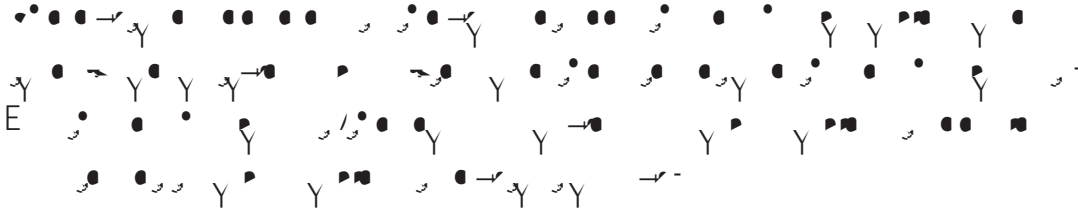




CLOSING THE DIGITAL DIVIDE

WHAT IS THE DIGITAL DIVIDE?



It's a form of inequality that can limit opportunities for those on the wrong side of the chasm. The digital divide can exist for a variety of reasons and can occur in different contexts.

The digital divide reflects and can exacerbate existing social and economic inequalities,

including those based on race and ethnicity.

In many countries, including the United States, people of color and people experiencing poverty are often less likely to have access to high-speed internet, digital devices, and digital literacy

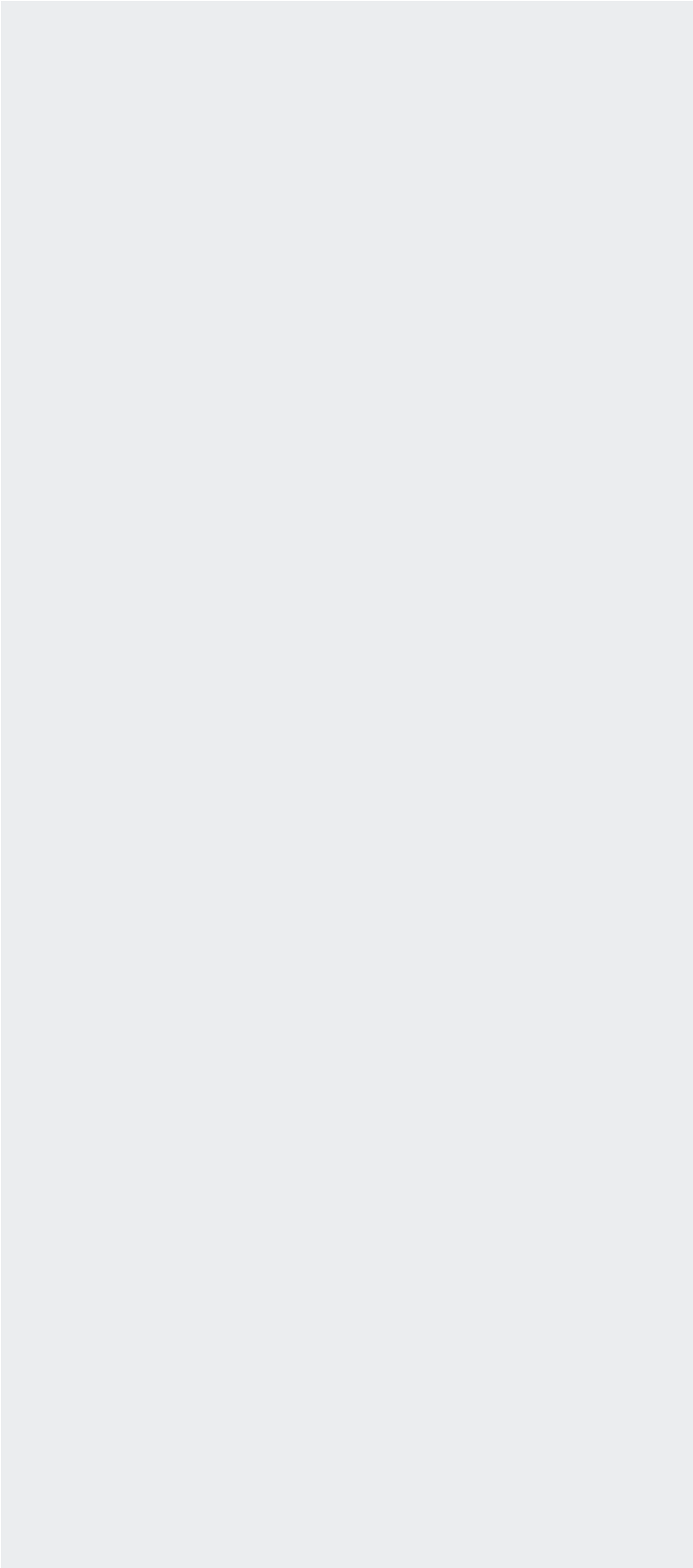


The EY commitment to addressing the digital divide

EY is committed to addressing the digital divide by providing digital skills training and resources to underserved communities. This commitment is part of our broader social responsibility strategy, which focuses on creating a more inclusive and equitable world. We believe that digital literacy is essential for economic growth and social mobility, and we are dedicated to helping individuals and organizations overcome digital barriers. Through our various programs and partnerships, we aim to empower people with the skills and knowledge they need to succeed in the digital economy.

The toolkit: Concrete actions companies can take to build the bridge across the digital divide

Multiple types of digital technologies make us more efficient in our work. AI gets the lion's share of attention in the news media—and rightly so. Its adoption and impact are unprecedented in scope and impact.¹ However, the types of technology employed and impacts of digital technology are pervasive across all industries—from agriculture to advanced manufacturing. Because machines will soon be able to perform analytic, computational, and natural language processing at unprecedented speeds and levels, skills needed by workers using



Investment in infrastructure

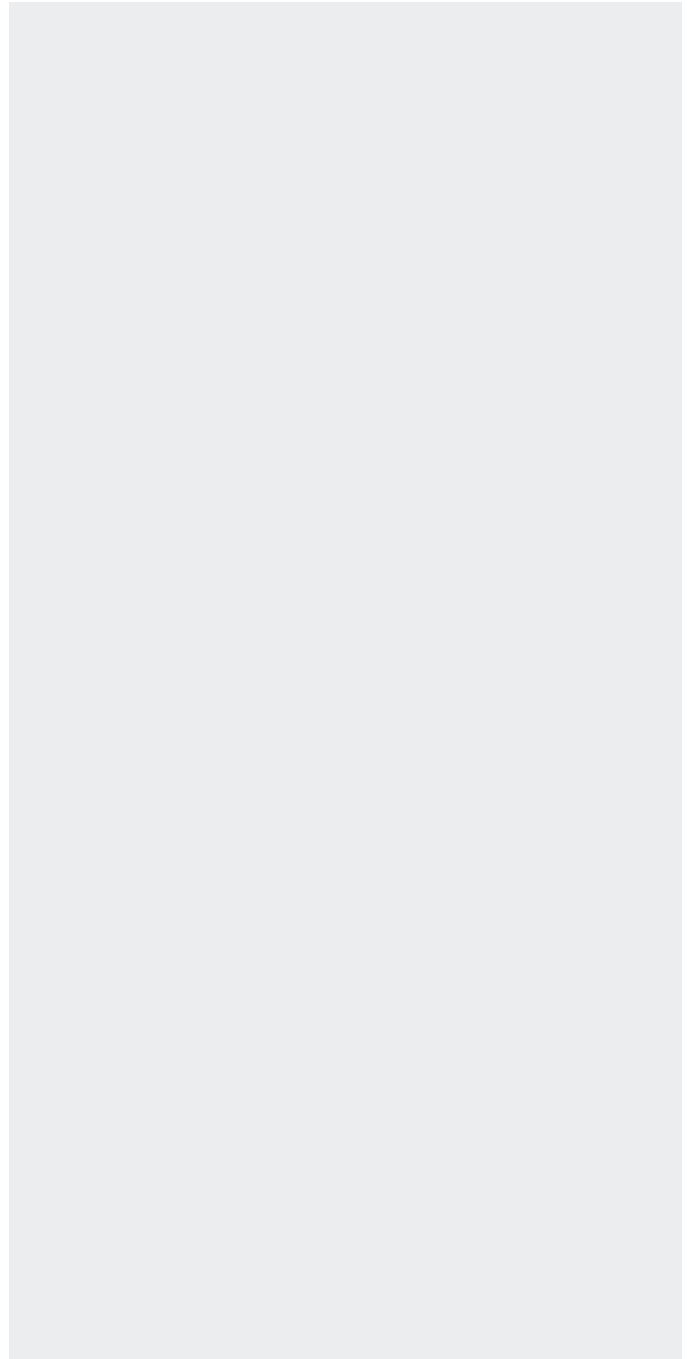
- Collaborate with internet service providers, government agencies, and nonprofits to fund and build necessary infrastructure in both rural and low-income urban areas.
- Explore public-private partnerships to accelerate the process.
- Invest in long-term, sustainable tech solutions like 5G, satellite internet, or community broadband to cover remote areas.

Digital literacy education

- Implement digital literacy programs in schools and community centers.
- Develop adult education programs focused on

3. Mentorship and role models

- Promote successful women and people of color to inspire others. Make sure that those role models are given substantial support to continue their own research and professional development so that their progress is not derailed.
- Establish mentorship programs where experienced professionals can provide guidance and support to those new to the field.
-



References

- 1 Ourworldindata; UK Government; Statista Market Insights, June 2023.
- 2 “Unleashing Artificial Intelligence’s true potential: How generative AI could empower innovation, redefine productivity, and transform the workforce,” 2023, *S a a e b e*. First-Year Undergraduate Students,” *J a f S c e e E d c a a d T e c h g*, 12 February 2020.

This material has been prepared for general informational purposes only and is not intended to be relied on as accounting, tax, legal, or other professional advice. Please refer to your advisor for specific advice.

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Carroll School of Management