



A Financial Services Company



CORPORATE SOCIAL RESPONSIBILITY REPORT

2022

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Message from our President & Chief Executive Officer

2022 in Review



Citizens Business Bank has been serving and supporting businesses and communities in California for more than 48 years. We have grown from a single branch at our founding in 1974 into a robust regional community banking organization, with over \$16 billion in assets and over 60 banking locations, including four trust offices. Since our founding, we have made it our shared responsibility to improve the places in which we live and work. I am proud to share Citizens Business Bank's first annual Corporate Social Responsibility (CSR) Report with you.

Our Bank serves and supports hundreds of communities and thousands of local businesses throughout the state of California, from as far south as San Diego and to the north of Sacramento. Our communities face many challenges, including droughts, flooding, destructive wildfires, the recent COVID-19 pandemic, and other serious environmental and social issues. At Citizens Business Bank, we believe that everyone deserves the opportunity to live a comfortable and fulfilling life, and we work to help address these issues and to assist with solutions.

We have compiled this report to provide you with insight into our organization and the positive impacts we have on our communities, our customers, our associates, and the environment. It provides an overview of our efforts in 2022, although many of our initiatives have been ongoing for years prior to publishing our first CSR Report.

Community Commitment

At Citizens Business Bank, we believe in the importance of close and longstanding relationships with our customers and our communities, and among other milestones, we reported record earnings in 2022. Our strong financial performance, our commitment to safe and sound banking practices, and our desire to make a meaningful difference have enabled us to have an increased impact on the communities we serve.

Our commitment to the communities we serve goes beyond the specific efforts and actions you will read about in this report. Our Bank provides jobs and livelihoods to over 1,000 valued associates, and these associates live and work in the same communities that we serve. Across our organization, our associates contributed more than 3,550 hours in total volunteer service activities for 135 local organizations and charitable causes in their communities during 2022. In addition, we distributed grants and donations totaling \$1,782,000 in 2022. As of December 31, 2022 we had qualified investments of \$151,701,000 benefiting low-to-moderate income communities and small businesses. We believe these activities help to extend the positive ramifications of our commitment to service to literally hundreds of other organizations and thousands of individuals in our communities.

Message from our President & Chief Executive Officer

Corporate Governance

Since our Bank's founding in 1974, we have maintained strong corporate governance and oversight. Our Board of Directors operates on the principles of fairness, transparency, responsibility, and accountability. Each of our Directors possesses relevant experience necessary to help lead our company to solid performance and is committed to the Bank's mission and community responsibilities.

At Citizens Business Bank, we define leadership as the ability to foster the knowledge and experience necessary to guide us through various economic cycles and create an inspired vision for the long-term success of the Bank, our customers, our associates, and our local communities. With an average of more than 35 years of banking experience, our Leadership Team is pivotal in working to ensure that our Bank's operations run safely and smoothly and in providing oversight and guidance for our more than 1,000 associates across the company.

We believe that strong corporate governance provides a firm foundation not only for our business activities but also for our organization's values and priorities. Among other things, we have a strong corporate code of conduct and ethics, and we have implemented robust policies on managing conflicts of interest, anti-corruption, insider trading, claw-back of any erroneously paid compensation, anti-money laundering, and maintaining the security and privacy of customer and employee information.

Investing in Our People

Building and retaining a high-performing workforce continues to be critical to provide our continuing commitment and direction for our business activities. Citizens Business Bank's associates are our most valuable assets, which is why we continue to invest in our people. This, in turn, helps our customers and communities prosper. We strive to be the employer of choice by deepening our culture, developing our talent and capacity for leadership, and fostering a highly engaged workforce. Our culture is guided by our Five Core Values of Financial Strength, Superior People, Customer Focus, Cost-Effective Operation, and Having Fun, which are fundamental to our Bank's superior performance.

In addition to our long-held tradition of recognizing our associates for outstanding job performance, we also implemented new initiatives in 2022 to further drive associate engagement. Our newly formed Diversity, Engagement and Inclusion (DEI) Council fosters engagement efforts

Message from our President & Chief Executive Officer

among our associates, and the Council examines ways to encourage diversity and inclusion at all levels of our company. Another new initiative was the Borba Scholarship Program that provided individual scholarships of up to \$2,500 to the children of 33 of our associates who attend two or four year colleges or universities.

Environmental Impact


We believe that a well-managed financial services company can also make a positive impact on our society and the environment. In 2022, we launched a number of initiatives to reduce our energy use and to conserve paper and minimize waste at an enterprise level. We have also implemented ongoing energy-efficiency upgrades to our existing buildings. Our cost-effective methods to reduce energy use across our company will continue to have an increased beneficial impact as new initiatives are launched and implemented in 2023 and beyond.

As 2022 came to a close, we announced a new Commercial Property Assessed Clean Energy (C-PACE) Financing program, which enables customers to integrate green improvements and other carbon-reducing enhancements to their properties without a large up-front capital contribution. Eligible improvements include renewable energy installation, water conservation, energy efficiency improvements, wildfire hardening, and structural strengthening to prepare for earthquakes. This new lending initiative will provide our customers with the financing to make improvements that will allow them to make positive impacts on our environment.

Looking to the Future

We look forward to our continued growth in 2023 by working together toward tomorrow in serving our communities, our customers, our associates and the environment. I am honored to work alongside our Board of Directors, our Leadership Team, and all of our community-minded associates as we endeavor to make a positive, lasting impact on our communities and our planet.

Please read on to see more detailed information on our Bank's CSR initiatives in 2022.



David A. Brager
President and Chief Executive Officer



Company Overview



Our Story

Since 1974, Citizens Business Bank has been creating banking relationships by focusing on our customers and helping them achieve more for their business, their employees, and the communities they serve. Our founder, George A. Borba Sr., was an enterprising dairy farmer and small business owner from Southern California. George saw a need to support other business owners in his community by helping them preserve and enhance the value of their companies. He shared his vision with a group of local business leaders who cared deeply about their community, and together they set out to design a new banking experience.



Chino Valley Bank was established in August of 1974. More than 45 years later, Citizens Business Bank has grown to more than \$16 billion in assets with 4 trust offices and over 60 banking locations throughout California. We changed our name to Citizens Business Bank along the way, but we still hold true to our original vision.

We are proud to be in the position to assist entrepreneurs with opportunities to foster and grow their businesses. Our customers' success is our success. We are able to build long-standing relationships with each customer by treating them the same way we would want to be treated. In fact, many of our customers have banked with us for decades. Our unwavering commitment to our Five Core Values is the reason we are consistently recognized as one of the top-performing banks in the nation.

Our Vision

Citizens Business Bank will strive to become the premier financial services company operating throughout the state of California, serving the comprehensive financial needs of successful small to medium-sized businesses and their owners.

Our Mission

The mission of Citizens Business Bank is to achieve superior performance and rank in the top ten percent of all financial institutions in the nation in return on equity and return on assets. This will be achieved by delivering the finest in financial products and services through relationship banking commitments with businesses and professionals throughout California. It will be supported by an unqualified commitment to our Five Core Values of Financial Strength, Superior People, Customer Focus, Cost-Effective Operation, and Having Fun.



Our Community Commitment

We have strong commitments to the communities we serve and have supported more than 180 nonprofits during 2022.

Our Footprint

Over 60 locations serving the Inland Empire, Los Angeles County, Orange County, San Diego County, Ventura County, Santa Barbara County, and Central California.

#1 Best Bank in America¹

Forbes **2023**
**AMERICA'S
BEST BANKS**

Ranked #3

Top 50 Public Banks

S&P Global Market Intelligence, 2022

Super Premier Performing Bank

Findley Reports, 2022



Five-Star Superior Rating

BauerFinancial, 2022

BBB+

Strong Rating Outlook

Fitch Ratings, 2022

\$235.4 Million
Net Earnings

Highest in Company History

183 Consecutive
Quarters of
Profitability

Over 45 Years

133 Consecutive
Quarters of Cash
Dividends Paid

Over 33 Years

¹CVB Financial Corp. is the holding company for Citizens Business Bank
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Our Community Commitment

2022 Community Impact At-A-Glance

Grants and Donations

\$1,782,000 in charitable contributions

to community development organizations focused on supporting Affordable Housing, Economic / Business Development, Community Services, and Revitalization & Stabilization of low-to-moderate income communities.

Investments

As of December 31, 2022, we had \$151,701,000 in total qualified Community Reinvestment Act (CRA) investments benefitting low-to-moderate income communities or small businesses including:

\$88,957,000 to support CRA Affordable Housing Loan Funds and Mortgage Backed Securities	\$11,030,000 to Community Development Financial Institutions (CDFIs)	\$480,000 to Minority Depository Institutions
\$14,529,000 in Low-Income Housing Tax Credit Investments	\$18,735,000 in Bond Financing Investments to Support Schools in Distressed or Low-Income Communities	\$17,967,000 to Support CRA Small Business Loan Funds

Our Community Commitment

Loans

\$556,710,000
of lending to small businesses and small farms

\$376,105,815
of community development loans

Service

336 HOURS of interactive financial education presentations provided to high school youth through the Financial Sports program.

149 HOURS of financial program presentations on the importance of savings made to elementary-school-aged students through the It's A Habit, Sammy Rabbit program.

3,550 HOURS in total volunteer service activities to 135 community development organizations including 949 hours of nonprofit board services providing leadership roles in the community.

Our Community Commitment

Corporate Charitable Contributions (Grants and Donations)

In addition to supporting our communities through volunteerism and organization development, the Bank provided financial resources to support the operational needs of nonprofit organizations.

Statewide Foodbank Initiative

Citizens Business Bank provided much-needed relief through a statewide donation to six food banks located throughout California, where local demand due to COVID-19 had reached maximum levels. The following food banks were supported during this drive:

- Second Harvest Food Bank
- Feeding America Riverside | San Bernardino
- Central California Food Bank
- Community Action Partnership of Kern
- The Salvation Army Tulare Corps
- Union Station Homeless Services



Our Community Commitment

Federal Home Loan Bank Programs

Access to Housing and Economic Assistance for Development (AHEAD) Program

The Bank is a member of the Federal Home Loan Bank (FHLB) and is able to access grant resources to provide to community partner organizations. The AHEAD grant program supports innovative, targeted initiatives that create new economic opportunities by expanding proven development models or piloting new interventions to help low-to-moderate income communities. Selected programs focus on creating or preserving jobs, delivering job training or education programs, supporting small business, microlending, and microenterprise incubation for low-income entrepreneurs.

Empowering Black Homeownership Initiative

The FHLB made \$1,000,000 available to help expand the capacity of U.S. Department of Housing and Urban Development-approved housing counseling agencies to serve aspiring and at-risk homeowners in communities of color. The Empowering Black Homeownership grant program is a key component to advancing homeownership opportunities for new homeowners of color. The Bank leveraged this opportunity to request dollar-for-dollar matching grants to benefit three housing counseling agencies located in Southern California and the Central Valley to support staffing, marketing, and pre- and post-purchase counseling.

Our Community Commitment

Affordable Housing Grants

National CORE / Hope through Housing Foundation

Hope through Housing serves residents of low-income affordable housing communities throughout the five-county region of Southern California, including 32 communities in the Inland Empire. The Bank provided a grant to Hope through Housing to support its youth development program, as well as programs for adults and seniors.

Neighborhood Partnership Housing Services (NPHS) Inc.

NPHS Inc. builds equitable communities by creating innovative housing and economic solutions that advance the well-being of residents, vitality of neighborhoods, creation of jobs, and sustainability of the environment. The Bank provided a grant to NPHS Inc. to support its Moving Forward with Housing Project, which has a goal to create and preserve homeownership for low-to-moderate income families throughout Riverside, San Bernardino, and Eastern Los Angeles Counties to revitalize distressed neighborhoods, prevent blight, and promote sustainable homeownership at a regional scale while implementing green building practices.

GRID Alternatives of the Inland Empire

In support of GRID Alternatives of the Inland Empire’s critical workforce development goals, the Bank proudly provided a grant in 2022 for the Clean Tech Training Center (CTTC) located in Riverside, California. Opened in the fourth quarter of 2022, the CTTC provides three important no-cost training programs: Solar Futures High School Education, Hands-On Solar Installation Job Training, and Installation Basics Training Certificate. The CTTC significantly increases opportunities to serve disadvantaged youth, the unemployed, and the underemployed.



Our Community Commitment

Economic Development

Business Development / Access to Capital

ASIAN, Inc. / Minority Business Development Agency (MBDA)
ASIAN, Inc. empowers Asian Americans and socioeconomic minority communities at large by reducing dependencies that block their access to opportunities in business development, housing, and financial education. The Bank provided a grant to expand MBDA's outreach and workshops to rural communities in the Central Valley of California as part of their MBDA center. MBDA's focus is to provide technical assistance to American Indians/Alaskan Natives and Hawaiian Native small businesses and communities in low-to-moderate income areas, assisting in gaining access to capital, minority certification, business-to-business workshops, and business match-making services, leading to the creation and retention of jobs within Fresno, Madera, Tulare, Kings, and Kern Counties.



Valley Small Business Development Corporation (VSBDC)
The Bank provides funding to support VSBDC's small business development activities, marketing, microlending, and technical assistance services to small businesses, with fewer than 10 employees and business revenues less than \$1,000,000 per year. VSBDC specifically focuses on women-owned, minority-owned, and Southeast Asian family farm businesses. VSBDC actively provides small business technical assistance in several languages to ensure they are servicing a wider range of low-to-moderate income and small businesses in Kern, Tulare, Fresno, Madera, Mariposa, Kings, and Stanislaus Counties.



Our Community Commitment

Microenterprise Development

Inclusive Action for the City (IAC)

Inclusive Action for the City is a nonprofit, Community Development Financial Institution whose mission is to bring people together to build strong, local economies that uplift low-income urban communities through policy advocacy and transformative economic development initiatives. The Bank provided a grant to IAC to support the Semi'a Fund, IAC's flagship microfinance program that provides ultralow-interest loans and tailored business coaching to Los Angeles County's low-income, Black Indigenous and people of Color (BIPOC) entrepreneurs.

Community Service Employment Training (CSET)

The Bank provided a grant to support CSET's micro and small business development program, Biz Hub. The Biz Hub program is a unique hybrid of business development coaching and micro-loans to help low-income Tulare County entrepreneurs to achieve their dreams. The Biz Hub program provides business development assistance, financial literacy education, coaching, micro-loans, and resource navigation services in several languages. CSET assists low-income participants to locate, apply, and secure additional funding such as Small Business Administration (SBA) loans, COVID-19 relief grants, and other forms of financing.

CSET has worked to advance thousands of low-income families and communities by providing workforce development and social services for vulnerable residents.

Our Community Commitment

Workforce Development

Inland So Cal United Way (ISCUW)

Entering its third year of collaboration, the Bank continues to work with Inland SoCal United Way and its 211 Careers Program to assist low-to-moderate income individuals to enter or re-enter the work force by providing one-on-one resume reviews along with mock interview sessions. The Bank provided a grant in support of this critical program to residents in the Inland Empire. Each month, the Bank makes available 12 separate sessions to ISCUW, with two Bank volunteers per session to help address ISCUW's clients' individual coaching needs. In the fourth quarter of 2022, the program expanded to include group Interview Success Webinars, where Bank executives and leaders conducted group webinars covering topics such as the dress code for an interview, how to prepare for an interview, and follow-up actions after the interview. The overall success of this program in Southern California has led to its expansion into Central California, with the United Way of Kern County and Housing and Opportunity Foundation of Kern rolling out similar programs in 2023.



JVS SoCal - BankWork\$

As a long-time support of JVS SoCal's career training programs, the Bank was proud to award a grant in 2022 to support the BankWork\$ program that prepares low-to-moderate income individuals for careers in financial services. Participants learn about bank products, bank regulations, cash handling, customer service, and sales. To further reduce barriers to employment success, BankWork\$ is provided at no cost to participants, including course materials and certification fees, and requires only a high school diploma or General Education Development (GED) for eligibility. Bank associates also provided volunteer support to BankWork\$ program participants by sharing their educational and career pathways in the banking industry.



Our Community Commitment

Community Impact Grant - Ventura County Housing Foundation

A \$40,000 grant was awarded to the Ventura County Housing Foundation to support its affordable housing program. The grant will support affordable homeownership programs offering down-payment assistance or closing cost grants to low-to-moderate income / first-time homebuyers, and/or to support a rental housing program.

Fresno Education Foundation

The Bank made a grant to provide seed funding to launch the Fresno Unified School District Foundation in 2022. The Foundation was formed to help support students attending schools in the Fresno Unified School District by providing scholarships to low-income students and to those who are first in their family to graduate high school and first to enter post-secondary education. These scholarships positively change the students' lives and the lives of their families for generations, thus benefiting the Fresno community as a whole.

Community Investments

In 2022, the Bank made a \$5,000,000 investment into the FVLCRUM Fund to support a small business loan fund to finance emerging minority-owned businesses seeking capital to expand contracting and procurement opportunities, leading to the creation of jobs for low-income individuals or in low-income communities.

Affordable housing in California is in desperate demand. The Bank has supported affordable housing investments which at December 31, 2022 totaled over \$104,000,000, benefiting Los Angeles, Bakersfield, Visalia, San Diego, and Stockton, California.

As of December 31, 2022, we had a \$17,000,000 investment in a CRA Loan Fund, supporting projects that include:

- Affordable Housing benefiting San Diego, Santa Barbara, Kern, Tulare, Los Angeles, and San Joaquin Counties
- Economic Inclusion for low-to-moderate income borrowers benefiting San Joaquin, San Diego, Santa Barbara, Kern, and Tulare Counties

Our Community Commitment

Lending

Paycheck Protection Program (PPP)

During the first round of the Paycheck Protection Program in 2020, the Bank provided over 4,100 PPP loans to small businesses struggling to stay afloat during the COVID-19 pandemic. In 2021, the Bank provided more than 1,900 additional PPP loans as part of the second round of funding for a total of over 6,000 PPP loans from 2020 to 2021. As of December 31, 2022, only \$9,000,000 of these loans remain outstanding, as close to 99% of our customers received loan forgiveness.

Small Business Administration (SBA) Lending

As an SBA Lender, the Bank provided over 52 loans totaling \$85,348,000 in SBA 504 loans to finance the acquisition of owner-occupied commercial properties leading to job creation for low-income individuals or in low-income communities

The Bank provided 1,440 loans totaling \$556,710,000 to support small businesses and small farms.

Community Development Lending

In 2022, the Bank provided 146 Community Development loans totaling \$376,105,000 to support Affordable Housing, Economic Development and Community Services.

City of Ontario Broadband Infrastructure Development Financing

Access to low-cost, high-quality broadband to enable telework, distance learning, and digital inclusion became an evident need during the COVID-19 pandemic, particularly for low-to-moderate income communities. To support a city-wide broadband access project for the City of Ontario, the Bank provided financing to develop the infrastructure of a fiber-optic network that would enable affordable access to high-speed internet for small businesses and local residents, including students. Additionally, the Bank provided a grant to the City of Ontario Friends of the Library to develop a digital inclusion program, offering workshops on how to access the internet as well as using internet-based services.

Our Community Commitment

Community Service.....

Volunteerism

Bank associates dedicated over 3,550 hours in 2022 to providing impactful volunteer service opportunities, many in a leadership role, to community organizations and nonprofits throughout the Bank’s footprint.

Pathways to Success Initiative

To address the primary needs in the communities that we do business in, the Bank has developed and launched the Pathways to Success initiative during the COVID-19 pandemic focused on three areas of impact:

- Pathways to Career Success
- Pathways to Financial Success
- Pathways to Business Success

Pathways to Career Success

Entering its third year of collaboration, the Bank continues to partner with Inland SoCal United Way (ISCUW) and its 211 Careers Program to assist low-to-moderate income individuals to enter or re-enter the workforce by providing one-on-one resume reviews along with mock interview sessions. The Bank provided a grant in 2022 in support of this critical program to residents in the Inland Empire. Some of the participants have been previously involved in the criminal justice system and require special attention to help them return to the workforce. Each month, the Bank makes 12 separate sessions available to ISCUW, with two Bank volunteers per session to help address ISCUW’s clients’ individual needs.

Pathways to Financial Success

The ability to manage money successfully is made possible by developing a strong understanding of personal finance principles. Without financial education, an individual’s actions and decisions about savings, credit, and investments can be challenging and lead to the wrong financial choices. The Bank has developed an inter-generational financial education program to provide financial education to elementary-aged children, youth, adults, and senior citizens through the Pathways to Financial Success initiative.

Our Community Commitment

Financial Sports Program

Financial education can lead to more responsible financial management, helping young people make wiser decisions about debt, savings, credit, and investing. In an effort to provide engaging youth financial education in a format students will want to learn from, the Bank launched the Financial Sports trainings and competitions for low-to-moderate income youth by partnering with local nonprofit organizations, school districts, government organizations, and the financial services industry.

Financial Sports is presented as an interactive, educational football and soccer video game designed to help students test their knowledge of personal finance in a fun, competitive, learning environment. The program has received enthusiastic positive feedback from students and school administrators on the effectiveness of this learning model. The training curriculum consists of various sessions including topics on Budgeting, Saving, Financial Institutions, Credit, Debit, Identity Theft, and Life Events, which are conducted by Bank volunteers to groups of students, either in person or virtually. The training not only provides valuable financial information, but it also helps students develop team-building and strategy skills. The training presentations prepare the students to participate in a competition conducted in a group setting between two teams, facilitated by a moderator with a live video game projected on a screen. Volunteers serve as financial coaches for each team using their financial expertise to support the teams that have been previously trained.

It's A Habit, Sammy Rabbit

Providing financial education for today's youth creates positive opportunities for developing personal economic success in the future. The Bank partnered with It's A Habit Company and New Economics for Women (NEW) to launch a virtual financial education program for children (K to 3rd grade). It's A Habit is dedicated to teaching financial literacy and other empowering life skills and habits using "edutainment" focused on young children and their families. The program uses reading, music, and dance as learning tools along with the Sammy Rabbit character created by children's author Sam Renick. NEW is a nonprofit organization with the mission to build economic mobility for women and families through entrepreneurship, housing, wealth creation, and education.

Our Community Commitment

Pathways to Business Success

The Bank partnered with several nonprofit small business training providers and chambers of commerce throughout California to launch Pathways to Business Success. The program provides bilingual small business technical assistance to low-to-moderate income small businesses in English and Spanish. Bank associates participate in virtual and in-person workshops delivering financial education, budgeting, credit, savings, and small business lending information.

Organizations that are currently participating in the program include:

- California Hispanic Chamber of Commerce Foundation - Small Business Development Center
- Kern County Hispanic Chamber of Commerce
- Mission Community Services Corporation and the Kern Women's Business Center
- Vermont Slauson Economic Development Corporation
- ASIAN, Inc. - Minority Business Development Center

The Bank is working on expanding and scaling Pathways to Business Success in 2023 and incorporating incentives to small businesses that complete and graduate from the Pathways to Business Success program.

Our Community Commitment

Mentoring Future Leaders

Supporting the development of future leaders through mentoring and internship programs is an effective and impactful workforce development strategy for youth. The 12 volunteers from the Bank provided 210 hours supporting youth mentoring and internship programs, including sharing educational and career path experiences with the goal of inspiring high school and college students to pursue career opportunities in the finance industry.

Workplace Mentoring Program - Big Brothers Big Sisters (BBBS)

The Bank is building the next-generation workforce supporting Big Brother Big Sisters of Orange County and the Inland Empire by providing low-to-moderate income high school students a Workplace Mentoring Program. Focused on developing financial literacy skills, increasing soft skills, and supporting college/career readiness, Bank executive officers and managers volunteered to educate, teach, and coach high school students about banking and the financial services industry during this eight-month program. Various volunteer associates from the Bank coordinated their schedules to provide individual mentoring to each of the low-to-moderate income youth. The uniqueness of this program enables students to be selected and given one-on-one attention and matched with a mentor to provide professional support, one of the many reasons BBBS is recognized by Forbes as a top nonprofit organization.

Green Dot National Mentorship Program

The Bank expanded its involvement in youth mentorship by partnering with Green Dot Public Schools in 2022 to support their mentorship program. The Green Dot National Mentorship Program provides each of their 10,500 students in California with a professional mentor who invests time and attention to support the student in developing their social capital and increasing their economic mobility. This program focuses on growing and connecting America’s greatest reservoir of untapped talent from low-income communities with today’s changemakers and leaders. We have five Bank volunteers who are serving to mentor students from Ánimo City of Champions Charter High School in Inglewood, California for the 2022-2023 school year, meeting monthly to discuss topics such as post-secondary plans, goal setting, financial education and professional development.



Our Community Commitment

B BOLD(ER) Internship Program

The purpose of the Clearinghouse Community Development Financial Institution (CDFI) B BOLD(ER) Internship Program is to invest in tomorrow’s leaders. Clearinghouse CDFI interns benefit from exposure to a professional setting, access to positive role models, and receiving real-life job skills that help build a solid foundation for future success. Citizens Business Bank is the Legacy funder for the B BOLD(ER) Internship Program, providing capacity-building resources to develop and launch the program, and hosting the program’s first onsite intern in 2022. The program offers paid internships and scholarships to high school students as well as first-generation college students.

During the summer program, interns attend in-person trainings including a leadership program focused on the following topics: Community Economic Development, critical thinking, creating and analyzing surveys identifying the impact of Clearinghouse CDFI lending, a teaching project for elementary students on STEM-related topics, financial literacy, Investing Basics, budgeting, and various personal growth and development issues.



Digital Inclusion Program

As part of a larger partnership with the City of Ontario, the Bank provided a grant to support the addition of a digital literacy program for the City’s broadband infrastructure initiative to address the digital divide, with the goal of increasing digital and economic inclusion. Ontario Learns is a series of workshops and classes for adults, held quarterly on a rotating schedule of topics, including financial literacy, technological and digital literacy, home skills, reading skills, and health literacy. Bank volunteers participated in live sessions conducted at the Ovitt Family Community Library, providing an entry-level introduction to Microsoft Word.

Our Community Commitment

Building the Capacity of Community Organizations

Nonprofit organizations, serving the communities where the Bank does business, have identified opportunities to support capacity-building programs that provide technical assistance and training to nonprofit leaders. The Bank has taken a leadership role in developing innovative, supportive programs in partnership with key development institutions. Through these efforts, the Bank supports the improvement of program development, community impact, and organizational effectiveness.

University of Southern California (USC) Nonprofit Resilient Leaders and Capacity Building Program

The Bank partnered with USC Civic Engagement to create and fund the inaugural USC Nonprofit Resilient Leaders and Capacity Building Program. A grant supported the launch of the program, providing community-based nonprofit leaders with operational information, strategies, and tools that directly support the expansion and long-term viability of their organizations. Bank volunteers helped to develop the program and currently serve as active members of the advisory committee. This program was designed to help cultivate nonprofit organizations that have the potential to strengthen the services they provide to their communities and to help the leaders of those organizations to develop their own capacity as leaders. Originally planned to be conducted on the campus of the University of Southern California, the emergence of the COVID-19 pandemic led to an immediate pivot, transforming the 13-week program into a virtual classroom. Approximately 40 executive leaders from nonprofit organizations participated in the weekly classes, with each one receiving a certificate of completion and the pride that comes with USC distinction.



Community Reinvestment Act (CRA) 101 Training for Nonprofit Organizations

Understanding the importance of developing relationships with financial institutions is critical for nonprofit organizations accessing resources including grants, contributions, and volunteer support. The Bank provides free webinars to local community development organizations on the topic of demystifying the CRA. The webinars help nonprofit organizations to understand the opportunities for partnering with financial institutions, allowing their organizations to build their capacity for accessing grants, community development loans, and volunteers, including as board members and advisors.

Our Community Commitment

Faith-Based Capacity Building Program

Historically, faith-based community development has played a significant role in uplifting distressed communities and addressing the needs of the most vulnerable. For many years, California Community Economic Development Association (CCEDA) has worked with Community Development Corporations (CDCs) and Latinx, African-American, and Asian-American churches that provide supportive services to their communities. In 2022, the Bank partnered with CCEDA to create a collaborative space where faith-based leaders can receive training and technical assistance on the role of faith-based organizations in community economic development. Online webinars and in-person convenings were held on topics including resource development, business development, affordable housing, and leveraging partnerships, with the goal of assisting organizations to become CDCs.

Emerging Chambers of Commerce

In 2022, the Bank partnered with state and local emerging ethnic chambers of commerce providing funding and program support to help small businesses that continue to struggle due to the COVID-19 pandemic.

The Bank supported the following emerging chambers of commerce with funding and program support, to provide training and technical assistance for small business owners:

- Hispanic Chamber Foundation of Tulare & Kings County
- Greater Los Angeles African America Chamber of Commerce
- Fresno Area Hispanic Foundation
- Fresno Metro Black Chamber Foundation
- Orange County Hispanic Chamber of Commerce
- Kern County Hispanic Education Foundation
- California Hispanic Chamber of Commerce Foundation



Our Community Commitment

Board Services

A total of 33 Bank associates conducted 949 hours of board service activities for 49 nonprofit organizations, providing leadership, strategic planning, and financial expertise to support organizational success.

College and Career Preparatory Academy (CCPA)

Many of the students entering College and Career Preparatory Academy are behind in credits and below grade level to allow and at risk of not graduating from high school. A major focus of the program is to develop an Individualized Education Career Service Plan for each student, which would allow them to attain the credits needed to graduate and continue their educations in career pathways through college enrollment and vocational training. CCPA inspires students to fulfill their academic, career, and personal goals by preparing to earn their high school diploma or equivalency, leading to the achievement of the ultimate goals of developing and empowering students' success through completing of post-secondary certificates and degrees, beginning careers, and enhancing community connectedness. The Bank's President and CEO serves on the Governance Council for CCPA, providing marketing and financial guidance to support organizational growth.



California Hispanic Chamber of Commerce (CHCC)

The California Hispanic Chambers of Commerce is one of the leading regional Hispanic and ethnic business organizations in the Nation. The CHCC and its network of over 100 chambers and associations represent the interests of California's 815,000 Hispanic-owned businesses. Through their advocacy, education, and empowerment programs, the CHCC and the California Hispanic Chambers of Commerce Foundation (CHCCF) help bring California's small business community's issues and needs to the forefront of the California and National economic agendas. The Bank's Community Development Officer currently serves on the CHCC and the CHCCF boards, providing thought leadership and resource development.

Our Community Commitment

Housing & Opportunity Foundation of Kern (HOFK)

Housing & Opportunity Foundation of Kern assists residents in Kern County’s low-income public housing, and those in the HUD Section 8 program, to become self-sufficient. Kern County has over 20,000 families on a wait list for rental housing, and these numbers have increased significantly in the last two years, primarily due to the COVID-19 pandemic and double-digit unemployment in Kern County. In 2022, HOFK and the Bank launched their first Pathways to Careers Success program, which was scaled from the Los Angeles market to the Central Valley. The Pathways to Career program allows Bank associates to volunteer by conducting resume reviews and providing mock interviews to low-to-moderate income students and young adults from the HOFK Family Self-Sufficiency Program. These sessions are offered virtually via videoconference and/or by phone to low-to-moderate income individuals who are job ready and seeking employment opportunities as part of the Workforce Development Program.

Affordable Housing Leadership

The Bank supports affordable homeownership programs to address the current housing crisis. According to RentData.org, California ranks as one of the most expensive rental markets in the country. Various Bank associates provide their financial expertise by serving on the boards of affordable housing organizations, including the Orange County Housing Community Corporation, which provides homeownership training, affordable multi-family housing, and college success programs for high school students, as well as Habitat for Humanity of San Bernardino County, which offers homeownership opportunities for working families.



Investing in our People and Culture

Our People

At Citizens Business Bank, one of our continuing priorities is to be the employer of choice to attract and retain top talent. We have a clear vision of who we are and what we stand for.

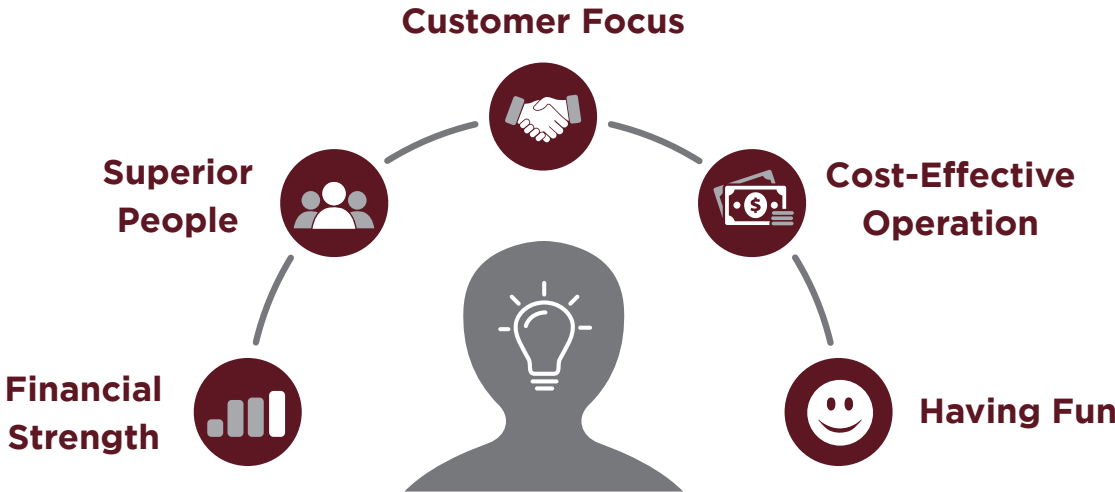
Building and retaining a high-performing workforce continues to be critical to the delivery of our products and services to customers and ultimately to achieving our Vision and Mission. Our belief in this strategy has prompted us to place strong emphasis on recognizing our associates' contributions and providing a work environment where associates are fully engaged.

Our entire Leadership Team plays a major role in our continuing success to enhance associate engagement. Leadership has a major impact on the quality of the work environment, and our Leadership Team is accountable for effective people management to successfully mentor and develop our staff, while ensuring alignment with our Core Values.

We're committed to making Citizens Business Bank the employer of choice, as well as a world-class organization of highly engaged associates. To do this, we focus on deepening our culture, developing our talent, and growing our diversity & inclusion efforts.

Our Culture

At Citizens Business Bank, we share a set of Five Core Values that we believe provide continuing commitment and direction to our underlying culture. These Core Values are the guiding principles that help us achieve to our high standards.



Through the Citizens Experience program, we recognize associates who demonstrate these Core Values by exemplifying outstanding service.

Investing in our People and Culture

Annual Engagement Survey

Citizens Business Bank is committed to building a sustained and engaged work environment. Our priority is to place strong emphasis on valuing our associates' contributions and providing a work environment where everyone can succeed. In 2022, the Bank had 93% of associates participate in our Annual Engagement Survey.



Recognition and Rewards

The Citizens Experience Service Program

The Citizens Experience is a unique recognition program that rewards selected associates for going “above and beyond” their normal job duties to provide service to our customers and fellow associates, as well as our communities.



Every associate is eligible to participate in the Citizens Experience service program. Nominations can be made by and for any associate for delivering the “Citizens Experience.” All nominations are reviewed by the Citizens Experience Awards and Recognition Program Committee. This recognition program consists of a monthly, quarterly, and annual recognition.

In 2022, we had:

439 Citizens Experience Award Nominations



Distributed \$50 Citizens Business Bank gift cards to award winners



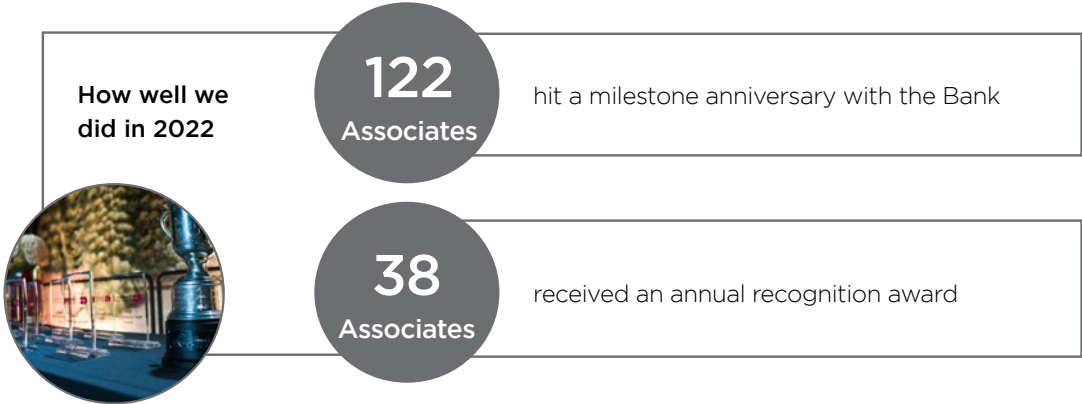
Totaling \$14,000

Investing in our People and Culture

Annual Recognition Awards

Citizens Business Bank has a long-held tradition of hosting an annual awards program to recognize outstanding job performance. The annual recognition awards consist of Most Valuable Staff, Department of the Year, Center of the Year, and the CEO Award. These awards represent the Bank’s highest recognition for an associate, a Department, and a Center.

The winners are announced at the Bank’s Annual Holiday Party and Awards Ceremony, where they receive a customized trophy and are able to celebrate this prestigious recognition among more than 1,000 fellow associates and invited guests.



Competitive Benefits Package

Citizens Business Bank is committed to offering a competitive benefits package to our associates and their families. We offer a comprehensive set of health insurance and retirement benefits, as well as associate award perks.

- Associates are offered a 90% Bank-subsidized medical insurance plan
- 93% of active associates participate in the Bank’s 401(k) retirement plan, which includes an 3% annual contribution by the Bank equal to 3% of participating associate compensation
- Associates also receive an additional annual profit sharing contribution to their 401(k), in which the percentage is based on the Bank’s financial performance; for 2022, this additional contribution was also 3% of participating associate compensation
- 100% of our associates are eligible to earn a discretionary bonus incentive and 94% of our associates earned an incentive bonus for 2022
- Holiday Gift Cards are distributed to each Bank associate to support their family holiday celebrations
- Unlimited New Associate Referral Awards for the referring associate when a new associate is successfully hired
- A COVID-19 Hardship Program offers additional paid sick time to support those associates experiencing special hardships

Investing in our People and Culture

Borba Scholarship Program

In recognition of the impact of education on our society and economy, Citizens Business Bank provides a program to award scholarships to selected dependents of Bank associates based on the recipient’s outstanding academic accomplishments. Awards are used for educational fees and are paid directly to the selected recipients. Our scholarship program provides dependent children of the Bank’s associates with educational expense assistance to pursue higher education following high school. The Bank provides up to \$2,500 for the Borba Scholarship Award to selected students, which is open to eligible children of the Bank’s associates. Children of the Executive and Senior Leadership Group are ineligible to participate in the Borba Scholarship Program.

Highlights of the 2022 Borba Scholarship Program:



Talent Management Program

We want to be constantly challenged to do our best, which makes continuous learning and development an important focus. Because of this, we have a Talent Management Program to enhance leadership capabilities to support our associates’ professional growth so that our organization remains competitive in the marketplace for talent.

Leadership and Top Talent Development Program

Our Leadership and Top Talent Development Program’s objective is to define what “development” means at Citizens Business Bank, by providing a variety of high-quality development programs designed to ensure that our associates at all levels receive specialized training to further their careers, achieve Citizens Business Bank’s strategic goals, and to continue to drive shareholder value.

We implement this through a combination of core curriculum and customized development solutions that reinforce the Core Values that drive Citizens Business Bank’s corporate culture.

Investing in our People and Culture

Leadership Development Programs

Leadership Foundations

The Leadership Foundations program is an investment in our associates who are already in management roles. As Citizens Business Bank managers, they drive results that directly influence the success of Citizens Business Bank. This four-part series is offered to all levels of management and trains our managers on attracting top talent, effective coaching, and performance management.

Future Leader Development

The Future Leader Development program is intended to prepare future leaders to successfully navigate the challenges, opportunities, and common pitfalls of transitioning from a mid-level manager to one who maximizes their team’s capabilities as a senior level manager. Selected participants will explore their leadership style and how it impacts their ability to direct, motivate, and manage others in their group.

Succession Program

Success is built on the contributions of every associate at every level. Associates are the Bank’s most important resource and valuable asset. Some positions, called “key positions,” are more directly impactful on the Bank’s mission and strategy. These positions often are considered “key” because the position requires specialized knowledge, expertise, and capabilities that make a unique contribution or have a significant influence on the priorities, strategic direction or operation of the Bank.



Investing in our People and Culture

Associate Well-Being

Citizens Business Bank believes health and well-being should play a vital role in our associates' lives, and we are committed to helping our associates find a balance that feels right for them at an individual level. The CBB Well program is comprised of four pillars: Financial, Social, Physical and Mind.

Well-Being Committee

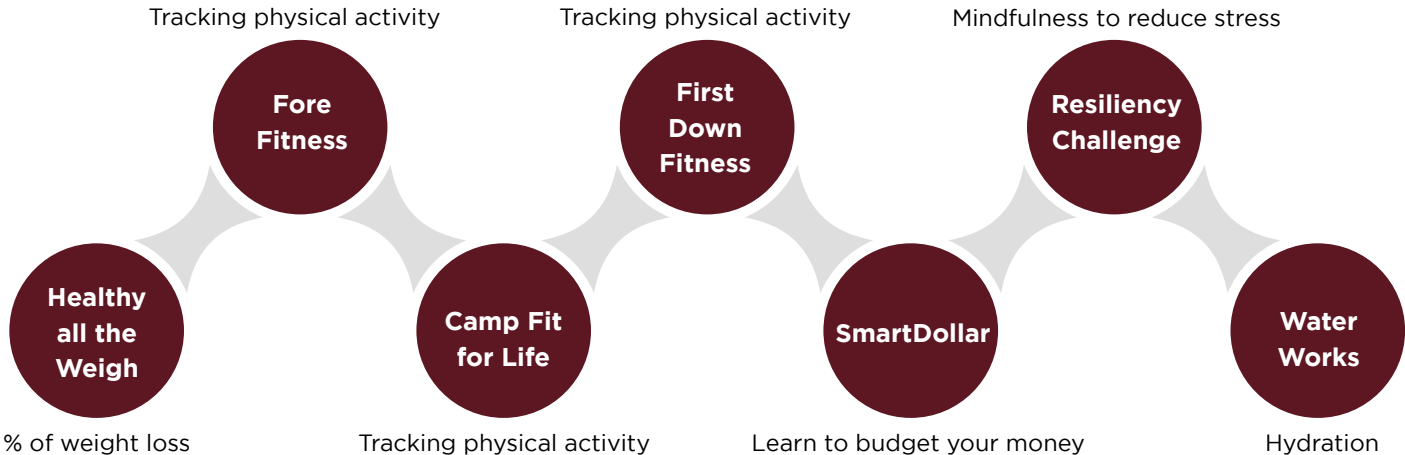
The Well-Being Committee is made up of 16 associates who have been past super-users of our well-being programs. Committee members volunteer to assist with well-being efforts around the financial, social, physical, and mind well-being of their colleagues. In addition, they serve as ambassadors for our well-being programs, encouraging other associates to get involved by championing events in their Center/Department, and encouraging greater participation in our well-being programs. As a result, our associate participation numbers dramatically increased by 56% in these programs during 2022.



2022 Highlights



2022 Well-Being Programs



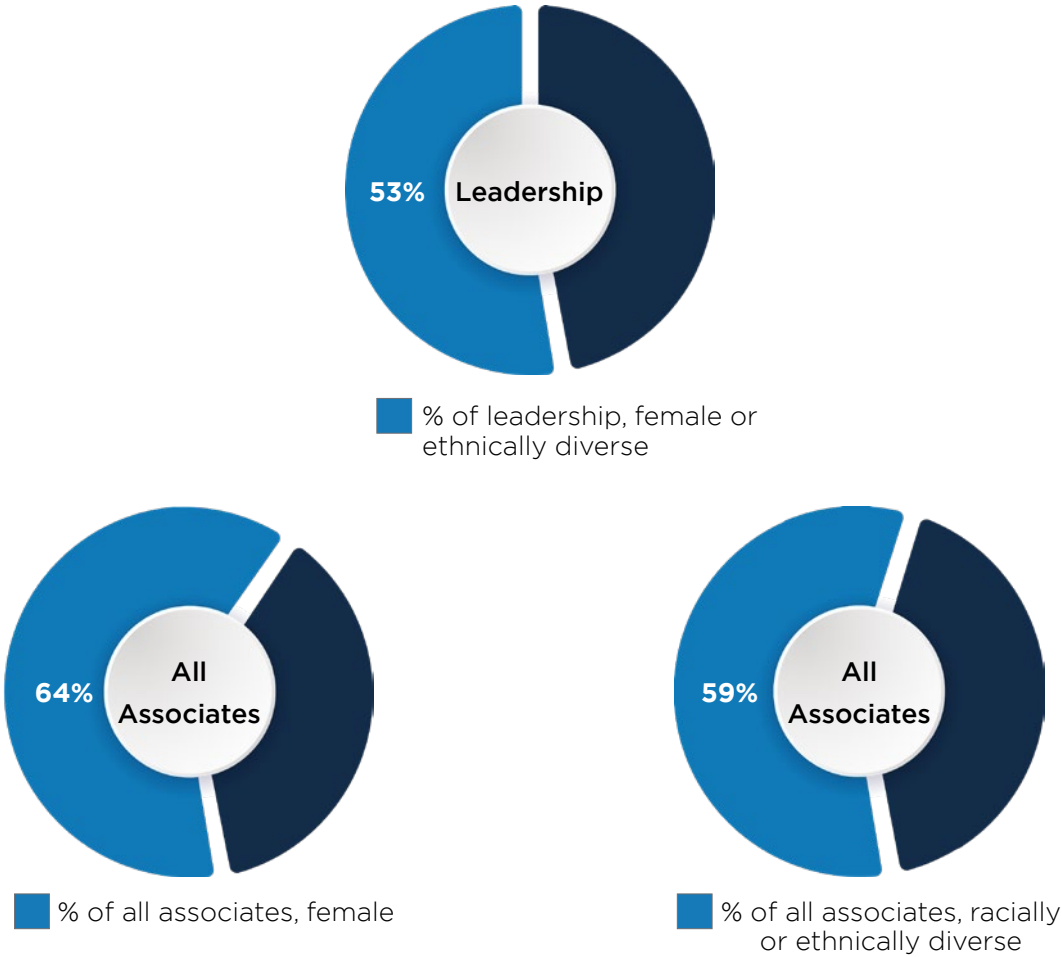
Investing in our People and Culture

2022 Highlights

Diversity & Inclusion Efforts

Citizens Business Bank fosters, cultivates and preserves a culture of diversity & inclusion. Our associates are our most valuable asset. The collective sum of the individual differences, life experiences, knowledge, inventiveness, innovation, self-expression, unique capabilities, and talents that our associates invest in their work represents a significant part of not only our culture, but our reputation and the Bank's achievements as well.

Total Bank Diversity



Investing in our People and Culture

Diversity, Engagement, and Inclusion (DEI) Council

The DEI Council exists to foster engagement efforts among our associates. The Council discusses ways to encourage diversity and inclusion among associates, and Council members serve as ambassadors when it comes to implementing our Core Values, as they relate to diversity and inclusion. There are seven Council members and 15 sub-committee members who represent various leadership levels, backgrounds, banking areas, ages, genders, races, and ethnicities. They deliver programs focused on four areas: Corporate Communications, Development Programs, Mentoring Programs, and Networking Events.

The DEI Council's goals are the following:

- To create a culture of belonging by empowering associates in recognizing and celebrating our differences (DIVERSITY)
- To cultivate educational, training, and professional opportunities tailored to the needs of our associates' diverse backgrounds (INCLUSION & ENGAGEMENT)
- To promote an inclusive culture by engaging associates in DEI-themed social and networking opportunities (INCLUSION & ENGAGEMENT)





Our Environmental Impact



2022 LED Upgrade

In 2022, Citizens Business Bank upgraded the electrical light fixtures in our 47,720-square-foot Operations Center. As a result of this upgrade, 783 fluorescent fixtures were replaced with 553 LED fixtures, with an expected annual energy savings of 230,937 kilowatts of electricity.



2022 Paper Recycling

Access Shredding services our Southern California Centers, including our Corporate Office and Operations Center.

Our Environmental Impact

Commercial Property Assessed Clean Energy (C-PACE) Financing

Commercial Real Estate Owners and Developers

Citizens Business Bank now offers C-PACE Financing, which enables our customers to integrate green improvements and other carbon-reducing enhancements to their properties without a large up-front capital contribution. Compared to traditional financing, C-PACE Financing is fulfilled through a consensual property tax assessment. The assessment is tied to the property and is paid semi-annually with property taxes. Should the property be sold, the repayment obligation is transferred to the next property owner. Improvements must meet certain criteria to be eligible for C-PACE Financing.

Clean Energy Improvements Eligible for C-PACE Financing include:



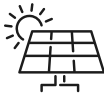
Seismic Strengthening

Structural retrofits (superstructure strengthening) and non-structural retrofits (supplemental bracings and supports)



Energy Efficiency

Air sealing and ventilation, HVAC, windows, lighting, insulation, roofing, refrigeration, charging stations, and similar items



Renewable Energy

Solar, wind, cogeneration, fuel cell, and similar renewable power resources



Water Conservation

Fixtures, irrigation, landscaping, water reuse, and similar conservation utilities



Wildfire Hardening

Building hardening and using fire-resistant building materials





Responsible Corporate Governance

Committees:



CVB Financial Corp.

- Audit
- Compensation
- Nominating & Corporate Governance

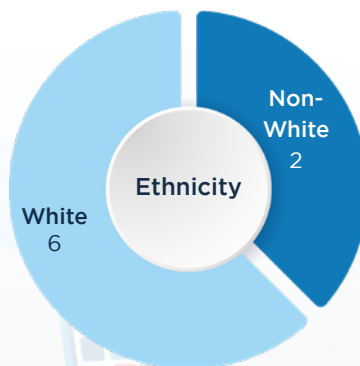
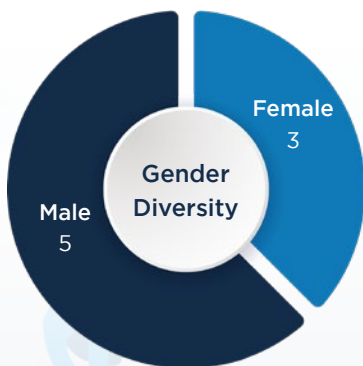


A Financial Services Company

- Balance Sheet Management
- Risk Management
- Credit
- Trust Services

[Click here to view our Proxy](#)

Board of Directors





CITIZENS BUSINESS BANK

A Financial Services Company



Equal Housing Lender | Member FDIC