

MAY- AUG 2026 | Issue 17

ABSL LATVIA NEWSLETTER

MESSAGE FROM THE ABSL LATVIA

Welcome to the May – August 2026 Edition of the ABSL Latvia Newsletter

As summer draws to a close and we move into a new season, it is the perfect time to reflect on a busy and rewarding period for the ABSL Latvia community.

The past four months have been marked by important milestones, valuable industry insights, and opportunities to connect with colleagues and partners across Latvia's Global Business Services sector. From the launch of the ABSL Latvia Business Services Report 2026 to community events, new member announcements, and thought-provoking discussions on leadership, technology, and transformation, the summer period has demonstrated the continued strength and maturity of our industry.

A particular highlight was the publication of the ABSL Latvia Business Services Report 2026, offering an in-depth look at the trends shaping the sector. The report confirmed what many organizations are already experiencing firsthand: Latvia's business services industry continues to evolve towards higher-value activities, greater specialization, and increased focus on innovation, automation, and strategic business support.

Throughout the summer, our members also came together through a variety of networking and knowledge-sharing initiatives. These events provided opportunities to exchange experiences, explore new ideas, and strengthen the relationships that make our community so valuable. We were equally pleased to welcome new organizations into the ABSL Latvia network, further enriching the expertise and perspectives within our growing community.

The period culminated with the ABSL Latvia Summit 2026, bringing together more than 200 industry leaders, professionals, and stakeholders to discuss the future of Global Business Services. The conversations held throughout the Summit reflected both the opportunities and challenges facing our sector, while reinforcing Latvia's position as a dynamic and competitive location for business services and shared services operations.

In this edition, we invite you to revisit the key moments, insights, and achievements from the past four months. We hope these stories inspire new ideas, strengthen connections, and showcase the continued progress of Latvia's business services community.

Thank you for being part of the journey.

ABSL LATVIA SUMMIT 2026: BRINGING THE INDUSTRY TOGETHER



More than 200 leaders, professionals, and stakeholders from Latvia's Global Business Services community came together for the ABSL Latvia Summit 2026, creating a space for discussion, learning, and meaningful connections around the future of the industry.

As the sector continues to evolve at an unprecedented pace, this year's Summit focused on the opportunities and challenges shaping the next chapter of Global Business Services. Throughout the day, participants explored topics ranging from the future role of GBS centres and business transformation, to artificial intelligence, cybersecurity, resilience, talent, regulation, and investment decisions.

Discussions highlighted a sector that is rapidly moving beyond traditional service delivery. Organizations are increasingly expected to drive innovation, lead transformation initiatives, and create measurable business value on a global scale. At the same time, speakers and participants explored how leaders can navigate change, manage emerging risks, and build resilient organizations in an increasingly complex environment.



Artificial intelligence featured prominently throughout the programme, with conversations moving beyond the excitement surrounding new technologies to focus on practical implementation, business outcomes, and the role of AI in supporting future growth. Other sessions addressed pressing topics such as the Equal Pay Directive, cybersecurity challenges, organizational change, and the importance of resilience, illustrated through powerful real-world experiences and case studies.



ABSL LATVIA SUMMIT 2026: BRINGING THE INDUSTRY TOGETHER

Beyond the rich agenda, the Summit once again demonstrated the strength of Latvia's business services community. Bringing together experts from diverse organizations and backgrounds created valuable opportunities to exchange ideas, challenge perspectives, and build new partnerships.



As we reflect on the conversations, ideas, and connections formed throughout the day, one message stands out clearly: Latvia's Global Business Services sector continues to grow in maturity, capability, and strategic importance. The ABSL Latvia Summit remains an important platform for bringing the community together and shaping the conversations that will define the future of our industry.

The success of the Summit would not have been possible without the contribution of our speakers, partners, sponsors, and attendees. Their willingness to share experiences, expertise, and practical insights is what made the event truly impactful.



We sincerely thank everyone who joined us and contributed to making ABSL Latvia Summit 2026 a memorable and inspiring event. We look forward to continuing the discussions and building on the momentum throughout the year ahead.



LATVIA'S GBS SECTOR CONTINUES ITS EVOLUTION TOWARDS HIGHER VALUE SERVICES



This summer, ABSL Latvia brought together industry leaders, economists, and business services professionals to unveil the first insights from the Business Services Report 2026 at Roche Services & Solutions Riga Business Center.

The event provided a comprehensive overview of the current state of Latvia's Global Business Services sector, exploring the trends, opportunities, and challenges shaping the industry. Expert presentations covered the global business services landscape, compensation developments, and the broader economic outlook, while an engaging panel discussion examined Latvia's competitiveness and future growth prospects.

One of the report's key messages was clear: Latvia's GBS sector continues to mature and move up the value chain. While overall employment levels have stabilised, organisations are increasingly delivering complex business functions, global transformation programmes, technology implementation projects, and specialised expertise from Latvia. The growing share of expert and management-level positions reflects the industry's shift from volume-driven growth towards higher-value service delivery.

The report also highlighted the increasing role of automation and artificial intelligence across the sector. As organisations continue to invest in digital transformation, discussions focused not only on technology adoption but also on ensuring that innovation creates measurable business value.

Another important topic was the region's evolving geopolitical environment. Industry leaders emphasised that while security considerations have become a regular part of business decision-making, Latvia remains a resilient and attractive location thanks to its strong infrastructure, skilled workforce, and well-developed cybersecurity capabilities.

The full ABSL Latvia Business Services Report 2026, now available for [download](#), provides valuable insights into industry growth, talent development, AI adoption, workforce training, expansion plans, and other key trends. The report offers organisations an opportunity to benchmark their development against the wider industry and better understand the direction of the sector in the years ahead.

ABSL Latvia extends its sincere appreciation to all participating companies for contributing their data and insights, as well as to Riga Investment and Tourism Agency for its continued support in strengthening Latvia's position as a leading destination for Global Business Services.



PUBLIC SECTOR INNOVATION THROUGH SHARED SERVICES

The development of shared services continues to demonstrate its value across both the private and public sectors. Recently, ABSL Latvia had the opportunity to learn more about the evolution of Latvia's public sector shared services model and the progress being made in strengthening operational efficiency across government institutions.

Over the years, discussions around shared services in public administration have featured prominently within the ABSL community. Through conferences, expert discussions, and knowledge-sharing initiatives, industry and public sector professionals have explored how centralized service models can help organizations optimize resources, standardize processes, and improve service quality.

Today, that vision is becoming an increasingly tangible reality. Latvia's public sector shared services centre has already established itself as an important platform for delivering key administrative services to a growing number of institutions and employees across the state sector. The model continues to expand, demonstrating how shared services principles can successfully support large-scale transformation initiatives while maintaining quality, efficiency, and consistency.

The experience also highlights the importance of long-term commitment, collaboration, and innovation in building sustainable service delivery models. As organizations across sectors continue to look for ways to enhance productivity and create greater value, successful examples from public administration provide valuable insights and inspiration.

We are encouraged to see Latvia strengthening its expertise in this area and look forward to continuing conversations around best practices, innovation, and the future of shared services across the region.



EXPLORING THE FUTURE OF AI AND AUTOMATION

As artificial intelligence and automation continue to transform the way organizations operate, opportunities for learning, collaboration, and knowledge sharing are becoming increasingly important across the Global Business Services and shared services sectors.

This summer, members of Latvia's automation and technology community gathered for the Riga AI & Automation Community Meetup, an event designed to bring together professionals interested in the practical applications of AI, automation, and digital transformation. Organized by Office Samurai, the event provided a platform for industry experts and practitioners to exchange experiences, explore emerging trends, and discuss how organizations can successfully navigate their automation journeys.



Beyond the technical content, the event also highlighted the importance of building a strong professional community. Networking sessions provided attendees with opportunities to connect with peers, share challenges and successes, and foster new relationships within Latvia's growing automation ecosystem.

As AI adoption accelerates across industries, initiatives like these play an important role in helping organizations understand new technologies, identify practical use cases, and build the skills needed for long-term success. ABSL Latvia is pleased to support and promote community-driven events that encourage innovation, knowledge sharing, and collaboration across the business services sector.

The programme combined hands-on learning with real-world case studies, offering participants valuable insights into the development and implementation of AI-powered solutions. Discussions focused on topics such as agentic automation, AI-enabled customer support, process optimization, and strategies for introducing artificial intelligence into organizational workflows.

We look forward to seeing continued engagement from the community as Latvia further strengthens its position as a hub for digital transformation, automation, and business excellence.

WRAPPING UP SUMMER WITH CONNECTIONS AND CONVERSATIONS

ABSL Latvia closed the summer season with a networking morning hosted by Cembra Latvia, bringing together Global Business Services leaders for an inspiring mix of learning, networking, and community building.

Hosted at Cembra Latvia's office, the event offered members an opportunity to gain insight into one of ABSL Latvia's newest member organisations. Participants were welcomed by Managing Director Meryem Okluoglu, who shared an overview of Cembra Latvia's operations, growth, and day-to-day activities, followed by a closer look at the company's office environment.

Event offered a thought-provoking presentation by Dr. Olga Kazaka, Partner at Olsen+Partners and communications expert with more than 25 years of experience in the field. In her session, "Leadership Communication That Doesn't Work," Olga challenged many of the commonly accepted principles of leadership communication, encouraging participants to reconsider how feedback, values, and organisational messages are delivered and received. Her practical insights sparked reflection and discussion among attendees, highlighting the importance of authenticity and audience-centred communication in today's workplace.



Beyond the formal programme, the event provided what many community gatherings do best: space for meaningful conversations. Members had the opportunity to reconnect with colleagues, exchange experiences, strengthen existing relationships, and build new connections across the industry.

As the summer season came to a close, the gathering served as a reminder of the value of bringing people together. While industry insights and expert perspectives remain important, it is often the conversations between sessions that help strengthen our community and inspire future collaboration.

ABSL Latvia extends its sincere thanks to Cembra Latvia for hosting the event and to all participants who contributed to an engaging and memorable morning.

WELCOMING EPSON TO THE ABSL LATVIA COMMUNITY

We are pleased to welcome Epson, as a new member of the ABSL Latvia community, further strengthening our growing network of organizations that contribute to the development of Latvia's Global Business Services sector.

Known for its commitment to innovation and technology, Epson delivers solutions that support both businesses and consumers, with a strong focus on creating meaningful value and positive impact. By establishing its European Business Services Centre in Riga, the company joins a vibrant ecosystem of international organizations that have chosen Latvia as a location for delivering high-quality business services and supporting global operations.

Epson's arrival reflects the continued attractiveness of Latvia as a destination for business services, offering access to skilled talent, a dynamic business environment, and opportunities for long-term growth. The company's investment will not only contribute to the sector's development but also create new professional opportunities for local talent.

NEW MEMBER

EPSON

As part of the ABSL Latvia community, Epson will have the opportunity to connect with industry peers, share expertise, and participate in initiatives that support the growth and competitiveness of the sector.

We look forward to working together, supporting Epson's journey in Latvia, and celebrating the achievements that lie ahead as we continue building a strong and collaborative business services community.

News from ABSL Latvia Members

ATEA GLOBAL SERVICES UPDATES

Celebrating twenty years of success in Riga

This September marks the 20th anniversary of Atea Global Services. An opportunity for us all to recognize two decades of growth, innovation, and building the future with IT from Riga across borders.

What began in 2006 as a nearshoring team of around 20 people supporting only three set customers has evolved into a diverse organisation delivering expertise across IT and digital services, customer operations, finance, software asset management, analytics, automation, artificial intelligence, global delivery functions and other. As both Atea and the technology industry have evolved immensely, so has the role of the local organisation. Outgrowing our role as operational support centre and evolving into a trusted Group's partner that now proactively helps to shape how Atea works, innovates, and grows.



Such an important anniversary and the milestone it represents is not one to celebrate and then forget. So, team Atea started early, coming together already in August for a festive evening at a golf course filled with games, laughter, and time spent together. Open for one night only, the Atea Twenty Country Club was The Place to Be. However, the celebration season was continuing also in September with smaller moments of appreciation for the times we've had.

ATEA GLOBAL SERVICES UPDATES

Celebrating twenty years of success in Riga

As Atea Global Services Managing Director Roberts Eberliņš reflects:

"We chose to celebrate our 20-year milestone as a season rather than a single day because growth itself happens in seasons. Some are exciting and full of innovation, while others bring challenges and progress that can feel slower than we'd like. Through every season, it has been our people who made the difference. They are the ones who built this success, strengthened our culture, and helped make Atea The Place to Be. As we prepare to enter our third decade, we are energised by the opportunities ahead and excited to continue growing, innovating, and creating value together."



Now, Atea Global Services has a lot to look forward to. Advances in artificial intelligence, automation, digital services, and emerging business models continue to create new possibilities across the organisation. Twenty years on, but the ambition remains unchanged – to keep building expertise, create opportunities for new local roles, and contribute to Atea's business success across borders and business areas.



SEB GLOBAL SERVICES

SEB's Youth LAB: Ten weeks that can Shape a future

Summer often feels too short. But for 53 youngsters, this summer was filled with learning new skills, building confidence, meeting inspiring colleagues, and getting their first real taste of working life at SEB, and 18 of them spent their summer at SEB Global Services.

Our annual 10-week Youth LAB internship program has once again come to an end. For many interns, it was their first opportunity to see what life inside a large organization is really like, as part of a team, contributing to real tasks and projects.



We know that internships are about much more than adding a new line to a CV. The biggest value lies in discovering what kind of work excites you, finding people you can learn from, and sometimes even figuring out what you don't want to do in the future.

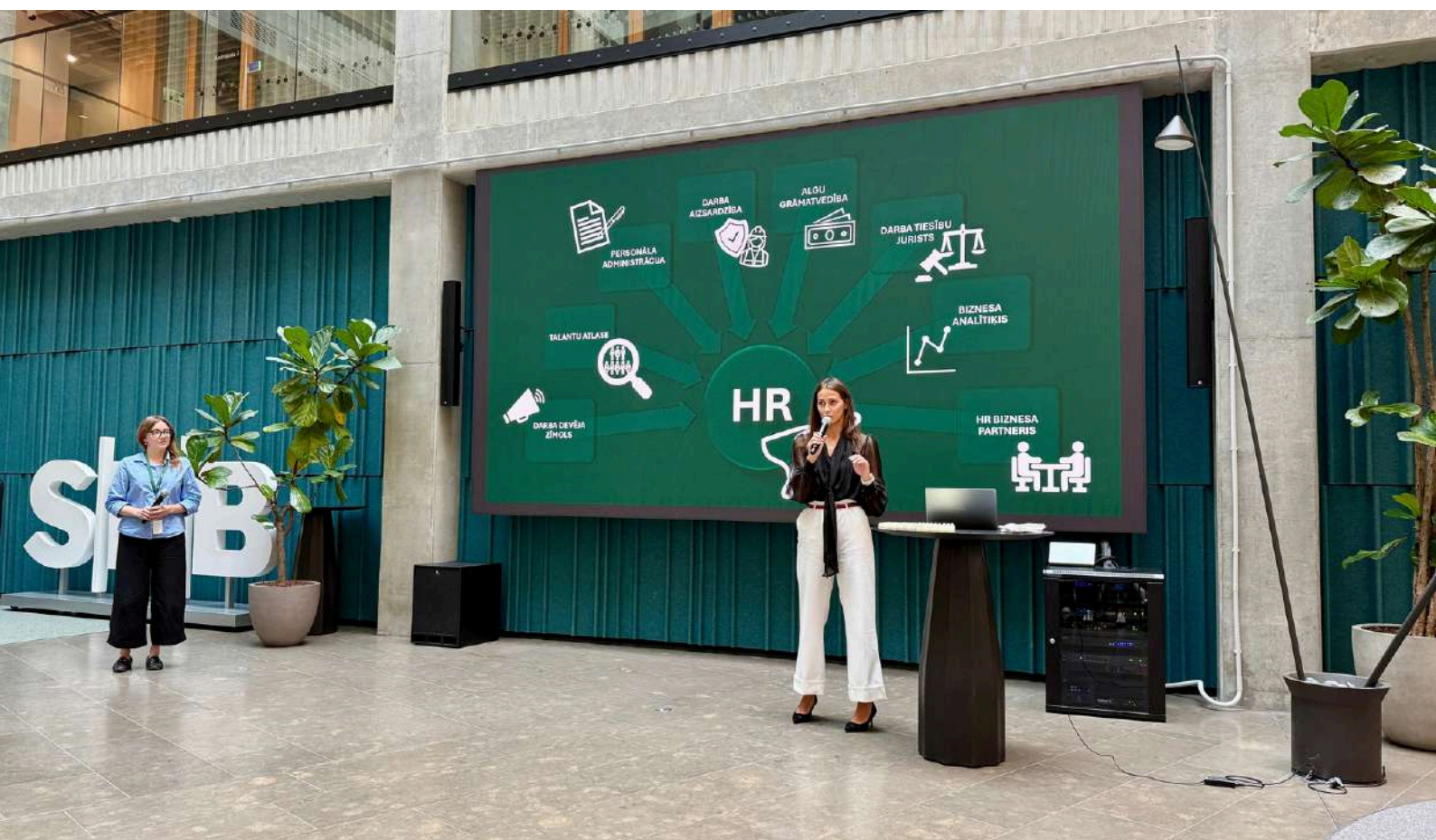
A huge thank you goes to all our interns for their energy, curiosity and fresh perspectives. By the way – some of them will stay with us as permanent employees.

SEB GLOBAL SERVICES

Family Day at SEB: My mom, granddad and sister get to see how I work

When family and friends gather around the dinner table and share stories from their day, explaining what you do at work is not always easy. Especially if your job involves processing derivatives transactions, handling securities corporate actions or investigating AML cases. Sometimes you wish you could simply show them instead of trying to explain it.

That is exactly why we organized Family Day for the second year in a row, once again with a special focus on inviting the adult family members of our colleagues.



Guests were invited to explore our office, learn more about different departments through short presentations, take part in fun activities, and simply enjoy spending time together over lunch. More than 40 family members joined us this year, including parents, grandparents, sisters, brothers and adult children of our colleagues.

For a few hours, our office became a place where family stories met work stories, giving our loved ones a glimpse into the people, teams and purpose behind what we do every day.

ROCHE SERVICES & SOLUTIONS RIGA

Growing Together: Reflecting on Our First Internship Program

This spring, Roche Services & Solutions (RSS Riga) proudly launched its first internship program, joining a long-standing Roche Global tradition.

For us at RSS Riga, opening our doors brought in a wave of fresh perspectives, new energy, and the chance for our established team members to step up as mentors.

Since the launch of the program in the spring, we have had the absolute pleasure of hosting three brilliant interns - Talent Acquisition Intern, an Office Assistant Intern, and a Digital Campaign Delivery Intern.

The true success of this program isn't just in the work completed, but in the connections made. Here is what our team had to say about the experience:

Kitija Meikšāne, Talent Acquisition Intern:

Before joining Roche, I expected a highly professional and welcoming environment, and the reality has completely exceeded my expectations from day one. My experience has been amazing, largely thanks to the incredibly supportive culture and my mentor, Zanda, who are helping me rapidly grow my skills in Talent Acquisition. By the end of my journey, I hope to walk away not only as a much stronger specialist but with the genuine friendships and connections I've built here.



Zanda Gabrāne, Strategic Talent Acquisition Partner:

My goal was to find fresh HR talent and establish a collaborative partnership. Working with Kitija has been exceptionally motivating. She brings enthusiasm and a great problem-solving mindset to our recruitment work. As she gains the confidence to navigate hiring scenarios independently, this mentoring experience has also strengthened my own leadership skills.

ROCHE SERVICES & SOLUTIONS RIGA

Growing Together: Reflecting on Our First Internship Program

Rēzija Ābele, Digital Campaign Delivery Intern:

My internship at Roche has been an incredibly rewarding and enjoyable experience. Having the space to focus entirely on building knowledge for my role, without the pressure of immediate operational responsibilities, allowed me to gain significant skill in a short time. The comprehensive training combines theoretical learning with practical tasks perfectly, creating a solid foundation for a future career at Roche.

Una Rūtere, Digital Campaign Subchapter Lead:

We viewed this program as a dual-growth opportunity. Having Rezija on our team has been exceptionally rewarding; her biggest impact was simply asking 'Why?', which encouraged us to streamline legacy workflows. Ultimately, we hope this serves as a foundation for interns to transition into permanent team members.

Aleksandra Jansone, Office Assistant Intern:

This internship is a wonderful opportunity - learning from experienced professionals motivates me to grow, while my daily tasks have taught me how to manage large amounts of information, multitask, and plan my schedule effectively. Moreover, being in a multilingual and multicultural environment has truly boosted my communication and presentation skills, making this internship a massive step forward for my career.

Maija Pakule, Senior Office Executive:

Going into this program, we were looking for a truly adaptable, collaborative teammate—focused on actively supporting each other through challenges and pulling in the same direction. This experience has been mutually beneficial; Aleksandra's proactive mindset quickly made her a trusted colleague, while also refining my own coaching and delegation skills. Ultimately, our goal is to ground her in foundational workplace maturity—such as time management and accountability—preparing her as a potential permanent hire.

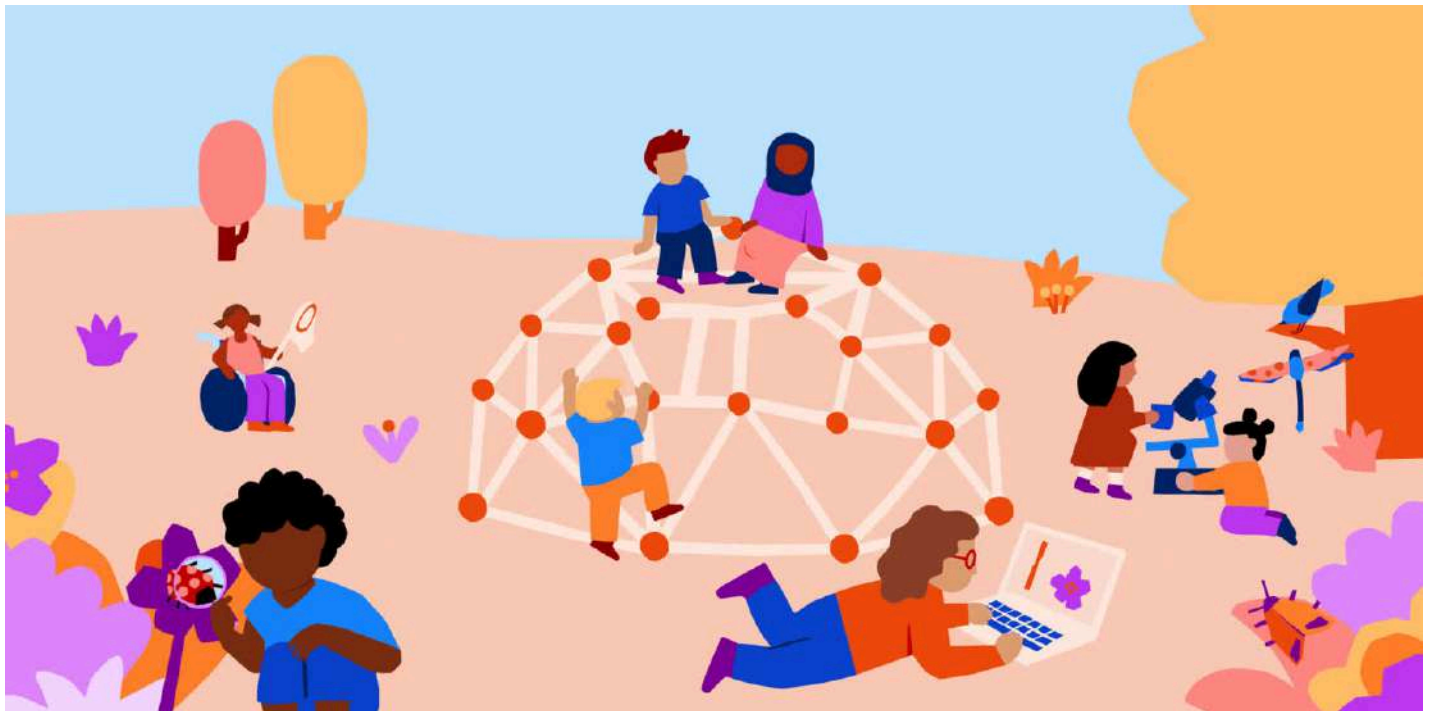
We are incredibly proud to have supported these young talents on their professional journeys and are excited to see how this mutual growth will continue to positively impact our site in the future and looking forward to new internship opportunities!



ROCHE SERVICES & SOLUTIONS RIGA

Investing in Our Future: 2026 Roche Children's Walk in Latvia

At Roche, our commitment to improving lives extends far beyond healthcare innovation. This belief is the driving force behind our largest global employee-driven initiative: the Roche Children's Walk. Since its inception in 2003, the cumulative global impact has been profound. Over 370,000 colleagues worldwide have raised more than CHF 27.5 million, providing critical funding for over 1,000 initiatives focused on education, nutrition, primary healthcare, and social development across 75 countries.



To ensure these efforts go as far as possible, every donation made by Roche employees is matched by the company, instantly doubling the impact of our collective fundraising. Through our legally independent charity, Re&Act, we partner with trusted organizations like UNICEF, the Federer Foundation, and Child's Dream to empower communities. Building on more than 20 years of engagement, we aim to multiply what makes the Walk so powerful: more colleagues taking part, more local creativity, and more stories of transformation shared across the globe.

While we are incredibly proud of this worldwide legacy, the true power of the Walk lies in how every country organizes its own local events. Here in Latvia, our focus is to turn that global tradition into direct, tangible action right at home. This year, our local team is channeling its energy into supporting Nodibinājums "Palīdzēsim.lv". Driven entirely by the passion and dedication of our employees, we are working hard to collect funds and motivate our network to donate. It is through this hands-on teamwork - leading workshops, playing sports, and inspiring action - that we transform a global company tradition into a real, lasting investment in the next generation. To culminate this employee-driven campaign, we are organizing a special active event for our colleagues where every single step counts toward making a difference for the children in our community.

MSC SHARED SERVICE CENTER RIGA

Investing in People, Talent and Community

Running Together at the Rimi Riga Marathon

MSC Shared Service Center Riga once again joined the Rimi Riga Marathon, continuing a tradition that promotes wellbeing, teamwork and community engagement. For the second consecutive year, our colleagues ran together with young people from SOS Children's Villages Latvia, turning every kilometre into a symbol of partnership, support and shared achievement.



Investing in Future Talent

This summer, 21 pupil joined MSC Shared Service Center Riga through the Latvian State Employment Agency (NVA) summer employment programme. For the seventh consecutive year, MSC provided young people with the opportunity to gain their first professional experience, with priority given to the children and relatives of MSC employees. The initiative reflects our commitment to supporting both youth development and the wider MSC family.



Bridging Academia and Business

In partnership with Riga Technical University (RTU), MSC Shared Service Center Riga challenged students to solve a real-life business case using Power BI and data analytics. Nearly 40 student teams, developed interactive reports based on an real business scenario. The strongest solutions were recognised and awarded, demonstrating how collaboration between academia and industry can help prepare the next generation of data professionals for future careers.



MSC SHARED SERVICE CENTER RIGA

Investing in People, Talent and Community

Celebrating Excellence at the Accountants' Championship

A team representing MSC Shared Service Center Riga secured an impressive second place in Latvia's national Accountants' Championship, competing against 23 teams from companies and public institutions across the country. The competition challenged participants to apply analytical thinking, teamwork and problem-solving skills in a dynamic environment, showcasing the expertise and collaborative spirit that drive operations every day.



Advancing Workplace Inclusion with SIVA

On 15 May, MSC Shared Service Center Riga participated in SIVA's event "Es un mans darba devējs", dedicated to fostering the inclusion of people with disabilities in the labour market. During a panel discussion, our colleagues shared experiences and practical perspectives on creating accessible, supportive and inclusive workplaces, contributing to wider conversations on equal opportunities and diversity. Based on the discussions, one message stood out clearly: successful inclusion begins with openness, mutual understanding and a willingness to look beyond stereotypes.

GOCARDLESS

Joining forces and celebrating summer in style

Mollie x GoCardless

We're thrilled to share that GoCardless has officially joined forces with Mollie, creating a single financial home for payments, accounts, and business financing for over 350,000 businesses across 30+ markets. Moving forward as GoCardless, a Mollie company under the leadership of co-founder Hiroki Takeuchi alongside Mollie CEO Koen Köppen, we are combining our leading Pay by Bank network with Mollie's extensive card and local payment capabilities. This union pairs our footprint in the US, Canada, Australia, and New Zealand with Mollie's deep European reach, giving our customers an all-in-one platform to get paid, manage money, and scale globally.

mollie GoCardless



Summer wrapped, GC style

In August, we swapped laptops for team spirit at our GC Summer Vibes celebration - a chance for our team and their families to slow down and simply enjoy each other's company.

Set in a stunning outdoor spot, the day featured incredible food, drinks, and an afternoon of team challenges. Could you trust a blindfolded teammate to guide you through a "nuclear waste" zone? Or build a soaring tower of beer crates relying purely on a partner's steady hands?

Moments like these - filled with laughter, friendly struggle, and creative problem-solving - are what turn colleagues into a real team.



EPSON EUROPEAN BUSINESS CENTER

Journey of growth, achievement, and team spirit

The first months of Epson European Business Center (EBS) have been an exciting journey of growth, achievement, and team spirit. What began as a small team of eight employees on February 2, 2026, has rapidly evolved into a thriving organization of more than 130 employees as we approach September. This growth reflects not only the strength of Epson's vision for the future but also the dedication and enthusiasm of the people who are helping to build EBS from the ground up.

A major milestone was celebrated on April 1, 2026, during the official "We Are Live" event. The occasion brought together members of the Epson Europe Executive Team to recognize the progress achieved so far and celebrate the launch of this important new chapter. The Epson European Business Center plays a key role in supporting Epson's operations across Europe by bringing together essential functions such as finance, logistics, and supply chain management. By consolidating these activities, EBS helps drive greater efficiency, consistency, and collaboration across the region.



Team spirit extends beyond the workplace. On May 16-17, 2026, the annual Riga Marathon marked its 35th anniversary, attracting 46,313 runners from 116 countries. Among them were 12 Epson EBS employees, proudly representing Epson in the company's first-ever participation in this iconic event. Our colleagues took on distances ranging from 6 km to the half marathon, demonstrating determination, resilience, and a shared commitment to achieving ambitious goals, both professionally and personally.

EPSON EUROPEAN BUSINESS CENTER

Journey of growth, achievement, and team spirit

Looking ahead, another exciting milestone awaits us: the move to our brand-new office. For the first time, the entire EBS team will come together under one roof, creating even more opportunities for collaboration, innovation, and connection.



As we reflect on our first months of operation, we are proud of how much has been accomplished in such a short time. From building a fast-growing team to celebrating important business and community achievements, this is only the beginning of the EBS story. We look forward to continuing our journey together and contributing to Epson's success across Europe for years to come.



DNB LATVIA BRANCH

Building Stronger Teams, Communities and Connections

Strengthening Collaboration Through Our One Team Culture

This spring, DNB Group announced an evolution in its way of working, with office presence becoming the standard model across the organisation. The change aims to enhance collaboration, accelerate knowledge sharing, and strengthen team connections while continuing to support flexibility when individual circumstances require it.



Contributing to the Future of Skills Development

DNB Latvia Branch was proud to contribute to the "Skills Development and Productivity Training for Employees of Global Business Services Centres and Related Industries" project. In the publication, Marta Melne shared our experience in developing future-ready teams through Lean culture, continuous improvement, employee involvement, and practical learning.

Strengthening Business Partnerships

DNB hosted a meeting between the Norwegian Chamber of Commerce in Latvia (NCCL) and the Investment and Development Agency of Latvia (LIAA), supporting dialogue aimed at strengthening Norwegian-Latvian business cooperation and creating new opportunities for collaboration.

Head of Branch, Svetlana Kocerova, has been elected as Chair of the Norwegian Chamber of Commerce in Latvia. This appointment further strengthens DNB Latvia Branch's contribution to the international business community and cooperation between Latvia and the Nordic region.

DNB LATVIA BRANCH

Building Stronger Teams, Communities and Connections

Inclusion and Well-being

During the spring and summer, DNB actively participated in several initiatives focused on diversity, inclusion, and employee well-being.

At Festival Lampa, our representatives joined discussions on burnout prevention and the importance of mental health in the workplace. DNB also participated in the Diversity and Inclusion Forum, where Branch Manager, Svetlana Kocerova, contributed to discussions on team collaboration, psychological safety, and building resilient organisations.



DNB supported and joined the Riga Pride march, demonstrating the commitment to fostering a workplace and society where everyone feels respected, valued, and included.

In addition, DNB organised an ABSL Latvia event led by Wenche Fredriksen, SVP Head of Inclusion & Diversity at DNB, exploring how diversity, leadership, and employee well-being contribute to sustainable organisational growth.