

2024 ESL IN THE COMMUNITY REPORT

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# Employee Experience



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In 2024, ESL was recognized on three separate lists by **Great Place to Work®: Best Workplaces in New York State, Best Workplaces in Financial Services and Insurance**, and **Best Workplaces for Women**. Our unwavering commitment to providing a superior experience for employees is a reflection of the outstanding work among our employees.



ESL continues to grow, with more than 950 employees and counting. We remain steadfast in our commitment to providing a superior employee experience, seeking input throughout the year to learn more about their needs and how ESL can support those needs to the best of our ability.

Every year, we offer two surveys for employees to provide their feedback: Great Place to Work and The ESL Pulse Survey. The results of these surveys help to reinforce what works well, and address improvement opportunities across the organization.

“I value how ESL treats me as a person, and having this support makes me feel motivated to be the best that I can be at work.”

Comment received in annual employee survey

TOTAL PAYROLL

\$93.5 Million

As of December 31, 2024

EMPLOYEES

955

VOLUNCARE HOURS

2,607

EMPLOYMENT DATA

	Women	Racially/ Ethnically Diverse
Employees	64%	28%
Frontline	76%	42%
Early Career Professionals	66%	24%
Mid-Level Professionals	62%	16%
Senior-Level Professionals/ First-Level Managers	44%	11%
Second-Level Managers	12.5%	0%
Sales Workers	26%	17%
Executives	42%	16%
Board of Directors	60%	40%

### Employee Resource Groups

Employee Resource Groups (ERGs) continue to grow at ESL. They help foster professional development, learning through mentoring, networking, open dialogue, and the exchange of ideas. The popular volunteer-led programs are created by employees with leadership support and are an important part of our workplace culture. ERGs at ESL are open to all ESL employees and help increase employee job satisfaction, morale, and productivity.

**New in 2024:** ESL launched a new employee resource group for caregivers and the Society of Asian & Pacific Islander Employees for Networking, Collaborating, and Engaging (SAPIENCE) employee resource group. These two ERGs join the existing groups at ESL:

- Latinos for Engagement, Advancement, and Development (LEAD)
- African American Women
- ESL Young Professionals
- LGBTQ+ Pride
- People with Disabilities

### Financial Service Development Program

To help support the growth of employees interested in wealth management tracks, the Financial Service Development Program introduces employees to the day-to-day work of retail and wealth roles. As part of the program, ESL allows for paid time to study and obtain necessary licensing alongside a dedicated position within the branches to round out their skill development. Four employees began this program this year to enhance their knowledge and advance their financial services careers.

### VolunCare

ESL encourages employees to give back to the community through volunteering. Our VolunCare program is another benefit that allows employees to use up to eight hours per year to volunteer for a nonprofit of their choice. In 2024, 442 employees participated in this program, giving back more than 2,600 hours to our community.

### Mortgage Origination and Sales Development Program

From origination and processing to underwriting and servicing, employees selected for this program are exposed to and develop skills needed to prepare for a career in mortgage sales and origination at ESL. By exposing participants to all aspects of the mortgage lending process, this unique development program is another valuable career support option available to existing employees. Homeownership is an important way people can build financial stability. Upon successful completion of this program, employees will feel right at home connecting members with the right ESL mortgage solution.

In 2024, two employees completed this program and were elevated into the role of Mortgage Originator. Congratulations to **Bhim Dhakal** and **Javier Zuniga** (pictured below, left to right).

