



# 2023

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## Environmental, Social and Governance Report

# EAST WEST BANK'S Business Model



*East West Bank corporate headquarters, Pasadena, Calif.*

East West Bancorp, Inc. is the publicly-traded parent company of East West Bank. The Bank opened its doors in 1973 in Chinatown, Los Angeles, California, as the first federally chartered savings institution focused primarily on serving the financial needs of Chinese Americans.

East West Bank is one of the largest minority operated banks in the United States. Our board, senior management, and employees are among the most diverse of any bank and of any publicly traded company. This diversity is a reflection of our founding and continuing mission to provide services to all communities but with a focus on the AAPI community whose needs are not well met by mainstream banks.

Today, the full-service commercial bank has over 120 locations in key cities in the U.S. and Asia. East West Bank serves consumers and businesses and is the largest independent commercial bank headquartered in Southern California.

# EAST WEST BANK'S Actions Against Racial Injustice

Support for diversity and anti-discrimination efforts has been, and remains, one of the main focuses of philanthropy for East West Bank and the East West Bank Foundation.

“Nearly half (49%) of Asian Americans and Pacific Islanders (AAPIs) nationwide have experienced discrimination or unfair treatment that may be illegal,” according to estimates from Stop AAPI Hate, a national coalition that tracks incidents of hate and discrimination against AAPIs in the U.S.

To help stem the rash of violence against AAPIs, in 2021, East West Bank pledged \$25 million to the AAPI Giving Challenge — a five-year commitment to bring needed resources to AAPI organizations and causes. The Challenge was created by The Asian American Foundation ([TAAF](#)), a nonprofit that provides funding and resources to support AAPI advocacy, power and representation.

In 2021, part of East West Bank’s pledge was used to fund the [STAATUS Index](#), a comprehensive national assessment of attitudes and stereotypes toward Asian Americans in the U.S. In 2022, part of East West Bank’s pledge was used to fund Stop AAPI Hate; Asian Pacific American Leadership Fund, a nonprofit designed to help prepare and better equip AAPI leaders for civic involvement; Pacific Bridge Arts Foundation, a nonprofit that supports and celebrates AAPIs in arts and culture; and Gold House, a changemaker community that unites, invests in, and promotes AAPI creatives and companies.

“East West Bank was founded on the principle of serving communities undermined by discrimination and bias,” says Dominic Ng, Chairman and Chief Executive Officer of East West Bank. “Supporting and uplifting our communities is part of our DNA. And there’s more to do in reversing the long-standing underinvestment in the AAPI community.”



*Gold House Gala, 2022. East West Bank supports Gold House, an innovative platform and leadership network that empowers Asian and Pacific Islander (API) creators and companies across the globe.*



# Customers

## Innovation & Technology

East West Bank uses technological innovation to enhance our customers' user experience and to lower language and location barriers. We offer digital banking and online consumer account opening in English, Chinese, and Spanish. Our digital app is tailored to the particular needs of our core customer base, including allowing international wire transfers. Our student product caters to international students who are studying in the U.S. We also offer banking as a service to support fintechs that provide banking services to underserved customers.

## ESG/SASB-Related Lending & Investment

The Bank's long-standing lending and investment policies comply with today's Environmental, Social and Governance (ESG) and Sustainability Accounting Standards Board (SASB) criteria.

### *Consumer Banking*

East West Bank offers home loans and other products and services that support low- to moderate-income, minority, and immigrant communities. Our focus on basic, fair-priced products and alternative credit supports the underbanked. This is part of our founding mission as a Minority Depository Institution. We practice safe and sound banking policies that benefit the customer and the lender; throughout our history, our foreclosure rate has consistently been below the national average.

### *Community Reinvestment Act*

Congress enacted the Community Reinvestment Act (CRA) in 1977 to encourage banks to meet the credit needs of their communities, particularly low- and moderate-income borrowers and neighborhoods. Based on the most-recent CRA examination as of March 8, 2021, the Bank was rated "Outstanding", the highest possible rating. Fewer than 10% of banks receive a CRA rating of "Outstanding." Depository institutions undergo CRA exams approximately every three years, depending on past performance. Institutions are evaluated based on information about the institution (capacity, constraints, and business strategies), its communities (demographic and economic data, lending, investment, and service opportunities), and its competitors and peers.

## Commercial Banking

East West Bank is proud to support our community and our shared global environment through our commercial and industrial (C&I) and commercial real estate (CRE) lending, and our investment activities. We help support the environment by financing companies and projects in the areas of electric vehicles, green technology, recycling, renewable energy, shared transit, sustainable farming, and sustainability investing. We promote sustainable and green buildings by financing commercial properties that are EnergyStar or LEED certified.

The lack of affordable housing is a common issue across the country. Given that East West Bank serves areas with high housing costs, providing financing for affordable, transitional, and senior housing is an important focus of our lending, and one where we have been active for decades.

To promote community development, we support the growth of small businesses, low- and moderate-income neighborhoods, and economically underserved areas through our commercial lending. We also lend to education and art, community service, and healthcare organizations that care for the core needs and values of our local communities.

East West Bank's new financing activities in 2022 and the first half of 2023 for financing borrowers and properties that promote environmental and social values and causes included:

- \$1.2 billion in new commitments to support small business and community development;
- \$750 million in new commitments to support affordable, senior and transitional housing;
- \$600 million in new commitments to support the delivery of healthcare and improve health outcomes;
- \$550 million in new commitments to support clean energy projects, sustainable investing, development of green technology and other businesses to improve our environment;
- \$60 million in new commitments to support education and the arts.

## Investment Activity

East West Bank has a long-standing and active program to make investments that promote community development. Through ownership interests in funds or tax equity-based investments, East West Bank's purposeful investment activities make a positive impact in our communities, society, and the environment.

**Low Income Housing Tax Credit (LIHTC):** To help meet the challenges of expanding the supply of affordable housing for low- and moderate-income individuals and families, we invest in affordable housing projects that develop, rehabilitate, and provide supportive services for qualified residents.



*East West Bank client Tommy's Mexican Restaurant in San Francisco, Calif.*



*Leaders from East West Bank and Standard Communities attend groundbreaking of Aspen Wood senior housing project in San Ramon, Calif.*

**New Market Tax Credit (NMTC):** East West Bank invests with other large financial institutions to break the cycle of disinvestment in historically low-income communities by participating in NMTC funds. These funds are used to revitalize outdated manufacturing facilities to provide jobs and revitalize surrounding communities, and to provide access to education and healthcare services.

**Investment Tax Credit (ITC):** To promote and expand the development of renewable energy sources, we invest in energy projects that qualify under the Inflation Reduction Act.

East West Bank's new tax credit investment activities during the 12 months ending on June 30, 2023:

- \$168.98 million in affordable housing projects to develop and preserve 2,158 units primarily in California, Texas, Georgia, and 15 other states, to provide housing for families, seniors and special needs population and, those that were previously homeless that need special services;
- \$52.29 million in 40 new market tax credit projects across 29 states. The projects included community health and wellness centers, manufacturing and industrial space, youth resource centers, schools, technology training centers and arts facilities in qualified economic zones. These communities benefited from hundreds of construction jobs and permanent jobs created or retained.



# Governance

We are committed to strong corporate governance, which promotes the long-term interests of our stockholders and strengthens our Board and management accountability. We have adopted formal Corporate Governance Guidelines reflecting our commitment to sound corporate governance. Highlights of our corporate governance practices include:

All members of our board of directors, other than our Chief Executive Officer, are independent.

We have a long-standing commitment to diversity in our organization, as evidenced by our Board. As of December 31, 2022, eight of our 10 directors are members of diverse communities. Three of our 10 directors are women, seven directors are racial or ethnic minorities, and one is from the LGBTQ+ community.

All of our directors bring a balance of relevant skills and viewpoints to our Board, including:

- Extensive knowledge in specific areas that help East West Bank achieve its strategic goals;
- A high level of financial expertise;
- Relevant senior leadership/executive officer experience;
- Broad international exposure/emerging market experience;
- Governmental or geopolitical expertise;
- Bank regulatory oversight expertise;
- Corporate governance experience;
- Risk management expertise;
- Information technology, cybersecurity, and data privacy expertise;
- Diversity in gender, race, ethnicity, and sexual orientation.

Our Board has adopted and published guidelines for a Lead Director position to guide the Board's oversight of our operations, which includes regular sessions of independent directors.

All members of the Board's Audit, Compensation and Management Development ("Compensation"), Nominating/Corporate Governance, and Risk Oversight Committees are required to be independent directors.

In 2022, all directors attended 100% of all meetings of the Board. The attendance rate at Committee meetings also was 100%. That year, the scheduled Board Committee meetings were:

- Board (five meetings)
- Audit Committee (six meetings)
- Compensation Committee (seven meetings)
- Nominating/Corporate Governance Committee (two meetings)
- Risk Oversight Committee (four meetings)

The annual election of directors requires any director nominee who does not receive a sufficient number of votes to offer to resign. The Board, after considering the recommendation of the Nominating/Corporate Governance Committee, will determine whether to accept the resignation.

We have a Code of Conduct for all directors, officers, and employees of the Bank.

We adopted an Environmental and Social Policy Framework governing our mission to support diversity, community well-being and sustainability.



*East West Bank and the Asian Art Museum partnered to open a new Art Terrace where people can gather and celebrate the rich and diverse culture that we share. Chairman and CEO of East West Bank, Dominic Ng, attended the ribbon cutting ceremony. East West Bank Art Terrace Ribbon-Cutting and Opening, Oct 2, 2023. Ian Chin Photography. Courtesy of Asian Art Museum.*

In 2022, the Board of Directors delegated authority to the Nominating/Corporate Governance Committee to oversee our Corporate Social Responsibility (CSR)/ESG strategy, initiatives, and progress. The Risk Council, the highest-level management committee consisting of C-Suite executives, is accountable for executing on the CSR/ESG direction, initiatives, and ambitions as approved by the Nominating/Corporate Governance Committee. The Chief Risk Officer is responsible for overseeing the Company's ESG Program.

We have meaningful Stock Ownership Guidelines for our directors and senior officers.

Our Insider Trading Policy prohibits pledging or hedging of our common stock.

We conduct an annual "Say-on-Pay" vote.

We do not have a stockholder rights plan or a "poison pill" provision that some companies adopt to make it difficult for an acquirer to gain control without the approval of the Board of Directors.

Stockholders may call special meetings and the ownership threshold for stockholders to call a special meeting is 10% of our total outstanding common stock.

We have a continuing education program for our directors.

At least on an annual basis, the Board evaluates its overall effectiveness, committee assignments, Board renewal, and governance and risk management practices.

We believe these policies, as a whole, demonstrate strong alignment between management and stockholders.

## Anti-Corruption, Ethics & Countering Bribery

To address the risks associated with bribery and corruption, East West Bank has an Anti-Bribery and Corruption Policy that is intended to be used in conjunction with the Bank's Code of Conduct. The Board of Directors has the ultimate responsibility for ensuring that we meet our obligations under applicable corruption laws. Annual training on this subject is required of all global Bank employees.

We understand the importance of safeguarding the financial system in which we operate. We have customer due diligence and ongoing transaction monitoring that are governed by internal control policies and procedures to comply with the letter and spirit of anti-money laundering laws and regulations. Our anti-money laundering compliance program is designed to detect, prevent, and report suspicious transactions such as money laundering and terrorist financing.

Employees receive continual training in our anti-bribery, anti-corruption, and anti-money laundering compliance programs. These programs are also reviewed every year by our independent auditors.

All employees are required to review the Company's Code of Conduct, Commitment to Integrity and Fairness, and Reporting of Concerns policies and procedures annually. This reminds

employees of our moral and ethical standards and our commitment to fairness, and how to report incidents should an employee believe that other employees or the Company is not adhering to such standards.

## Information Security

Trust is important to our relationships with our customers and partners. We take significant measures to protect their privacy and the data that they provide to us. Keeping our customers' data safe and secure is a high priority. Our approach to security includes data governance, layered security, as well as ongoing monitoring and testing for potential security issues.

We have robust access controls in our production environment, with access to data strictly assigned, monitored, and audited. To ensure our controls remain up to date, we continuously perform internal and external testing for vulnerabilities within our software architecture. These efforts have enabled us to certify our platform to Service Organization Control Type 2 standards and meet Sarbanes-Oxley Act compliance requirements. Our security program is aligned to the Federal Financial Institutions Examination Council's (FFIEC) Information Technology/Information Security standards (i.e., FFIEC Handbooks) and is regularly audited and assessed by third parties such as our regulators, the Federal Reserve Board, the California Department of Financial Protection and Innovation, our external auditors (KPMG LLP), as well as our strategic partners.

The Risk Oversight Committee, which oversees information security, is comprised of all independent board members, of which one is deemed an information security expert. The Committee is apprised of the Bank's information security status on a quarterly basis.

Every employee of the Company receives annual cybersecurity/information security training, in addition to information privacy training (e.g., Gramm-Leach-Bliley Act protocols). The Company carries information security/cybersecurity insurance coverage and has cybersecurity experts on retainer for timely incident response.



Online training portal for East West Bank associates

## Privacy & Information Protection

East West Bank has policies and procedures in place to protect the privacy of all customer and consumer data provided to the Bank. We are in full compliance with regulations such as the Gramm-Leach-Bliley Act and applicable state privacy laws.

East West Bank protects customer information above and beyond the requirements of the law:

- We never sell our customers' information;
- We do not share information other than as required to service customer accounts.

## Code of Vendor Conduct

East West Bank has a vendor management process to address vendor relationships where a service or product is provided to the Bank. This includes ongoing management to ensure vendors adhere to ethical conduct obligations and keep our customer data secure, in addition to meeting performance standards.

## Sourcing of Vendor Relationships

The Company has a Vendor Diversity and Inclusion Program to assist minority-owned, women-owned, veteran-owned, disabled veteran-owned, and LGBTQ+-owned businesses, as well as diverse small businesses, to register with the Company to participate in earlier bidding or be invited to information sessions on the Company's procurement process and strategies.

## Reputation

East West Bank's favorable reputation was built over half a century, by consistently delivering for our customers and communities. Our Bank was founded on the principle of serving communities undermined by discrimination, and our roots are deeply planted in our culture. In September 2023, *American Banker's* annual reputation survey showed that East West Bank's reputation improved while the public's perception of banks deteriorated after a string of regional bank failures earlier in the year.

## Business Risk Management

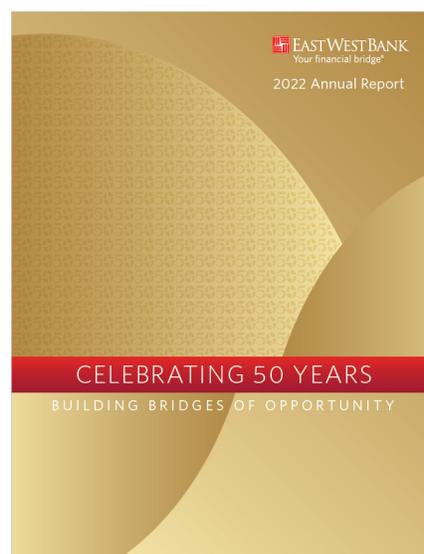
Banking is a risk management business. Whether we are looking at risk factors surrounding our customers' business, industry and creditworthiness, or risks related to the Bank's reputation, operations, and financial position, we always take a proactive and considered approach. This philosophy and practice are what enabled East West Bank to grow through past global financial crises and are what will help ensure our continued success.

Risk management has been a top priority at East West Bank since our founding. The Risk Oversight Committee of the Board of Directors provides focused oversight of the Company's enterprise risk categories.

The Company's enterprise risk categories have been identified by the Board and management as the risks that impact the entire Bank, the active oversight of which is deemed by the Board to be necessary to ensure successful, safe and sound management. These risk categories include credit, liquidity, capital, market, operational, compliance, legal, strategic, technology, and reputational. The risk categories are applicable to the Bank's domestic and international footprint.

## Transparency

East West Bank publishes key disclosures of financial, environmental, and social metrics. We provide and post information including investor presentations, quarterly and annual reports, proxy statements, and press releases on our website at EastWestBank.com. We comply with the disclosure obligations of the Securities and Exchange Commission and the filing requirements of regulatory agencies. We are committed to the transparent disclosure of information to our investors and other stakeholders.



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## Public Policy & Government Relations

Policymaking at the state and federal levels of government can deeply affect our products and services. Therefore, we closely monitor the development of public policies that directly affect our business and the banking industry. Our advocacy efforts are focused at the federal level and in the eight states where we do business. East West Bank meets with elected officials and engages with national and state banking industry trade associations to advocate on behalf of minority banking and the regional banking industry.

The Bank publicly discloses information on the use of corporate funds for the purposes of political advocacy, including lobbying, campaign contributions and contributions to tax-exempt groups including trade associations. Additionally, the Bank's disclosures related to political advocacy include the amounts spent. If the recipient is an elected official or candidate, the Bank's contribution would be noted with the Federal Election Commission. Our lobbying reports are filed publicly with the United States Secretary of the Senate and the California Secretary of State. Also, the Bank's contributions to trade associations may be reflected in that trade association's IRS Form 990, which is also publicly available.



*East West Bank leaders joined other invited guests at the White House reception for Asian American, Native Hawaiian, and Pacific Islander Heritage Month 2022*

# Diversity, Equity & Inclusion

## Minority Depository Institution

Federal regulators and Congress agree that Minority Depository Institutions (MDIs) play an important role in addressing financial services needs of minority and low-income communities.

As an MDI with a focus on AAPI communities, East West Bank strives to provide high-quality, affordable financial services to our community while being inclusive of all minorities, immigrants and underserved populations or groups. MDIs are successful because they understand and belong to the groups that have been historically underserved at mainstream banks. Given our diverse customer base and the breadth of the communities we serve, our retail bankers can assist customers in English and in more than 10 other languages. As we continue to focus on our original customer base of underserved AAPIs, the same products and services designed for them are also needed by other minority groups and the broader community. We are a friends-and-family bank, meaning we only offer services and products that we would recommend to our families and friends.



*East West Bank associates attending the 2022 commercial banking conference*

One of the reasons for our success in immigrant and minority communities is the diversity of our workforce and leadership. East West Bank is committed to diversity at the board, management, and workforce levels. As of December 31, 2022, 89% of our employees were minorities, of which 74% were Asian minorities, 15% were non-Asian minorities, and 11% white. Nearly two-thirds of our employees were women. Our managers are also diverse: as of December 31, 2022, 72% of our managers were Asian minorities, while 13% were non-Asian minorities and 15% white. Almost six out of ten managers were women.

## East West Bank U.S. Diversity Profile

The following tables provide an overview of our workforce diversity data as of December 31, 2022, as well as similar data for FDIC-regulated institutions from the most recently available 2020 Diversity Self-Assessment from the FDIC’s Financial Institution Diversity Self-Assessment program.

### East West Bank: Diversity Data for Workforce Profile 2022 Results

	Total	Women	Men	Minorities		Non-Minorities
				Asian	Non-Asian	
<b>Workforce</b>	3,099	62%	38%	74%	15%	11%
<b>Managers</b>	700	58%	42%	72%	13%	15%

(as of December 31, 2022)

### FDIC-Regulated Institutions: 2020 Diversity Self-Assessment

	Women	Men	Minorities	Non-Minorities
<b>Workforce</b>	63%	37%	46%	54%
<b>Managers</b>	48%	52%	18%	82%
<b>Board Members</b>	20%	80%	9%	91%

Source: <https://www.fdic.gov/about/diversity/rerpt.html>

To put East West Bank’s diversity in context, minorities made up only 46% of FDIC-regulated institutions’ workforce and 18% of managers, according to the FDIC’s 2020 survey data (the agency’s most recent published data), compared with 89% and 85%, respectively, at East West.

## Board Diversity

The composition of our Board of Directors exemplifies our commitment to racial, gender, and sexual orientation diversity. Our Board diversity was acknowledged in Bank Director’s 2022 “RankingBanking” study, in which we received the “Best Board” ranking due to our strong corporate governance practices, and the diversity and expertise of our directors. Our Board was also recognized in the Greenlining Institute’s 2020 Bank Board Diversity Policy Brief, which ranked East West Bank highest for racial diversity and women of color among California’s top 15 largest banks by deposit size.

## Board Diversity Matrix

<b>Total Number of Directors</b>	10	
<b>Part 1: Gender Identity</b>	<b>Female</b>	<b>Male</b>
Directors	3	7
<b>Part 2: Racial or Ethnic Background</b>		
African American or Black	1	-
Asian	2	2
Hispanic or Latino	-	2
Caucasian	-	3
<b>Part 3: Sexual Orientation</b>		
Non-LGBTQ+	3	6
LGBTQ+	-	1

(as of December 31, 2022)



*East West Bank Board of Directors*

## Employee Resource Groups (ERGs)

Promoting diversity and inclusion at our bank is critical to our continued growth and success. We have formed the Multi-Culture & Awareness ERG, the Women ERG and the LGBTQ+ & Allies ERG to continually promote a diverse and inclusive culture in which our employees can be their authentic selves, and deliver impact through information sharing, learning and development, networking, activities, and events.

# Associates

## Employee Engagement

Providing an excellent employee experience is essential to our human capital strategy. This includes engaging our employees in strengthening our values and culture, recognizing our employees' dedication, providing support and allyship for our diverse population, fostering an inclusive culture for our employees to voice their ideas and enhance their sense of belonging, providing support on employees' civic engagement, and promoting health and wellness to our employees.

Our values include absolute integrity, customer alignment, creativity, respect and fairness, unification, expertise and professionalism, and selflessness. These attributes represent the core behaviors and skills our employees practice in their everyday interactions with one another, our customers, and our business partners. We celebrate our employees' achievement in behaviors and skills reflecting our values. We also celebrate our employees' dedication to our bank through our Milestone Anniversary Program. To support and engage our diverse population, we provide learning opportunities and panel discussions on topics of diversity and inclusion. We also host culture celebration events and activities throughout the year. Moreover, we support our employees in driving changes in communities through our community development volunteering events. We provide paid time off for our employees to vote and attend jury duty to carry out their civic engagement. To promote health and wellness in a fun and engaging way, we have formed sports teams like a soccer team and a badminton club.

## Talent Attraction, Development & Retention

We provide a variety of resources to help all employees grow in their current roles and build new skills for future advancement. We provide training in many areas and encourage continuing education for all employees. We seek to develop our employees and promote them from within. In 2022, 20% of our employees advanced their careers within the Bank through over 600 internal promotions or new opportunities.

Throughout the year, the Bank sponsors dozens of employee resource groups, educational opportunities, and events to promote and support diversity, equity and inclusion amongst our employees. These include diversity and inclusion trainings, town halls, celebrations of national heritage days and months, and LGBTQ+ events.

We apply the same employee policies, opportunities, benefits, and protections to all employees regardless of their locations, except when there are different requirements imposed by individual state laws. This includes laws relating to discrimination and whistleblower protections.



*The East West Bank Soccer Team's participation in the LA Scores Cup Tournament*

## Benefits

**Parental leave.** The Company provides parental leave covered by federal and/or state leave regulations such as the Family and Medical Leave Act, California Family Rights Act, California Pregnancy Disability Leave or other local state requirements. Employees can apply for state benefit payment(s) such as State Disability Insurance or Paid Family Leave, during the parental leave period. For employees in states that do not provide state benefits for their leave, they can apply for benefits under the Company-funded short-term disability program which matches the state benefits payment in California.

**Healthcare.** For more than a quarter century, East West Bank's health and welfare benefits for employees have also been offered to the spouses or partners of employees. This was well ahead of the California Insurance Equality Act that was enacted in September 2004, which required that registered domestic partners of California employees be treated the same as married spouses. We also provide these benefits in states where it is not required to do so. In addition, our medical coverage is more competitive than other comparable banks. Our medical plans cover 91% of our associate's medical costs while the average coverage of comparable banks is 89%. Our employees typically only pay \$10 to \$20 for copays while those at comparable banks are \$20 to \$40. Most of our medical plans have no in-network deductibles. Importantly, we have absorbed the premium increases in our employees' health benefits so that our associate-portion of health care premiums have not increased for over 10 years.

**Stock grants.** To foster a strong sense of ownership and align the interests of our employees with our stockholders, restricted stock units are awarded to eligible employees under our stock incentive programs. We award stock grants under our "Spirit of Ownership" program to all employees, regardless of job title or part-time/full-time status. The program has been in place for over 25 years, and it allows each employee to share directly in the success they help create. The fact that our employees are also owners is a source of pride for us. In 2022, the Bank granted over 500,000 restricted stock units as part of its stock compensation programs.

**Tuition assistance.** We provide a tuition assistance program to all full-time employees who have completed one year of continuous service.

**Mental health.** The Company provides all employees with an Employee Assistance Program that provides counseling services, legal assistance, financial coaching, referrals to community resources, and other additional services.

In addition, we provided other wellness activities in 2022, such as on-site flu shots in our major offices, yoga and other collaborative activities focused on our employees' health, safety, and well-being.

## Occupational Health & Safety

In accordance with the Occupational Safety and Health Administration (OSHA) of the United States Department of Labor and California's Division of Occupational Safety and Health (DOSH), better known as Cal/OSHA, East West Bank includes an Injury and Illness Prevention Policy in our Employee Handbook. The policy applies to all of our facilities.

# Community

We are committed to making a positive difference in the communities where we operate. We aim to enhance the quality of life in our communities by engaging in meaningful and effective programs that help persons experiencing homelessness, increase homeownership, preserve affordable housing, promote asset building and enable more inclusive access to modern banking services. These ongoing commitments allow us to stay true to our Company's heritage and founding philosophy of serving the underserved.

## Financial Inclusion & Education

East West Bank provides financial literacy programs that help customers and non-customers learn more about managing their money. These programs provide access to financial education in English, Chinese and Spanish. In addition, our website offers money management information for people in all stages of life, including small business owners. Over 5,300 members of the community have participated and served in Bank workshops and seminars that promote financial literacy, homeownership, saving and budgeting, and other aspirations and life skills.

## Volunteerism & Philanthropy

For over 40 years, we have established and maintained solid partnerships with a diverse and growing list of nonprofit and community-based organizations, working closely together to bring much-needed services to the underserved communities where we operate.

In 2022, East West Bank donated \$13.8 million in charitable contributions to nonprofit organizations aligned with the Bank's giving themes of affordable housing, small business technical assistance, diversity and anti-discrimination, and others such as education, healthcare, and the arts. In the first half of 2023, charitable contributions through the end of June have totaled \$4.5 million. In addition to partnering with and providing funding to local nonprofit organizations, our employees dedicated more than 6,100 community service hours to support local communities, volunteering to help families, the elderly and unhoused people in need.



*Committed to preserve affordable housing and increase homeownership, East West Bank volunteers and San Gabriel Valley Habitat for Humanity team up to build better communities.*



# Environmental

## Environmental Resource Management

The Bank is mindful of the direct environmental impact of our branch and office operations. Today, seven of our facilities are LEED Certified Gold or Platinum, and twelve are certified Energy Star by the U.S. Environmental Protection Agency and the U.S. Department of Energy.

The Bank reduces our consumption of energy and resources at our branches and office buildings through recycling programs, purchase of paper and office products that meet high sustainability standards, and reduction of paper goods usage. When renovating or building out our facilities, we reduce our water consumption by utilizing low-flow plumbing fixtures whenever possible and minimizing demands for landscape irrigation. We are proactively replacing aging HVAC units with newer, greener units that use eco-friendly refrigerants, use less electricity, and are significantly more energy efficient. LED retrofittings and HVAC upgrades at our main office have earned the Bank recognition by the U.S. Environmental Protection Agency as being more energy efficient than 84% of similar properties nationwide. In all back-office locations where we control or have a say in lighting maintenance have been retrofitted with LED fixtures.

We are committed to reducing global energy usage and greenhouse gas emissions. We promote employee ride sharing, encourage the use of public transportation, provide charging stations for electric vehicles, and have invested in video- and tele-conferencing capabilities. The Bank also has policies and programs promoting remote working, which helps reduce traffic and lower carbon emissions.



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