

# INCLUSIVE WELLBEING PRACTICES FOR A DIVERSE WORKFORCE

**Company name :** Advanzia Bank S.A.

**Activity sector :** Activités financières et d'assurance

**Company category :** PME

## Description of the action

Advanzia has gradually strengthened its employee wellbeing practices as its workforce has grown, with a focus on creating an inclusive environment where every employee feels supported and are able to thrive, both professionally and personally.

## Context

As a fast-growing bank serving several European markets, Advanzia operates in a fast-paced environment that places high demands on its people.

Our workforce today included colleagues from more than 34 nationalities, spanning a wide range of cultures, life stages, working styles and family structures. This diversity is one of our strengths, but it also brings complexity, particularly in the fields of wellbeing, inclusion and personal productivity, as each group has different expectations regarding wellbeing, work-life balance and psychological safety. To respond to this, Advanzia has been developing a set of practical initiatives that aim to support employees with varying needs, rather than applying a one-size-fits-all approach.

## Objectives

- **Strengthen** the foundation for employee wellbeing across the bank.
- **Promote** fair and accessible wellbeing resources for all colleagues.
- **Encourage** a culture of connection, belonging and mutual respect in a diverse workplace.

## Approach

To describe our approach in a clear way, we group our wellbeing and inclusion initiatives into three practical layers. These are not formal programmes, but they help illustrate how different types of actions serve different aspects of wellbeing and inclusion. They continue to evolve based on employee feedback and organisational needs.

### 1. Foundation layer

These initiatives are universal and benefit all employees, regardless of demographic background.

Examples include:

- A sustainable and modern workplace: The Emerald building offers an energy-efficient environment with flexible and well-designed workspaces.

- Physical wellbeing for all: An in-house gym allows employees to easily integrate exercise into their daily routine.
- Healthy choices: Free fruits and nuts support simple, everyday wellbeing habits.
- Ergonomic workstations: Adjustable desks, chairs and equipment to accommodate different body types, mobility needs and working styles.
- Personalised lighting: Adjustable lighting supports comfort, including for colleagues with sensory preferences.

Supporting functions: HR, Facility Management, ESG Committee

Communication channels: Spark intranet, Employee onboarding, employee meetings

## 2. Modules Layer

These initiatives respond to more specific needs of certain groups or life situations.

Examples include:

- Targeted wellbeing classes: Classes tailored to mobility, posture or stress management.
- Flexible schedules: Supporting employees with caregiving responsibilities or long commutes.
- Rotating art collection: Artwork from various artists represented at Advanzia, reinforcing a sense of shared identity, and sparking a conversation about the environment and the arts
- Practical accommodations:
- A quiet, private space available for prayer
- EV charging facilities to support sustainable commuting

Allies: HR, employees, ESG Committee, external (wellbeing) partners

## 3. Integrative Layer

This layer highlights initiatives that help bring colleagues together across teams and cultures, supporting a sense of belonging as the bank grows.

Examples include:

- Company-wide cuisine sharing: Once every quarter, the entire bank comes together during an “Advanzia All” meeting to review business performance and share a meal from one of the countries represented within our workforce. The menu rotates across the diverse nationalities of Advanzia employees, and it creates a sense of

representation and pride.

- Open table lunches: We organise periodic “open table” lunch events where employees are grouped with colleagues they may not typically work with. Guided ice-breakers and conversation starters help spark interaction. These sessions encourage cross-team mingling and help employees from diverse cultural backgrounds build understanding and friendships.

Communication tools: Spark intranet announcements, internal events calendar, internal tv screens

Roles: HR, Connect & Collaborate Working Group, ESG Committee, Facility Management

## Impact

Avanzia evaluates its wellbeing and inclusion initiatives through employee engagement surveys, onboarding feedback and ongoing dialogue with the working groups and staff delegation.

While ongoing, the approach is already demonstrating meaningful results:

Qualitative outcomes

- Employees frequently highlight the Emerald workspace, gym and flexible working arrangements as contributing positively to their wellbeing.
- New joiners report strong appreciation for the sense of welcome and inclusion created by team events and Avanzia All meetings with cuisine sharing.
- Feedback suggests that employees value the practical, everyday nature of the wellbeing offer rather than large, formal programmes.

Participation

- Wellbeing activities, gym classes and cultural events continue to attract a broad mix of employees, indicating strong engagement across departments and nationalities.
- Employees regularly make use of flexible working options, parental leave and social leave, showing that these schemes are well integrated into the workplace culture.

Long-term outlook

Avanzia aims to formalise its monitoring framework together with HR and the ESG Committee, including defining relevant KPIs and establishing clear ways to measure the impact of wellbeing and inclusion activities. Employee feedback will remain central to refining and prioritising future initiatives.

## « To do »

Start with small, practical initiatives that meet real employee needs

Encourage employee-led activities and feedback loops

Communicate regularly and transparently about available resources

## « Not to do »

Assume that all demographic groups have the same needs

- Overcomplicate processes – Simple, practical measures often have the most impact
- Introduce initiatives without employee input or follow-up