

# ROOTED IN COMMUNITY



KATHY CHAO, LAO FAMILY  
COMMUNITY DEVELOPMENT, INC



LAURA PORTER,  
BYRD'S FILLING STATION



BISA GRANT,  
ANCHOR ENGINEERING



*Community*  
**BANK OF THE BAY**  
Different. On Purpose.

2022 IMPACT REPORT



*Community*  
**BANK OF THE BAY**  
Different. On Purpose.

# A MESSAGE FROM OUR CEO



Dear Partners and Friends,

2022 was an extraordinary year, and I am pleased to present our second annual impact report. This report highlights the many ways we are working to invest in the Bay Area and the impact that these efforts have on the communities we serve.

You—our community—are at the heart of what we do. It is only with your partnership and alignment with our mission that we can continue to deliver the best in banking each day. As we reflect on the past year, we are, above all else, grateful and humbled by the trust you place in us.

While the effects of the pandemic are still impacting small businesses, we have held steady through all of it, nimbly adapting and expanding support to match our communities' changing needs. And we're proud of the recognition we received in 2022 from the U.S. Treasury as one of only ten CDFIs in California to receive an investment as part of the Emergency Capital Investment Program (ECIP).

With deep roots in the communities, we'll be able to support those businesses that need essential funds the most. ECIP funds will go directly to small businesses in underserved communities to generate long-term economic growth.

Community Bank of the Bay is proud to be a part of the communities we serve. That's the essence of the "CBB Difference." In 2022, we worked hard to strengthen relationships with businesses across the entire Bay Area.

Whether through providing access to funding, creating a safe place to grow hard-earned funds, or making contributions to nonprofits and community organizations, making a difference is and continues to be what we do.

I am thankful to all who partnered with CBB this past year. I invite you to read our 2022 impact report, "Rooted in Community," to learn more.

*Bill*

**William S. Keller**  
CHIEF EXECUTIVE OFFICER

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*Our community can do great things when everyone has access to equitable opportunities.*

■ **WILLIAM S. KELLER**

## WHO WE ARE



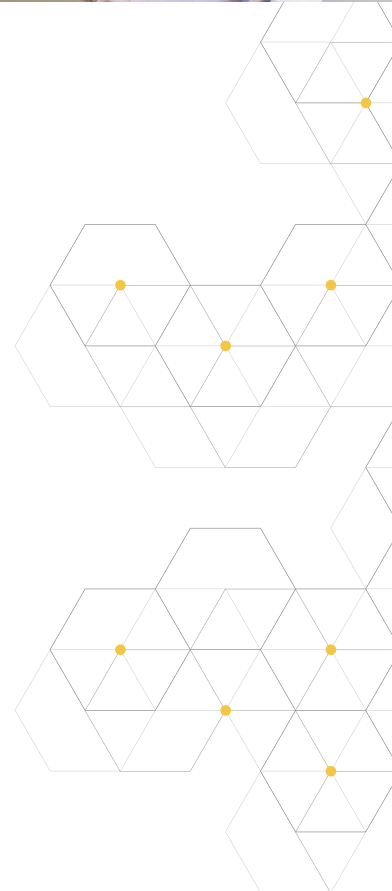
We are a community-driven bank and we strive to unite people and organizations across the Bay Area, using banking as a tool for doing good in the world.

Our team members are rooted in our communities of Oakland, Danville, San Francisco, San Jose, and San Mateo. They work day in and day out to deliver excellent service to all of our clients by building strong relationships, delivering prompt information, making fair decisions, and providing strategic insight, driven by a desire to make a difference in our community.

Our employees believe in shared success, responsible citizenship, and community building. We show respect to them by committing to a living wage, full health care benefits, green car contributions, paid time off for volunteering, and matching donations. Our bank encourages participation in and support of our team members in leadership positions on nonprofit boards, in the areas of community development, affordable housing, social justice, and environmental sustainability. Our employees are as diverse as the communities we serve. We believe that our team's diverse backgrounds and experiences make us better.

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*We believe in respect for our community, employees, and clients.*







## LANGUAGES SPOKEN

**ENGLISH**

**SPANISH • ESPAÑOL**

**HINDI • हिन्दी**

*plus 8 other dialects*

**TAGALOG**

**CHINESE • 中文**

*Cantonese, Mandarin,  
Mongolian, Taiwanese*

**FARSI • فارسی**

## DEMOGRAPHICS

OUR YOUNGEST  
EMPLOYEE IS

**20**

YEARS OLD



OUR OLDEST  
EMPLOYEE IS

**77**

YEARS OLD

**61%**

OF EMPLOYEES  
IDENTIFY AS FEMALE



## ABOUT COMMUNITY BANK OF THE BAY



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 rationale behind community banking: your funds are invested locally, through local decisions, by local people, for the success of the entire community. The community relationships we build and foster result in a faster and more straightforward approach to customized solutions for local businesses and nonprofits.

Our goal to improve the local economy goes beyond what's required. We seek strategic partnerships that benefit our entire community, not our bottom line. 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 in marginalized communities, we're here.

As the first FDIC-certified Community Development Financial Institution (CDFI) in California, we're one of only 150 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 Bank Enterprise Award (BEA) 22 times. The BEA program recognizes banks that back their mission with active investment in their communities.

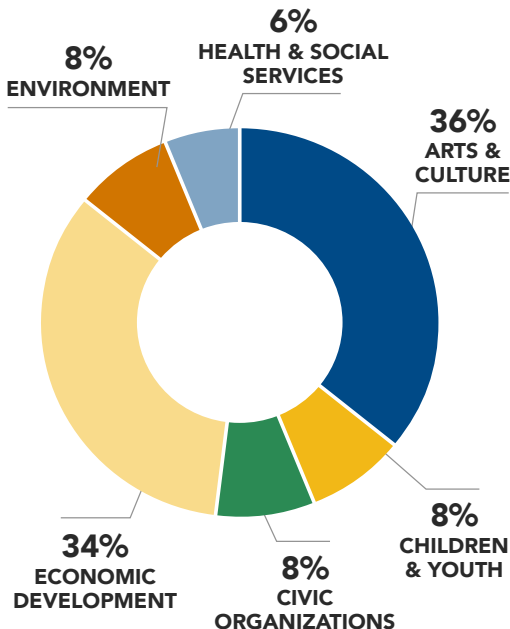




# OUR PHILANTHROPY



We're proud to sponsor local nonprofit organizations working to better our community, and we encourage our staff to participate in worthwhile community service projects. CBB offers each team member a paid day to volunteer in the community. Our employees use this day to volunteer at local socials, food banks, religious organizations, and other non-profits.



## ARTS & CULTURE

- Museum of Jazz & Art
- Interfaith Council of Alameda County
- Project Bandaloop
- San Mateo County Arts Commission
- Faith Advocacy
- Oakland Children's Fairyland
- Laurel Street Fair
- Bhartiya Mandal Foundation
- Storefront Records
- AHC – Art Esteem
- San Mateo On Ice

## CHILDREN & YOUTH SERVICES

- Riekes Center for Human Enhancement
- Healthy Cities Tutoring

## CIVIC ORGANIZATIONS

- Northern California CCIM Chapter
- Rotary Club of San Ramon
- Team Blue Sky Events
- San Mateo Area Chamber of Commerce

## ECONOMIC DEVELOPMENT

- BH Brilliant Minds
- Oakstop Alliance
- Alliance for Community Development
- ICA Fund Showcase

## ENVIRONMENT

- Naturally Bay Area
- Sustainable San Mateo County
- Rose Foundation

## HEALTH & SOCIAL SERVICES

- Summit Bank Foundation
- Discovery Counseling Center

## OUR CLIENTS



At Community Bank of the Bay, our commitment to helping businesses, entrepreneurs, nonprofit organizations, and communities grow drives everything we do.

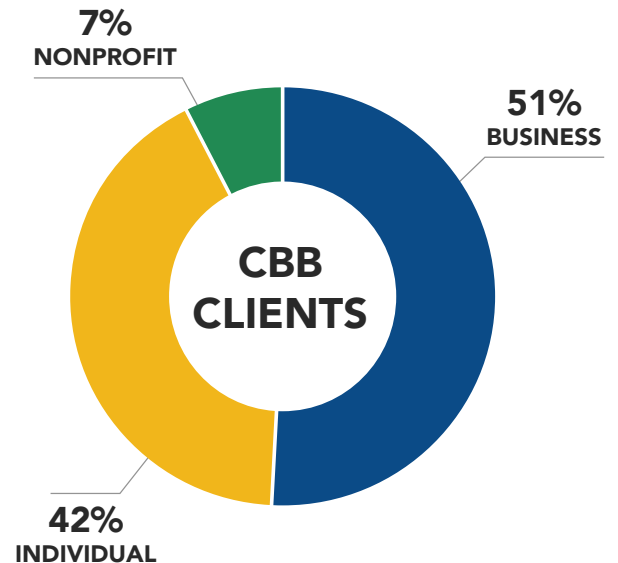
We know when we work together with the entire community, we can achieve remarkable things. As the first certified CDFI in California, our mission is to stimulate and support the economy—not only through the banking solutions we offer but by working side-by-side with our partners.

Our clients are a unique makeup of individuals, businesses, and nonprofit organizations, all rooted in the Bay Area. Our commitment is to serve the “real economy” and enable local businesses and communities to thrive. The real economy is the financial activities that directly support the production and selling of physical goods and services. We don’t invest in hedge funds, cryptocurrency, or other risky financial activities.



# 91%

**OF OUR CLIENTS ARE LOCAL;  
THEY LIVE AND PROVIDE  
SERVICES IN THE BAY AREA.**





# EMERGENCY CAPITAL INVESTMENT PROGRAM



In 2022, through the Emergency Capital Investment Program (ECIP), the Treasury invested approximately \$9 billion into Community Development Financial Institutions (CDFIs) and Minority Depository Institutions (MDIs) across the United States.

The goal is to provide funding to underserved, low- and moderate-income communities—ones seriously impacted both by the pandemic and lack of access to funding. Financing has long been withheld from these communities, and ECIP funds will have a transformative effect on these communities, and on the overall economy.

Community Bank of the Bay (CBB) is one of only five banks and six credit unions in California to be approved by the U.S. Treasury for an ECIP investment. Recognized for its stellar commitment to establishing and improving low and moderate-income areas, CBB received 100% of the allowable grant.

The program, announced by U.S. Secretary of the Treasury Janet L. Yellen and Vice President Kamala Harris, will award \$3.1 billion in ECIP investments to a small number of financial institutions. “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 institutions to receive ECIP funds, 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.

## CLIENT SPOTLIGHT: ANCHOR ENGINEERING



Bisa Grant, President and CEO of the Dublin-based Anchor Engineering firm, credits Community Bank of the Bay for easing her transition from bookkeeper to her current leadership position.

Grant, who holds an MBA from California State University at Dominguez Hills and a bachelor's degree in sociology and African American studies with a business specialization from the University of California at Los Angeles, started working for Anchor part-time in 2010. When then-owner Chris Cove announced his plans to retire, he offered Grant the chance to buy the business. She hesitated at first, but her brother and CBB helped make it happen.

"After being introduced to Community Bank of the Bay, we were able to set up a meeting and go in and have a great conversation," Grant said. "And I totally felt like our values were absolutely aligned."

"What the bank perceived as a strong client was exactly who we were...this was refreshing. They wanted to help us, and we wanted to be a good client. We, as a company, wanted to provide deposits; we wanted to

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*After being introduced to Community Bank of the Bay, we were able to set up a meeting and have a great conversation, and I totally felt like our values were absolutely aligned.*

**BISA GRANT, PRESIDENT & CEO OF  
ANCHOR ENGINEERING**

access a line of credit and any other resources that the bank could provide—so that we can continue to grow. And it's been great ever since."





Anchor, which serves as the field representative for public agencies during construction projects, went from being a \$1 million company to a \$5 million one. Grant said CBB's ability to help Anchor access resources while waiting on payments from government agencies has been critical to that kind of growth.

"CBB was just the solution to a challenge at a pivotal time in our company's history of growth," Grant said. "Without CBB, we really would not have been able to sustain our

operations. Honestly, we could have easily been put out of business. So, I can attribute our ability to pivot rather than sink to our relationship with Community Bank of the Bay."

Thanks to CBB's support, Anchor is also expanding its community service initiatives. Through a public-private partnership with the Alameda County Deputy Sheriffs' Activities League (DSAL), food hubs are being built to serve area residents.

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*CBB was just the solution to a challenge at a pivotal time in our company's history of growth. Honestly, we could have easily been put out of business. I can attribute our ability to pivot rather than sink to our relationship with Community Bank of the Bay.*

**BISA GRANT, PRESIDENT & CEO OF ANCHOR ENGINEERING**

**LEARN MORE:**



# CDFIs HELP PEOPLE WHEN OTHERS TURN THEM AWAY



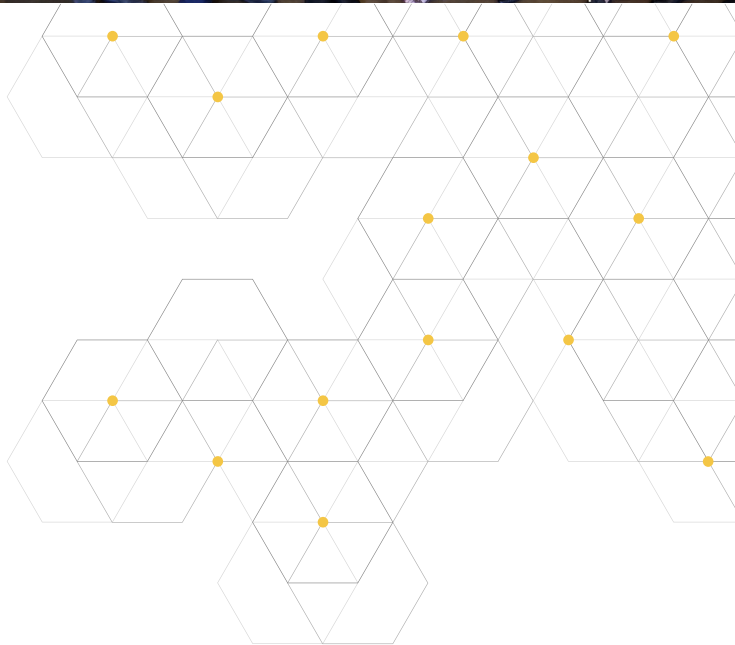
## WHAT DOES IT MEAN TO BE A COMMUNITY DEVELOPMENT FINANCIAL INSTITUTION (CDFI)?

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-certified 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 funds in the form of Bank Enterprise Awards. Since 1997, we have received the CDFI Fund Bank Enterprise Award (BEA) 22 times. The BEA program recognizes banks that back their mission with active investment in their communities.

## LOANS IN UNDERSERVED AREAS

Only 38% of the San Francisco Bay Area is considered low- or moderate-income, yet more than half of the loans given by CBB in 2022 were given to businesses in low-to-moderate income areas. We continue to prioritize helping the local businesses and neighborhoods that need it the most.



# 50%

**OF ALL CBB LOANS ARE ISSUED  
IN UNDERSERVED AREAS**

# IMPACT LENDING



## 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.

## STATISTIC: UNDERSERVED AREAS IN THE BAY AREA



**38%**

OF THE BAY AREA IS IN AN UNDERSERVED AREA

**62%**

IS NOT IN AN UNDERSERVED AREA



**\$33M**  
NONPROFITS



**\$370M**  
WOMEN & MINORITY MANAGED



**\$120M**  
UNDERSERVED COMMUNITIES



**\$87M**  
AFFORDABLE HOUSING



**\$93M**  
BAY AREA GREEN FUND



## CLIENT SPOTLIGHT: LAO FAMILY COMMUNITY DEVELOPMENT, INC.



In April 2023, Community Bank of the Bay was recognized with the San Francisco Business Times' 2023 Real Estate Deals of the Year Community Impact Award. This recognition is awarded to banks forging a strong commitment to organizations making a difference in Bay Area neighborhoods.

"Receiving this award is a testament to how we practice the principles that guide every decision we make," said William Keller. "Relationship, commitment, sustainability, empowerment, trust and respect are the values that set us apart from every other bank—it's the 'CBB Difference.'"

In 2022, Community Bank of the Bay was awarded \$119.4 million by the U.S. Treasury through the Emergency Capital Investment Program. As one of only ten banks in California to earn this important influx of funds to support underserved communities in the Bay Area, CBB quickly utilized these funds to support numerous organizations like Lao Family Community Development, Inc.

When Lao Family Community Development, Inc approached us with a higher-than-average risk after losing a \$5M community grant and a need to ensure the stability of this vital community asset quickly, CBB knew

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*There is a need for a new way of financing affordable housing. We were able to turn it around to support a homeless community—there are projects that are actually working!*

**KATHY CHAO, EXECUTIVE DIRECTOR OF LAO FAMILY COMMUNITY DEVELOPMENT, INC.**



that this was the perfect situation to utilize ECIP funds.

“I was so frustrated with the red tape... It takes seven and a half to ten years to do an [affordable housing] project. I’m a real live example of a deal that went right. This [pilot] project that we did with Community Bank of the Bay, we... financed in 65 days! There is a need for a new way of financing affordable housing. We were able to turn it around to support a homeless community—there are projects that are actually working!” said Kathy Chao, Executive Director, Lao Family Community Development, Inc.

The support from CBB enabled Lao Family Community Development, Inc. to transform a former motel into a residential campus with wraparound housing and social services. Since the opening of the CARE Campus, Lao Family Community Development, Inc has been able to help 4,000 people move from homelessness into permanent housing in six months. This was all made possible by the U.S. Treasury’s Emergency Capital Investment Program (ECIP). ECIP was created to encourage low- and moderate-income community financial development institutions to enhance their



## CBB & LAO FAMILY COMMUNITY DEVELOPMENT, INC.

**WINNER OF THE 2023 REAL ESTATE DEALS  
OF THE YEAR COMMUNITY IMPACT AWARD**

efforts to support small businesses and individuals in the communities they serve.

We are honored and pleased for our client, Lao Family Community Development, Inc., and we are thrilled to have been an integral part of making this deal happen. We are proud to be Lao Family Community Development Inc.’s banking partner and are delighted to bring the “CBB Difference” to support this underserved community.

**LEARN MORE:**



# BAY AREA GREEN FUND: GREEN BANKING FOR A BETTER FUTURE



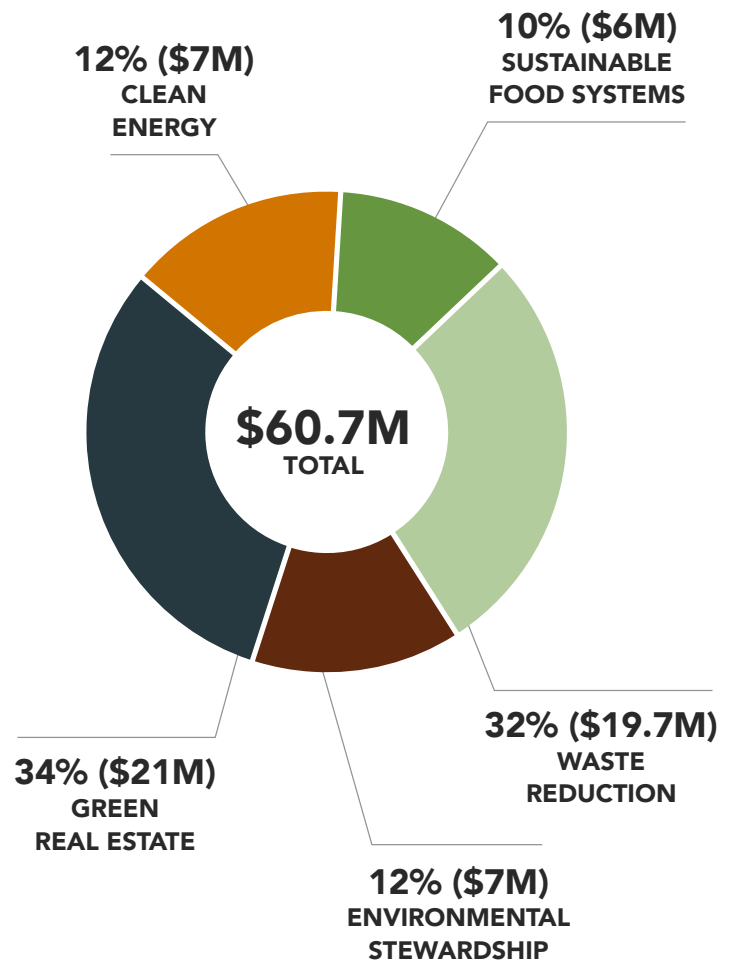
## BAY AREA GREEN FUND

DO GOOD WITH YOUR MONEY

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 "green" 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





# WHY JACK MOVED HIS MONEY TO THE BAY AREA GREEN FUND



Jack Harris Esformes, a father of four and a business owner, didn't realize that at his former bank, his money was being used for projects that did not align with his values. The Bay Area Green Fund was an easy way for him to align his money with his values.

## HOW DID YOU HEAR ABOUT COMMUNITY BANK OF THE BAY?

I met someone who works at Community Bank of the Bay at a sandwich shop and we started talking. She explained to me how our money, when it sits in a bank, the bank uses that money for different causes—which includes fracking, which includes pipelines—just, causes that I don't believe in. I did not realize that my money was being used in ways that I don't agree with. It never dawned on me. I just thought my money just sat there.

“

*It's a good feeling to be giving to a cause you believe in, and it took nothing for me to do it except to take my money out of where it was and put it where I have it now, which is CBB.*

■ JACK HARRIS ESFORMES, FATHER OF FOUR AND BUSINESS OWNER

## WHY DID YOU SWITCH TO THE BAY AREA GREEN FUND?

I spoke to somebody at the Community Bank of the Bay, and they let me know about the Green Fund. The Green Fund supports causes that are green—renewable businesses, solar businesses, everything that's good for our ecosystem. That really opened my eyes. I didn't realize I had an option. So, as soon as I found out there was an option, my reaction was to get the word out.

It's a good feeling to be giving to a cause you believe in, and it took nothing for me to do it except to take my money out of where it was and put it where I have it now, which is Community Bank of the Bay. If I hold myself accountable, then I have to take some action—and by banking with the Community Bank of the Bay, that's an action I can take.

## CLIENT SPOTLIGHT: BYRD'S FILLING STATION



The Bay Area has always been at the forefront of the environmental movement, so it's no surprise that Byrd's Filling Station was home-grown in San Mateo. As a leader in combating the consumption of single-use plastics, Byrd's is looking beyond her retail store to make the world greener.

Impressed by the bank's streamlined services and commitment to safeguarding the environment, Laura Porter, owner of Byrd's Filling Station in San Mateo, chose Community Bank of the Bay (CBB) as her business bank of choice.

Porter, an activist-entrepreneur with nearly 20 years of experience working in finance for iconic brands such as the San Francisco Giants, appreciates how CBB shares her business and personal values.

"Byrd's Filling Station is happy to partner with Community Bank of the Bay because of the sense of community," Porter said. "It was really through community philanthropic organizations that I met the bankers."

“

*We appreciate CBB's values around not only investing locally and investing in small businesses, but also putting that investment towards businesses that are green... or are doing things in such a way that they are contributing to the community—both environmentally and socially.*

■ LAURA PORTER, OWNER, BYRD'S FILLING STATION



“And over the years, they have been a great partner in helping us understand how we can look at our finances, how we can access capital, and how we should consider setting up the business to make sure that we can be the most profitable and get the best terms.”

Byrd's Filling Station, San Mateo's first “zero-waste” store, won the 2020 Green Award from the San Mateo Chamber of Commerce. A zero-waste store avoids the use of plastic products, for starters.

“Every toothbrush we've ever used still exists somewhere,” Porter said. “Every disposable diaper that we've ever put on our children still exists. Every disposable diaper that may have been put on us still exists—it's a horrifying thought. And we think that they're going to exist for hundreds more years.”

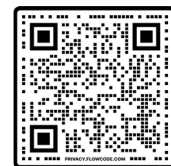
“It's not just our children's future that we're addressing here. It's really the future of our grandchildren and great-grandchildren, and what we're leaving for a much longer time than we are on this planet.”

Porter credits CBB with helping Byrd's Filling Station, which she's owned since 2019, become an iconic green business in the Bay Area.

CBB also finds the perfect partner in Byrd's. Since its founding in 2006, CBB's Bay Area Green Fund seeks out businesses and projects that align with its mission and values—to create a more environmentally sustainable economy.

“We appreciate CBB's values around not only investing locally and investing in small businesses, but also putting that investment towards businesses that are green that might be within the Certified Green Business network or that are doing things in such a way that they are contributing to the community—both environmentally and socially,” Porter said.

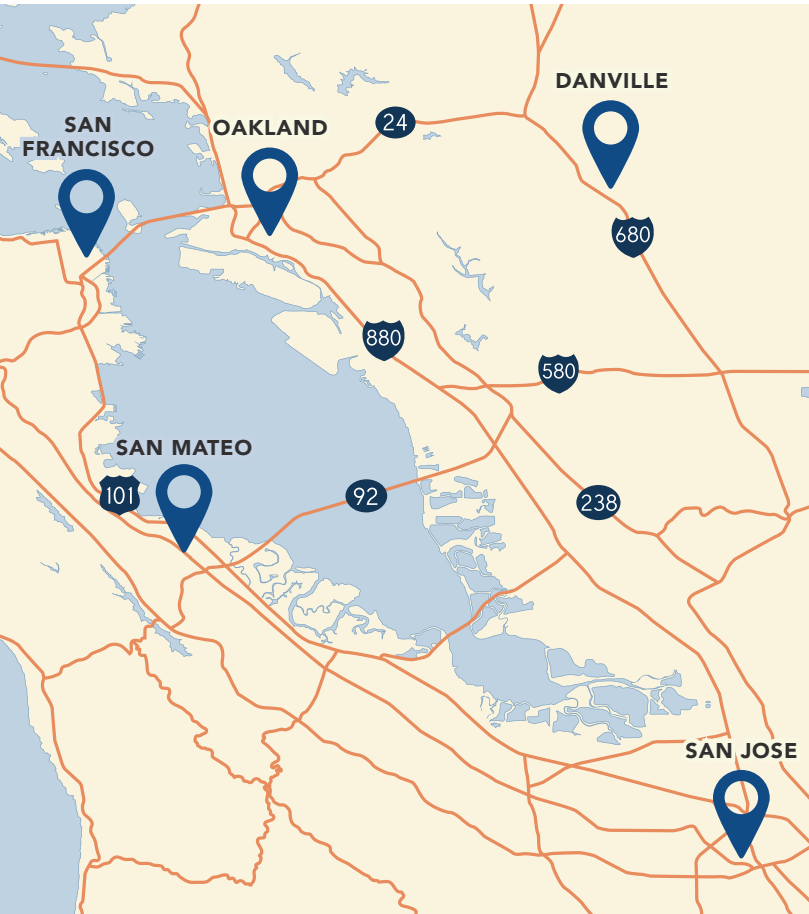
**LEARN MORE:**







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## LOCATIONS

### OAKLAND

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### DANVILLE

740 Camino Ramon  
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(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