

EMPLOYEE ENGAGEMENT

At The Bancorp, we believe that our employees are our most valuable asset. To that end, we are dedicated to attracting and retaining top talent while enhancing employee engagement, training, and professional development. We seek to invest in our employees not only with competitive compensation and a robust benefits package, but also with opportunities for personal and professional advancement. We provide our employees with the necessary resources to grow and thrive in their careers with The Bancorp. Our goal is to develop a workforce community that promotes fairness and respect and conducts business with honesty and integrity.

We Seek to Build a Culture of Inclusivity

One of our core values is to build an inclusive organizational culture. We are passionate about creating a welcoming, open, and inclusive environment that celebrates a range of differences in skills, experience, and expertise. Our inclusion efforts center on five strategic pillars:

- Organizational Commitment,
- Workforce Practices,
- Community Engagement
- Transparency

Supported by these pillars, we implement inclusion initiatives across The Bancorp. These initiatives enrich our work culture and cultivate a sense of belonging in various ways, including through employee resource groups that provide opportunities to connect, collaborate, and grow professionally with colleagues who share similar interests.



We Value Learning and Development

We strive to enable our employees to grow in their personal and professional skills. Through The Bancorp's dedicated Learning and Development team, we are committed to maintaining regulatory standards while cultivating an environment that educates and inspires all employees to reach their full potential. Our Learning and Development professionals have identified ways to embed learning at many levels throughout the organization:

- We have a robust regulatory compliance training and testing program specifically tailored to address the legal, technical, and regulatory compliance requirements that our employees must follow. Our employees take pride in consistently achieving 100% completion of our regulatory training regimen on a quarterly basis.
- We encourage employees to take control of their professional development by completing at least twelve (12) hours of additional voluntary education or training. Known as our *Take12 Program*, we offer employees learning opportunities through LinkedIn Learning, Virtual Instructor-led Training, seminars, books, podcasts, and more. The *Take12* program was developed to support employees' career development goals.
- We host an annual *Employee Learning Week*, which offers employee-led sessions covering topics from public speaking to healthy eating. This event highlights the talents our employees bring to The Bancorp while demonstrating the value of ongoing professional development through skill improvement.

We Empower Our Employees

We encourage and empower our employees in their personal and professional lives by not only investing in employee education and development, but also by soliciting feedback and being responsive to employee suggestions.



- We solicit employee feedback and conduct ongoing employee outreach through our annual *Employee Engagement Survey*.
- We celebrate our employees' commitment and the value that they add during a dedicated *Employee Appreciation Week*.
- We provide people managers with a *Career Path Guide* which allows them to have educated conversations with employees about their career development within The Bancorp.
- We believe career conversations are vital to professional growth. People managers hold career path discussions with employees annually which are separate from the performance management process.
- We facilitate *employee resource groups*, which provide opportunities to connect, collaborate and grow professionally with colleagues who share similar interests. We foster leadership development through a self-directed leadership development program known as *L.E.A.D. (Learn, Engage, Aspire, and Develop)*. We have invested resources into helping people managers improve their annual review and coaching practices, and we have launched a mentoring program that allows emerging leaders improve their feedback/coaching skills as well.

