



Employee Experience

2025 ESL IN THE COMMUNITY REPORT

Employee Experience

TOTAL PAYROLL

\$98.8 Million

EMPLOYEES

1,020

VOLUNCARE HOURS

2,450

Career Movement from Within

JOBS FILLED FROM WITHIN

91%

LEADERSHIP JOBS FILLED FROM WITHIN

72%

In 2025, ESL proudly earned recognition on four Great Place to Work® lists: Best Workplaces for Women, Best Workplaces in Financial Services and Insurance, Best Medium Workplaces, and Best Workplaces in New York State. These lists reflect an ongoing effort to build a workplace culture that supports learning, development, and long-term growth for all. ESL uses two surveys each year—The Great Place to Work and ESL Employee Pulse Survey—to gather anonymous feedback about the employee experience. The results help identify both what’s working well and improvement opportunities across the organization.



Training APEX Award

For the 19th consecutive year, ESL was recognized by *Training Magazine* as a Training APEX Award winner. This prestigious national awards program highlights organizations with the most successful and effective learning-and-development programs across the world.



2025 WINNER

This year, ESL was named #1 on the 2025 list of organizations. After earning a top 10 ranking for four consecutive years, ESL also qualifies for a spot in *Training Magazine*’s Hall of Fame.

Employee Resource Groups

Employee Resource Groups (ERGs) continued their success this past year. These groups create networks built around shared experiences or backgrounds and are open to all employees. They offer space for connection and support, which strengthens job satisfaction, morale, and overall productivity.

This past year, the Caregivers ERG officially launched to provide relief for employees managing care responsibilities at home. The group gives caregivers a place to share their stories, listen to others facing similar challenges, and find support from one another. Its goal is to ease some of the stress that comes with caregiving and reinforce a healthier balance between work and home life.

Current Employee Resource Groups at ESL include the following:

- Caregivers
- Latinos for Engagement, Advancement, and Development (LEAD)
- LEGACY African American Women
- LGBTQ+ Pride
- People with Disabilities
- Society of Asian & Pacific Islander Employees for Networking, Collaborating, and Engaging (SAPIENCE)
- Young Professionals

Business Banking Relationship Manager Development Program

The Business Banking Relationship Manager Development Program offers selected employees approximately nine months of training, designed to prepare individuals for a successful career in small business or commercial banking in a relationship manager role. The additional components of mentorship, networking, and community involvement set the pace for establishing a lasting career at ESL.

VolunCare

ESL's Employee Volunteer Program, VolunCare, offers another way for employees to support the community. The program provides up to eight hours of paid volunteer time each year, giving employees time to contribute to causes that matter to them. Employees use these hours in many ways: helping at school events, supporting local food pantries, participating in neighborhood cleanups, or lending their skills to nonprofit projects in meaningful ways. The program creates space for employees to help give back their time and make a positive impact across our service area.

Employee Development Programs

ESL is proud to support the development and advancement of our employees and offer programs like the Financial Services Representative Development Program for employees interested in wealth management tracks. In this program, employees are introduced to the day-to-day work in retail and wealth roles. As part of the program, ESL provides paid time to study and obtain necessary licensing alongside a dedicated position within the branches to round out their skill development.

