

Contact: media.inquiry@bcu.org | 340 N. Milwaukee Ave. Vernon Hills, IL 60061 | bcu.org

BCU NAMED 2023 GALLUP EXCEPTIONAL WORKPLACE AWARD WINNER

CHICAGO – March 29, 2023 – BCU is honored to have earned the 2023 Gallup Exceptional Workplace Award (GEWA). This award recognizes the most engaged workplace cultures in the world. Steadfast in its Purpose to Empower People to Discover Financial Freedom, the Credit Union keeps members at the forefront of every decision. BCU employees are integral to living the organization’s Purpose. “We have very high standards for employee well-being,” said Mike Valentine, BCU President & CEO. “We want our employees to be fulfilled so they can bring their best selves to work, in turn, they’ll be able to provide the extraordinary care that we pride ourselves on - for each other, our partners, and most importantly, our members .”

With a strategic approach to talent acquisition, employee onboarding, internal communication, and workforce flexibility, the Credit Union has strengthened its employee base and created a nurturing environment that enables employees to thrive. “We are committed to building and maintaining a positive, caring, and familial workplace,” said BCU Executive Vice-President/Chief Human Resources Officer Lisa Baron. “Employees who feel a strong sense of purpose at work tend to perform better, and I truly believe our efforts have empowered employees to provide remarkable organizational and frontline support,” continued Lisa.

Employee engagement at BCU exists in many forms. Like many organizations, the Credit Union adjusted its approach to remote work and has since planned to offer hybrid and remote work indefinitely for most roles. Mike Valentine emphasized the need to continue to meet member needs, “It’s imperative for BCU to serve its members, which means that not all employees have the opportunity to work remote.” The Credit Union’s Financial First Responders include front-line branch teams, facilities, and some staff in Member Operations roles, ensuring members can still rely on the face-to-face interaction they prefer.



Furthermore, the Credit Union has adjusted its compensation and human capital strategies to attract and retain high-performing employees. BCU keeps Diversity, Equity, and Inclusion (DEI) top of mind in every decision it makes. To amplify these efforts, the Credit Union recently expanded its Shared Values — adding Inclusion to an already strong list of traits, improving alignment around their purpose of Empowering People to Discover Financial Freedom. Other internal efforts include the formation of a DEI Council, culture training, guiding 100% of BCU employees through a Power of Leading Inclusively (POLI) course, Microaggressions training, Inclusive Leadership Development sessions, and increasing representation by promoting diversity across all leadership levels, including the Senior Management Team.

“From our DEI efforts, to accountability, employee performance and development, Purpose advocacy, and the financial performance of the Credit Union, I am so proud of everything we have and continue to accomplish,” Mike said. “Our Q¹² survey results and employee feedback reflect this, and Gallup’s recognition is further affirmation that we are providing employees and members with the care they deserve.”

About BCU: BCU is a not-for-profit, member-owned Credit Union that is fiercely dedicated to Empowering People to Discover Financial Freedom. At just under \$6B in assets, BCU is driven by its commitment to providing a fast, easy, secure banking experience and extraordinary service for close to 350,000 members. The BCU [field of membership](#) includes employees and families of large employers that are focused on the financial well-being of their workforce; those who live or work in northern Illinois, southern Wisconsin, and the island of Puerto Rico; and subscribers of BCU’s wholly-owned Credit Union Service Organization (CUSO), Life. Money. You.® within communities and Fortune 100 workplaces throughout the United States and Puerto Rico. All BCU members enjoy lifetime access to financial services and well-being programming that inspire confidence through the brand promise “Here Today For Your Tomorrow.”

To learn more about how we can help you realize your financial dreams, visit [BCU.org](http://bcu.org).

Members of the media can obtain more information by visiting [BCU.org/About-Us/Media-Relations](http://bcu.org/About-Us/Media-Relations).