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Company/Organization: Service Credit Union

Type of organization: Business

Number of Employees: 450

Category: Workplace

Challenge or Opportunity: Staff retention. We are a professional service firm and our human capital is our most important asset. We invest heavily in our members learning and development and we recognize that there are significant demands on servicing our clients. We also wanted a way to demonstrate our commitment to helping support a positive quality of life balance.

Approach or Solution: We instituted a family leave policy for up to 8 weeks of paid leave. We implemented this effective 1/1/19. This leave can be used for maternity, paternity and other cases where our members need to care for someone else.

Impact: To date 20 people have used this policy. This has been received very positively in our recruiting efforts and while it is too soon to tell we are confident that this will lead to higher retention of our team members.