



AMERICAN WATER

WE KEEP LIFE FLOWING®



# WE ARE ONE TEAM

WORKFORCE INSIGHTS REPORT

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2024 SUMMARY

## CHIEF HUMAN RESOURCES OFFICER'S MESSAGE

# Being Beautifully Different is at the core of our values

Our Catalyst for Change framework encourages us to go beyond simply acknowledging that our differences make us strong. It promotes a deeper understanding and active support of these principles.



“AT ALL LEVELS, WE STRIVE TO PROVIDE OPPORTUNITIES TO EACH EMPLOYEE AND FOSTER AN ENVIRONMENT WHERE ALL EMPLOYEES ARE CELEBRATED REGARDLESS OF THEIR BACKGROUND OR LIFE EXPERIENCES.”

– Lori Sutton, Chief Human Resources Officer

In 2024, American Water continued its efforts to create a workplace that demonstrates its care through every interaction- we call it **Beautifully Different**. We prioritize each employee's sense of belonging and encourage their career growth as they contribute to the company. Last summer, our employees were surveyed, and they expressed positive feedback regarding our efforts to cultivate a Beautifully Different workplace. This concept is rooted in our long-standing belief that having employees with diverse ideas, viewpoints, experiences, and backgrounds enhances our ability to serve our customers effectively.

While we celebrate our progress, we acknowledge that our journey to build a Beautifully Different workplace is ongoing. We are dedicated to attracting and retaining a workforce that understands the needs of the communities we serve. At all levels, we strive to offer career development and leadership opportunities to every employee and foster an environment where unique backgrounds and life experiences are celebrated.

To support a culture that ensures our collective success, American Water introduced our **Catalyst for Change** framework in 2024, which upholds our values of trust, dignity, and respect. The framework's pillars—**Commitment, Consistency, Clarity, Courage, and Conviction**—guide employees in building our desired culture. All leaders are expected to model behaviors aligned with Catalyst for Change, which are central to our Beautifully Different philosophy.

In 2024, we also revisited our company strategy to ensure it clearly reflects the important work we do,

how we do it, and, most importantly, why we do it. Our updated strategy serves as the foundation for everything we do, helping us make decisions that prioritize the needs of our stakeholders, including customers, colleagues, regulators/policymakers, and shareholders. Our refined core values are better aligned with our mission as well and make clear that key values such as **trust, dignity and respect** matter in how we serve our customers and each other.

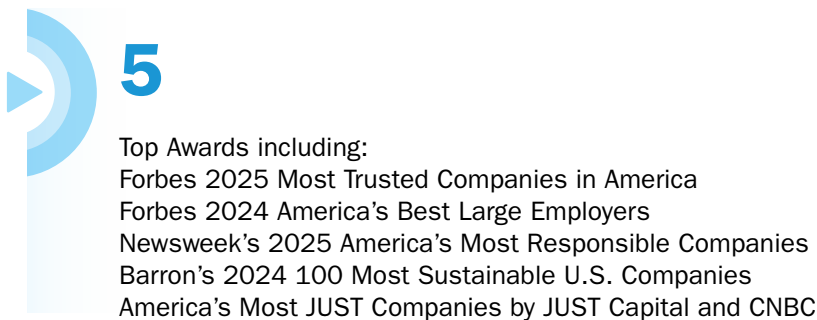
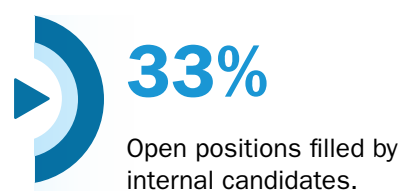
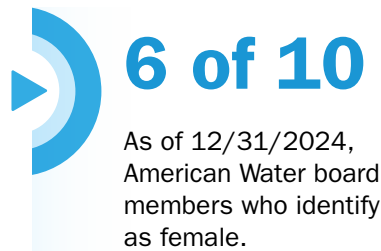
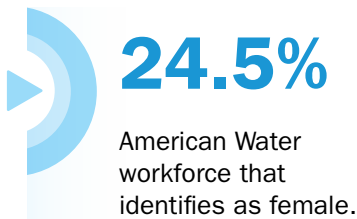
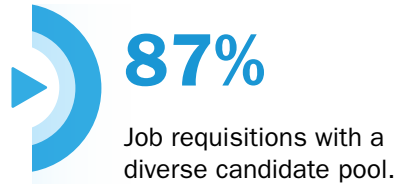
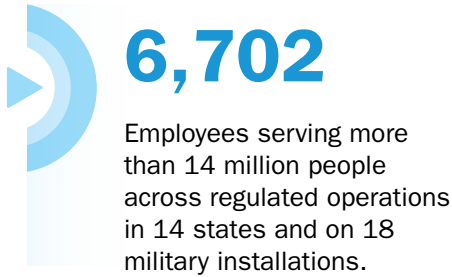
We firmly believe that embracing and celebrating what makes each of us Beautifully Different is key to achieving our goals. Through new training programs and an analysis of our recruitment, development, and retention practices, we are committed to fostering a supportive and inclusive environment for all employees. With that in mind, I am pleased to present to you highlights of our year to create this Beautifully Different culture.



# 2024 A LOOK AT OUR WORKFORCE

We **prioritize each employee's sense of belonging** and encourage **employee career growth** as they contribute to the company.

This Executive Summary highlights several significant measures used to track our progress. To provide a more comprehensive view of our ID&E efforts and metrics, we launched [DiversityatAW.com](https://DiversityatAW.com). On the site, you'll find our more on our work to foster a culture that is built on trust, respect and dignity for all.

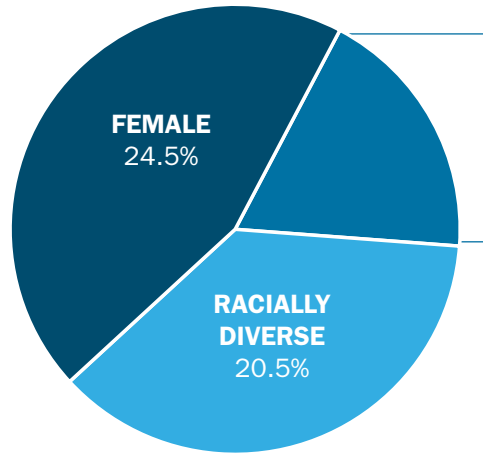


## FOLLOW OUR JOURNEY

Please continue to follow our journey at [DiversityatAW.com](https://DiversityatAW.com). Also, our sustainability strategy includes environmental leadership; operational excellence; employee engagement; safety; inclusion and diversity; active community engagement; civic and charitable involvement; transparency; and good governance. Please visit [our Sustainability Story here](#).

# 2024 WORKFORCE METRICS AT A GLANCE

**44.4%**  
OF OUR WORKFORCE IS DIVERSE

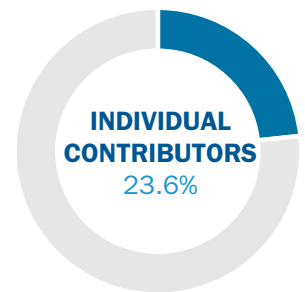
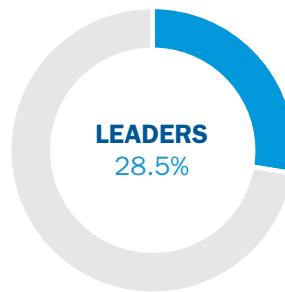
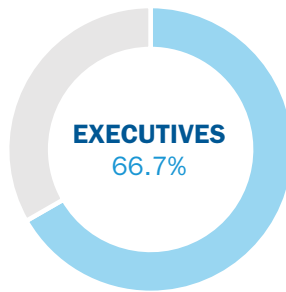


Disability	3.8%
Military/Veterans	6.8%
Military Spouse	0.3%
LGBTQ+	1.9%

As of 12/31/2024

## Women at American Water

24.5% of our overall workforce is female. Here are the percentages of women by career level.



## Employees by Race, Ethnicity and Career Level

Career Level	White	Black or African American	American Indian or Alaskan Native	Asian	Native Hawaiian or Pacific Islander	Hispanic or Latino	Two or More Races	Unidentified
<b>Executive</b> Percent	88.9%	11.1%	0.0%	0.0%	0.0%	0%	0.0%	0.0%
<b>Leader</b> Percent	79.9%	5.6%	0.3%	2.7%	0.3%	4.5%	1.1%	5.7%
<b>Individual</b> Percent	72.5%	10.8%	0.4%	2.1%	0.2%	7.1%	1.1%	5.7%

## American Water Board of Directors

As of 12/31/2024



**6** of **10**

**DIRECTORS ARE WOMEN**

More than half of our board identifies as female.





## OUR VALUES

OUR VALUES ARE THE FOUNDATION OF OUR ETHICAL CULTURE.

# VALUES



**Safety First** will always be the top focus for us — for every employee, customer and community we serve. This includes physical safety, emotional safety, and health and wellbeing. Nothing is more important.

**Trust, Dignity & Respect** are how we interact with each other. It means being dependable, honest, transparent, and accountable, ensuring everyone is acknowledged, heard, and empowered to thrive while fostering an inclusive environment of positive intent, active listening, and open communication.

**One Team** means leveraging our size, scale, diversity, capability and expertise to act as a cohesive team working toward a greater purpose, sharing our successes and failures (challenges) together.

**Environmental Leadership** means delivering safe, clean, reliable, and affordable water and wastewater services to our customers, setting the standard for excellence while acting as a trusted steward of our most precious resource.

**High Performance** means we are committed to excellence in everything we do, particularly because what we do is so critical to the lives of our customers. Performing at our best includes getting the fundamentals right every time, managing risks, and addressing issues quickly and transparently.