



2023 IMPACT REPORT

A LEGACY OF TRUST
AND STABILITY

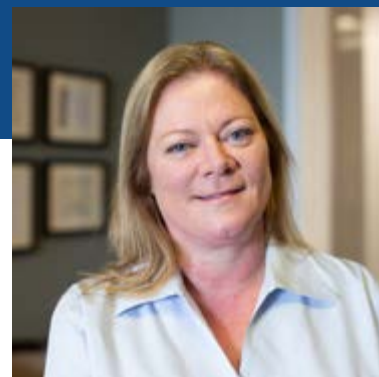




“

Making a positive and sustainable economic impact on our community just makes good sense. With over 24 years of experience in community banking, I feel lucky to be able to work doing something that allows me to support my community and neighbors. This belief is at the core of Community Bank of the Bay’s approach to banking, where every client’s success is a shared victory.

KAREN VANDENBERG
SVP, RELATIONSHIP MANAGER



A MESSAGE FROM OUR CEO

Dear Partners and Friends,

Since our inception, Community Bank of the Bay has set out to be more than just a bank; we have aspired to become a catalyst for positive change. We’re making a lasting impact in our communities by helping to grow businesses, supporting nonprofits, and investing in sustainable development.

In 2023, our commitment to the community was as strong as ever, reflected in the data and impact stories you will see in the pages that follow. This impact report, themed “A Legacy of Trust and Stability,” encapsulates our enduring commitment to the communities we serve. Our legacy is built on the trust our clients place in us and the stability we provide in an ever-changing economic landscape. We take great pride in being a reliable banking partner for the benefit of the entire community.

In 2024, we see tremendous opportunities to leverage financial partnerships and deepen impact. Our mission to support the entire community remains an enduring element—it is the “CBB Difference.”

I am incredibly grateful to our employees, clients, and community partners for their steadfast support as we work to uplift the local economy. Together, we are making a difference in the lives of people and communities, grounded in a legacy of trust and stability. I invite you to read our 2023 impact report to learn more.

With Appreciation,

Bill

William S. Keller
CHIEF EXECUTIVE OFFICER



ABOUT COMMUNITY BANK OF THE BAY

“

I was very much drawn to CBB because of the sense of community. CBB is a great example of that, and it is a rare quality to find in the workforce. I am very fortunate because my boss, Lisa Miller, is a great inspiration to drive me to be the best that I can be and learn something new every single day. I look forward to coming to work every day.

BITA MANSOURI
CENTRAL OPERATIONS SPECIALIST

At CBB, we believe you can't truly serve a community unless you're part of it. We're actively involved in local community life through our business relationships, giving back programs, and in our daily lives. That's the whole philosophy behind community banking: your funds are invested locally, through local decisions, by local people, for the success of the entire community.

The CBB Difference lies in our commitment to socially and environmentally responsible banking. Our goal to improve the local economy goes beyond what's required. We seek strategic partnerships that benefit our entire community. Whether it's reaching out to each and every one of our small business clients to encourage and help them with PPP funding or championing greater financial inclusion and literacy in marginalized communities, we're here.

As the first FDIC-insured Community Development Financial Institution (CDFI) certified in California, we're one of only 196 banks certified by the United States Treasury. Being a CDFI means we're part of a unique subset of financial institutions committed to making our communities a better place.

Since 1997, we have received the CDFI Fund's Bank Enterprise Award (BEA) **23 times**. The BEA program recognizes banks that back their mission with increasing investments in underserved communities.

OUR PHILANTHROPY

Philanthropy plays a big role in how we work with the community. CBB proudly supports local nonprofit organizations that make our community stronger and more equitable. Beyond financial contributions, we actively encourage our employees to engage in meaningful community service by providing them with paid volunteer days. From making and serving at local food banks and participating in neighborhood events to supporting other nonprofits, our team members are committed to giving back and making a tangible difference in the lives of those around us.



ARTS & CULTURE

Diablo Ballet
Diablo Regional Arts Association
Follow the Music
Hillbarn Theatre
Laurel Street Fair
Livermore Valley Wine
Living Jazz
Lobster Theater Project, Inc.
Luna Dance
Oakland Art Murmur
Project Bandaloop
San Mateo On Ice
Storefront Records
Urban Vibrancy Institute, Inc.

CHILDREN & YOUTH SERVICES

Boy Scouts of America
Boys & Girls Club of Silicon Valley
Child Care Law Center
Danville Children's Guild
Oakland Children's Fairyland
Riekes Center for Human Enhancement
The Tower Foundation of SJSU

CIVIC ORGANIZATIONS

California Association of Non Profits
Danville Rotary
San Jose Police Foundation
San Mateo Area Chamber of Commerce

ECONOMIC DEVELOPMENT

Alliance for Community Development
BH Brilliant Minds
Black Cultural Zone Community Development Corp.
Blackout Market
Cocina del Corazon
SF Made
SIOR

EDUCATION

CA Genealogy Society
Five Buckets Foundation
Healthy Cities Tutoring
International Coalition of Girls' Schools, Inc.
Montair Elementary School Foundation
Oakland Tech High School
Yu Ming Charter

ENVIRONMENT

Clean Tech Open

HEALTH & SOCIAL SERVICES

Discovery Counseling Center
East Bay Spanish Speaking Citizen's Foundation
Narika
Team Blue Sky Events

“

From day one, you feel like a valued member of the team. Our culture is built on openness, friendliness, and the belief that we’re making a difference in our community.

THE CBB HR TEAM



Values are not words. They are **who we are.**

RELATIONSHIP • COMMITMENT • SUSTAINABILITY • EMPOWERMENT • TRUST • RESPECT

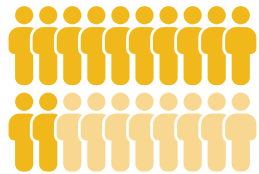


DEMOGRAPHICS

OUR YOUNGEST
EMPLOYEE IS
20
YEARS OLD



OUR OLDEST
EMPLOYEE IS
77
YEARS OLD



60%
OF EMPLOYEES
IDENTIFY AS FEMALE

WHO WE ARE

At Community Bank of the Bay, we believe that banking is more than just a set of transactions—it can be a powerful tool for creating positive change. As a community-driven CDFI bank, our mission is to connect people, businesses, and organizations to spur economic growth, opportunity, and a brighter future for everyone.

Our team members live and work in our communities and are deeply rooted in the Bay Area, bringing a local perspective to everything we do. We pride ourselves on building meaningful relationships, providing timely and transparent information, making equitable decisions, and offering strategic guidance—all fueled by a genuine passion for community impact.

We are committed to the idea that our shared success is the foundation of a thriving community—with our team members, our clients, and our communities.

Our team reflects the rich diversity of the communities we serve, and we believe that these varied experiences and perspectives make us stronger. Together, we strive to be more than just a place to safeguard your money. We aim to be a cornerstone of meaningful impact in the Bay Area, working hand-in-hand with our clients and partners to build a sustainable future.



“

My biggest accomplishment when working with our clients is making sure they feel welcomed and are well-situated in the branch when they walk in to make a transaction. As a community bank, I make sure our clients are treated as if they are family when they come into the branch. I always offer them a cup of water, or freshly brewed coffee.

KARLA VERA
AVP, CUSTOMER SERVICE MANAGER

LANGUAGES SPOKEN

ENGLISH
SPANISH • ESPAÑOL
HINDI • हिन्दी
plus 8 other dialects
KANNADA • ಕನ್ನಡ

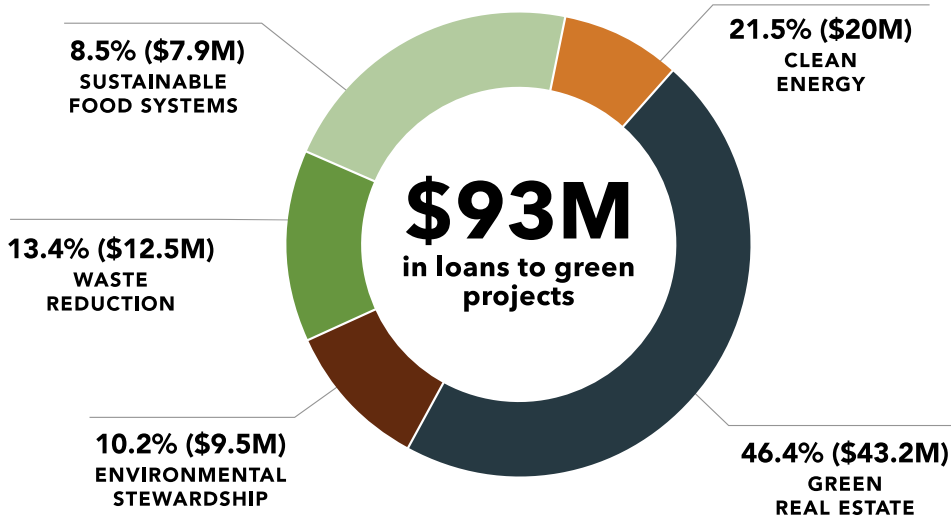
TAGALOG
CHINESE • 中文
Cantonese, Mandarin, Mongolian, Taiwanese
FARSI • فارسی
RUSSIAN • русский

GREEN BANKING FOR A BETTER FUTURE

The Bay Area is home to incredible environmental wonders—stunning sunsets over the Pacific Ocean, old-growth Redwood forests, a mild climate, and more—and we want to keep it that way. Since the Bay Area Green Fund was created in 2006, we have offered environmentally-friendly banking solutions to support individuals, local businesses, and the environment.

Unlike many big banks, the Bay Area Green Fund doesn't give loans to fossil-fuel projects. Most banks invest in projects based on the profitability of the business, regardless of the project's impact on the environment. We invest in environmental projects that work to positively support the health of our environment. Loans are given to projects in one of the following environmental categories.

- Waste Reduction
- Clean Energy
- Green Real Estate
- Environmental Stewardship
- Sustainable Food Systems



SUSTAINABILITY PARTNER AWARD
BLOCK, INC.
OAKLAND

Block, Inc. (formerly Square, Inc.) has made significant commitments to both climate action and racial equity, with initiatives rooted in sustainability and community empowerment. At the heart of their efforts is the commitment to significantly reduce their environmental impact.

“At Block, we are working to reduce our global carbon footprint with internal reduction efforts, scaling our carbon removal portfolio for unavoidable emissions, and investing in renewable energy as part of our work to have net zero carbon emissions for operations by 2030,” Neil Jorgensen, Global Head of Stewardship shares.

This dedication goes beyond operational goals, as Block invests in community lending initiatives that support and uplift local economies working to reduce carbon emissions. “We’ve continued our sustainability efforts by deploying funds to banking partners that are providing capital support for businesses on the front line of decarbonization, energy efficiency, and renewable energy development. We believe the Community Bank of the Bay’s Bay Area Green Fund aligns with Block’s purpose of economic empowerment and our climate action efforts,” said Neil.

Block’s partnership with Community Bank of the Bay (CBB) is a natural extension of these values. Through CBB’s Bay Area Green Fund, Block supports businesses by directing capital into projects that reflect their commitment to both social and environmental responsibility. “We believe the Bay Area Green Fund aligns with Block’s broader purpose and efforts to drive meaningful climate action,” Neil explains. This collaboration highlights the power of purpose-driven partnerships in creating lasting impact for both the environment and the communities they serve.

Beyond their environmental efforts, Block’s commitment to racial equity is equally significant. In 2020, Block made a \$100 million pledge toward racial equity and social impact, including over \$25 million invested in community-based financial institutions (CDFIs and MDIs). This investment ensures access to capital for underserved communities, helping to dismantle systemic barriers to economic growth. Block continued this work with the launch of the Sustainable Banking Initiative—a \$25 million investment focused on decarbonizing the economy through community lending. CBB was a natural fit for this investment as a CDFI with the Bay Area Green Fund’s environmental focus.

Block’s partnership with CBB underscores a shared belief in the force of community-based lending. “We are excited to combine our commitment to sustainability with our belief in community-based lending through CBB’s Bay Area Green Fund,” Neil states. Together, we are driving positive environmental and social change, creating a future where businesses and communities can thrive.

7% Block’s investment enabled a 7% increase in focused lending through the Bay Area Green Fund, fueling sustainable growth across the region.

EMPOWERING THE UNDERSERVED

WHAT DOES IT MEAN TO BE A COMMUNITY DEVELOPMENT FINANCIAL INSTITUTION (CDFI)?

CDFI certifications are issued by the U.S. Department of the Treasury to recognize institutions that serve economically distressed communities.

Local community development is written into CBB’s institutional DNA. As California’s first FDIC-insured Community Development Bank, we work hard to fulfill our mission to provide affordable banking and flexible financing to make a positive and sustainable economic impact here in the Bay Area. The CDFI Fund rewards institutions that fulfill this mission with financial support through Bank Enterprise Awards (BEA), recognizing those that actively invest in underserved communities. Since 1997, we have received **23 BEA awards**, reflecting our consistent dedication to creating economic opportunities where they’re needed most.

ANTI-DISPLACEMENT CODE OF CONDUCT

In 2018, we signed the Anti-Displacement Code of Conduct because stopping housing displacement aligns with our mission as a values-based bank. In fact, we are the first and only bank in California to commit in this way. We place the needs of our entire community in our decision and loan-making processes and align with the California Reinvestment Coalition to stem the tide of displacement for communities in our backyard.

IMPACT LENDING

LOANS IN UNDERSERVED AREAS

As a CDFI, Community Bank of the Bay plays an important role in advancing economic opportunity for underserved groups. While entrepreneurs and small businesses are the heart of our economy, access to banking services and capital is still an obstacle for women and racial and ethnic minorities, who are often underrepresented in leadership roles and their access to financing.

Strengthening our financial inclusion efforts means providing guidance and feedback to first-time entrepreneurs, hosting financial literacy events, and cultivating deep connections in the nonprofit and small business sectors.



50%

OF ALL CBB LOANS ARE ISSUED IN UNDERSERVED AREAS



60%

OF ALL CBB LOANS ARE ISSUED IN MINORITY COMMUNITIES

“

My biggest accomplishment was guiding a family-owned business through a smooth leadership transition as the founders retired. I collaborated with both the retiring owners and new leadership as they developed a succession plan focused on financial planning, leadership development, and communication strategies. The business continued to thrive under new leadership, and being part of this critical moment was incredibly rewarding, ensuring the brand's continued success and growth.



ABDOLMOHSEN NAFCHI
VP, COMMUNITY ENGAGEMENT MANAGER



CLIENT SPOTLIGHT

COMMUNITY KITCHENS

OAKLAND

When the COVID-19 pandemic hit in 2020, Maria Alderete and her husband, owners of Luka's Taproom in Oakland, faced a difficult decision—close the doors or find a way to keep their loyal staff employed. Choosing the latter, they ventured into the nonprofit world by founding Community Kitchens.

What began as a temporary solution to provide meals during a six-week shelter-in-place quickly evolved into a sustainable effort addressing food insecurity in Oakland's most vulnerable communities.

Community Kitchens initially partnered with local restaurants, many struggling due to pandemic-related closures and the challenges of moving to online sales. By mobilizing resources and raising funds, they created a meal program to help both the restaurants and those in need. Community Kitchens' Executive Director and Co-Founder Maria Alderete recalls, "We wanted to support local restaurants and retain local jobs. That was the mission for the first two years of Community Kitchens."

Recognizing the need for scalability, Community Kitchens launched their own central kitchen at the former Kingston 11 restaurant on Telegraph Ave. This strategic shift allowed them to boost their operations significantly, and by partnering with local food banks, they reduced their cost per meal by half. This efficiency not only doubled their meal output but also expanded their reach to feed more community members through programs like Dining for Justice. "What we were able to do is shave our cost per meal in half, and what that enables us to do is actually provide more meals," Maria said.



“

We were able to shave our cost per meal in half, and that actually enables us to provide more meals.

MARIA ALDERETE
CO-FOUNDER AND EXECUTIVE DIRECTOR,
COMMUNITY KITCHENS

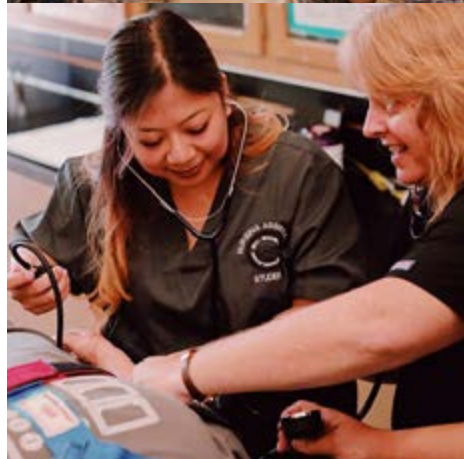


The nonprofit's commitment to "meals with dignity" is a core value that sets it apart. Rather than merely providing food, Community Kitchens ensures that the meals served are the same quality one would expect in a restaurant, respecting the dignity of the unhoused and marginalized communities they serve. "It's much more than just a pile of nutrition," Maria emphasizes. "Having a warm meal that makes you hum, that lifts your spirits; it's critical."

Community Bank of the Bay (CBB) has been a vital partner in this journey. Amid the pandemic's chaos, while larger banks overlooked small businesses, CBB stepped in to provide essential PPP loans, helping Community Kitchens weather the storm. Today, CBB continues to support Community Kitchens with financial products that sustain both their current operations and future growth, such as saving long-term grants from organizations like Kaiser Foundation and setting up interest-bearing accounts to ensure long-term sustainability.

Maria and her team are not just feeding people—they're creating a community-driven ecosystem that addresses food insecurity, promotes economic justice, and provides a platform for marginalized voices. With plans to quadruple their meal production and deepen their workforce development initiatives, Community Kitchens, supported by Community Bank of the Bay, is building a more just, inclusive, and nourished community for all. As Maria reflects, "It's not just about giving a meal—it's about developing a bridge to bring people together and build trust."





CLIENT SPOTLIGHT

EMPOWERED AGING

DANVILLE

Having the right people around you can make all the difference.

For Susannah Meyer, Executive Director of Empowered Aging, a bank seemed like the last place she would find the support her nonprofit needed. When a trusted board member suggested Community Bank of the Bay (CBB), Susannah was intrigued. "When I thought of where we could get help, a bank would be the last place that came to mind. But working with Community Bank of the Bay has felt more like a partnership than anything else," said Susannah.

However, once the organization began working with CBB, Susannah found their approach refreshingly different. CBB didn't just offer standard services; they provided tailored solutions, like high-yield accounts and guidance on managing and maximizing funds from a multi-year grant, to help stabilize the organization's finances and support its mission.

Empowered Aging, an advocate for elder justice in the East Bay for over 50 years, needed a financial partner that could understand the nuances of their fundraising and expenses. From high-yield accounts to flexible funding solutions, CBB provided more than just banking services—it offered peace of mind. "We were looking to change the way we banked, get a line of credit, and diversify funding streams with a multi-year grant," Susannah explains. "CBB made the transition seamless, helping us feel more secure in our financial planning."

A key part of this transition was the exceptional support from CBB's team. "Daniel [Fujimoto], our primary contact and relationship manager, went the extra mile to make sure we were really comfortable with the transition [to a new bank]," Susannah said. "His attention to detail and genuine care made all the difference, reinforcing that we had made the right choice."



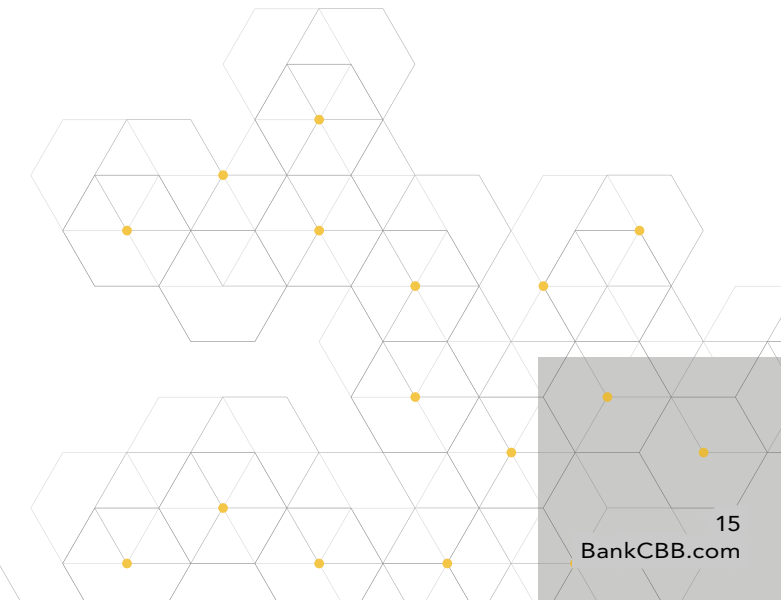
“

We were looking to change the way we banked, get a line of credit, and diversify funding streams with a multi-year grant. CBB made the transition seamless, helping us feel more secure in our financial planning.

SUSANNAH MEYER
EXECUTIVE DIRECTOR, EMPOWERED AGING

Founded as a small Ombudsman service, Empowered Aging has grown into a leader in elder justice and advocacy, offering programs like the Long-Term Care Ombudsman, Elder Justice initiatives, and the Healthcare Career Pathways. These initiatives ensure that older adults in the Bay Area and throughout California are protected and supported, whether in long-term care or their own homes. "Our entire agency is focused on elder justice," Susannah says. "We're here to serve those often forgotten, ensuring that everyone has a voice."

This financial partnership has been important in enabling Empowered Aging to continue expanding its reach and impact. "It doesn't feel as much like business as it does like a community. So it's been a very close partnership," Susannah says.

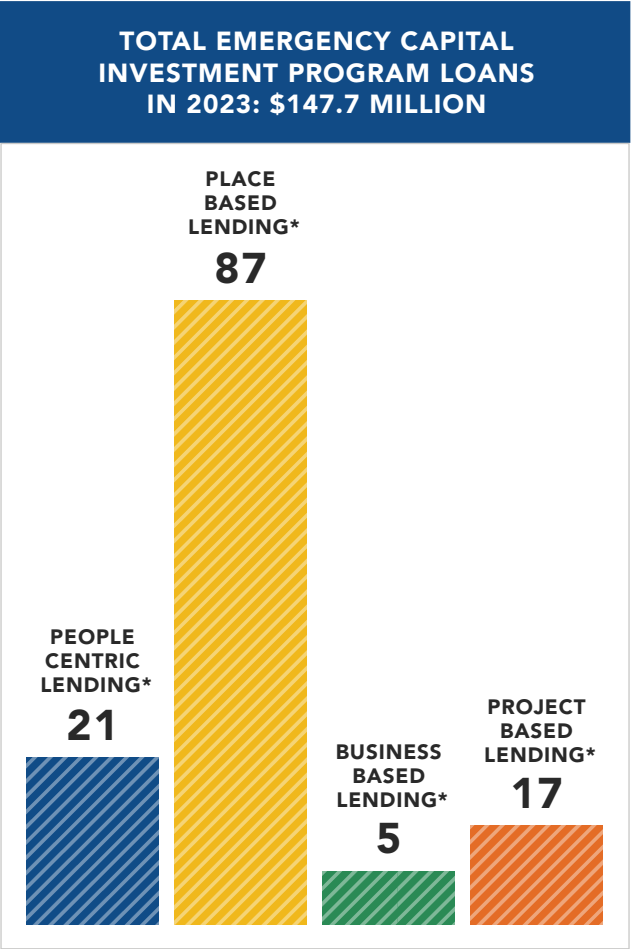


EMERGENCY CAPITAL INVESTMENT PROGRAM

In 2022, the U.S. Treasury invested \$119.4 million in Community Bank of the Bay through the highly competitive Emergency Capital Investment Program (ECIP). This funding was awarded based on our proven track record of accomplishment, as well as our capacity and capability to deliver meaningful results. While the capital investment occurred in 2022, the funds were utilized throughout 2023 to uplift underserved communities, expanding lending to small businesses and other groups disproportionately affected by the economic distress caused by the COVID-19 pandemic and a lack of access to funding.

This capital investment is a testament to CBB’s history of uplifting and supporting underserved communities. CBB is one of only five banks and six credit unions in California to have been approved by the U.S. Treasury for an ECIP investment. Recognized for its stellar commitment to establishing and improving low- and moderate-income areas, Community Bank of the Bay received 100% of the allowable grant.

“As a mission-driven bank, we strive for equity and inclusion in our lending practices; with these funds, we will be able to reach even deeper into the underserved communities where we work. As one of only 186 banks and credit unions to receive ECIP investments, we intend to put these funds to work immediately and grow lending to small- and minority-owned businesses,” said William S. Keller, CEO of Community Bank of the Bay.



Some loans reported in multiple categories.

People-centric lending includes financing to low- and moderate-income borrowers.

Place-based lending includes financing to urban, low-income and underserved areas.

Business-based lending includes financing to small or underserved businesses and farms.

Project-based lending includes financing for affordable housing, public welfare and community development investments, and community service facilities.



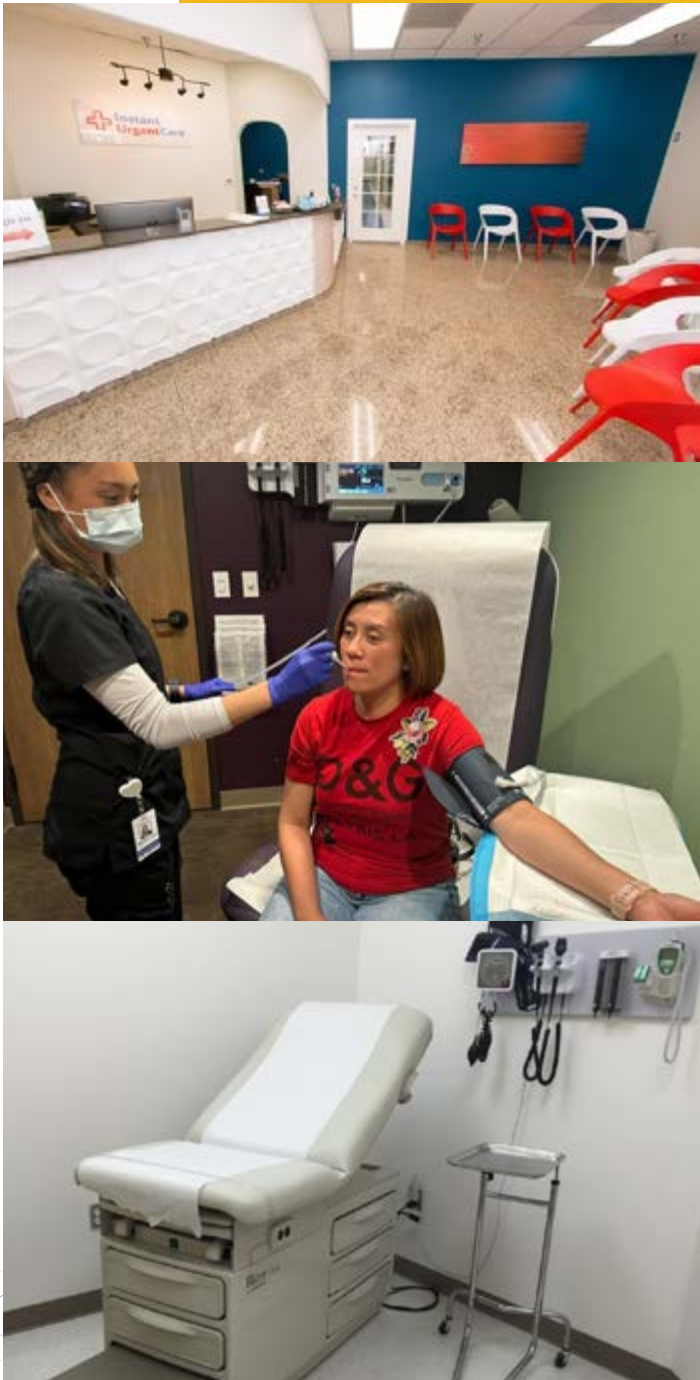
CLIENT SPOTLIGHT

INSTANT URGENT CARE SAN JOSE

Founded in 2015 by Dr. Ramandeep Kaur, Instant Urgent Care is a women-owned collective operating 18 urgent care clinics. Their mission is to offer fast, high-quality, affordable, and convenient urgent care to all patients.

Instant Urgent Care’s walk-in clinics are open seven days a week to provide treatment for injuries, illnesses, and preventive care needs to patients, all delivered with a personal touch often missing from many urgent care settings. With a predominant presence in the Bay Area, Instant Urgent Care has additional clinics in northern and southern California. They are able to serve approximately 5,000 to 6,000 patients a month with affordable healthcare services.

Thanks to a loan from CBB, using ECIP assets, the healthcare center is able to continue to provide safe and affordable medical services, maintaining its commitment to accessible healthcare.





CLIENT SPOTLIGHT

UP ON TOP SAN FRANCISCO

Amid the bustling streets of San Francisco's Tenderloin district, Up On Top is more than just an after-school and summer program; it is a safe haven for families navigating challenging circumstances.

Founded over 20 years ago, Up On Top provides free, high-quality academic support, enrichment opportunities, and recreational activities for students in transitional kindergarten through fifth grade. Under the leadership of Executive Director Bill Fricker, the program has grown from serving 16 students to 70 kids in their after-school program and 90 kids in their summer program. The organization provides a safe, nurturing space where kids can simply be kids. They are there for families who need the program to ensure their children have a safe place to learn, grow, and play during out-of-school hours.

Up On Top is unique in its inclusivity, setting aside 10% of its enrollment for children with special needs—something not usually offered by similar programs. "We accept kids of all abilities," says Bill, noting that their program often receives referrals for special needs students that other organizations aren't able to accommodate. This commitment to diversity is mirrored in their staff, many of whom live in or have ties to the neighborhood. As Bill puts it, "Every one of us [on staff] has a story of our own where we needed help and got it. So that's the person I hire on staff to now help another family that needs it. So we're in this all together as a community and as a neighborhood."



A strong partnership with Community Bank of the Bay (CBB) has played a vital role in supporting Up On Top's mission. After following a trusted banker to CBB, Bill quickly realized that this was more than just a banking relationship. "When I talked to [the banker], she first asked how our program is doing, then how my family is doing, and then she asked how can I help with the banking. It's real." This genuine care and community-focused approach align perfectly with Up On Top's values. CBB's support has enabled Up On Top to manage their resources more effectively, providing financial stability that allows them to remain tuition-free, even as funding sources tighten post-pandemic.

Looking to the future, Up On Top aims to expand its after-school program, increase family support services, and continue being a "hidden gem" of kindness and stability in the neighborhood. As for what's next, Bill says, "What else can we do to help the neighborhood? It's all about the families and the kids... we're in this all together as a community and as a neighborhood—[creating] an upward spiral for every child and family who walks through our doors." With the support of Community Bank of the Bay, Up On Top is committed to building a brighter future for San Francisco's Tenderloin community.



CLIENT SPOTLIGHT

HOMELESS ACTION CENTER ALAMEDA COUNTY

For over 30 years, the Homeless Action Center (HAC) has been a lifeline for homeless and disabled residents in Alameda County, providing free legal representation to help them access essential public benefits like Social Security and healthcare. "Our goal is to reduce barriers for people who need us the most," explains Patricia Wall, Executive Director. "Navigating these systems can be challenging, especially without a mailing address or regular phone access, and we're here to help."

When HAC wanted to expand its impact, it needed more than just funds to purchase a property; it needed a banking partner who understood nonprofit work. In 2016, HAC found that partner in Community Bank of the Bay (CBB) and banker Mark Roach. "We approached Mark with the idea of buying a building," Patricia recalls. "He took the time to understand our needs." With Mark's guidance, HAC secured a loan to purchase their West Oakland building, transforming it into a space for 90 staff members, including more than 50 attorneys. "Mark made the process feel like a collaboration, not a transaction," Patricia says. "He made us believe it was possible and walked us through every step."

CBB continued to support HAC by helping them secure a line of credit—a rarity in the nonprofit sector. "It's not just about the credit line; it's about having a bank that sees the bigger picture," Patricia said. "Nonprofits often struggle to get a line of credit because banks don't understand how we operate, but Mark got it. He worked with us to get what we needed without making it about personal credit."

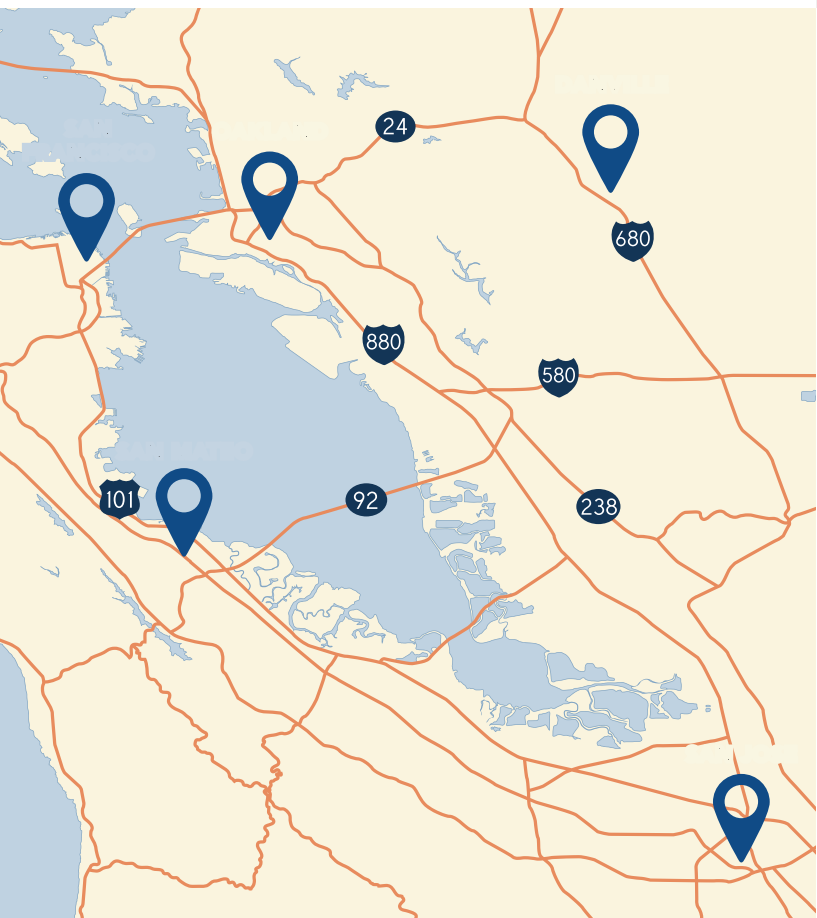
The support from CBB didn't stop there. They helped HAC set up specialized accounts for programs like "Almost Home" and "Mending Bridges," ensuring more people can access safe spaces and essential resources. "Our relationship with CBB is built on trust and shared values," Patricia says. "It's about building something together that empowers us to keep serving our community."

HAC is poised to keep expanding its impact, ensuring that every individual has a fair shot at accessing the rights and services to build stability. "Our work goes beyond just providing legal services; it's about giving people a chance to rebuild their lives," Patricia says. "Each person we help is a step toward a stronger, more just community."





180 Grand Ave. Suite 1550
Oakland, CA 94612
p: 510-433-5400



LOCATIONS

OAKLAND

180 Grand Avenue, Suite 120
Oakland, CA 94612
(510) 433-5400

DANVILLE

740 Camino Ramon
Danville, CA 94526
(925) 838-2902

SAN MATEO

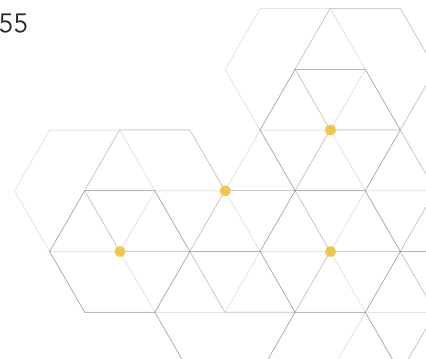
400 S El Camino Real, Suite 100
San Mateo, CA 94402
(650) 389-1010

SAN JOSE

956 The Alameda
San Jose, CA 95126
(408) 385-3800

SAN FRANCISCO

Loan Production Office
870 Market Street, Suite 1255
San Francisco, CA 94102
(415) 366-4100



Proud to be
the first CDFI certified
bank in California