



overall level in which the Executive Team has given visible support through involvement in the wellness program has been more critical to the success of our Wellness Program than the financial backing. Over the course of the year, our Executives have personally participated in wellness activities like 6-week bootcamps, on-site yoga, 5k walks/runs, rock climbing, lunch & learns, and on-site challenges. Each month, the Executive Team spreads the word of wellness events by discussing upcoming programming at branch and department forums.

Pictured Left: Eric Petracca, COO and Kelly Schrader, our amazing CEO, feeling the burn during a Wall Sit challenge.

Promoting Wellbeing at Work

Supporting wellness during the workday can be a challenge when you're not an organization that has the luxury of on-site gyms, game rooms, day care, etc. In an effort to tackle this challenge, we're piloting "Wellness Corners" at many of our locations. These spaces are simple - equipped only with a yoga mat and foam roller. An onsite Wellness Committee member monitors the usage, obtains feedback from staff, and adjusts the space as needed.



Tim W., utilizing a Wellness Corner during his break.

To further enhance the work environment, we removed the requirement of a doctor's note for ergonomic requests such as chairs, sit-stand desks, or keyboards. And, moving forward, all newly reconfigured back office workstations will automatically come with a sit-stand desk!



Our Mortgage and Contact Center Departments are both fully equipped with sit-stand desk units

For the People, by the People

As the program developed, it was important the wellness program wasn't perceived by staff as being owned by Human Resources, despite HR being a major stakeholder. The Committee looked for opportunities to integrate wellness activities into other programs to avoid the idea that, "iQ is forcing me to be healthy." We want employees to enjoy participating, to feel they have a voice in how the program evolves, and to personally determine their level of engagement.

We request employee feedback on wellness programming each time we hold an event, and we've been able to use this feedback to better meet employee needs. For example, we've received feedback regarding different options for days and times of evening bootcamps. Little adjustments like this can make a big difference in the level of staff participation in wellness programming. It's amazing how readily employees share their suggestions, if only we take the time to ask!

Integration and Support of Other Credit Union Initiatives

Another method of ensuring employees view wellness as part of our Credit Union culture is by integrating wellness challenges and activities into YouEarnedIt, our employee engagement and rewards platform. Employees can receive points (which they'll later redeem for prizes meaningful to them) for completing wellness activities and challenges. Some examples include "breaking a sweat" for 20 minutes, logging on to our Employee Assistance Program (EAP), getting a flu shot, meditating, creating a holiday budget, and making a New Year's resolution.

We also partner with our Marketing Department in finding opportunities to promote wellness events that tie to Credit Union sponsorships. One such partnership is with Why Racing which offers a myriad of walking, running, biking, and multi-sport events throughout the year. As a sponsor, iQ receives 120 free registrations to any Why Racing event. Prior to the inception of the Wellness Committee, free registration codes were posted on our intranet; any employee who happened to come across it could use one. Needless to say, we only had a couple dozen employees participate. In 2018, staff used 90% of

the free registrations, with one of the 12 Why Racing events garnering participation from over 35 iQ employees!



Jaci E. and Ashley F. nearing the finish line of Why Racing's Appletree 5k!



iQ employees, making memories at one of our Wellness events!

Beyond Traditional Wellness

Most employer-sponsored wellness programs focus solely on physical fitness, nutrition, and maybe mental health. At iQ, we're focused on all these traditional offerings while also including social connectedness. This can be difficult when you're a \$1B institution with over 300 employees. We look for opportunities to allow employees to experience something meaningful, to connect with one another, and build lasting bonds. In 2018, we offered several wellness programs with this end-goal in mind. Staff were invited to attend a Holiday Wrap Party – the gift wrap, snacks, and eggnog were supplied by the committee and the holiday cheer was supplied by our staff. Employees joined our iQ book club, learned and practiced their self-defense moves at Kanthak Karate, banded together to complete a challenging 6-

week bootcamp, and most recently – started a Gratitude Practice, which the Wellness Committee supported through the distribution of branded gratitude journals. We love the connections we see developing between team members as they have these shared experiences!



The iQ team, up for a challenge at our first-ever bootcamp series!



Looking fierce! Nelea L. practices one of the moves learned during our self-defense class.

Program Success

Tracking ROI of a wellness program can be challenging. While it is difficult to determine the direct effects of the program on medical claims, our medical plan ran at 94% of expected claims in 2018 compared to 120% the prior year. We know we can attribute some of this to the Wellness Program based on significant employee engagement levels. In 2018, we had 223 participants in the 18 events the iQ Wellness Committee planned and hosted. An all-staff calendar on the Credit Union's intranet allows employees to easily sign up for events. Many events sold out – some in as little as four hours!

Staff have shared personal stories about their achievements through the wellness program that we consider priceless. Some of these include:

- One employee has lost over 70 pounds in 2018. He attributes finding the motivation to begin this journey to the iQ wellness program and has stated his attitude and production levels have increased a notable level over the course of the year!
 - This same employee completed his first 5k (3.1 mile) run this year and is presently training to complete another.
- One of our employees participated in two of the 6-week bootcamp programs iQ offered and lost 25 pounds; she continues to participate in the fitness class offerings.
- One of our employees, Shelby, ran her first 5k and came away with a second-place finish in her age group!



Shelby C. with her second-place medal - not a bad start to her running career!

We are proud of all our employees are accomplishing through the Wellness Program. Our goal for 2019? Get 100% of staff in at least one wellness program or activity throughout the year!

