

Employee engagement

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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 through competitive compensation, benefits, training, and professional development opportunities designed to support employee engagement and retention. We provide our employees with the necessary resources to grow and thrive in their careers with The Bancorp. Our goal is to foster 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 three strategic pillars:

- Organizational Commitment,
- Employee Resource Groups,
- Community Engagement

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 employee learning, skill development, and career growth. 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 pursue 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 created and implemented Learn, Engage, Aspire, and Develop (L.E.A.D), a professional development program tailored for people managers. L.E.A.D focuses on amplifying strengths, building expertise, and accelerating growth in our leadership. This proprietary program offers specialized courses, in-depth resources, interactive workshops, and networking events.

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 Event*.
- We provide people managers with a *Career Path Guide* which allows them to have informed 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 have invested resources into helping people managers improve their annual review and coaching practices, while also supporting emerging leaders in strengthening their feedback and coaching skills.

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