ONE WAY MANY WOMEN-OWNED BUSINESSES TODAY ARE CONNECTING WITH EACH OTHER AS WELL AS CORPORATE PARTNERS. HOW DO WBENC'S MENTORING PROGRAMS PROVIDE VALUE TO THE ORGANIZATION AND YOUR MEMBERS?

WBENC has always considered mentorship to be an important tool for helping women-owned businesses benefit from each other's experiences and expertise. We're continually adding innovative ways for WBEs, supplier diversity professionals, and business and government leaders to connect.

We offer traditional one-on-one mentorship opportunities through WBENC, such as our Student Entrepreneur Program and NextGen Reverse Mentorship Program. Additionally, we bring together groups of WBEs from similar industries or interests with subject matter experts to build strong and successful peer networks.

HAS MENTORING PLAYED AN IMPORTANT ROLE IN YOUR LIFE?

Yes! I've been lucky to work with and for many amazing people throughout my career. For women in particular, developing mentor relationships can become a critical element of our collective progress and growth over the years, both in the corporate world and supply chain. Mentors in my personal and professional life have helped me navigate the corporate world. They also connected me with many of the organizations and networks that ultimately shaped my career.

WHAT'S NEXT FOR WBENC?

We are laser focused on women's business development, having recently launched several new executive education programs for WBEs to help them grow and scale to meet the procurement needs of corporations and the government. I also look forward to leveraging our new partnership with WIPP (Women Impacting Public Policy) to help strengthen our education and advocacy efforts to support women-owned businesses broadly. In addition, we will continue to support meaningful interactions so that corporations can achieve their objectives and maximize the return on investment in partnering with diverse suppliers.





COMPANY PROFILE

HEADQUARTERS

Washington, D.C.

FOUNDED

1997

MISSION

To fuel economic growth by identifying, certifying, and facilitating the development of women-owned businesses.

CORE PLATFORM

Certification, Opportunities, Resources, and Engagement

RELATIONSHIP WITH TOYOTA

Strategic Partner

ONLINE

WBENC.org



THE MUTUAL VALUE OF MENTORSHIPS



Show me a successful individual and I'll show you someone who had real positive influences in his or her life.

- Denzel Washington

When listening to acceptance speeches – think the Grammys or your local business awards lunch – it's easy to spot a common theme. The person at the podium thanks family and friends and maybe colleagues. Then there is the heartfelt appreciation of people behind the scenes who have been key to the individual's success. At this point, the honoree may mention a mentor who has shared time, expertise or simply interest to nurture the potential in that person.

When he reflected on the mentors who had influenced him,
Denzel remembered counselors at the Boys and Girls Club and a
college English professor. Oprah lists poet Maya Angelou as her
guiding light. FUBU founder Daymond John names his parents,
his daughters, his customers and hip-hop legend Ralph McDaniels
as mentors. Former PepsiCo CEO Indra Nooyi says support from
mentors and coaches throughout her life helped her break the
glass ceiling in business.

Forward-looking companies that want to build a pipeline of future executives and create a collaborative corporate culture use mentoring programs to accomplish both goals. In addition to creating a positive work environment, mentoring benefits both people in the relationship. For individuals looking to learn and grow, they get an expert coach. In turn, experienced colleagues have the chance to share what they've learned to shape the future.

MENTORS AND MENTORING

MAKING POSITIVE DIFFERENCES AT EVERY STAGE OF LIFE.

PERSPECTIVE AND SUPPORT

Once you leave the formal education system, there are fewer opportunities to develop business-specific skills. If you need a fresh perspective or are stuck on a problem, learning from a mentor can help identify new ways of doing business.

Working with a mentor – or being one – is an excellent way to evaluate skills, determine a plan for continuous improvement and share best practices.

There is plenty of evidence to back up the power of mentoring. It's not just a "nice to have" program or a "when I get to it" item on an already full to-do list. Taking time to build a powerful business relationship can boost individual careers and entire companies as well.

INFORMAL MENTORS CAN HELP HIGH SCHOOL ATHLETES DO BETTER IN COLLEGE.

A study of college undergraduates looked at the impact of an informal mentor relationship in a sports setting. Researchers found that young women who had an informal mentor had improved athletic ability and work ethic, more opportunities for leadership and a safe space to receive advice.

PEOPLE WHO WORK WITH MENTORS IN COLLEGE OFTEN GET A HEAD START IN THEIR CAREERS.

Women in academia who worked with mentors had a higher rate of promotion, higher salaries and increased productivity and better time management, according to a study in England.

ENTREPRENEURS NEED WISE COUNSEL AS MUCH AS EVERYONE ELSE.

The Startup Genome Report analyzed characteristics and habits that helped new companies survive and thrive. The authors of the 67-page analysis collected data from more than 650 web startups. They found that entrepreneurs who have helpful mentors and who learn from startup thought leaders raise seven times more money and have 3.5 times better user growth.

A STUDY OF THE BENEFITS OF BEING A MENTOR SHOWED THAT PEOPLE WHO MENTOR WERE MORE SATISFIED WITH THEIR JOBS AND COMMITTED TO THE ORGANIZATION.

Mentors can reenergize their career by giving back to aspiring colleagues and learning about diverse professional experiences.

IN ADDITION TO DEVELOPING THE SKILLS AND SELF-CONFIDENCE OF YOUNGER EMPLOYEES, MENTORING PROGRAMS CAN HELP EXPERIENCED INDIVIDUALS STRENGTHEN THEIR OWN LEADERSHIP QUALITIES.

To be a teacher, you have to be a master of the subject yourself. Explaining a strategy or a tactic can reinforce the information in the teacher's mind as well.

RESERVING TIME ON YOUR SCHEDULE FOR MENTORING GIVES YOU TIME FOR REFLECTION.

It's easy to move from project to project (or emergency to emergency) without pausing to measure the lessons learned. By taking time out to share your professional experience with a colleague, this allows you to take stock of what has worked and has not.

EMPLOYEE DEVELOPMENT

These four companies have made mentoring an important part of the workplace.

CATERPILLAR

With its two- to three-year mentoring programs, the U.S.-based construction equipment company helps team members develop core skills in key focus areas and build relationships with senior management.

Caterpillar has eight professional development programs designed for recent college graduates – covering everything from analytics and communications to engineering and HR. Several of the programs allow the new employees to rotate through multiple departments to get a taste of how different divisions operate.

For more experienced professionals, Caterpillar has 13 employee resource groups. Many of these programs offer formal and informal mentoring opportunities and each help employees overcome challenges unique to their personal and professional situations.



MCGRAW-HILL EDUCATION

Back in 2004, this education company surveyed employees to measure the interest in mentoring. More than 75 percent were interested in having a mentor. McGraw-Hill worked with a consulting firm to create an integrated approach to company-wide professional development. The company hoped the new program would help them retain middle and upper-middle managers. The program pairs individuals from different business segments to encourage cross-segment dialogue. McGraw-Hill set these goals:

- PROMOTE THOUGHT LEADERSHIP
- BROADEN BUSINESS PERSPECTIVES
- DEVELOP COLLABORATION AND CROSS-FUNCTIONAL SHARING OF BEST PRACTICES
- DEVELOP AN ENTREPRENEURIAL MINDSET



McGraw-Hill launched more than 350 mentoring partnerships across the Americas and Europe in the first two years. Follow-up surveys of people who participated in the program show that participants achieved high levels of trust with their partners, learned a lot about other business units, and had become more confident over the course of the program. McGraw-Hill continues to launch new mentoring partnerships every six months across the company.

SODEXO

Through their three-part Spirit of Mentoring program, the French-based management services company ensures mentoring - whether formally or informally - is ingrained in its workplace culture.

The mentoring program includes collaboration, goal achievement and problem solving to encourage personal and professional growth. IMPACT is the company's formal program that supports 100 partnerships each year.

A second initiative is informal peer-to-peer mentoring, which has become an important feature of Sodexo's nine Employee Business Resource (EBR) groups. Sodexo's EBRs represent generational as well as ethnic/cultural groups.

The third mentoring initiative at Sodexo is the Bridge Program. Newly hired and frontline managers pair up to expand professional development opportunities and to increase the diversity of the management team.



A Sodexo employee shared this personal story of professional growth due to mentoring: "After working as a custodian for six months, I was promoted to supervisor. I had a mentor named Ken, who provided me individual training and sent me to various Sodexo seminars and trainings. He helped me gain the skills for management, and I became a Facilities Manager in 2003."



work full time while exploring personal projects and building professional networks.

Additionally, the Women at Zynga employee resource group provides education and training, career development and community building. The group promotes Zynga's corporate values of diversity, equality, inclusion and respect.



BUILD YOUR IDEAL MENTOR RELATIONSHIP

Finding the right mentor relationship is like pinpointing the best tour guide for your big vacation. Try these three steps to start and finish strong.

FIRST: FIND A MENTOR. OR, SAY YES TO A REQUEST TO BE A MENTOR.

When seeking an ideal advisor, consider the following:

- Identify the right fit for your personality as well as your professional development needs
- Define what you want to get out of the relationship
- Be open to constructive criticism and suggestions
- Think about what value and insight you can offer your mentor

If you are asked to become a mentor, be sure you're ready to:

- Be candid about your successes as well as your failures
- Serve as an advocate for your mentee to others in your network
- Challenge your mentee to cultivate key business behaviors and skills
- Respect the relationship your partner has with his/her manager

SECOND: MAKE A PLAN TO WORK TOGETHER.

Both people should agree on ground rules and expectations early on in the partnership. If you are working informally with a mentor, make a plan for connecting. Will you meet by phone or in person? Is once a week the right frequency? Get dates on the calendar early and be sure to include an evaluation session to measure your progress. Taking a collaborative approach to planning your sessions helps manage expectations and optimize the quality of your discussions.

THIRD: INCLUDE SOME PRACTICE TIME IN YOUR MENTORING MEETINGS.

Researchers have found that mentors who practice a new skill with mentees have the biggest impact on developing new skills. Hands-on experience improves motivation, engagement, mastery, and retention. This can include rehearsing difficult conversations – such as asking for a raise or proposing a new product - or simply being a test audience for a presentation or public speaking opportunity.

ENSURE ONGOING

MENTOR SV((ESS

Keep your mentor relationship on track with these recommendations for continuous improvement:

SET REALISTIC EXPECTATIONS. Remember that being a mentor is a volunteer job, not a paid position. Be on time for meetings and remain mindful of schedules. Be honest about workload responsibilities and personal obligations so that your plans and schedules are based on mutual respect.

THINK LONG-TERM. Like any relationship, it takes time for mentors and mentees to build meaningful connections. By getting to know each other as individuals and discussing things which are important to you outside the office, you'll find more ways to connect and add meaning to your relationship. Allow at least six months to develop rapport and figure out how to best work together.

FOCUS MENTORING IN CONTEXT OF YOUR BUSINESS. The goal is to help team members get better at their jobs. That means connecting the coaching and support from a mentoring program with the work you are both doing. Mentoring should be integrated with existing organizational priorities and other learning and development initiatives. As a mentor, you may find it valuable to have periodic conversations with the manager of your mentee so you can provide feedback and ensure goals remain aligned.

(ON(LUSION

Integrating mentoring efforts formally - through employee onboarding or dedicated programming - or informally, can provide tremendous benefits to leaders and their organization.

By creating a new channel of collaboration, mentoring can increase employee satisfaction and productivity. This in turn, results in higher quality of work and ultimately, employee retention. A mentor program can help junior employees become future leaders and it can help more experienced colleagues develop the leadership skills needed to move to the highest levels of the company.

Establishing a mentorship program is a clear message that management is willing to invest in employees and is fully dedicated to creating a more positive work environment.

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2018 Q2 HIGHLIGHTS

Good news from TOYOTA Supplier Diversity.

SOUTHWEST MSDC

- TOYOTA was honored to be named Corporation of the Year
- Chuck Hendrix, Senior Manager of Supplier Diversity at TOYOTA, was named Advocate of the Year.



WBC-SOUTHWEST

Joe Mossinger, Senior Manager, Strategic Sourcing at TOYOTA, was honored by receiving the 2018 Cheryl Stevens Legacy of Leadership Award.



SPECIAL CONGRATULATIONS

We're proud to congratulate student entrepreneur Danya Sherman for winning the pitch competition at this year's WBENC Conference. Danya was mentored by TOYOTA as well as WBE Annette Walter, President & CEO, Owner of Timber Industries, LLC.

Danya's company is KnoNap, which produces cocktail napkins capable of testing for specific rape-drug presence. KnoNap's mission is to empower, educate, and advocate against the issues of drug facilitated sexual assault and crime.

Learn more about the company by visiting www.KnoNap.com.

◆ SOUTHERN REGION MSDC

Stephanie Burton, Manager, Supplier Diversity Purchasing accepts TOYOTA's award as Regional Corporation of the Year - Automotive OEM.

YOUR FEEDBACK REQUESTED!

2018 READERSHIP SURVEY

In the spirit of continuous improvement, we would appreciate your responses to our annual readership survey. Please follow/paste this link in your browser: **https://www.surveymonkey.com/r/ZR6KK33**

TOYOTA Supplier Diversity
SEPTEMBER 2018

EVENT SPOTLIGHT

Karen Box, President & CEO, Southwest MSDC, moderated the Cross Industry Panel session, featuring Supplier Diversity leaders from AT&T, Dell, Pepsico, and TOYOTA. Panelists provided attendees with expert insight into best practices for both corporations and diverse companies.

POWER OF EX(HANGE

AUGUST 9, 2018 | DALLAS, TEXAS

We appreciate the guest speakers, partners, and attendees who joined us in Dallas for our 2018 Power of Exchange (POE). We shared a day filled with opportunities to "Challenge the Impossible, Together" and discover ways to forge ahead more boldy in business.

Business connections and dynamic | conversations kept the POE tradeshow floor buzzing with energy all afternoon.



Best-selling author Marshawn
Evans Daniels encouraged
attendees to "Believe Bigger"

during her seminar presentation.





WBEN(NATIONAL (ONFEREN(E & BUSINESS FAIR

JUNE 18 - 21 | DETROIT, MI

■ Team TOYOTA showed up in full force to engage and enjoy the WBENC National Conference & Business Fair.

Hey! Look who visited TOYOTA's booth! We were thrilled that Vernice "FlyGirl" Armour --- Keynote Speaker at our upcoming Opportunity Exchange --- stopped by to say hello! (left to right: Stephanie Burton, Vernice Armour, Chuck Hendrix, Adrina Walker.)

EVENTS CALENDAR



O(TOBER

10.1

Dallas/Fort Worth MSDC Golf & Tennis Classic Dallas, TX

10.1

NBL Annual Supplier Diversity Golf Challenge Detroit, MI

10.9

Michigan MSDC ACE Awards Novi, MI

10.14 - 10.17

NMSDC Conference & BOF Austin, TX

10.23

Great Lakes – WBC Indiana Symposium Carmel, IN

10.25

Southern California MSDC Leadership Excellence Awards Los Angeles, CA

NOVEMBER

11.6

WBC-Southwest Harvesting Partnerships Grapevine, TX

11.7

NVBDC-Veteran Business Development Conference Brooklyn, NY

11.14

TOYOTA Opportunity Exchange (see ad on page 15) Novi, MI

11.15

WBEA Cutting Edge Awards Houston, TX

11.16

Dallas/Fort Worth MSDC E Awards Dallas, TX

11.16

 $\begin{array}{ll} \mbox{Mid-States MSDC Annual Dinner \& Awards} \\ \mbox{Indianapolis, IN} \end{array}$

11.16

Ohio MSDC Annual Awards Gala West Chester, OH

11.17

NBL Sankofa 2018 Black Business Gala Detroit, MI

11.29

WBEA Holiday Networking Reception San Antonio, TX

DE(EMBER

12.6

WBEC-South Women in Business Leadership Luncheon & Annual Meeting New Orleans, LA

12.7

MHCC Annual Fiesta Hispana Gala Awards Detroit, MI

12.11 - 12.12

TriState MSDC Business Marketplace Tradeshow Louisville, KY

12.11

Southern Region MSDC Annual Meeting Birmingham, AL

MEET THE TEAM



CHUCK HENDRIX SENIOR MANAGER

Oversees the Manufacturing and Sales Divisions; Building of TOYOTA's Supplier Diversity Processes; Development of Diverse Companies



ERIN CAUDILL ANALYST

Tier II Program Management; Power of Exchange; Opportunity Exchange; Organizations: NMSDC, BDR, NACC, Southern Region MSDC, and WBEC South



STEPHANIE BURTON MANAGER

Internal Strategy Development;
Development of Diverse Companies;
Power of Exchange; Opportunity Exchange



ADRINA WALKER ANALYST

Marketing/Branding; Power of Exchange; Opportunity Exchange; Organizations: WBENC, CAMSC, Mid-States MSDC, Ohio MSDC, ORV-WBC, TriState MSDC, WBE Canada



SAHAR HAQUE MANAGER

Internal Strategy Development;
Development of Diverse Companies;
Power of Exchange; Opportunity Exchange



TAYLOR YOUNG ANALYST

Internal/External Supplier Diversity
Websites; Internal Content Development;
Power of Exchange; Opportunity Exchange;
Organizations: ABA, AICCCAL, Dallas-Fort
Worth MSDC, Southern California MSDC,
Southwest MSDC, WBEA



TIM YAMADA MANAGER

Internal Diversity Strategy Development – Financial Services; Sponsorship of Diverse Companies; Organizations: NGLCC, WBC-Southwest, WBEC West



ALYSSA KIRKOPOLOUS
ADMINISTRATOR

Executive Management Coordination; Power of Exchange; Opportunity Exchange; Execution of the Team's Sponsored Events



CONGRATULATIONS

We would like to wish Daniel Ellis continued success as he rotates to a new position within the Purchasing Systems Group. Daniel has been an integral member of the Supplier Diversity Team for two years and we appreciate his dedication to the inclusion of diverse businesses in TOYOTA's supply chain.

CHALLENGE THE IMPOSSIBLE,





NOVEMBER 14 | NOVI, MI

For registration details, visit: OneToyotaSupplierDiversity.com

Whether you're a new business, in growth mode, or an established industry leader, you'll find that Opportunity Exchange offers the meaningful connections and inspiration you need to discover new possibilities.

- Insightful business development strategies and practical tips for success
- "Match-Up Reports" that introduce your business capabilities to TOYOTA Tier I Suppliers
- Networking sessions and a dynamic tradeshow



Keynote Speaker: **Vernice "FlyGirl" Armour** Author, Entrepreneur, America's First African American Female Combat Pilot