

2023 ESL IN THE COMMUNITY REPORT

EMPLOYEE EXPERIENCE



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With more than 900 employees at ESL, the priority of providing a superior employee experience continues to evolve to ensure we are meeting the needs of our growing and diverse workforce.

ESL employees make ESL a great place to work. In 2023, ESL was recognized as a **Great Place To Work®** in New York State and as a **Best Workplace in Financial Services and Insurance**.



The top responses employees shared when asked, *“Is there anything unique or unusual about this company that makes it a great place to work?”*

1. BENEFITS AND PAY
2. COMMITMENT TO THE COMMUNITY/PURPOSE
3. OUR PEOPLE
4. OUR CULTURE
5. WORK-LIFE BALANCE & FLEXIBILITY

“THE PEOPLE I WORK WITH GENUINELY CARE ABOUT YOU AND THE COMMUNITY WE SERVE.”

Comment received in annual employee survey

EMPLOYEES
950
As of December 31, 2023

TOTAL PAYROLL
\$88.9 MILLION
As of December 31, 2023

DEI STATISTICS

	WOMEN	RACIALLY/ ETHNICALLY DIVERSE
EMPLOYEES	66%	28%
FRONTLINE	77%	42%
EARLY CAREER PROFESSIONALS	69%	24%
MID-LEVEL PROFESSIONALS	63%	17%
SENIOR-LEVEL PROFESSIONALS/ FIRST-LEVEL MANAGERS	46%	9%
SECOND-LEVEL MANAGERS	12.5%	0%
SALES WORKERS	40%	13%
EXECUTIVES	36%	16%
BOARD OF DIRECTORS	70%	40%

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“ESL has helped me shape a unique path and discover more about myself as a young professional. I give a huge thanks to the talent management team because I would not be where I am if it was not for their guidance, and managers who have helped me grow and discover more of my own unique career path.”

JULISA

Talent Acquisition Coordinator

Employees are also given the opportunity to participate in the ESL Pulse Survey, an annual survey where employees provide candid feedback about the employee experience at ESL. This feedback is instrumental in helping us learn more about our employees and how we can all continue to provide a positive workplace culture. In 2023, we:

- Continued to offer a hybrid schedule for positions that allow remote work.
- Moved all employees to at least the market point of their pay range ensuring market competitiveness and demonstrating our commitment to being a great place to work.

“MY FAVORITE THING ABOUT ESL IS THE COMMUNITY ESL HAS BUILT INTERNALLY AND EXTERNALLY. NO MATTER WHERE YOU GO IN THE BRANCH AND HEADQUARTERS, YOU’RE ALWAYS TREATED WITH RESPECT AND KINDNESS.”

Kelvin, Financial Services
Representative Development Program

VolunCare

Another benefit that ESL employees enjoy is our VolunCare volunteer program where employees can use up to eight work hours per year to volunteer for a nonprofit of their choice. Whether it’s for their child’s school, a house of worship, or another organization important to them, ESL supports our employees giving back to our community. In 2023, 422 employees participated in this popular ESL benefit.



“VolunCare shows we are truly dedicated to making our community thrive and prosper and also the fact that we have an entire health and wellness team that cares about our health, because health is truly wealth.”

EMPLOYEE

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Diversity, Equity, and Inclusion (DEI)

2023 marked the five-year anniversary of ESL's Diversity, Equity, and Inclusion Program. DEI and the DEI Program at ESL are focused on hiring, developing, retaining, and promoting diverse talent at all levels of the organization, fostering an inclusive workplace environment where the unique strengths, skills, and perspectives of all employees produce innovative business solutions, and acting as Diversity Ambassadors by modeling supportive and inclusive behaviors.

Employee Resource Groups (ERGs) are a key part of our culture at ESL. They are created in order to:

- Attract, recruit, and retain diverse employees.
- Promote diversity, cultural awareness, and an inclusive work environment.
- Increase employee job satisfaction, morale, and productivity.
- Foster professional development and learning through mentoring, networking, open dialogue, and the exchange of ideas.

In 2023, we launched Latinos for Engagement, Advancement, and Development (LEAD). This new ERG joins the growing list at ESL:

- African American Women
- ESL Young Professionals
- LGBTQ+ Pride
- People with Disabilities

DEI Events in 2023

It's important to provide time and space for all employees to meet, connect, and learn about one another and our community at large. The following are some of the initiatives and events that provided these opportunities in 2023:

- Completion of our Equitable & Inclusive Leadership Academy, a pilot program with senior management, and the launch of the official program with a new group of managers.
- Multiple editions of our internal ESL Diversity, Equity, and Inclusion electronic newsletter, *DEI Digest*, with updates about DEI initiatives, programs, opportunities, and events.
- Celebration of Diversity Awareness Month.
- Recognition of Black History Month, Asian-American and Pacific-Islander Awareness Month, Hispanic Heritage Month, and Disability Pride Month.

"EMPLOYEE RESOURCE GROUPS SERVE AS A RESOURCE FOR ALL AT ESL AND AS CONNECTORS TO THE DIVERSE COMMUNITIES THAT MAKE UP THE GREATER ROCHESTER AREA AS WE CONTINUE TO PURSUE OUR PURPOSE OF HELPING OUR COMMUNITY THRIVE AND PROSPER."

ESL employee



"YOU CAN DO WHATEVER YOU PUT YOUR MIND TO. JUST KEEP PUTTING ONE FOOT IN FRONT OF THE OTHER, ALWAYS MOVING FORWARD."

Kamilla, ESL customer
Henrietta