

# Welfare that matters. Together, with our people: one year into the pandemic.

## Main actions performed by Welfare to support colleagues.

More than a year has passed since the start of the pandemic which has profoundly changed our personal and professional habits. Our welfare has evolved, supporting us in this transformation. There are many initiatives we can count on. Here is a selection of best practices we developed.

### PSYCHO-PHYSICAL SUPPORT

Protecting the health of colleagues and their families by promoting the importance of self-care and well-being.

#### Implemented in most countries

- Psychological support for employees and their families through different channels: Skype, free phone number, video-call, chat;
- Reimbursement of the cost of the flu vaccine;
- Videos, webinars and workshops with professional experts on wellbeing and transition topics.

#### Special Projects

- “At a distance but together”: path with specialists on main areas of mental and physical wellbeing (Italy);
- “Healthy goes on-line!” health prevention events and learning about physical and mental health issues (Germany);
- EleMental: mindfulness & meditation App (Austria);
- Refund for antibody and antigenic tests (mainly Italy, Bulgaria, Bosnia and Herzegovina - Mostar);
- Insurance coverage for colleagues testing positive to COVID-19 and free access to on-line doctors (mainly Italy, Croatia, Hungary);
- UniCredit Bank Health Challenge: 4 week programme focusing on developing healthy habits (Russia).

### CULTURAL CHANGE

Developing new behaviours, embracing change and a more “open minded” attitude.

#### Implemented in most countries

- Home office internal rules & tips - dedicated Webinars to promote proper behaviours to deal with new ways of working: respect for work-life balance, time to disconnect, slow-down Fridays, 50-minute meetings;
- Sustainable mobility solutions (e.g. buy/rent e-bikes and e-scooters - mainly Italy, Germany, Austria, Hungary, Serbia).

#### Special Projects

- Life Value programmes: on-line classes to turn life experiences into professional valued skills and increase energy and motivation (Italy);
- Training modules for on-line communication and virtual presentation skills (Austria, Bulgaria, CZ-SK);
- Gamified “Thank you, colleague” award system to foster cross functional collaboration in a remote environment (Russia);
- Speak up talks / podcasts: with colleagues sharing their successes, lessons learned from failures and the courage to act (Romania).

### FLEXIBILITY

Increasing and encouraging flexibility and work-life balance.

#### Implemented in most countries

- Extended Remote Working (mainly in HQ and central offices);
- Managers’ Etiquette for leading teams in a blended environment and for respecting work-life balance;
- Discounted Home office equipment through trusted partners;
- More flexible working time.

#### Special Projects

- Working remotely from locations other than your home (mainly Italy, Germany, Austria, Russia);
- Additional holidays granted to all employees (Austria).

### FAMILY CARE

Supporting parents and caregivers to better cope with new challenges.

#### Implemented in most countries

- Minimum standards for parental leave;
- Flexibility to support parents with children at home or during school re-opening;
- Support for technological devices and furniture for homeworking and homeschooling.

#### Special Projects

- Mommy’s back: providing full remote part-time working possibilities for colleagues returning from maternity leave (Hungary, Poland);
- Extra days and donation of plus-hours of paid leave to support parents (mainly Czech Republic, Germany, Italy);
- Family tips provided by SOS Kinderdorf & tips for home office (Austria);
- Programme for moms with classes, pregnancy exercises and financial support for newborns (Croatia);
- E-learning activities for kids, career counselling for students, special discounts for afterschool courses (Romania).