



# Leading the way forward.

*"Commitment to our communities is at the heart of everything FNBO does. It's a responsibility we've taken seriously from the beginning."*

- Clark Lauritzen, Chairman and President

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## Having passion for the success of our communities is in our DNA.

In reflecting on the last few years, 2022 felt like a slow exhale in comparison. While virtual gatherings offer a better way to connect with employees across the FNBO footprint, we were grateful for the opportunity to reconnect in person whenever possible. Collaborations, both among staff and our community partners, felt deeper and more meaningful.

*"I credit our team for having the courage and passion to approach change as an opportunity to transform for the better."*

— Clark Lauritzen, Chairman and President

waiver. Last year proved to be a remarkable example of how we bring greater long-term value to our communities. One of the finest examples of this is our third consecutive Community Reinvestment Act (CRA) "Outstanding" rating. This unique distinction embodies who we are as a company and is consistent with our vision to be a top-performing bank for our communities. We fully recognize this achievement is the result of a bankwide effort that includes how leaders approach decision-making and how our employees focus their efforts to support the greater mission of what we do.

The pandemic and other world events have impacted our organization in many ways. I credit our team for having the courage and passion to approach change as an opportunity to transform for the better. We were able to take what was learned over the last two years to



Clark Lauritzen, Chairman and President

innovate how our purpose shows up in our work and in our communities. From carving more space for employee-led impact to advancing technology across our footprint to enhancing connectivity and drastically lowering waste by improving workspace areas – we made great strides in giving with greater intention, precision and impact than we ever have.

Another milestone worth noting from 2022 is our acquisition of Western States Bank. Our first acquisition in the last 15 years, it reflects our ability to be very intentional and disciplined in how we grow. We spent time in their communities, gained a clear understanding of their culture and witnessed the passion and talent of their team members. While this experience allows us to expand into Wyoming and strengthen our connections to northeast Colorado and western Nebraska, more importantly it expanded our opportunity to have a significant impact on 10 more communities.

Through our people and deep focus on serving as the great big, small bank, we're leading the way forward in truly meaningful ways.

Sincerely,

Clark Lauritzen, Chairman and President



## Putting our customers first for 165 years.

Each of our directors support the future of FNBO by delivering a commitment to excellence and proven track record of success in the financial industry. More importantly however, each also brings an unwavering commitment to customer service. The people that make up our board may change over time, but the ideals of those leading us remain the same: to provide quality products and superior customer service. FNBO continues to serve as the great big, small bank because of our steadfast commitment to putting customers first.

### 2022 FNBO Board of Directors

- ▶ Sean Baker – Executive Vice President, Individual Segment
- ▶ Nick Baxter – Executive Vice President, Chief Risk Officer
- ▶ Amy Bouchard – Senior Vice President, Finance
- ▶ Ken Bunnell – Senior Vice President, Human Resources
- ▶ Anthony Cerasoli – Senior Vice President, Treasury
- ▶ David Cota – Executive Vice President, Business Segment
- ▶ Brenda Dooley – Senior Vice President, First National Buildings
- ▶ Mike Foutch – Executive Vice President, Chief Operating Officer
- ▶ Jianqiang Hao – Senior Vice President, Data Analysis
- ▶ Mihaela Kobjerowski – Senior Vice President, Credit Risk Management
- ▶ Clark Lauritzen – Chairman and President
- ▶ Laura Nelson – Senior Vice President, Small Business
- ▶ Maureen O'Connor – Senior Vice President, Legal
- ▶ Jerry O'Flanagan – Executive Vice President, Partner Segment
- ▶ Jeff Sims – Executive Vice President, Chief Credit Officer
- ▶ Scott Smith – Senior Vice President, Partnership Management
- ▶ Matt Spyers – Senior Vice President, Technology
- ▶ Mike Summers – Executive Vice President, Chief Financial Officer
- ▶ Tammy Trilli – Senior Vice President, Commercial Payments
- ▶ Jeff Weeks – Senior Vice President, Chief Information Security Officer
- ▶ Kim Weiss – Vice President, Partnership Management
- ▶ Katrina Wells – Senior Vice President, Brand and Marketing
- ▶ Kim Whittaker – Senior Vice President, FNTS
- ▶ Rob Wilcox – Senior Vice President, Compliance

Community Reinvestment Act

# FNBO receives third consecutive "Outstanding" CRA rating.

For generations, banks have served as the backbone of the communities we serve. People rely on banks to establish Main Street, help individuals and families achieve their dreams of homeownership and provide support wherever it's needed most. Regardless of geography or population, banks like ours take great responsibility in keeping the heartbeat of a community alive. As the great big, small bank, we take this responsibility and privilege with great care.

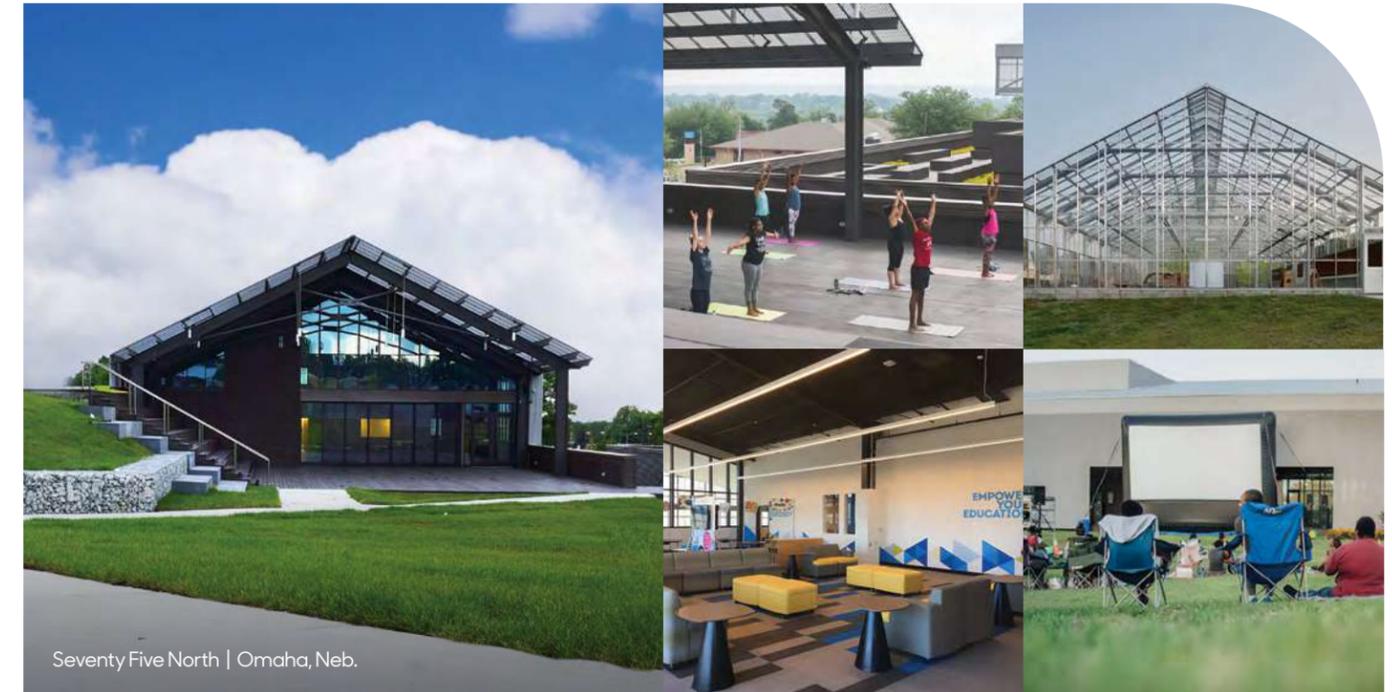
To encourage banks to be more intentional in how they help rebuild and revitalize communities through sound lending and good business judgment, the Community Reinvestment Act (CRA) was established. Enacted in 1977, the CRA is intended to provide a dual benefit to both banks and communities. Beyond funding, the Act provides a framework for financial institutions to partner with community organizations to promote the availability of credit and other banking services to low-to-moderate income neighborhoods and individuals.

Every three years, banks, including FNBO, are evaluated by a governing body such as the OCC and given a rating based on their performance in achieving the goals of the CRA. Earning an "Outstanding" rating is the result of intentional and consistent focus on providing effective services and building meaningful partnerships to serve the needs of every community a bank serves. For FNBO, this includes more than 50 communities across our footprint. Very few financial institutions have earned three consecutive "Outstanding" CRA ratings. Truly, this is a significant achievement and clear reflection of our dedication to consistently serving as a top-performing bank for our communities.

Beyond encouraging banks to focus on the needs of historically underserved populations, the CRA influences our ability to open new branches, provide expanded services and make a variety of community development loans and investments. In addition, the CRA encourages us to provide substantial commitments to state and

*"As a company, when you do the right things for the right reasons, it makes a difference to those you serve. At FNBO, community is at the heart of everything we do. Being intentional in our CRA efforts, understanding the needs in our communities and working to align our business initiatives with ways to positively improve the lives of our customers allows us to truly make an impact."*

-Chris Turner, Director, CRA Officer



Seventy Five North | Omaha, Neb.

## FNBO's Operating Philosophy

*We believe in supporting and giving back to our communities. We care about the social needs of our communities. We get involved whenever our communities need help. We encourage all employees to volunteer and serve their communities.*

local governments and community development organizations to increase lending to underserved segments of local economies and populations.

For FNBO, earning an "Outstanding" CRA rating is a public reflection of our commitment to help meet the credit needs of our communities. It demonstrates how our current and prospective customers perceive our dedication to the place they call home. This rating is critical to our growth as bank regulators look at CRA ratings when considering requests for growth, either through expansion or future acquisitions. Ultimately, we are continually pursuing opportunities to lead and enhance how we serve our communities to ensure future success for our organization and the individuals who put their trust in us.



Our North Star

## Pursuing financial well-being for all.

To be the great big, small bank is to know and understand that we reflect the communities we serve, and that they are a reflection of us. When our customers and communities are on a clear path toward financial well-being, we are on a similar path toward growth.



### Connecting all that matters.

We have an incredible responsibility to hold and help manage people's most precious resource, which in turn allows us to invest in and support individuals, entire communities and the environment. How we accomplish this is by staying true to our North Star.

The work being done across the FNBO footprint is interconnected, thoughtful and led by a singular belief. Our North Star allows us to tell a much broader story about how we approach everything from philanthropy to sustainability and equity and inclusion to community cohesiveness. Although we have always served as community stewards, having a focused purpose allows us to continue exploring what it means to be innovative, efficient and customer-led. Our Impact by FNBO strategy pushes our commitment even further by defining measurable goals that drive positive change—for today and well into our future.

*"The collection of all this work—from philanthropy to environmental sustainability to financial well-being—is a reflection of how we do business and who we are. Our impact is the result of staying true to the same beliefs and trusting our employees to deliver it in meaningful and inspiring ways."*

—David Cota, Executive Vice President, Business Segment

### Our North Star

Our primary purpose is to improve our customers' financial well-being. A financially well customer feels in control of their finances and on-track toward their goals.



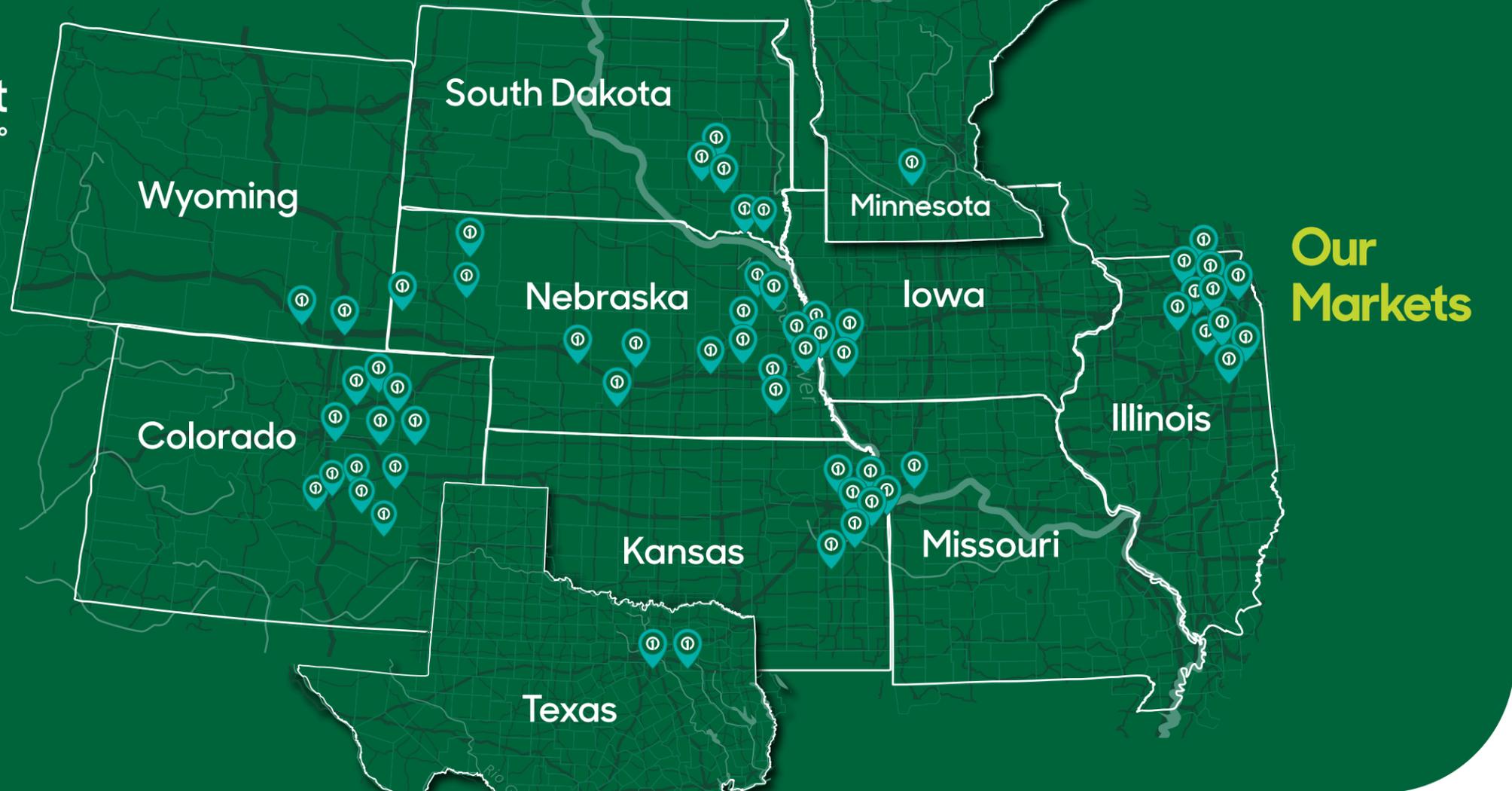
### Evolving with purpose.

While we have always been customer-led, people's needs are changing at a rapid pace. As a community bank, our responsibility to actively listen and engage them in the process has never been more critical. We have to be willing to take the journey with them, evolving as their needs change and challenging ourselves to think about new and unique ways to help them achieve financial well-being. Every area of our business understands this and is working not to assume, but to check in and ask customers and communities what they need and how they need it.

When we listen to our customers and invest in their goals and in elevating their community, it creates a snowball effect. They're also going to support their community and continue to put their trust in us. Our commitment to being customer-led plays a vital role in our ability to grow without sacrificing the depth of our relationships with the people, businesses and partners we serve.

*"Our customers are telling us the most important parts of their journey and we're really focused on listening and not making assumptions or approaching their needs from a product standpoint. Every department in this organization is thinking about the customer and how we can be more efficient and effective in our work."*

—Sean Baker, Executive Vice President, Individual Segment



Laramie, Wyo.



FNBO Agribusiness customer, Harper Feeders, a family-owned sheep and cattle feedlot | Eaton, Colo.

### Building momentum.

We understand that the key to a strong financial system is a strong community and vice versa. Each contributes to the other's growth. As we think about what's happening in the banking industry and the world around us, we often ask ourselves: What does a 165-year-old brand think about? The simple answer is: we think about how to be even greater community partners over the next 165 years.

Community banks are like engines helping fuel local economies, not just in their ability to protect the money each of us earn for a living, but in their ability to use this money to make credit available in that same community. Paychecks are deposited by our customers, which makes credit available that sends students to school, provides 30-year mortgages, pays down debt and makes small business dreams possible. Any money deposited into the community banking system goes beyond supporting the individual; it allows us to facilitate loans that strengthen schools, build neighborhoods, start nonprofits and fund entertainment districts—all of the things that help our communities and organization thrive.



*"While today's employees operate with modern technology, they do so with the grit and wisdom inherited from generations of FNBO employees who came before us. It is really what you can and always should expect from the great big, small bank."*

- Katrina Wells, Senior Vice President, Brand and Marketing



*"Bringing Western States Bank into the FNBO footprint created the opportunity to add 100 talented, caring professionals to our team; expand our reach into Wyoming and bolster our presence in northern Colorado and western Nebraska."*

- Dave Warren, Senior Vice President, Business Segment, Chief Operating Officer and Agribusiness Banking

### Growing responsibly.

Our acquisition of Western States Bank in February 2022 is another example of how we continue to make a deeper, more meaningful impact to a growing number of communities. It allowed us to expand our footprint to an eight-state region, serving communities in northern Colorado and Wyoming while providing easier access for some of our western Nebraska customers. We were also able to connect with communities and people that naturally fit with who we are.

Just as FNBO listens and adapts to our customers, this created an opportunity to collaborate with and learn from the Western States Bank team and implement the best of both worlds. This enabled us to become more efficient and innovative in how we serve our new customers and provide sustainable value across each of our markets for the long term.



FNBO is proud to issue the Scheels® Visa® credit card

### FNBO by the Numbers

- One of the largest privately owned banks in the nation.
- Top 4 ag lenders in the nation by dollar volume.
- The oldest privately owned bank in the nation.
- Top 15 commercial card issuer.

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- More than \$30 bil** in assets.
- More than 3 mil** loan customers.
- 750k** deposit customers.
- \$25k** average deposit balance.

### Maximizing the benefit of private ownership.

FNBO's growth over time is a reflection of our North Star combined with the flexibility that comes with private ownership. Having been led by the Lauritzen family for six generations is of unique value to our brand. It allows us to have a steadfast vision and a leadership team that's fully engaged across all facets of the organization. This higher level of transparency leads to departments that communicate well and a decision-making process that includes all stakeholders. Combined with diligent and proper documentation, there are no surprises or abrupt changes to how work is being done.

Our private ownership also leads to a greater desire to connect with local businesses and organizations. Having a deep understanding of their needs is considered alongside our customers to help us gain the clearest understanding of the communities within our footprint. This knowledge-seeking approach has also led to building rapport with bank regulators. Utilizing our abilities to be proactive, listen intently and work harder to mirror the communities we serve make it possible for us to adhere to or exceed requirements – which ultimately leads to greater financial stability.



*"It sounds simple, but the bank really is focused on doing the right thing for our employees, customers and communities. Because our beliefs and behaviors haven't wavered over time, our success has continued to grow."*

-Kala Tomjack, Vice President, Corporate Risk

### Innovating for greater impact.

Being privately held also allows us to think long-term and invest in innovative customer solutions designed to continuously change our revenue profile. In 2022 alone, FNBO reinvested \$20 million to reinvent the employee experience as part of our larger \$75 million commitment. This has already had a tremendous impact on how employees across our footprint communicate. For the Tower in downtown Omaha in particular, this investment has woven together the goals of enhancing how people work to changing how they think and act about environmental responsibility. It has been part of the FNBO tradition to focus

*"Being privately held plays a critical role in how we do business. It allows us to think long term, but it also gives us the freedom to change our revenue profile by five percent every three years. By rethinking different areas of our business, FNBO can reinvest in ways that lead to a greater, more meaningful impact."*

-Mike Summers, Executive Vice President, Chief Financial Officer

on putting profits back into the business and back into the communities our customers live in so that both have what they need to thrive.

Placing emphasis on customers versus products further differentiates FNBO from competitors. Our three customer-led segments include: Business, Individual and Partner, which largely supports our best-in-class credit card partnerships. Each phase of the customer journey is identified and solutions are built to meet their needs. This includes deposit services, lending, wealth management and a range of other offerings. Our credit card offering alone makes FNBO unique. Not only are we one of the few mid-size banks to offer this asset class, we embraced this opportunity nearly 75 years ago, in 1950. Through innovation, efficiency and being customer-led, FNBO continues to help people and communities achieve greater financial well-being.





## Impact by FNBO: Our Strategy in Motion

FNBO employees participate in Cinco de Mayo parade | Omaha, Neb.

Our Strategy in Motion

# Greater impact becomes possible when we all work together.

Remaining steadfast in our commitment to our customers and communities has led FNBO to become a source of trust and partnership—especially in challenging times. **OUR APPROACH** to the Impact by FNBO strategy is to lead as a bank of service delivering long-term sustainable value to all. This intentional effort is guided by **OUR PURPOSE**, which is to improve the financial well-being of our customers and ensure the success of all communities we call home. As the bank continues to evolve, we believe it's important to continue to expand our Impact by FNBO reporting and increase the transparency of our Environmental, Social and Governance (ESG) actions. **OUR VISION** is personal. It's about showing our customers, communities and employees that we provide something different and something of value—because without them, we could not exist.

To that end, delivering on our commitment to ESG excellence is key to our ability to provide long-term sustainable value. We have aligned ESG performance with our Impact by FNBO strategy to allow us to execute **OUR IMPACT FUNCTIONS**. These include Mobilizing Our Community Partnerships, Delivering on Our Commitment to Employees, Investing in Our Communities' Financial Well-being, Strengthening All of Our Communities and Building a Sustainable Future.

Our functions are led by **OUR VALUES**: integrity in every interaction; respect for our employees, customers and shareholders; and passion for all that we do. These values help guide our decisions, test the soundness of our actions and set boundaries within which we must operate.

While it's natural to connect this thinking back to philanthropy, our reality is that each part of our enterprise aligns in some way to positively impact the people, businesses and entire communities we serve. We build strong economic stability through sustainable business practices and we provide a concierge customer experience through the FNBO Way. We also empower the underserved to effect positive change, provide innovative, efficient and customer-led solutions to actively influence franchise growth and pursue quality and efficiency to attain operational excellence. By committing to our Impact by FNBO strategy, we will make substantial investments to help achieve our priority community goals by 2027.

## FNBO Five Impact Functions

### 1 Mobilizing Our Community Partnerships

We engage community partners who deliver impactful solutions by investing in donations, community sponsorships, community development investments, grants, impact investments and employee volunteer hours. We partner with and empower nonprofit organizations, municipalities, economic initiatives and community development organizations that break down barriers to economic and social opportunities for historically underrepresented populations.

### 2 Delivering on Our Commitment to Employees

We deliver a desired employee experience by fostering a culture of belonging and inclusion so that every employee feels valued and has the opportunity to grow their talent and make an impact. FNBO strives to reflect the diversity of the communities we serve in the makeup of our workforce.

### 3 Investing in Our Communities' Financial Well-being

We finance projects, people and businesses that create pathways to financial security and prosperity, which are the economic engine behind successful communities. Our tools help individuals, especially those historically underserved by the financial system, build and improve credit, encourage responsible banking practices, obtain affordable housing, start a business or simply prepare their financial future.

### 4 Strengthening All of Our Communities

We support small businesses and businesses owned by historically underrepresented populations by purchasing goods and investing in entrepreneurship, while simultaneously advocating for workforce development and job creation. We support revitalization projects in low-to-moderate income areas and/or benefiting low-to-moderate income individuals.

### 5 Building a Sustainable Future

We invest in efforts to contribute to the long-term vitality of our communities by delivering solutions that minimize the impact on the environment and demonstrate our commitment to helping people and communities thrive.



*"We are committed to intentionally and proactively creating pathways to success for historically underrepresented populations."*

- Spencer Danner, Vice President, Corporate Social Responsibility

2027 Goals and Progress

## Commitment to Community Impact Plan

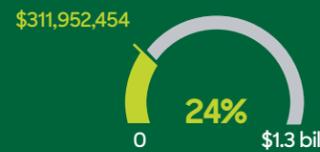
2022 saw rising inflation, mortgage lending influx and slower economic growth. However, FNBO stayed firm on our commitment to low-to-moderate income families and communities and implemented our five-year Commitment to Community Impact Plan. The graphics below illustrate our progress toward adopting equitable, sustainable and socially responsible banking practices.



ESG is a framework that clarifies how an organization manages risks and opportunities related to environmental, social and governance criteria. Shifting toward an ESG strategy supports our desire to embrace the holistic view that sustainability extends beyond just environmental issues.



\$200 million in Community Development Investments (CDI) with community organizations working with low-to-moderate income individuals/families and/or in low-to-moderate income neighborhoods or majority-minority neighborhoods to increase access to affordable housing, build businesses and/or create jobs.



\$1.3 billion in community development loans for multi-family affordable housing or commercial properties will benefit low-to-moderate income individuals, revitalize or stabilize communities, build businesses and/or create jobs in majority-minority neighborhoods.



\$35 million in community sponsorships, capital donations and impact grants. We will primarily focus on organizations working to increase access to affordable housing, help entrepreneurs build businesses and create jobs and support individuals as they work to obtain or improve employment.



\$4.5 billion in small business loans, including loans for low-to-moderate income entrepreneurs and/or business owners in majority-minority neighborhoods to help their businesses start, grow and thrive.



\$600 million in goods and services from small businesses and businesses owned by women, minorities and veterans to support FNBO operations.



125,000 FNBO employee service hours include volunteer activities such as financial education, service on a nonprofit board of directors and time dedicated to community organizations and events.

*We envision a future where all our communities are strong and successful. To achieve this, every person must have access to the tools, resources and opportunities to improve their financial well-being.*

*Environmental responsibility is very much part of the FNBO comprehensive plan and it aligns well with the efforts of Impact by FNBO. To view our 2035 Sustainability Goals, please see page 48.*

## 2022 Highlights



### Nearly \$7.5 mil

given through impact grants, capital donations and community sponsorships to nonprofit organizations working to make a meaningful and lasting impact. An estimated 17.4 percent of these funds benefited historically underrepresented populations.



### Over \$40.8 mil

financed in new Community Development Investments (CDI) with organizations working to strengthen communities.



### Over \$193 mil

purchased in products and services from more than 950 small and/or women, minority or veteran-owned businesses.



### \$2.5 mil

invested in eco-friendly operational improvements, resulting in a two percent reduction in Greenhouse Gas Emissions compared to 2021.



### More than \$311 mil

in community development loans for multi-family affordable housing or commercial properties.



## Mobilizing Our Community Partnerships

Employee volunteers on a Habitat for Humanity of Omaha job site | Omaha, Neb.

Our Community Managers and City Ambassadors

## Embracing our local connections.

It's our desire to always make our customers and communities feel valued and cared for. We have more than 5,000 FNBO employees across an eight-state region who are living our purpose, both in their work and how they live. This is how we're able to build strong and collaborative partnerships with the businesses and organizations within our communities and beyond.

"You cannot be successful as a bank if your community is not thriving. It behooves us to invest in the community and we do that by having good people giving their time back to the community, trying to make a difference," said Tim Struthers, Senior Vice President, Commercial Banking. The FNBO team is a diverse group of talented individuals who bring their whole selves to work and who also get involved in the organizations and initiatives that matter most to them. Whether this means serving on a school board, coaching youth sports or working at a local soup kitchen, FNBO team members invest both their time and expertise to the communities where they live and work. This is what it means to help build and sustain a foundation of success.

Being intentional in how we engage with our communities begins with our Community Managers who help lead each of our bank locations. According to Struthers, "Our Community Managers eat, sleep and breathe the community they're in. They're extremely proud of their colleges and universities, their workforce development

programs and affordable housing efforts." The FNBO Community Managers know their community very well and work diligently to grow local business and drive development within that community.

Another vital role in our communities is our City Ambassadors. They help identify the needs or gaps as well as the strengths and resources available in our communities. They have a deep understanding of their

*"I agreed to become a City Ambassador because I have been involved in my community and have seen the power that people can create if they join together. Being a City Ambassador gives me the opportunity to see the variety of needs within the community and help to find a way that we can make the biggest and best impacts for our customers and neighbors."*

- Thomas L. Klein, Senior Advisor, Commercial Banking and City Ambassador, Lincoln, Neb.

### 2022 Highlights



**5,000**

team members across an 8-state region.



**Over \$7.4 mil**

community sponsorships.



**Over \$40.8 mil**

community development investments.



**24,400**

employee volunteer hours.

community and allow us to prioritize programs and resources to get stakeholders excited and celebrate meeting the needs of children, youth and families. Much of their work is done using a philanthropic lens. They actively listen to the needs of charitable organizations and work diligently to ensure the bank is intentionally investing both time and funds where they're needed most. "I love that the bank makes a positive impact on the community and that I can be a part of it," said David Randa, Director of Commercial Banking and City Ambassador, Geneva, Ill.

*"The best way we can make a positive impact is when we are serving our community in the most local way possible, and the City Ambassador program keeps us rooted in our great big, small bank approach."*

- Josh Huseman, Vice President, Wealth and Investments and City Ambassador, DeKalb, Ill.



Junior Barrios, City Ambassador



Thomas Klein, City Ambassador



Josh Huseman, City Ambassador



Derek Fahey, City Ambassador



Dave Randa, City Ambassador



Geoff Eglen, City Ambassador



Morgan Schulte, City Ambassador



Ann Nelson, City Ambassador

Supporting FFA

## Investing in tomorrow's farmers and ranchers.

Although the FNBO footprint has grown far beyond Nebraska, agriculture remains an important industry to our work. Our pride for supporting those who feed the world is reflected in how our team members offer agribusiness education and services, including lending. This steadfast and proactive engagement with the industry has led us to earn a place as one of the four largest agribusiness lenders in the country. 2022 gave us great opportunities to show our support and encourage the next generation of farmers, ranchers and agribusiness leaders.



Our involvement and investment in the future of agriculture began early in our history. However, as world populations continue to grow and the demand for food and more sustainable farming practices rise, we are being more intentional with how we provide support. In 2022 alone, FNBO donated \$40,000 to agriculture-based programs, including FFA (Future Farmers of America) and American Royal. In addition to funding, members of the FNBO team gave their time and financial expertise to help educate youth, producers and agribusiness leaders to help them grow in sustainable ways. The partnerships being built allow us to make an even bigger impact on the industry as a whole and at the local level in the markets we serve.



Nebraska FFA Launch! Sponsor	<b>\$12,000</b>
Colorado FFA Foundation	<b>\$2,500</b>
Donations to local FFA chapters across Neb., Kan., S.D. and Wyo.	<b>\$20,500</b>
American Royal Campaign Sponsorship	<b>\$5,000</b>

Last year, FNBO sponsored the Nebraska FFA Launch! Program for the fifth year. This year-long program serves as a catalyst for entrepreneurship-based education for

*"After 165 years and six generations of the Lauritzen family leading FNBO and working with family farmers and ranchers, I feel the bank is deeply rooted in agriculture."*

- **Barry Benson**, Vice President, Agribusiness Banking

Nebraska high school FFA members and agriculture education teachers, and it was created in response to a collaborative event FNBO spearheaded several years ago. "We sponsored a national consortium to come together

and talk about how we could bring experiential learning into a classroom for students who don't have access to a farm or ranch. Through that experience, the state of Nebraska came out with the Launch! Program," said Chris Kalkowski, Senior Director, Agribusiness Banking. Through this unique program, high school students are led through the entrepreneurial process from ideas to plans to the creation and sale of goods or services that solve real-world challenges for real-world customers. Funding is used in varying ways, including loans to offset start-up costs.

Including and extending beyond Nebraska, we gave \$20,500 to local FFA chapters in Illinois, Kansas, South Dakota and Wyoming. Additionally, \$2,500 was donated to the Colorado FFA Foundation. These funds and time volunteered by FNBO Agribusiness lenders are being offered to support agriculture education. Expanding on



Barry Benson, Vice President, Agribusiness Banking

our support for the agriculture industry, we also participated in a \$5,000 campaign sponsorship for American Royal, a nonprofit organization based in Kansas City, Mo. that provides a platform for agriculture that inspires future leaders and creates an arena for agricultural learning. Each of these opportunities were created through close collaboration and an intentional focus on supporting the future leaders of this industry. By giving both time and financial resources to support agriculture, our team is playing a vital role in shaping the industry's future.



## Delivering on Our Commitment to Employees

Lupita Fajardo, FNBO Teller | Greeley, Colo.

Our Employee Experience

# Building trust and cultivating growth.

There's no question that our most valuable resource as a company is our people. To ensure we are doing right by our employees and fostering an environment of belonging, we follow three powerful corporate values – passion, integrity and respect. From how our spaces are designed to the programs we offer, we're building a culture where every employee feels encouraged to be their authentic self. We carry these values into our communities as we work to strengthen connections across our entire footprint.

## Authenticity

There's a lot that's great about being at FNBO. We're more than a bank or a place to work, we also play an integral part of our employee's lives. That's why we are committed to making a safe space for our employees to take care of their mental health. We also empower them to work the way they want to work. Every year, we continue to learn and make adjustments such as more comfortable workplaces, bright furniture, a café, coffee shop, an expanded lactation room and private places to reflect and rejuvenate. Our Tower Transformation gave employees an opportunity to work differently, to think boldly and to challenge our preconceived notions about what an office should be.

After we embarked on a massive investment in technology, facilities, HR and modern flexible workplaces, we recognized a need to further enhance tools and technologies that allow team members to work more efficiently, promote collaboration and work anywhere. Our efforts began with an enterprise upgrade to Microsoft® 365, which moved us to a more modern cloud-based application platform and

enabled us to deliver other applications such as Teams and Zoom. We also added robust AI features like Viva Insights to increase productivity and improve collaboration.

*"Our goal each day is to make sure our employees feel connected and that they belong here. It may be simple but it's incredibly impactful... The pride they feel turns into engagement – both in their work here and in the community."*

- Mike Foutch, Executive Vice President, Chief Operating Officer

We delivered laptops to more than 3,400 employees and made improvements to the way equipment is requested and delivered across the bank, regardless of whether they started 20 years ago or last week. We've

also rolled out Intune, a mobile application offering that allows users the flexibility to access some of their common work applications, such as Word, Outlook, Teams, Zoom and more from their mobile device.

The IT and Technology teams within FNIT worked hard behind the scenes of the Tower Transformation, as well as improving the enterprise WiFi experience that extends to all FNBO locations. This robust connectivity solution helps users get and stay connected to the secured FNBO network when working remotely and also allows them to move freely around their location without losing connection when they are onsite.

## Growth

In 2022, we asked employees to complete our semi-annual employee experience survey and a record 74 percent of our employee base did.

### We learned that FNBO employees believe:

- ▶ FNBO, as an organization, makes a positive impact in the community.
- ▶ Customers and employees of all cultures and backgrounds are valued and respected.
- ▶ Employees recommend FNBO as a great place to work.
- ▶ Employees prefer to remain here even if a comparable job with similar pay and benefits is available at another company.



### We launched our internal FNBO Career Center, which creates successful pathways intentionally and proactively for all employees through inclusive, innovative and comprehensive career services by:

- ▶ Providing them with resources and support through the career-planning process.
- ▶ Exposing them to company-wide opportunities in a way we haven't been able to before.
- ▶ Greatly expanded internship talent program and development of succession plans.
- ▶ Leveraging virtual and onsite approaches to deliver resources and support to all employees, in all modern flexible work categories.
- ▶ An array of career coaching and mentoring services for employees that range from career coaching and mock interviews to online profile support and curriculum.

Although our employees are responsible for owning their personal career development, it is incumbent on our bank

to remove obstacles and incorporate strategies to help them grow their potential. Twenty years ago, FNBO started assessing pay on race and gender long before pay equity and ESG were trending topics. In addition to performing internal pay equity assessments, we also engage a third party to review our overall strategy every few years to ensure we are paying fairly and consistently. We perform both of these reviews without requirement or regulatory pressure. Whether employees want to move into more complex jobs, expand their knowledge and skills by moving laterally or enhancing their expertise within their current roles, FNBO is proud to offer solutions that provide real value, so our employees can focus on serving our customers.

## Belonging

In addition to career advancement and elevated work environments, FNBO is proud of the growth our Belonging and Inclusion Group (BIG) experienced in 2022. Open to all FNBO employees, the program gives them a voice to help educate, create awareness and deepen the sense of belonging at work. From hosting events to celebrate diverse cultures to coordinating internal awareness campaigns to creating a safe online community where people can share, learn and grow together – BIG grew significantly over the last 12 months, with nearly 10 percent of the FNBO team joining the program.

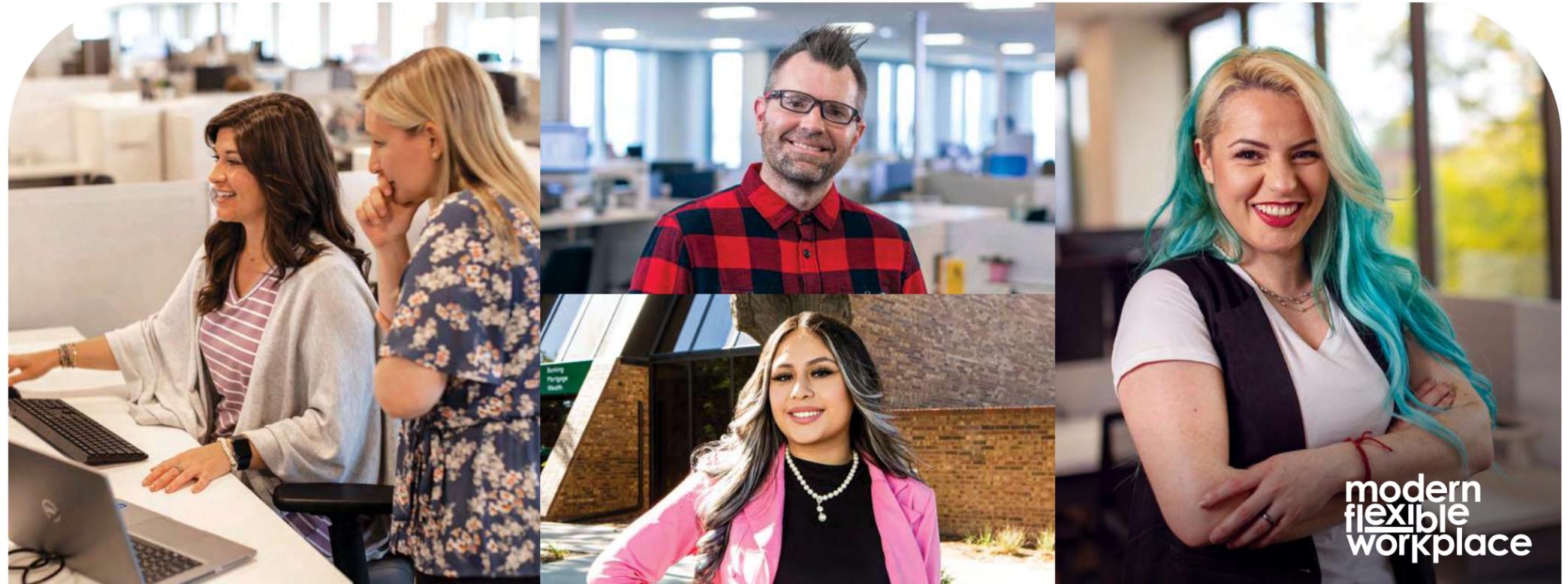


*"We want people to know they work for a company where they can be their authentic selves, have an opportunity to grow and can make an impact. These fit nicely with our corporate values, which help us attract, develop and retain folks. It's deliberate. We don't cross our fingers and hope we attract people."*

- Ken Bunnell, Senior Vice President, Human Resources

Our Modern Flexible Workplace

## Innovating to support the employee experience.



Although the comprehensive strategy for developing a modern flexible workplace was launched in 2021, the idea came to life in 2022. FNBO continues to make significant investments in corporate buildings and branch locations to elevate the employee experience. These efforts have occurred in tandem with our sustainability initiatives, which offer the opportunity for even greater impact. The goal in designing a modern flexible workplace is to promote greater collaboration and mobility for employees. From innovative technology to a progressive work environment to evolved practices and behaviors, helping employees feel empowered, comfortable and equipped to work wherever they are is at the center of the initiative.

**Technology:** Recognizing a clear need to mobilize FNBO employees, standardized laptops are being provided in an effort to evolve technology more seamlessly. As mentioned in the previous page, collaboration tools such as Zoom and Microsoft® Teams were deployed across the enterprise to help improve the sense of connection, communication and collaboration among employees.

**Buildings:** Through the Tower Transformation, we are able to bring together both the concepts of a modern flexible workplace with our sustainability goals and our equity and inclusion initiatives to further strengthen how our team works together and feels valued. Areas of the building include “me” spaces for individual work and a variety of “we” spaces that range in size and organization to help foster collaboration. Common areas create another way to marry various goals. From centralized coffee and snack areas to multi-stream waste diversion centers, employees have access to the comforts they’ve come to expect as well as learn behaviors that are better for the environment. With a clear understanding that work environments will continue to evolve, just as customer needs do, our spaces are designed to be flexible and support the changing needs of specific teams and individuals alike.

**People Practices:** We fully recognize that some employees will continue to work remotely at least a portion of the time. To provide greater clarity to all employees, each person has been categorized as onsite, hybrid onsite, hybrid remote

*“We’re trying to activate the Tower in ways it hasn’t been before. Through dedicated spaces for collaboration, enhanced technology and access to nature, we are doing everything we possibly can to provide the best employee experience.”*

– **Tim Malik**, Senior Director, Facilities Maintenance and Property Management

or remote. We have implemented several tools, resources and training opportunities to help our employees learn best practices for performing well in a modern flexible workplace.

Overall, we are focused on creating the best possible employee experience regardless of where our team members live and work. Our intention is to give them the flexibility and support needed to grow in their career and remain focused on the needs and wants of our customers and communities.

### Some of the impactful 2022 Tower Transformation updates include:

► **Company-Provided Snacks**

Free, healthy onsite snacks are being provided for all locations, including dark chocolate almonds, beef jerky, popcorn, fruit bars, energy bars and more.

► **Rejuvenate**

As part of the Tower Transformation, we added Rejuvenation Rooms across all Tower floors. The intent for these rooms is to provide a private space for reflection, prayer and meditation.

► **Conference and Learning Center**

The expanded Conference and Learning Center on the 7th floor of the Tower supports onsite and hybrid meetings.

► **The Interchange Café and Lounge**

FNBO’s new employee cafeteria and lounge opened on the 17th floor of the Tower. The Interchange is a place where employees from across the bank can gather, relax and share a meal together.



Members of FNBO's Belonging and Inclusion Group

*"BIG is a way for employees to be heard. Employees in any role and at any level can contribute to shaping the bank's culture by being part of BIG, and they see the issues they care about reflected in what BIG does. BIG is, in many ways, an equalizing force and that's important in and of itself."*

-Rick Kurtzuba, Associate II, Internal Communications and BIG Champion, Omaha, Neb.

Belonging and Inclusion Group

# Inviting employees to bring their whole selves to work.

Our employee-led Belonging and Inclusion Group (BIG) was created to help all employees feel comfortable and confident at work. BIG gives them a voice and empowers employees to guide education, awareness and celebrations around the topics that matter most to them. BIG is open to employees to join and participate, and the group is led by BIG Champions who help coordinate communications, events and other elements of the program.

According to Amelis Long, Director, Inclusion and Diversity, "We really want employees of all backgrounds to feel valued and part of the bigger picture, and BIG helps accomplish this by building awareness, creating safe places for people to learn and grow, get uncomfortable, be challenged and ultimately celebrate who you are." From promoting and walking in Omaha's annual Pride parade to hosting cultural celebrations and inviting vendors to bring in local food and goods, BIG worked diligently throughout 2022 to raise awareness to and initiate conversation around numerous issues, holidays and other important topics that help celebrate them and bring the FNBO team closer together.

Although the opening of the modern flexible workplace in Omaha helped to catalyze more in-person events in 2022, Long and 10 BIG Champions tasked with guiding the group saw the value technology provided during the last few years. They knew a balance between virtual connection and in-person gatherings was needed. Because of this, they continued to utilize video conferencing and their Microsoft® Teams channel as resources for sharing knowledge, stories, event information and more. In 2022 alone, more than 55 articles were either written by FNBO employees or were created from interviews with employees and shared with those participating in or following BIG.

Another example of giving FNBO employees a voice is through the ideas and work of the BIG Champions themselves. These volunteers generate and pursue ideas and opportunities that reflect their interests and community. Not only are they empowered to coordinate events; they are also encouraged to create and lead a sub-channel through Microsoft Teams. This allows them to focus greater energy on a topic they care deeply about and engage with other like-minded employees from across the FNBO footprint. Angela Penland, Senior Associate, Individual Segment, BIG Champion, Fort Collins, Colo. explained, "BIG recognizes many identities, experiences and holidays, including those who may not feel as included typically. BIG provides a venue for employees to bond with one another over common interests, causes and beliefs." When asked why they volunteer as a BIG Champion, Johnny Nesbit, Community and Employee Involvement Manager and BIG Champion, Omaha, Neb. said, "I contribute my time because I recognize the importance of creating a more inclusive environment so everyone can feel like they can be their authentic self while at work. I also see the value that diverse perspectives can lead to in better decision making and innovation, which benefits everyone."

By the end of 2022, nearly 10 percent of the FNBO workforce had joined the group. As interest and engagement continued to grow, Long and her team recognized the challenge of maintaining the program and the number of events and communications it leads: "Work in 2022 created enough synergy, excitement and growth to build the business case for a new structure that we're starting in 2023. We see just how much our employees want and need this group, and we are excited for how it will evolve in the coming year."



## Juneteenth

Prior to the government recognizing Juneteenth as a federal holiday, FNBO began exploring how to recognize and honor this event.

Representatives from BIG partnered with members of our Total Rewards team, an area of Human Resources dedicated to identifying and implementing ways beyond traditional benefits to foster a positive employee experience. They collaborated on how to build flexibility into PTO or holidays to further support the beliefs and cultures of FNBO employees. As it became more apparent that the federal government would be implementing Juneteenth as an official holiday, internal conversations shifted to educating employees on what Juneteenth is and we began outlining communications to both staff and customers regarding location closures. Additionally, Black-owned businesses and organizations shared food, goods and education as a way to showcase their work and increase awareness among the FNBO team.

## 2022 Highlights



**49% increase**

in membership in FNBO's Belonging and Inclusion Group (BIG).



**Over 55 articles**

written by or based on interviews with FNBO employees.



*"Connecting employees for events and articles, for the Pride parade, Diwali, Ramadan, Juneteenth and everything in between has been really incredible. I have heard people say they feel like they can talk about things that are personal to them in ways they hadn't felt comfortable previously."*

-Molly Bergstrom, Senior Associate, Audit Services, BIG Champion, Omaha, Neb.

United Way

## Partnering with like-minded organizations for maximum impact.

For many years, our partnership with United Way has empowered FNBO employees to support the financial success of the communities we serve. This relationship fits well within the purpose of our enterprise for many reasons. First, the two organizations operate similarly. Just as FNBO collects deposits from the community and then invests back by providing funding to individuals, businesses and organizations, United Way pools funds from members of the community and carefully invests it into local nonprofits that address the long-term needs of the community.

### MORE FOR YOUR COMMUNITY fnbo

Being community-led is another reason United Way and FNBO partner well together. The United Way community investment is driven by members of the community itself, which consist of volunteers who are passionate about the community and represent the corporate, government, nonprofit and other interested entities. For Omaha specifically, this includes approximately 150 individuals giving their time and energy to understand the needs, evaluate the asks from nonprofits and make data-based recommendations on where to invest for maximum impact.

The More for Your Community, More for You campaign, which ran August 29-September 30, 2022, emphasized the opportunity our employees have to make an impact in their community. This employee-led initiative provided different ways they could get involved. This included: providing financial support through gift giving or pledges, by bidding via silent auction on items that benefit United Way chapters, choosing to sell paid time off (PTO) hours, participating in local events and electing to join the Passport Program designed specifically to support the campaign.

### 2022 More for Your Community, More for You Campaign Results

**25**

United Way chapters across FNBO's 8-state footprint were impacted.

**\$1,023,996**

total FNBO giving across all chapters (reflects FNBO's match of \$0.50 for every dollar contributed).

**727**

employee pledges.

**\$78,558**

raised during the golf event, which was a new record.

**\$97,170**

in PTO sales.

**\$14,811**

in local fundraising.

**9%**

increase in leadership giving levels over 2021.

*"We are so grateful for the partnership and tremendous support we receive from FNBO through their annual employee giving campaign. These contributions help address social and economic disparities and provide vital services for thousands of people in the Omaha-Council Bluffs metro."*

- **Shawna Forsberg**,  
President and  
CEO, United Way  
of the Midlands,  
Omaha, Neb.

*"When each of us at FNBO makes small contributions to United Way, with the power of the collective community and with the specific focused investment in areas with most need for the long-term, it magically transforms into a big impact."*

- **Avi Atholi**, Vice President, Human Resources and United Way of the Midlands Board Member

### Colorado Wildfires

Another way employees have led impact initiatives is through our Employee Impact Fund. The Fund provides a vehicle to channel, facilitate and coordinate FNBO employee giving for recovery, restoration and repair efforts arising from disasters or emergencies in our communities. The Fund was activated in January 2022 in response to the most destructive wildfire in Colorado's history. The Marshall Fire destroyed nearly 1,000 homes in Boulder County in late December 2021. The Fund began accepting donations from employees in January 2022, resulting in a record-breaking \$16,521— which came directly from employee personal funds. These dollars were matched 1:1 by FNBO for a total of \$40,000 donated to the Boulder County Community Foundation. The funds were disbursed to provide direct financial assistance to households that were damaged or destroyed, assistance to workers who lost wages or livelihood equipment and support to ensure adequate availability of mental health advocates at the most fire-impacted schools in the Boulder Valley School District.



## Investing in Our Communities' Financial Well-being

FNBO customer, Martha, and her daughter on move-in day

Building Confidence and Latino Banking

## Redefining what it means to be financially well.

Another way to look at our role in a community is through the lens of financial well-being. At first glance, many people view this as having more – whether that be more money or more assets – however, FNBO sees financial well-being as giving people confidence and a sense of control in their financial situation. We help them achieve these by offering our knowledge and educating them on how to save and use their money in responsible ways. It also means greater access to valuable financial tools, especially for those in underserved areas or who have faced barriers in the past.

Every day our team is asking questions such as: How can we better understand each person so we can help make them feel more confident? What do they need to feel empowered and able to move forward in a positive way? Regardless of their community or background, we want to be good stewards to each of the people and businesses we serve.

“Through understanding, education, confidence and control... when we can be moving our customers and communities forward in that way, the outcome is going to be a healthier community and a better environment for us to run our business,” said David Cota. “Rather than focusing on sales of products, we focus on making the community strong. When we do that, the bank will also become stronger.”

Our work toward helping more people achieve financial well-being includes supporting financial literacy programs, providing loans to women-owned businesses and granting funds to stabilize housing in low-to-moderate income communities. Beyond funding, we also take a proactive approach to addressing communication challenges and gaps in service due to language barriers. Our Latino Banking program grew significantly in 2022 and is a clear example of how we’re listening and responding to the needs of our communities.



Today, we can be more intentional in how we focus our efforts and we view listening as a tool for serving our customers, partners and communities in ways that help them achieve and retain financial health. We need to be willing to take the journey with them, evolving as

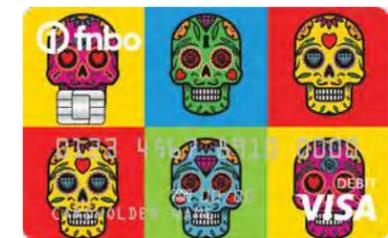
*“The community is better off when our customers are better off... If we invest in the community and in the financial well-being of the people who live in the community, it creates a snowball effect. They’re going to invest in their community and continue to partner with us.”*

- Sean Baker, Executive Vice President, Individual Segment

their needs change and challenging ourselves to think about new and unique ways to connect with them. We are at a point in time where customer needs are changing at a rapid pace. Every area of our business understands this and is working to reject assumptions and instead, take time to check in and ask customers and communities what they need and how they need it.

Last year, we enhanced how we connect with underserved populations so they feel understood and more comfortable working with us. Additionally, we brought greater focus to high-impact projects and programs that help communities of all sizes and backgrounds achieve financial well-being.

### Latino Banking



Our Latino Banking initiative is designed to support our growing number of Spanish-speaking customers by making them aware that we can provide financial

education, banking resources and community support to help them reach their financial goals. Within our retail branch footprint, more than one-third of FNBO branches are located in communities with high Latino populations. Over the past few years, Latino populations have grown nearly 37 percent more than all other ethnicities across our communities. In 2022, we hired additional bilingual staff from communities with high Latino populations in an effort to serve even more people and help them understand how to create a legacy of financial wellness for their future generations. “It is not just about tackling the language barrier in terms of simple translations; it’s about how we communicate and talk about our products, services and our brand in an intentional, culturally sensitive manner that resonates with our audience,” said Hugo Abrego, Senior Associate, Retail Marketing.

Partnerships

## Providing support and services to underserved communities.

We take special care to identify the people and communities who have struggled to access the banking services and support needed to improve their financial health. These are just some examples of how FNBO partners with others to provide help where it's needed most.

### 2022 Highlights



Over **\$737 mil**  
in small business loans.



Over **\$926 mil**  
in mortgage loans.



*"We're woven into the fabric of our communities. We know what they value and help our employees see that what they do isn't about banking transactions; this work is making people's lives better."*

- Mike Foutch, Executive Vice President, Chief Operating Officer

### Bank On



Bank On is a national organization that works with the Cities for Financial Empowerment Fund (CFE Fund), which focuses on ensuring everyone has access to safe and affordable banking accounts, especially low-to-moderate income, unbanked and underbanked populations. FNBO proudly offers customers across our footprint Access Debit, a Bank On Certified Account. Since 2021, we have experienced a 144 percent increase in Access Debit accounts.

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### Project REACH



In 2019, the FDIC held a series of roundtable conversations with executives from 29 large banks and 24 Minority Deposit Institutions (MDI) to discuss potential partnerships and support opportunities. FNBO's Chairman and President, Clark Lauritzen engaged in those discussions and in December 2020, signed the Project Roundtable for Economic Access and Change (REACH) Minority Deposit Institution Support Pledge and committed to providing support for MDIs. The Pledge promotes the viability and preservation of MDIs and helps reduce specific barriers that prevent full, equal and fair participation in the nation's economy by traditionally disadvantaged communities, specifically those served by MDIs.

In 2022, FNBO had active partnerships with two women-owned MDIs: First National Bank of Gordon in Gordon, Neb. and First Women's Bank in Chicago, Ill. Support to MDI participants is part of the Impact by FNBO Community and Social Responsibility strategy, which seeks to contribute to the economic and social success of our communities. By partnering with MDIs, we are equipping these banks and their communities with the tools and capital necessary to achieve and maintain financial health.

### The Neighbor Project and the DPA Program

## The Neighbor Project

To help mitigate the barriers for new homebuyers in areas of FNBO's Illinois market, we created a down payment assistance (DPA) program through The Neighbor Project.

Serving Kane County, Ill., the program allows us to offer grants to cover a portion of a homebuyer's down payment as well as expenses for the homebuyer's education. As with many of our other partnerships, this program gives us an opportunity to support financial literacy, with the DPA Program specifically providing an online course and one-on-one meeting with a HUD-certified counselor.

### Hello Alice



Research continues to show that entrepreneurs who are women, people of color, members of the LGBTQIA+ community, veterans or people with disabilities face barriers to accessing the capital they need for long-term success. In an effort to resolve these challenges, Hello Alice, the free platform helping over one million small businesses launch and grow, launched the Hello Alice

Small Business Mastercard® in 2022. Created in partnership with Mastercard and FNBO, the card offers small business owners industry-leading accessibility to tools and services that support their business. The card is designed to help small businesses, especially those in underserved communities, secure the resources they need and deserve. "FNBO has been committed to helping small businesses succeed for 165 years and we are proud to partner with Hello Alice and Mastercard in this vital initiative to elevate all small businesses," Jerry O'Flanagan, Executive Vice President, Partner Segment.



## Strengthening All of Our Communities

Enrique Alvarado, FNBO Personal Banker | Greeley, Colo.

Our Commitment to Our Communities

## Working together to ensure our communities thrive.

From engaging our team members and the people living and working in our markets to how we provide support for philanthropic programs and projects that help more people thrive – everything we do stems from an innate desire to be a good community steward. It’s because of this deep belief in stewardship that we’re able to deliver on our promise of serving as the great big, small bank. In 2022, FNBO doubled down on our commitment with the launch of the Commitment to Community Impact Plan, which details the substantial community investments we will make over the next five years across our footprint.



### Guiding initiatives of the plan include:

- ▶ Provide community development loans for multi-family affordable housing or commercial properties.
- ▶ Purchase goods and services to support our operations from small businesses and businesses owned by women, minorities and veterans.
- ▶ Support community partners who are also striving to make an impact.
- ▶ Finance the loans and investments behind the projects, people and businesses that make our communities successful.
- ▶ Deliver a desired employee experience by continuing to drive access, equity and inclusion in the bank’s communities.
- ▶ Invest in reducing our global footprint at a significant rate.

*"Our purpose is to positively impact the lives of individuals while subsequently strengthening our communities. Our work in environmental and social governance is top-of-mind for our stakeholders and desire is increasing for more equitable, sustainable and socially responsible banking practices. We believe the investments outlined in the Commitment to Community Impact Plan will help us meet the expectations of our stakeholders while also making significant progress toward our priority community goals and responsible banking initiatives."*

– Spencer Danner, Vice President, Corporate Social Responsibility



**MUSEUM of NEBRASKA ART**

### Museum of Nebraska Art (MONA)

In alignment with FNBO’s commitment to Access to Arts and Culture, a multi-year capital gift was pledged to support a comprehensive restoration, renovation and expansion project of the Museum of Nebraska Art (MONA) in Kearney, Neb. The facility, already on the National Register of Historic Places, was built more than 100 years ago and will be renovated to house the Nebraska State Art Collection. This public/private partnership will create opportunities for Nebraska students for years to come and it includes a gallery expansion that will showcase a collection of artwork by artists who’ve made an impact in Nebraska.

*"We are very proud to partner and house the premier museum of Nebraska art right here in Kearney. The multi-year capital gift shows our commitment throughout FNBO’s footprint."*



### Iowa Western Small Business Development Center (IWSBDC)

FNBO recognizes Workforce Development and Entrepreneurship as key drivers of a successful community. Because of this, we committed to supporting the Small Business Development Center (SBDC) at Iowa Western Community College, located in Council Bluffs, Iowa. The Impact Grant from FNBO awarded in 2022 provides funding to help retain a full-time counselor position at the center. This professional offers support and guidance to small business owners as they continue to recover from the economic challenges that remain in the post-pandemic world. This is just one of the many ways FNBO works to build successful communities in all of the places we call home.

– Kirsti Schack, Branch Manager, City Ambassador, Kearney, Neb.

Habitat for Humanity of Omaha

## Innovating corporate partnerships to impact more lives.

When FNBO and Habitat for Humanity of Omaha came together 28 years ago, no one could have imagined how this partnership would change the landscape of the community. It's a true testament to how powerful and innovative two forces can be when their leadership and employees connect through a common goal – to strengthen the community in unprecedented ways.

Since 1984, Habitat for Humanity of Omaha has worked to provide quality, affordable housing to give individuals and families greater strength and independence. They believe a home plays a vital role in gaining a sense of stability, building confidence and creating opportunity for the future. This is true, both for individuals and for the greater community – which is also at the heart of what drives the FNBO team.

When you hear the words, "Habitat for Humanity," more than likely visions of homes being built by volunteers come to mind. Or maybe you see the smiling faces of the new homeowners of these structures. While both are symbols of the work Habitat does, there are many more layers to this incredible organization. From daily operations and fundraising to financial literacy education and homeownership counseling, Habitat takes extra steps to help individuals and families succeed in their journey to homeownership – and volunteers from the FNBO team play a role in nearly every area of the business.

Since the inception of the partnership between FNBO and Habitat for Humanity, we have sponsored home builds and our team members have volunteered their time to help build them. Over time, this level of involvement grew to include supporting local Habitat chapters in each of the markets FNBO serves. This alone reflects our shared vision for helping our neighbors and communities thrive. While each partnership is unique in its own way, the evolution of the partnership between FNBO and Habitat Omaha is truly an example of bringing together the best of both organizations to make a deeply meaningful impact on the city of Omaha.

Throughout the last year, 221 FNBO team members volunteered 1,264 hours to Habitat Omaha. While our team has historically built a single home together, these numbers helped the nonprofit organization spread volunteers out to build even more homes—an unprecedented 50 Habitat homes were constructed in 2022 alone. Meaning, our team helped approximately 50 individuals and families across the metro become new homeowners last year. The impact of new and revitalized homes touches the many volunteers, new homeowners and neighbors alike. Local resident Sandra Dawson lives next to a Habitat home and within the neighborhood of several other new and revitalized homes. She expressed how important this has been to her life as well as her new neighbors. "I've lived here for 30 years and have never seen change like this. This has been a neighborhood of mostly older people but now the streets are filled with laughter and kids playing," she said. "I witnessed the passion the Habitat for Humanity volunteers have and became friends with several of them. Their work gives hope and pride to people here; Habitat gives people the chance to own a home, create friendships and stay in a neighborhood for their whole life. That's an amazing feeling."

The FNBO team's enthusiasm for strengthening the Omaha community goes well beyond building Habitat homes. Six employees volunteer for the Friends of Habitat board, which is the fundraising arm of the organization. This includes Carrie Zoucha, Vice President, Business Segment, who served as chair for Habitat's annual golf fundraiser for the second year in a row. Additionally, Kary Cameron, Senior Analyst, Insider Risk, serves as board president. Not only do these volunteers plan and work at events on behalf of Habitat, but they also offer financial expertise and creative ideas to support the organization's mission. "Our FNBO volunteers raise their hand when they see a need or gap in our processes and offer to help," said Becky Vinton, Senior Development Officer of Habitat for Humanity of Omaha. "Kary helped us determine how we could enhance our communications to tell our story in a more impactful way. Her expertise has been incredibly important to our work."

Other areas of Habitat the FNBO team supported in 2022 include offering guidance for financial literacy education and mortgage services. The Habitat team believes FNBO continues to redefine what partnership means between corporations and the nonprofit organizations they support. This became even more clear with the groundbreaking at Bluestem Prairie, the largest single development Habitat Omaha has ever pursued. "FNBO listened to us and put their trust into this project from inception. Bluestem Prairie is the largest single development we've built; it's our first development to include homes for empty nesters, single



families and multi-generational families; and it will serve as a model for others in the future," said Vinton.

While the Bluestem Prairie development is our mission at work, it holds an even deeper meaning to Spencer Danner, Vice President, Corporate Social Responsibility. Growing up on the same land that will become a neighborhood of 85 new and 15 renovated homes, he fully understands the impact of investing in a community. He was a witness

*"To see this investment, for this city, for this community, for this neighborhood... It's a beautiful sight. To be a part of an opportunity that brings back the beauty to a once thriving and now dilapidated area; bridging past generations with future generations; is one of the proudest and most rewarding moments of my life."*

– Spencer Danner, Vice President, Corporate Social Responsibility

to the once-thriving apartment complex that eventually was neglected and left untouched for 16 years. Breaking ground and preparing it for both affordable homes and a park has breathed new life into the neighborhood and a sense of hope now fills its streets.

Our partnership with Habitat for Humanity of Omaha demonstrates

the care and understanding our team members apply to both their work and lives. Helping others, sharing knowledge and putting trust in like-minded organizations is how we can strengthen communities across the entire FNBO footprint.

FNBO Employee Volunteers **221**  
Volunteer Hours Given **1,264**  
Volunteer Time Investment **\$34,684**



## Building a Sustainable Future

FNBO branch | Overland Park, Kan.

Environmental Sustainability and Arbor Day Foundation

## Putting our minds and hands to work for the environment.

Being mindful of the environment isn't new to our focus areas, however we understand that as a large organization we can greatly influence the behaviors of our employees, our customers and our communities. We have a responsibility to be proactive in our efforts to reduce the use of and grow awareness for preserving our environment. While the Tower renovation has created an opportunity to explore innovative ways to be more responsible, we continue to identify ways to bring the same technologies and thinking to locations throughout our footprint.

Our goal is to be thoughtful of each location, including lifecycle programs, physical challenges and current practices. Through collaboration we accomplished significant change in 2022, resulting in lower emissions, waste and water use. As we continue to invest in solutions to help us achieve our 2035 goals, we look forward to continually pushing the boundaries of what's possible to make the greatest impact on the environment.

Beyond investing in our spaces, in 2022 we continued to build on existing partnerships to support environmental efforts in our communities. From volunteering to hand out trees to leading a donation initiative to support rebuilding efforts following the Colorado wildfires, our employees remain at the center of our success.

### Over The Next 20 Years



**432,340 kWh**  
of energy saved.



**5,150,239 gal**  
of stormwater filtered.



**2,135,450 lbs**  
of carbon sequestered.



**\$184,819**  
in cumulative community benefits.

\*Projected cumulative 20-year values.



**Arbor Day Foundation**

### Arbor Day Foundation

The Arbor Day Foundation, located in Lincoln, Neb., has become the largest nonprofit membership organization dedicated to planting trees in partnership with its members, supporters and valued partners.

Through our multi-year philanthropic partnership with the Arbor Day Foundation, FNBO hosted a tree distribution event in 2022 for our customers in Kansas. Through the event, approximately 350 trees in three-to-five gallon buckets were given away and community members were educated on the benefits that trees provide, including energy savings from shade, water filtration and carbon capture. Each year, we work with the Foundation in a different location to help make a positive environmental impact on a growing number of communities.



### Sustainability Goals by 2035

**Net Zero**

scope one and two emissions.

**90%**

diversion rate in corporate buildings and retail locations.

**20%**

reduction in water use.

**\$250 mil**

commitment in energy-efficient investments.

### 2022 Accomplishments

**2%**

reduction in scope one and scope two GHG emissions.

**67%**

waste diversion impact (FNBO Tower).

**\$2.5 mil**

in energy efficient investments.



Tower Transformation

## Connecting the dots, from employee experience to environmental impact.

As an organization, we have had a unique opportunity to identify focus areas for change and invest heavily in taking meaningful action. This is especially true in our sustainability efforts. Transforming the Tower into a modern flexible workplace gave us the right platform to innovate, test and then implement the most impactful practices to our FNBO locations across all eight states. Our commitment to sustainability goes far beyond our footprint as we give time and resources to support organizations whose purpose is to preserve the environment.

In 2021, we announced our comprehensive strategy that included four core 2035 sustainability goals. Each is designed to guide decisions and ensure measurable change. The goals fit well with existing activities to support environmental efforts in our communities; they also allowed us to become a model for other large organizations. Our investment in the Tower Transformation gave momentum to our goals and by the end of 2022 Phase Two of the project neared completion. Our employee experience and environmental goals aligned well as both demonstrate our commitment to helping people and communities thrive.

The Tower Transformation is allowing us to explore ideas, technologies and behaviors geared toward designing a healthier, more efficient environment. From an emissions standpoint, substantial investment was made in redesigning and upgrading the mechanical components of the building. Our Buildings Division has worked diligently to protect the health of our employees by increasing air filtration to prevent the effects of seasonal illness and allergies. In addition, light harvesting allows us to maximize natural sunlight and drastically reduce the amount of artificial light used daily.

One of the largest areas of change in 2022 was the implementation of our waste diversion plan. Previously, employees had three options for disposal, including a single recycling option, paper shredding and landfill materials. This included having trash bins at each desk across the entire FNBO footprint. Through extensive renovation, Tower Floors now feature a centralized waste system that includes mixed recycling, compost, landfill, energy bag and paper shredding. Trash bins have been removed from individual workstations and education continues to help employees embrace their opportunity to make more environmentally sound decisions with their waste.

*"We're not just deploying technology and innovation in the Tower; it's happening everywhere..."*

- Tim Malik, Senior Director, Facilities Maintenance and Property Management

While the Tower is home to a majority of FNBO employees, there is a clear need to implement change across the entire footprint. "We're not just deploying technology and innovation in the Tower; it's happening

everywhere. LED upgrades are an example of this. Every time we have a lifecycle upgrade across the enterprise, we're making these changes," said Tim Malik, Senior Director, Facilities Maintenance and Property Management.

Planning for elevating our sustainability practices went well beyond the final product of the Tower. From switching to compostable silverware and packaging in the café to recycling the carpet and other materials being replaced, the Buildings Division has worked diligently to consider all opportunities to choose the most environmentally responsible path. Tim explained, "We're recycling all the carpet being replaced through a partnership with Shaw, and all of the carpet we're bringing into the space is made using recycled materials. From a waste diversion standpoint, we're working closely with our contractor partners to recycle as much of our construction materials as possible." The result: in 2022 the organization reached a 29 percent reduction in emissions and a 32 percent increase in waste diversion impact. Through the completion of the final phases of the Tower Transformation and improvements across the FNBO footprint, all goals are well on their way to being realized.



### Reduce Emissions

- ▶ 75% of our locations' exterior lighting has now been converted to LED.
- ▶ Colorado, Illinois, Kansas and Texas locations have now been converted to LED interior lighting.
- ▶ Rooftop solar panels implemented at several Colorado branches.
- ▶ 70% of our electricity usage in Illinois became part of a Community Solar Agreement.



### Reduced Waste

- ▶ Centralized Waste System implemented at FNBO headquarters.
- ▶ Composting program brought to common areas and restrooms.
- ▶ All compostable/recyclable supply products in the café and coffee shop.
- ▶ Recycling implemented in all Colorado locations.



### Reduced Water Use

- ▶ Colorado, Kansas, Omaha and Texas locations equipped with smart irrigation systems.
- ▶ Low-flow and smart fixtures in all remodel and lifecycle maintenance projects.
- ▶ Began evaluation of water harvesting technology in corporate buildings with water features.
- ▶ Proof of concept for responsible landscape designs (native plants, irrigation technology, etc.).

*"The biggest impact we can make in the world is with our customers. We have this ability to change lives and collectively change our communities."*

-**Clark Lauritzen**, Chairman and President

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If you have any questions about Impact by FNBO, please send us an email at [impactbyfnbo@fnni.com](mailto:impactbyfnbo@fnni.com).





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