

ESL IN THE COMMUNITY: 2022 REPORT

EMPLOYEE EXPERIENCE

EMPLOYEE EXPERIENCE

EMPLOYEES AS OF
DECEMBER 31, 2022

898

TOTAL PAYROLL AS OF
DECEMBER 31, 2022

\$80,165,272

EMPLOYEES

WOMEN – **65%**

RACIALLY/ETHNICALLY
DIVERSE – **23%**

FRONTLINE

WOMEN – **79%**

RACIALLY/ETHNICALLY
DIVERSE – **35%**

EARLY CAREER PROFESSIONALS

WOMEN – **63%**

RACIALLY/ETHNICALLY
DIVERSE – **17%**

MID-LEVEL PROFESSIONALS

WOMEN – **79%**

RACIALLY/ETHNICALLY
DIVERSE – **35%**

SR.-LEVEL PROFESSIONALS/FIRST-LEVEL MANAGERS

WOMEN – **45%**

RACIALLY/ETHNICALLY
DIVERSE – **8%**

SECOND-LEVEL MANAGERS

WOMEN – **0%**

RACIALLY/ETHNICALLY
DIVERSE – **0%**

SALES WORKERS

WOMEN – **33%**

RACIALLY/ETHNICALLY
DIVERSE – **14%**

EXECUTIVES

WOMEN – **36%**

RACIALLY/ETHNICALLY
DIVERSE – **12%**

BOARD OF DIRECTORS

WOMEN – **55%**

RACIALLY/ETHNICALLY
DIVERSE – **45%**

The employee experience is critical to our success at ESL, which is why it has been a strategic priority for us every year. We strive to be not only a Great Place to Work® for all, but one where all employees feel welcome, valued and included.

In 2022, ESL was named to three national Great Place to Work® lists for small and medium employers. These lists included:



These awards are based on the results of the annual Great Place to Work® Index Survey we conduct. Every ESL employee, full-time or part-time, can participate in the survey. Participating is completely optional, but employees enthusiastically take part because they know the feedback is critical to implementing further changes and improvements at ESL.

In the results from our 2022 Great Place to Work® survey, ESL employees:

- 91%** SAID ESL FEDERAL CREDIT UNION IS A GREAT PLACE TO WORK
- 97%** SAID WHEN YOU JOIN THE COMPANY, YOU ARE MADE TO FEEL WELCOME
- 96%** SAID OUR CUSTOMERS WOULD RATE THE SERVICE WE DELIVER AS EXCELLENT
- 95%** SAID THEY FEEL GOOD ABOUT THE WAYS WE CONTRIBUTE TO THE COMMUNITY
- 95%** SAID WHEN PEOPLE CHANGE JOBS OR WORK UNITS, THEY ARE MADE TO FEEL RIGHT AT HOME
- 94%** SAID OUR FACILITIES CONTRIBUTE TO A GOOD WORKING ENVIRONMENT

EMPLOYEE EXPERIENCE

That is what the Great Place to Work® survey and our other annual employee survey, the ESL Pulse Survey, are all about — feedback and data that can help make ESL an even greater place to work. It is the results from these surveys that allow us to implement changes like our flexible work environment that allows many positions at ESL to work remote up to 40% of their time and pay increases to salary grades that resulted in more than 70% of employees receiving a raise in addition to our annual merit process.

VOLUNCARE

The ESL VolunCare Program is routinely cited as one of our employees' favorite benefits about working at ESL. The program allows employees to use up to eight work hours per year to volunteer with a nonprofit of their choosing.

For many ESL employees, this provides time to volunteer with their child's school, house of worship or an organization they're passionate about. It also provides opportunities for teams to participate in group volunteer outings, such as with Foodlink or Greater Rochester Habitat for Humanity.

Whatever the employees' interests and passions may be, the enthusiasm for the program picked back up in 2022. More than 350 ESL employees volunteered 2,080 hours with 145 organizations throughout Greater Rochester. A true testament that ESL employees love to give back to the communities they serve.



DIVERSITY, EQUITY AND INCLUSION (DEI)

Our DEI efforts are focused on building a workforce that not only mirrors the Greater Rochester community, but does so throughout the entire organization in a way that ensures every employee feels included and has the opportunities to enhance and grow their careers at ESL. While we certainly have made strides over the past few years, we know that this is a continuous journey where we'll evolve, learn and make changes in accordance with feedback we receive from our employees.

DEI ACTIVITIES IN 2022 INCLUDED:

- Celebration of Diversity Week March 28-April 1, with various activities for departments and branches throughout ESL
- Published quarterly DEI Digest newsletters
- Launched DEI Drop-In event series for employees to listen to important initiatives taking place at ESL that focus on a DEI topic
- Employee Resource Groups are launched and active; Resource Groups at ESL include African American Women, LGBTQ+, People with Disabilities, Young Professionals
- Senior management continues work in Equitable & Inclusive Leadership Academy sessions, with plans to roll the sessions out to managers
- Sponsorship of diversity-related events included the RBJ DEI Summit and Interrupt Racism with the Urban League of Rochester