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**Environmental,  
Social and Governance  
Report**

2021

Better to the X Power®



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## LETTER FROM THE CHAIRMAN



### Bank OZK's 2021 Environmental, Social and Governance (ESG) report highlights how our actions are making a positive impact.

I am proud to share this third annual report of the Bank's dedication—driven by our employees, Board and executive team—to the five core ESG areas that we recognize as most critical to our stakeholders and that help us grow “Better to the X Power®”:

- ◆ Maintaining a strong **governance** framework that ensures we uphold the highest standards of integrity and ethics in all that we do
- ◆ Fulfilling the needs of our **customers** with innovative, accessible products and services that empower them to build a brighter financial future
- ◆ Nurturing a workplace culture in which all of our **employees** feel safe, respected, well compensated and empowered to grow in their careers
- ◆ Giving back to our local **communities** through philanthropic donations, employee volunteerism, financial literacy courses and other grassroots initiatives
- ◆ Reducing the **environmental** impact of our operations through investments in alternative electricity sources, energy-efficient building designs and digital technologies

We continued to emerge from the shadows cast by COVID-19 and an unsteady economic climate by staying true to our values and unwavering in our mission.





## “Better to the X Power” in action

As always, I am grateful to our Board of Directors for setting a tone for strong corporate governance, including all facets of our ESG strategy. The Board also supported continual enhancements of our risk management practices, which included further strengthening our data security and privacy platforms in 2021.

Bank OZK’s nearly 2,600 employees lead the way in tirelessly supporting our customers and communities. We recognize that this talented, diverse and committed workforce is our greatest source of strength, and our gratitude and commitment to them extends well beyond the workplace. Since the pandemic began, we have rolled out new resources to help our people achieve a more meaningful work/life balance, blossom as leaders and expand their professional horizons.

Our roots run deep in the communities we serve, and the Bank will continue to focus on helping our neighbors access the resources that enable them to thrive. We donated more than \$4.6 million to local and regional philanthropic causes in 2021. In addition, our employees dedicated more than 3,400 hours of volunteer service to nonprofits and community campaigns.

Additionally, last July we took a huge step toward reducing the Bank’s environmental footprint when we broke ground for a solar power plant in Arkansas that is capable of generating more than 8 million kilowatt-hours of renewable electricity each year. Completed in May 2022, the plant’s 11,000 solar panels offset the electricity needs of our new corporate headquarters and nearly 40 other branch locations in Arkansas.

## Together, we rise

These examples of “Better to the X Power” in action, and many others highlighted in this report, are expressions of the core values that our people embrace every day. My thanks go out to each of our teammates for bringing our ESG initiatives to life through their actions and ideas.

And to all of our stakeholders: Thank you for the trust and confidence that you place in Bank OZK. We are excited to partner with you and to accomplish greater things in 2022 and for many years to come.

### **GEORGE GLEASON**

Chairman and Chief Executive Officer





## 2021 Corporate Responsibility Highlights

**8,146**

Students reached through Bank-supported financial literacy education programs

**13,514**

Community members who attended Bank OZK financial education or technical assistance seminars

**Over \$4.6 Million**

Donated to community philanthropic programs and organizations

**Over 8 Million**

Kilowatt-hours of renewable electricity anticipated annually from our solar power plant in Arkansas

**2,086**

Affordable housing units financed totaling \$238 million

**3,467**

Employee volunteer hours

**664,409**

Pounds of paper recycled

## 2021 Awards & Recognition

**Bank Director**

Overall Top Performer, Performance Powerhouse Study

**Forbes**

World's Best Banks, America's Best Banks

**Commercial Observer**

No. 9—Power Finance The 50 Most Important Figures of Commercial Real Estate Finance

**American Banker**

Best Fintechs to Work For




# About This Report

This is the third annual ESG report published by Bank OZK (the “Bank”). We have compiled this report to provide a comprehensive view of Bank OZK. The contents focus on ESG matters and other issues that are important to our business and our stakeholders, including the communities we serve.

Throughout the report, we have guided readers to sources of more information, including our corporate website, annual report and proxy statement. This report is also informed by disclosure frameworks maintained by the Sustainability Accounting Standards Board (SASB).

Unless otherwise noted, statements made throughout this report cover the period of January 1, 2021, through December 31, 2021.

## Better to the X Power®

Bank OZK and our employees are on a quest for exponential improvement. We call this “Better to the X Power®.” Look for the  icon throughout this report for examples of “Better to the X Power®” at work in our ESG actions.



## Stakeholder Engagement

We continuously engage in dialogue with our stakeholders, including investors, employees, customers, communities and regulators. This engagement provides us with valuable feedback about key issues related to our business and the communities we serve.







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# About Our Bank

Bank OZK is a regional bank providing innovative financial solutions delivered by expert bankers. Our wide range of banking services includes deposit and lending products designed to offer convenience and safety while helping our customers attain their goals. Our loan services include various real estate, consumer, commercial, industrial and agricultural loans, including small business and affordable housing loans.

## **Our History and Core Values**

Bank OZK has a rich heritage of cultivating relationships that encourage communities, large and small, to grow and thrive. Over our 119-year history, we've grown to become nationally recognized as a banking industry leader. We're investing in small business, fueling economies in local communities and changing skylines in the largest cities across America. Our focus on relationships, expertise and excellence in execution are hallmarks of our Bank.

As we grow, we continue to emphasize to our employees The OZK Way—the values and culture that have helped foster our long-term success.



## The OZK Way

- ◆ Provide Exceptional Customer Experiences.**  
 We want to provide exceptional service, present our products and services in an engaging way, and leverage our evolving technology to maximize the experience for each customer.
- ◆ Teamwork Rocks.** We believe that capitalizing on the unique insights, abilities and experiences of each team member is critical in achieving the Bank's full potential. We embrace teamwork, collaboration and diversity in all its forms, recognizing that our potential together far exceeds the sum of what we could achieve as individuals.
- ◆ Do Right.** We expect our team members to conduct themselves and our business with the highest standards of honesty, ethics, integrity and fair dealing.
- ◆ Pursue Excellence.** We will relentlessly pursue excellence. This quest for excellence includes continuous innovation and improvement, realizing that many small incremental enhancements can compound mightily over time.

## Corporate Overview<sup>1</sup>

ASSETS:

**\$26.53B**

YEAR FOUNDED:

**1903**

NASDAQ:

**OZK**

LOANS:

**\$18.31B**

TOTAL STOCKHOLDERS' EQUITY:

**\$4.84B**

DEPOSITS:

**\$20.21B**

OFFICES IN 8 STATES:

**246**

ATMS:

**250**

HEADQUARTERS:

**Little Rock, Arkansas**
EMPLOYEES:<sup>2</sup>
**2,542**

<sup>1</sup> Financial data as of December 31, 2021.

<sup>2</sup> Full-time equivalent employees as of December 31, 2021.

None of our employees is represented by a union, collective bargaining agreement or similar arrangement, and we have not experienced any labor disputes or strikes arising from any organized labor groups.



# Ensuring Strong Corporate Governance and Ethics

At Bank OZK, we are committed to practicing strong governance and upholding the highest standards of ethical conduct throughout our business. We believe that our corporate governance and ethics practices should reflect our values. Moreover, these practices are essential to providing long-term value for our shareholders, customers, employees and communities.

Our Board of Directors has adopted Corporate Governance Guidelines to promote sound and effective governance and establish a set of expectations and requirements to ensure our business is conducted ethically and effectively.

To learn more about our corporate governance practices and to view our Corporate Governance Guidelines, please visit our Investor Relations website at <https://ir.ozk.com>.





## Board of Directors

As of December 31, 2021, our Board consisted of 12 independent directors and our Chairman and CEO, George Gleason. Our Presiding Independent Director advises and collaborates with our Chairman and coordinates open communication between the independent directors and management. Board members Paula Cholmondeley and Peter Kenny have each been named a National Association of Corporate Directors (NACD) Fellow, a prestigious credential that signifies their experience and commitment to continuous learning.

## Board Diversity

We prioritize Board diversity and are mindful of the many ways the Board benefits from receiving a wide range of viewpoints and perspectives. Our directors have a variety of backgrounds and skills, giving us valuable insight, and they come from many of the key markets that we serve around the United States. We strive to maintain a healthy blend of director tenure, recognizing that longer-serving directors possess crucial institutional knowledge of our Bank and its culture. We also recognize that newly appointed Board members bring a fresh outlook, which enhances the Board's independence and oversight.

Board members  
who are women

31%\*

Board members who  
are ethnically diverse

23%\*

For more detailed information about our Board members' unique set of experiences and qualifications, see our Investor Relations website and our [2022 Proxy Statement](#).

\* Data as of December 31, 2021



## Board Oversight

Our Board oversees the Bank's strategic direction and the performance of our business and management. To assist with this oversight, the Board has established a number of standing independent committees, including the Nominating & Governance Committee, Human Capital & Compensation Committee (Compensation Committee), Risk Committee and Audit Committee, as well as various other Board-level committees.

In addition, various Board committees oversee specific ESG topics in their respective areas. For example:

- Nominating & Governance Committee oversees corporate governance aspects of ESG
- Risk Committee oversees regulatory compliance and environmental risks and issues
- Compensation Committee oversees corporate culture, human capital management and diversity, equity and inclusion initiatives

Committee charters and current membership for all of our Board-level committees can be found on our Investor Relations website.



Bank OZK Board of Directors as of December 31, 2021.



## Corporate Governance Highlights

### Shareholder rights

- ◆ Majority vote standard in uncontested director elections
- ◆ No shareholder rights plans
- ◆ Shareholders representing 10 percent or more of shares outstanding may call special meetings
- ◆ One-share, one-vote standard

### Responsive and responsible governance

- ◆ Frequent shareholder engagement
- ◆ Independent director meetings at every regularly scheduled Board meeting
- ◆ Anti-hedging policy for all employees and anti-pledging policy for executive officers and directors
- ◆ Annual Board and Committee self-assessments and evaluations
- ◆ Annual review of director skill sets and experience
- ◆ Focus on director refreshment, succession planning and diversity
- ◆ Stock ownership guidelines for all executive officers and directors

## Executive compensation

We are committed to an executive compensation program that is transparent, pays for performance and aligns the interests of our executives with those of shareholders. Our Compensation Committee reviews and approves our executive and director compensation programs annually to ensure they are appropriate and reflect best practices.

Our executive compensation program includes the following elements:

- ◆ Variable compensation tied to explicit quantitative performance measures
- ◆ Capped payouts for all executive incentive plans
- ◆ Clawback policy for all executive officers and employees
- ◆ Stock ownership guidelines for all executive officers and directors
- ◆ All equity awards have double-trigger acceleration upon change in control
- ◆ No employment, change in control or contractual severance agreements with executive officers
- ◆ No option repricing without shareholder approval
- ◆ Annual market analysis of executive and director compensation relative to a high-performance industry peer group
- ◆ Annual risk assessments of compensation programs to avoid incenting unnecessary and excessive risk-taking
- ◆ All equity incentive compensation for executive officers granted in the form of performance-vesting restricted stock units earned (or not earned) based on the Bank’s performance compared with peers over a three-year period, with an additional one-year post-vest holding requirement

For more information on our compensation governance, please see our [2022 Proxy Statement](#).





## Ethics and compliance

Bank OZK is committed to the highest standards of ethical and professional conduct of all employees, officers and directors. Supervisors at Bank OZK play a critical role in upholding the spirit and intent of our ethical requirements and demonstrating our core values in everything they do. They are expected to create an environment of open communication within their teams, invite questions and concerns from their employees without fear of reprisal, and publicly celebrate examples of ethical behavior.

In addition to adhering to all state and federal laws, rules and regulations affecting the banking industry, we expect all employees to adhere to our [Code of Business Conduct and Ethics](#) (the Code). Together with our corporate policies, the Code is a vital part of our risk management framework. Available on our Investor Relations website, the Code covers topics such as diversity and inclusion, harassment, fostering a productive work environment, conflicts of interest, protecting bank assets, anti-bribery/anti-corruption, information security and political contributions.

The Code applies to all employees who work at the Bank and its affiliates, including officers, employees and directors. Anyone who violates the Code may face disciplinary action, up to and including termination. All employees, including officers, are required to complete annual training on the Code; all employees, officers and directors are required to certify that they have read and understand the Code.

We also maintain a [Third Party Code of Business Conduct and Ethics](#) that applies to our business partners, such as vendors and consultants.



## Employee Training on Ethics & Compliance

We annually conduct training for employees on ethics and compliance topics that are especially important to the Bank and to our customers.

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These ethics and compliance training modules include:

- Elder Abuse and Financial Exploitation
- Information Security Awareness
- Identity Theft Prevention
- Physical Security Awareness/Fraud and Investigations
- Preventing Workplace Violence
- Harassment and Productive Work Environment
- Fair and Responsible Lending
- BSA/AML/OFAC and Suspicious Activity Reporting
- Insider Trading
- Code of Business Conduct and Ethics

Learn more about Bank OZK's professional development curriculum in the Supporting Our Employees section starting on page 20.

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## Reporting and investigating ethics concerns

The Bank OZK Ethics Confidential Helpline is available 24 hours a day, seven days a week, by phone and website for employees to report suspected violations of the Code or other policies or laws. The Ethics Helpline call center is staffed by an independent third-party provider, and callers may remain anonymous. Employees can also discuss concerns with any manager in their department or reporting line with whom they feel comfortable, or reach out directly to the Managing Director of Human Resources.

We are committed to investigating all potential violations of the Code and dealing with each report fairly and reasonably. During investigations, the identities of employees who report concerns are kept confidential to the fullest extent possible.

We maintain a strict Non-Retaliation Policy. Employees who engage in retaliation against a colleague who has raised a concern or question in good faith and in accordance with the Code are subject to disciplinary action, up to and including termination.





## Risk management

As a financial services organization, certain elements of risk—including sustainability-related risks—are inherent in our operations. We regularly encounter risks as part of the normal course of our business, and we have developed an enterprise-wide risk management framework to identify, measure, monitor, manage and report risks that affect or could affect the achievement of our strategic, financial and other goals and objectives.

Our Board is responsible for approving the Bank’s overall risk management framework and establishing risk tolerances for each of our key risks. The Board Risk Committee has oversight responsibility for the Bank’s risk management processes and meets at least quarterly. An Executive Risk Council, composed of senior Bank executives and chaired by the Bank’s Chief Risk Officer, assists the Board in oversight, review and approval of risk management processes and procedures, monitoring of key performance indicators and key risk indicators, assessing current and emerging risks, monitoring the Bank’s risk culture, and overseeing compliance with regulatory expectations and requirements.

In addition, appropriate Board committees monitor certain risks and oversee management advisory councils throughout the organization that assist the Board in monitoring risks at the day-to-day level, including operational, market, liquidity, compliance/regulatory, credit, strategic and reputational risks. The Board receives regular reports from members of senior management, on behalf of such councils, to enable the Board to understand risk identification, risk management and risk mitigation strategies.

For a list of the principal risks overseen by Board committees, please see our [2022 Proxy Statement](#).

***“Effective risk management is essential in building and maintaining trust with Bank OZK customers, employees and shareholders by proactively ensuring the Bank’s safety, soundness and operational resilience against current and emerging risks. In this role, every day brings new opportunities to advance our mission and bring greater value to the communities that we serve.”***

**Arindam Majumdar**

Managing Director, Enterprise Risk Analytics







## Data security and privacy protection

In a cybersecurity landscape that is constantly changing, all banking institutions and financial services organizations must diligently guard against risks to customer and internal security and privacy. As increasingly powerful and interconnected technologies bring expansive benefits to businesses and consumers, they may also expose new vulnerabilities that cybercriminals can exploit.

Bank OZK takes an in-depth, layered, defensive approach to protecting systems, data and privacy. We fulfill this crucial responsibility through ongoing investments in enhancing our technology, processes and people to be more adept at countering cybersecurity threats.

Our cybersecurity control infrastructure employs a variety of preventive and detective tools to monitor information security in our environment, provide alerts regarding suspicious activity and block potential breaches. We also employ tools to report on suspected, advanced and persistent threats.

We believe we have effective measures in place to appropriately segment our systems and environment to reduce access, exposure and impact. Additional defense mechanisms around the perimeter of our infrastructure and at both the endpoints further protect against internal and external threats.

During 2021, we enhanced the Bank's data-loss prevention platform with additional controls that help our Information Security team to track critical data sets, verify that they are moving through proper channels, and keep the information confidential and encrypted. In addition, we launched a dynamic application security testing platform to help detect and resolve vulnerabilities in our data management environment.

***“We continually work to build more effective lines of defense against information security breaches and data privacy risks across Bank OZK’s operations, especially where our customers are concerned. Our success in this approach enables the Bank to deliver highly accessible products and services backed by robust protection.”***

**Jason Cathey**

Chief Information Officer





## Processes

The National Institute of Standards and Technology (NIST) and Center for Internet Security (CIS) are foundational resources in the Bank's cybersecurity program. We employ various NIST and CIS frameworks as part of the backbone for implementing our security processes. In addition, our Information Security team works closely with government and industry associations to stay abreast of developments and share best practices.

The Bank's information security program, policies and standards undergo periodic review. We obtain independent audits of the Bank's information security function, program maturity assessments and penetration testing throughout the year. We also maintain a Network Security and Privacy Liability insurance policy that provides coverage for an array of costs associated with a cybersecurity incident.

Functioning within our overall Enterprise Risk Management framework, the Bank's Chief Information Security Officer reports directly to the Bank's Chief Risk Officer. Our Information Systems Steering

Committee and Risk Committee, which each include independent directors, receive quarterly updates on cybersecurity-related performance and risk indicators.

Our full Board participates in annual cybersecurity training. Board members also receive an annual report on the state of the Bank's cybersecurity program and quarterly updates within the Corporate Risk Management Report.

Our Chief Information Security Officer also oversees the Bank's Third-Party Risk Management Program. This program classifies the risks associated with our service providers or business partners based on several factors, including the sensitivity of data being accessed or retained. When applicable, service providers and business partners are contractually obligated to protect sensitive data provided by or received from the Bank. We conduct risk assessments and ongoing monitoring of third-party relationships that are deemed critical or significant to the Bank.

## People

The Bank's information security program, policies and standards apply to all business lines, employees and contractors. We conduct internally focused exercises throughout the year to help raise employees' awareness of the risks associated with cybersecurity.

All Bank OZK employees are required to complete an annual Security Awareness Training Program and attest that they understand the program. Also, they must certify each year that they have read and understand the Bank's relevant information and data policies.



We reinforce data security and privacy best practices through the **OZK S.A.F.E.** (Be **Secure**. Stay **Aware**. Keep **Focus**. **Educate** Others.) program. In addition to posting weekly security awareness articles on the S.A.F.E. intranet page, we honor one employee each month for taking action to help prevent or report a cyberthreat.



## Fair and responsible banking

Our commitment to fair and responsible banking has been key to earning our customers' trust over the past 119 years. The Bank requires that employees complete a robust compliance education program on an annual basis that delivers numerous training courses throughout the year. In addition, the Board of Directors is trained on Fair Lending aspects by our Chief Compliance Officer annually.

We are committed to treating prospective and existing customers in a manner that is equitable, transparent and consistent with laws and regulations, including consumer protection laws and regulations that prohibit unfair, deceptive or abusive acts or practices.

We prohibit discrimination in banking on the basis of race, color, religion, sex, marital status, familial status (including pregnancy and parental leave), national origin, sexual orientation, gender identity, age, disability or handicap, military and veteran status or any other protected status under federal, state or local law, the fact that all or part of a customer's income is derived from any public assistance program, the fact that a customer has in good faith exercised any of their rights under the Consumer Credit Protection Act and on any other basis prohibited by law.







## Product development and compliance oversight

Bank OZK has a product and service development and oversight structure that starts at the grassroots level with various working groups. These working groups report to management-level councils, which include our Commercial and Retail Banking Council, Regulatory Advisory Council and the CRA and Fair Lending Advisory Council. These councils report to Board-level committees, which provide active insight and oversight.

New products and services are subject to a robust compliance vetting and approval process to ensure the mission of being a good corporate citizen is always in focus. Also, we ensure that existing products continue to be delivered to customers as intended, designed in accordance with contractual terms, and in compliance with applicable laws and regulations.



Bank OZK has numerous corporate compliance policies and programs that lay out the standards for all bank personnel and departments to follow. The pillars of our approach to fair and responsible banking include:

Compliance Training

Risk Assessment

Advisory/Oversight

Monitoring and Testing

Customer Complaints

Fair Lending

Change Management

Reporting

**We maintain a robust Customer Complaint program to ensure we listen to feedback and resolve issues on a timely and fair basis.**

### **Marketing**

Bank OZK's Corporate Compliance officers are involved in the development of products, the approval of marketing materials and campaigns, and oversight of marketing processes and procedures. Compliance officers ensure that information within advertising is prominent, easy to understand, placed where the customer would expect to find it and factually accurate.

### **Monitoring**

Our Fair Lending unit provides active surveillance of our consumer portfolios and uses approved data analytical models to ensure fairness in our pricing and underwriting practices.





# Supporting Our Employees

Bank OZK employees fuel our success through their hard work, loyalty, positive attitude and performance. We recognize and reward their efforts by nurturing a supportive work environment that includes respectful relationships, fair compensation and generous benefits. Also, investing in our people's success is a critical priority. We provide opportunities for all employees to grow, develop and achieve their career objectives.

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## Resources for greater work/life balance

Bank OZK is committed to helping our employees balance their work schedules with their family and home lives. We have several programs in place and offer various benefits to help. These include generous paid holiday leave, sick leave and vacation time.

Our Employee Assistance Program (EAP) helps Bank employees and their families navigate various aspects of life. EAP benefits include online resources as well as access to counselors and therapists who are trained to guide individuals toward healing and long-term success.

Our paid parental leave benefit provides for bonding time with newborns and adopted children.

We also provide employees and their families with no-cost access to Cariloop, a service that connects users with elder and adult care, special-needs resources, child day care, and backup care facilities and tutoring services.

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## Compensation and benefits

We have awarded regular merit-based salary increases for all employees consistently during the past decade. The Bank maintains a qualified retirement plan with a salary deferral feature. This benefit includes matching 100 percent of deferrals on the first 3 percent of compensation, plus 50 percent of deferrals on the next 2 percent of compensation.

We provide comprehensive group medical benefits that offer flexibility for the diverse and changing needs of our employees and their family members. The Bank contributes toward employee and family premiums on group medical and dental plans. We worked closely with our insurance providers to keep employee-paid premiums from increasing in 2021 and are again holding those rates flat in 2022 for all lines of health and wellness coverages and supplemental coverage.

We also continued our emergency COVID-19 paid leave to assist employees directly affected by the pandemic (whether through exposure, illness or the need for testing). This benefit enabled 825 employees to take more than 41,600 hours of time away from work during 2021.

New employees are eligible for group benefits on the first day of the month following their hire date. For some employees, this means they become eligible for coverage in their first week of employment.

Benefits include:

- Medical, with multiple plan options for employees and family
- Dental for employees and family
- Vision for employees and family
- Short-term and Bank-provided long-term disability insurance
- Life insurance that pays out at a multiple of salary
- Optional life insurance for employees and family
- Health Savings Account with matching Bank contribution, which will increase from \$350 to \$500 in 2022
- Medical Reimbursement Flexible Spending Account
- Dependent Care Flexible Spending Account
- 401(k) Plan with Bank match and 100 percent vesting at eligibility (30 days from hire) delivered on an intuitive self-service platform
- Pet insurance
- Employee Assistance Program: a confidential program that offers counseling sessions with professional health care providers

Paid leave benefits include:

- Holiday, vacation and sick leave
- Six weeks of parental leave following births and adoptions
- Enhanced military leave
- Enhanced bereavement leave
- Jury duty leave

In addition, all employees have access to:

- Assistance finding quality providers at best price
- Telemedicine: allows employees to connect with doctors 365 days a year, 24/7
- Access to preferred vendors and discounts

In 2021, we hired a full-time Director of Compensation focused on ensuring that our salary and benefits structures remain highly competitive in the market. The director also oversees our commitment to providing fair and equitable pay for all employees.



### Helping employees dress for success

All new employees receive three free Bank OZK-branded polo shirts and \$100 toward additional Bank OZK apparel or other Bank-related items.

## Professional Development

We believe that continuous learning is critical to the success of the Bank and each employee. That is why we invest significantly in employee education and skills development through our Learning & Development department.

Our curriculum encompasses not just regulatory requirements and corporate policies but also broad-ranging opportunities for employees to build their professional knowledge, acquire the skills needed to meet evolving customer needs and continue advancing their careers within Bank OZK.

We regularly evaluate and refine the Bank's professional development opportunities to make them more engaging, convenient and relevant for our employees. Our priorities in 2021 included expanding the Bank's online education resources, empowering employees to pursue more self-directed learning and enhancing leadership skills at all levels of Bank OZK.

Depending on their role within the Bank, each employee dedicated approximately

**20-30 hours to learning, resulting in completion of over 130,000 training modules Bank-wide throughout 2021.**



## Onboarding for new employees

Bank OZK offers new employees a comprehensive learning experience to help them become proficient in their roles. We lay the foundation for long-term success through a blended experience composed of eLearning, microlearning, self-directed courses, learning paths, webinars, virtual classrooms and more. New employees also receive on-the-job coaching from their manager or other experienced team members.

***“We want to support all Bank OZK employees in growing their professional skills, becoming better leaders, advancing their careers and getting more fulfillment from the work that they do.”***

**Tamara Gotham**

Chief Administrative Officer



## Tailored learning and growth pathways

We significantly expanded the resources available through Thrive, our automated online learning management system, in 2021. Thrive contains a searchable catalog of more than 475 in-person and virtual training courses, along with supplemental materials that correspond to various departments and job roles throughout the Bank. Using this platform, employees can easily view and register for required training sessions, track their learning progress, participate in self-directed online courses and map out short- or long-range professional development plans. Thrive also allows Bank OZK people managers to assign or recommend specific courses to their team members.





## Resources for current and future leaders

Strong leaders are indispensable for our organization because they are what is critical to the Bank's success. As leaders, our employees drive innovation, create a good working environment and help newcomers within our organization to gain a solid footing. Moreover, we recognize that our people desire meaningful leadership opportunities that allow them to engage more directly in the Bank's success and be recognized for their contributions.

### Leader X courses expand



Leader X, the Bank's flagship program for leadership development, expanded in 2021 to reach more employees and cover a broader array of skills that we view as essential for moving our organization forward.

This self-directed learning journey consists of two four-month phases: Leader X1 and Leader X2 (LX1 and LX2). During LX1, participants explore the topics of communication, coaching, building and sustaining trust, and unconscious bias. From there, interested employees can move on to sessions that focus on how to develop oneself and others, drive change, maximize team performance and make high-quality decisions.

Each course includes a live webinar, digital workbook and access to supplemental resources on our Thrive platform. Participants also have monthly 1:1 meetings with a Leader X Accountability Partner for more in-depth and personalized discussions. Nearly 200 of our employees completed the LX1 curriculum and 175 graduated from LX2 in 2021.



What Leader X participants say:

***“Leader X1 has changed the way I approach so many of the interactions I have with my team. ... I have an entirely new attitude toward the commitments I make.”***

***“It is refreshing that Bank OZK invests in its leaders through the Leader X programs. I can understand, approach and engage with my team members in more effective ways. The result is a stronger team and even better service for our clients!”***

## **Leadership Summit: aligning on shared vision of Bank’s future**

We are refreshing our leadership development approach in 2022 by offering a series of interactive, small group workshops for high-performing employees across the Bank. During each three-day Leadership Summit, a new group of participants will hear from Chairman/CEO George Gleason, other members of our Executive Team and external partners.

Program sessions cover principles of change management, communication, strategic team building and more. Bank OZK executives also share their insights on current and future organizational goals, the ability to contribute to our culture and other leadership priorities.

Our inaugural Leadership Summit in March 2022 included 24 attendees. We aim to engage at least 200 employees in this experience by the end of the year.

***“Bank OZK puts a lot of energy into communicating with and developing its leaders. By making change manageable through smaller increments, goals seem attainable—and worth spending the time to achieve. I have also learned how to do a better job listening and responding to my team through this positive and productive approach.”***

**Debra Bowser**

AVP Banking Center Manager





## Diversity, equity and inclusion (DEI)

We recognize that fostering DEI throughout our operations and workplace culture is critical to our long-term success. Therefore, the Bank strives to create a culture that respects and values each other's differences, promotes dignity and respect, and encourages employees to develop and maximize their full potential.



Our DEI strategy, led by Cathy Bonner, Senior Vice President and Director of Employee Relations, Diversity and Inclusion, focuses on three core priorities:

- Engaging and developing diverse team members through leadership development programs and mentoring opportunities
- Attracting diverse talent by casting a wider net for prospective employees, which includes working with historically Black colleges and universities
- Strengthening our connections to the diverse communities we serve through partnerships with local organizations

Bonner works closely with the Bank's DEI Strategy Council, composed of senior leaders from across our business units, to embed these priorities even more deeply in the organization and ensure Bank OZK remains accountable for driving sustained progress toward our DEI objectives.

***“DEI is organically connected to Bank OZK’s values and actions. Our employees’ diverse backgrounds and perspectives combine to enrich the Bank’s culture, strengthen our decision-making and inspire more creative approaches to serving all customers in our communities.”***

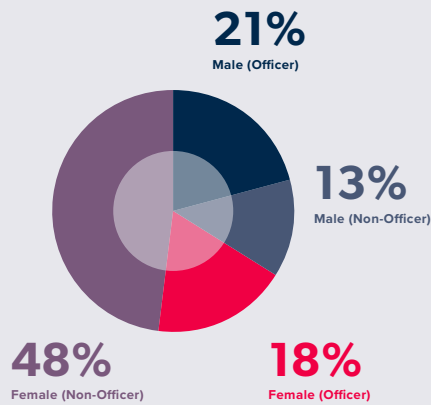
**Cathy Bonner**

Senior Vice President and Director of Employee Relations, Diversity and Inclusion



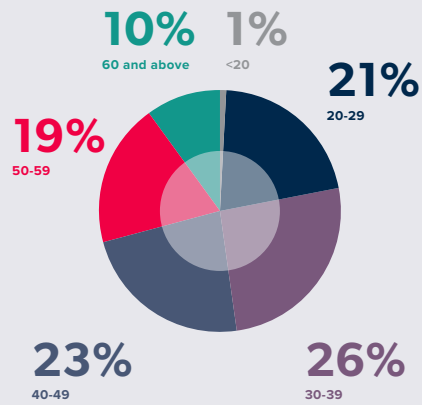
### 2021 GENDER

(OFFICER/NON-OFFICER)



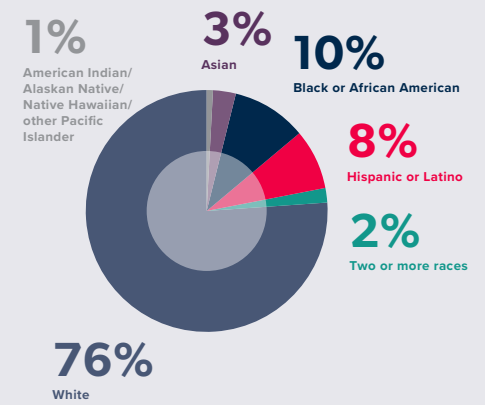
- Female (Non-Officer)
- Female (Officer)
- Male (Non-Officer)
- Male (Officer)

### 2021 AGE DIVERSITY



- 60 and above
- 50-59
- 40-49
- 30-39
- 20-29
- <20

### 2021 ETHNICITY



- White
- Two or more races
- Hispanic or Latino
- Black or African American
- Asian
- American Indian/Alaskan Native/Native Hawaiian/other Pacific Islander

Demographic Information as of December 31, 2021

Source: Dec. 31, 2021, employee data produced in a manner consistent with EEO-1 reporting with aggregation across EEO-1 ethnicity categories.





## Protecting against discrimination and harassment

Our highly talented and diverse workforce is one of the Bank's greatest strengths. We affirm our commitment to supporting all employees' success through our Harassment and Productive Work Environment Policy, which prohibits unlawful discrimination and harassment of any type. This policy affords equal employment opportunity to employees and applicants without regard to race, color, religion, sex (including pregnancy), national origin, sexual orientation, gender identity, age, disability, genetic information, veteran status or any other protected status under federal, state or local law.

## Employee engagement and recognition

Periodically, we conduct a company-wide employee engagement survey titled OZK Insights. Conducted by an independent third-party partner, we use the survey results to further improve the employee experience at Bank OZK.

We share information and engage with our employees through our internal employee portal, OZK Inside, and through face-to-face and electronic communication.

### OZKudos showcase employees' excellence



Through our OZKudos program, employees can submit positive recognition of their fellow employees who exemplify the OZK Way. Categories of OZKudos align with our core values: Teamwork Rocks, Pursue Excellence, Prioritize Exceptional Customer Experiences and Do Right. We feature daily examples of these compliments on our OZK Inside intranet portal.

Here are a few of our OZKudos honorees in 2021.

**Brittany** Legal

***"Brittany is a wealth of information and is always willing to help. She is regularly available to answer questions in regard to legal review matters and advise on how to process certain client requests. She has helped tremendously with various complicated matters and is very much appreciated!"***

**Lacey** Community Banking

***"A huge shoutout to someone who definitely doesn't get enough recognition. Lacey is AMAZING. She tackles all tasks that come her way. She is consistent and has the biggest heart for both our clients and team! She is truly the backbone of the branch and I thank her for all her hard work and the time she takes to help us be better bankers. Your hustle doesn't go unnoticed. Thank you."***

**Derek** Commercial Banking

***"Derek just finished doing the underwriting for a \$2 million loan request. ... When he sent me an email to let me know it was completed, he commented, 'LET'S GET THIS THING PAST THE FINISH LINE!' That let me know he considers himself part of our team, which is so important to our success!"***



## Employee health and wellness

We strive to provide a safe and healthy work environment for all employees. Throughout the ongoing COVID-19 pandemic, Bank OZK locations have adhered to federal, state and local mandates, along with our own protocols to protect customers as well as our staff members.


The Bank has a company-wide tobacco- and smoke-free policy at all of our offices. In addition, we are supporting employees' ergonomic health with amenities in our new corporate headquarters such as height-adjustable workstations, keyboard trays, monitor arms and ergonomic task chairs. Bank offices also are equipped with automated external defibrillator (AED) machines for use by employees who have completed a company-sponsored AED and cardiopulmonary resuscitation (CPR) certification course.

## Workplace safety and security

Our Director of Corporate Security and Fraud Risk Management oversees the Bank's workplace safety and security efforts. The director is responsible for providing regular updates to our Board and coordinating with our Crisis Management Team.

The Bank invests in advanced security technologies such as intrusion detection, access control and surveillance systems designed to safeguard our employees and business locations against criminal activity and other incidents. In addition, we continually assess our incident response plans, systems and processes to keep pace with evolving threats.

Our security systems are integrated with third-party monitoring services for 24/7 protection. We also operate a separate Security Support Center that handles event-based monitoring and response to threats.

 In 2021, we deployed a mobile safety application called SafeBanker that assists our employees at more than 230 locations with safely opening and closing Bank OZK facilities. This application also helps protect our employees as they enter or exit bank facilities.

All Bank OZK employees receive physical security training annually. We also provide access to an extensive library of other security, fraud prevention and workplace safety training resources through our Learning & Development Department (for more details, see pages 22-25 of the report).



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# Supporting Our Customers

Our goal is to provide the best, most convenient and most secure banking experience for our customers—whether it is an individual, a small-business owner, a state or local municipality or a large company. To do so, we combine the best of community, personalized banking with the power of technology to deliver truly exceptional customer service that helps our customers attain their financial goals.

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## Customer service and satisfaction

When it comes to customer service, our nearly 2,600 employees are always striving to do better—to make banking simpler, less time-consuming and more enjoyable for our customers.

For the third consecutive year, *Forbes* named Bank OZK among the [World's Best Banks](#) in 2021. This honor is based on customer satisfaction and key attributes such as trust, fees, digital services and financial advice.

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## Products and services to meet customer needs

Whether our customers interact with Bank OZK at one of our branches, online or on their mobile device, we provide access to products and services that are designed to make personal banking accessible, convenient and secure. We also offer support for all customers to meet their short- and long-term financial goals, and we dedicate significant resources toward expanding financial inclusion in the communities that we serve.

Our technology group works to develop new and expanded digital solutions that enable Bank OZK employees and customers to interact more efficiently. We continually balance the desire for faster and simpler banking experiences with the need to protect customers' financial accounts and personal information. (Learn more about our security and privacy framework on page 15 of the report.)

In 2021, we continued to enhance the options for our customers to access their favorite digital banking tools such as Bill Pay, Transfers, Mobile Deposit, OZK Cards and Zelle®. The enhanced experience also includes time-saving features such as:

- Quicker login and logout
- Intuitive, more efficient navigation
- Prominently displayed balance

We offer OZK Cards, which adds extra fraud protection for Bank OZK debit card holders. OZK Cards allow customers to track spending from their phones, get instant alerts whenever their card is used, freeze their card if they temporarily misplace it, restrict transactions to a certain area and set security preferences to match their spending habits.

Our variety of personal savings accounts and money market accounts allows customers to tailor their savings strategy to meet their short-term or long-term goals.

Options to help easily grow savings include:

- **My Change Keeper**—a free add-on for any Bank OZK checking account that provides an option to round up every debit transaction to the next whole dollar and transfer the difference to the customer's savings. Or customers can choose to transfer a specific amount between \$1 and \$5 to their savings with every debit card transaction.
- **Automatic Transfer**—a simple way for Bank OZK customers to schedule one-time or recurring transfers from checking to savings through our online banking portal and the mobile app.
- **Safety Link**—a free service that automatically transfers funds from a linked savings, checking, money market or line-of-credit account at Bank OZK to another deposit account at Bank OZK in order to prevent an overdraft.
- **Freedom Advantage Checking**—a checkless account that features no overdraft or insufficient fund fees, no dormancy or inactivity fees and no telephone transfer fees.

Zelle and the Zelle-related marks are wholly owned by Early Warning Services, LLC and are used herein under license.





## Win at Money<sup>®</sup> resource encourages smart saving



According to a 2021 survey by Bankrate, 51% of Americans have less than three months' worth of emergency savings stashed away, and 25% of those same respondents had no emergency savings at all. Among low-income households earning less than \$50,000 a year, the survey found only 35% of respondents said they felt secure in the amount of their savings.


Findings such as these are why Bank OZK launched a new pilot program in late 2021 that provides practical tips and resources to help our customers become smart savers who are better prepared for financial emergencies.

Win at Money<sup>®</sup> consists of a unique mobile-app-based savings experience as well as a series of informative [blog](#) articles that explores the keys to building a healthy financial future.






## Commercial lending

 In 2021, we began work on a new commercial lending platform that will greatly simplify and digitize the steps involved in applying for loans and interacting with the Bank throughout all phases of the borrowing process. The enhancements within this platform will help our commercial lending team to provide more robust support and precise guidance to customers as well as ensure greater accuracy of loan-related data. This platform is slated to go live in 2022.

## Expanding financial inclusion

For customers who have been turned down by other banks when trying to open a checking account, we offer Pathway Checking, which allows for a low opening deposit. In addition, the Bank OZK New Start Loan Program helps eligible customers with overdrawn checking accounts to develop a manageable repayment plan.

 We are proud to support Bank On, a national initiative established to ensure that low- and moderate-income, unbanked and underbanked individuals and households have access to safe, affordable transactional banking accounts. Our Freedom Advantage Checking Account, introduced in January 2021, is certified by Bank On.

Bank OZK also offers qualifying customers the Freedom Advantage Home Loan, which allows up to 100 percent financing to low- and moderate-income borrowers or individuals buying or refinancing a home in a low- to moderate-income census tract within the Bank's

assessment area. A Freedom Advantage Home Loan does not require private mortgage insurance, and borrowers may be eligible to receive down-payment assistance.

Through our Trust and Wealth Division, we also offer Sustainable World Investments, an investment approach committed to fostering a healthier, more socially conscious planet. Our Trust and Wealth team considers environmental, social and corporate governance criteria when selecting investments used in this strategy.



# Supporting Our Communities

Local communities are the heart and soul of Bank OZK. Our focus on being “Better to the X Power®” inspires us to give back—through our core business, philanthropic resources and employees’ time and expertise—in ways that make our communities even stronger.

## Affordable housing assistance

Bank OZK provides innovative and flexible lending programs to meet the credit needs of low- to moderate-income residents in every community that we serve.

Established in 2018, our Affordable Housing Finance Group oversees lending and investing for the construction of multifamily housing for families and seniors whose household income is 80 percent or less of the local area average. An estimated 95 percent of these loans benefit low-income families.

In 2021, we provided \$110,269,585 in financing for projects across four states—totaling approximately 827 affordable housing units—through our Affordable Housing Finance Group. Supported projects included a 118-unit affordable housing development in Stone Mountain, Georgia, for people age 55 or older whose income is at or below 60% of the

local median level. We are also supporting the development of 248 affordable apartments in Dallas, Texas.

Since 2018, the Affordable Housing Group has provided more than \$531 million in financing and equity investments, helping to create approximately 4,365 units of affordable housing.

In addition, since 2017 our Real Estate Specialties Group (RESG) provides financing for buildings in numerous markets across the United States that include affordable housing units. In 2021, RESG provided more than \$249.6 million for financing for 1,721 affordable housing units in 17 U.S. markets.



## **Freedom Advantage Loans**

The Bank OZK Freedom Advantage Home Loan program is our flexible, affordable mortgage product. This program allows up to 100% financing, flexible credit criteria and long-term fixed rates to low- and moderate-income borrowers as well as borrower(s) who are purchasing residential units in a low- to moderate-income census tract within the Bank's assessment area.

We also allow qualifying borrowers to refinance their loans through our Freedom Advantage Refinance product. A dedicated group of Bank OZK community mortgage loan professionals works with local realtors and community organizations to raise awareness of Freedom Advantage. In 2021, the Bank provided Freedom Advantage Loans totaling almost \$3.5 million for 195 single-family residential units.

## **Health care support**

The HEART of Georgia Tax Credit Program encourages businesses and individuals to donate to rural hospitals in the state that are dealing with financial hardship. In 2021, we supported this valuable program with \$380,000.

## **Employee volunteering**

We encourage Bank OZK employees to become actively involved in local volunteer programs and projects. In 2021, our employees recorded 3,467 volunteer hours and participated in more than 947 community events. These activities included conducting financial literacy lessons at grade schools, providing support at health care clinics responding to COVID-19, assisting at community restoration events, offering financial expertise and resources to small businesses and conducting homebuyer education classes for those seeking affordable housing.



## Helping in times of need

Each November for the past 14 years, employees from our Winder, Georgia branch have volunteered at their local food pantry. In 2021, the OZK team helped give away 30,000 pounds of Thanksgiving meal fixings to more than 1,000 individuals. We also provided a \$25,000 grant to the Arkansas Food Bank and are sponsoring one of its delivery trucks through 2023. In addition, we funded the San Antonio Food Bank in Texas and the Harvest Regional Food Bank in Texarkana to assist with the increased demand for services.

### Volunteer spotlight: **Victor Martinez**

Martinez, a Bank OZK Commercial Loan Officer, serves as a Board member for the nonprofit Abilities Unlimited of Fort Smith, Arkansas which provides services and resources to adults with disabilities. In 2021, the Bank provided a \$2,000 grant to help advance the work of Abilities Unlimited.

Martinez also serves on the Board of Directors for the Good Samaritan Clinic, which cares for patients in Fort Smith, who otherwise could not afford medical services. In 2021, we provided a \$5,000 grant to Good Samaritan for its COVID-19 relief efforts.

### Disaster relief

Bank OZK provided \$50,000 to assist six shelters across Texas after Winter Storm Uri devastated much of the state in February 2021. Also, Bank employees volunteered to assist with administrative tasks at local COVID-19 vaccination clinics during the year.

### GIVING BACK IN 2021

**Over \$4.6 Million\*** in  
philanthropic giving by  
Bank OZK

**3,467**  
employee  
volunteer  
hours

**30,000**

Pounds of Thanksgiving  
meals to 1,000 individuals

\* Our total contributions for 2021 include our contributions of \$2,800,000 to Step Up for Students, a Florida needs-based student scholarship provider, \$380,000 to the Georgia Heart Hospital program and \$158,760 to the Atlanta Youth Academy program, for which we receive state income tax credits in Florida and Georgia.





## Supporting small-businesses

We understand that many small business owners and entrepreneurs face difficulties obtaining traditional financing. We strive to address this challenge through an array of products and services and by participating in programs such as the U.S. Small Business Administration (SBA) Loan Program.

As a preferred lender, Bank OZK makes the SBA loan process easy to navigate, offering loans with as little as 10% down. We specialize in SBA loans for veterans, women-owned businesses and minority-owned businesses. In addition, we participate in the Business and Industry programs of the U.S. Department of Agriculture by providing loans to rural communities.

Bank OZK employees work in partnership with Small Business Development Centers and Community Development Financial Institutions, which provide tools, resources and technical assistance to small businesses across our footprint and help raise awareness of the Bank's many Government Guaranteed Loan Products.

### Loan helps health care venture start strong



Felipe Fidalgo is proud of how his new business franchise, GreenLight Mobility, clears the path for people's journey back to health and independence. But before he could help any clients, Fidalgo had to overcome the hurdle of financing this new venture.

"We started out working with a loan consultant," says Fidalgo, a Doctor of Physical Therapy whose wife and business partner, Caryn, is a Doctor of Occupational Therapy. "But before he even tried to connect us with any banks, he was telling us, 'This just isn't going to work out.' We felt like he abandoned us."

The couple's luck changed quickly once they reached out to the Bank OZK SBA lending team in Charlotte, North Carolina, last year. "As soon as we told them about our business and what kind of services we were going to provide, they were on board," he says. "It was an amazing experience." With the Bank's help, the Fidalgos obtained financing through the U.S. Small Business Administration (SBA) Loan Program.

Launched in late 2021, their GreenLight Mobility franchise provides therapeutic evaluation and consultation on clients' needs for in-home accessibility and mobility equipment. The Fidalgos' business also sells and installs that equipment—such as wheelchair ramps, stair lifts, grab bars, and bathroom modifications—to help ensure the work is done properly.

"It's such a great feeling to have our business under control and be able to help people solve their in-home mobility challenges," he says. "Everybody at Bank OZK has been absolutely wonderful from the very beginning."



## Helping women-owned startups succeed

Bank OZK provided a \$15,000 grant to support Startup Junkie's HER Entrepreneur Journey Series in 2021. This funding supported 10 virtual and in-person sessions in the Arkansas communities of Springdale, Harrison, Fayetteville, Rogers, Mountain Home, Marshall and Bentonville. As part of this series, our local loan officers and retail staff members delivered financial education and materials that reached more than 500 women-owned businesses.

In October 2021, we sponsored a "How I Got Over" panel discussion for female entrepreneurs and business owners that was presented by the Arkansas Small Business and Technology Development Center. Moderated by Nancy Sims, Executive Vice President and Guaranteed Government Lending National Sales Manager at Bank OZK, the event featured local businesswomen sharing how they overcame barriers on their personal entrepreneurship journey.

Also, Bank OZK supported the 2021 Arkansas Women's Business Center Momentum Pitch Competition. As part of this event for female entrepreneurs, Commercial Loan Officer Matt Buchanan taught a course on "The 5 C's of Credit."

## Community Reinvestment

We are proud to reinvest in our communities by offering a wide range of support to low- and moderate-income individuals and small businesses throughout our footprint. Our community development funding helps promote economic development, affordable housing, community services, revitalization and stabilization.

We also assist qualified applicants with securing grants for affordable housing projects by leveraging community programs offered by the Federal Home Loan Bank of Dallas as a Member Bank. These programs include the Affordable Housing Program (AHP), Special Needs Assistance Program (SNAP), Homebuyer Equity Leverage Partnership (HELP) and the Partnership Grant Program (PGP).

All Bank OZK employees share in the responsibility to support our mission to make products and services available in our community.



## 2021 Community Reinvestment Impact

CRA-qualified Investments

**\$119 Million**

Community development lending for affordable housing, economic development, community service, revitalizing and stabilizing low- and moderate-income communities

**\$238.4 Million**

Community development investments supporting low- and moderate-income individuals, families, neighborhoods and small businesses

**\$603,450**

Loans to small businesses located in low- and moderate-income communities

**\$106 Million+**

Participants in Bank OZK-facilitated financial education seminars on topics such as purchasing a home, budgeting and investing

**9,417**

Grant funding leveraged through Federal Home Loan Bank programs

**\$977,632**

## Strengthening Financial Literacy

The Bank and our employees contribute time and expertise to help all people build financial literacy skills that are crucial for achieving lifelong success. Together with our partner EVERFI, a leading education technology innovator, we host courses for K-12 students in low- to moderate-income communities on topics such as purchasing a home, saving, budgeting, insurance, taxes and investing. Through our EVERFI curriculum and the Bank OZK Financial Scholars Program, we reached more than 3,732 students in nearly 33 schools in 2021 with practical guidance to help them make informed decisions about their financial futures.



## Helping to strengthen financial literacy

More than a dozen Bank employees helped conduct financial literacy courses through Goodwill of North Georgia, Inc.'s Financial Opportunity Center (FOC) from March through December 2021. Using the Bank's EVERFI curriculum, FOC instructors help participants assess their current situation and develop a personalized financial plan for achieving their goals.

Bank OZK also supported Goodwill Industries of Southwest Florida's 36-hour Kaufman Foundation Program, which consists of 12 course modules on credit, business plans, market feasibility and studies. In Texas, 13 Bank OZK retail branch managers conducted nearly 60 hours of financial literacy instruction for students attending schools in the Dallas Independent School District, Texas' second-largest group of public schools.

## Supporting college-bound students and young entrepreneurs

We believe that today's youth hold the keys to building stronger communities and contributing new heights of innovation to society in the decades ahead. Bank OZK helps bring higher education within reach of more students by funding local and regional scholarships. We also support programs designed to help young people start a career in banking or launch their own business.

In 2021, the Bank contributed \$2.8 million to the Florida-based nonprofit organization Step Up for Students, which awards college scholarships to young people from low-income households. We have funded 328 Step Up for Students scholarships since 2017. Bank OZK also provided a \$158,760 grant to the Georgia GOAL Scholarship Program for its Atlanta Youth Academy, which offers thousands of children greater access to learning opportunities each year.

## Training for Habitat for Humanity staff and clients

Employees from our Internal Audit department used their financial expertise and skills to present training on anti-money laundering services to the board and staff at Habitat for Humanity of Benton County. We provided this instruction at no cost, which enabled the nonprofit to focus more of its budget on serving clients.

Local Bank OZK team members also worked with the Atlanta, Georgia, affiliate of Habitat for Humanity to introduce a new learning opportunity for teenage children of parents involved in its homebuyer program. Our volunteers led a semester-long educational series that used modules from the FDIC's Money Smart for Youth Program to help students develop practical spending and saving habits.

Working with the nonprofit BUILD NYC, Bank OZK helps young entrepreneurs follow through on their business dreams. BUILD NYC serves more than 400 students at eight partner schools in New York City. Through the program, employees from our New York office coach students on their business and academic goals. The Bank also provided a \$37,000 grant to BUILD NYC in 2021.



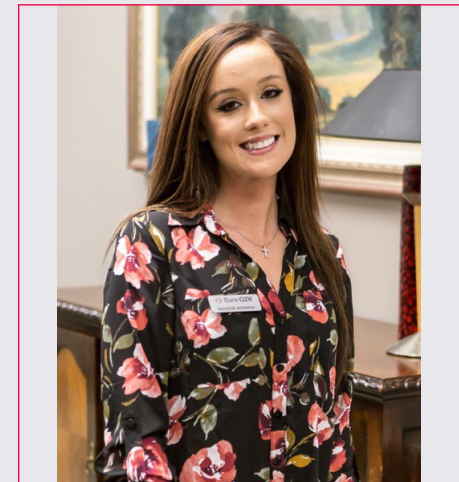
## Pathways to careers in banking



Bank OZK works with Arkansas Tech University-Ozark Campus and the Ozark and County Line school districts to provide internship opportunities in our organization. Participating students earn college credit while they explore a career pathway in the banking industry.

Student interns gain entry-level banking operations skills, including hands-on professional training at the Bank's Operations Center, which may extend further into the school year. We supported 21 interns during the 2020-21 academic year.

As part of the program, interns participate in weekly sessions led by Bank and university staff designed to help them transition from student to professional life. Topics include communication styles, professional dress and appearance, time management and financial aid for college. At the end of the program, interns share their experiences during a formal presentation to Bank managers, School Board members, high school administrators and teachers, and officials from the Arkansas Department of Education.



***“Getting hands-on experience in a professional setting at Bank OZK, before I even graduated high school, was such a great opportunity for me. I worked in several departments and picked up a ton of knowledge that helped me choose banking for my career.”***

**Madison Bowman**

2018-19 intern who now works as a full-time Check Adjustment Specialist at our Operations Center in Ozark, Arkansas





# Reducing Our Environmental Impact

At Bank OZK, we are dedicated to making a positive contribution to a sustainable environment by developing business practices that help protect and conserve natural resources in our workplaces and communities. This commitment extends from increasing the energy efficiency and water conservation in our offices to investing in renewable electricity sources and developing technologies that cut our paper usage.

## Dawn of a solar-powered future



In July 2021, we broke ground on construction of a new \$6 million solar power plant located in Stuttgart, Arkansas. This facility provides renewable energy for the Bank's entire headquarters building in Little Rock and 40 of our branch locations around the state. Completed in May 2022 and consisting of approximately 11,000 solar panels, the plant can generate more than 8 million kilowatt-hours of renewable electricity each year.

*"We're always changing, trying to drive forward for the future. We're looking for new ways to do things, to make the environment safer for our kids and our grandkids."*

**Eric Digsby**

VP/Multi-Market Facilities Manager

Shifting our Corporate Headquarters and nearly 40 other Arkansas locations to renewable solar energy will shrink the Bank's carbon footprint by an estimated 160,000 tons of carbon dioxide over the next 30 years, equivalent to the emissions of more than 390 million passenger-car miles.



## Designing environmentally sustainable branches and offices

We are on a multiyear course to retrofit existing Bank OZK locations with more energy-efficient lighting and other equipment designed to conserve natural resources. Projects during 2021 included retrofitting nearly 20 of our Texas branches with LED lighting systems controlled by automatic timers and motion sensors.

Additional locations in Florida and Georgia are slated for LED upgrades in 2022. All Bank OZK branch offices constructed since 2015 feature state-of-the-art LED lighting as well as other environmentally friendly design touches.

**8 million kilowatt-hours of electricity generated annually by the Bank's new solar power plant in Stuttgart, Arkansas.**





# SASB Index

## **Sustainability Accounting Standards Board (SASB) Index**

Bank OZK's services are classified under the Commercial Banks (CB) and Consumer Finance (CF) industries within the Financial sector, which are those most closely aligned with our business. All disclosures are based on version 2018-10 of the SASB industry standards. All reported data is as of or for the year ended December 31, 2021, unless otherwise noted.

<sup>1</sup> Certain information is not disclosed herein because that information: (i) is not considered material or is privileged or confidential; (ii) could cause a competitive disadvantage to our business if publicly disseminated; or (iii) is not currently collected in a manner wholly correlative with the related SASB metric.





## Reporting status:



Fully reporting



Partially reporting



Not reported

Industry	SASB Accounting Metric	SASB Code	Disclosure	
<b>DATA SECURITY</b>				
CB, CF	(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of account holders affected	FN-CB-230a.1 FN-CF-230a.1	If applicable, any material cybersecurity incidents would be reported in our Annual Report on Form 10-K for the year ending December 31, 2021. ("2021 Form 10-K")	<input type="radio"/>
CF	Card-related fraud losses from (1) card-not present fraud and (2) card-present and other fraud	FN-CF-230a.2	Not disclosed. <sup>1</sup>	<input type="radio"/>
CB, CF	Description of approach to identifying and addressing data security risks	FN-CB-230a.2 FN-CF-230a.3	<ul style="list-style-type: none"> <li>2021 Environmental, Social and Governance Report ("2021 ESG Report"), Data Security and Privacy Protection (pages 15-16)</li> <li>2021 Form 10-K, Information Security, Cybersecurity, and Privacy (page 6), Management's Discussion and Analysis, Operational Risk Management (page 86)</li> <li>2022 Proxy Statement, Board Meetings and Committees, Information Systems Steering Committee (page 17)</li> </ul>	<input checked="" type="radio"/>
<b>FINANCIAL INCLUSION &amp; CAPACITY BUILDING</b>				
CB	Number and amount of loans outstanding qualified to programs designed to promote small business and community development	FN-CB-240a.1	<ul style="list-style-type: none"> <li>2021 ESG Report, Community Reinvestment (pages 33-39)</li> <li>Call Report for Q4 2021 (Schedule RC-C Part II, Items 3 and 4)</li> </ul>	<input type="radio"/>
CB	Number and amount of past due and nonaccrual loans qualified to programs designed to promote small business and community development	FN-CB-240a.2	Not disclosed. <sup>1</sup>	<input type="radio"/>
CB	Number of no-cost retail checking accounts provided to previously unbanked or underbanked customers	FN-CB-240a.3	Not disclosed. <sup>1</sup>	<input type="radio"/>
CB	Number of participants in financial literacy initiatives for unbanked, underbanked, or underserved customers	FN-CB-240a.4	2021 ESG Report, Strengthening Financial Literacy (pages 32, 35, 38-40) <i>Note: Includes youth, adult, and small business financial literacy initiatives.</i>	<input checked="" type="radio"/>

**Reporting status:**

Fully reporting



Partially reporting



Not reported

Industry	SASB Accounting Metric	SASB Code	Disclosure	
<b>INCORPORATION OF ENVIRONMENTAL, SOCIAL AND GOVERNANCE FACTORS IN CREDIT ANALYSIS</b>				
CB	Commercial and industrial credit exposure, by industry	FN-CB-410a.1	2021 Form 10-K, Management's Discussion and Analysis of Financial Condition and Results of Operations, Total Loan Portfolio (page 58), Total Construction/Land Development Loans (page 60)	<input checked="" type="radio"/>
CB	Description of approach to incorporation of environmental, social, and governance (ESG) factors in credit analysis	FN-CB-410a.2	Not disclosed. <sup>1</sup>	<input type="radio"/>
<b>BUSINESS ETHICS</b>				
CB	Total amount of monetary losses as a result of legal proceedings associated with fraud, insider trading, anti-trust, anti-competitive behavior, market manipulation, malpractice, or other related financial industry laws or regulations	FN-CB-510a.1	If applicable, any material legal proceedings would be reported in our 2021 Form 10-K.	<input checked="" type="radio"/>
CB	Description of whistleblower policies and procedures	FN-CB-510a.2	<ul style="list-style-type: none"> <li>Code of Business Conduct and Ethics, Raising Concerns and Reporting Violations (page 3)</li> <li>2021 ESG Report, Ethics &amp; Compliance (page 12)</li> </ul>	<input checked="" type="radio"/>
<b>SYSTEMIC RISK MANAGEMENT</b>				
CB	Global Systemically Important Bank (G-SIB) score, by category	FN-CB-550a.1	According to the Basel Committee on Banking Supervision's assessment methodology, Bank OZK is not considered to be a Global Systemically Important Bank (G-SIB) and, accordingly, does not have a G-SIB score.	<input checked="" type="radio"/>
CB	Description of approach to incorporation of results of mandatory and voluntary stress tests into capital adequacy planning, long-term corporate strategy, and other business activities	FN-CB-550a.2	2021 Form 10-K, Business, Supervision and Regulation, Capital Stress Testing (page 11), Management's Discussion and Analysis, Liquidity Risk Management (page 69), Credit Risk Management (page 58) and Capital Management (pages 81, 85)	<input checked="" type="radio"/>



**Reporting status:**

Fully reporting



Partially reporting



Not reported

Industry	SASB Accounting Metric	SASB Code	Disclosure	
<b>CUSTOMER PRIVACY</b>				
CF	Number of account holders whose information is used for secondary purposes	FN-CF-220a.1	We use our customer data for the secondary purposes of modeling data to improve our product and service offerings, evaluate the overall strength of our customer relationships and to predict customer behavior. We do not sell our customer data to third parties. See our <a href="#">Privacy Policy</a> for more information.	<input type="radio"/>
CF	Total amount of monetary losses as a result of legal proceedings associated with customer privacy	FN-CF-220a.2	If applicable, any material legal proceedings would be reported in our 2021 Form 10-K.	<input checked="" type="radio"/>
<b>SELLING PRACTICES</b>				
CF	Percentage of total remuneration for covered employees that is variable and linked to the amount of products and services sold	FN-CF-270a.1	Not disclosed. <sup>1</sup>	<input type="radio"/>
CF	Approval rate for (1) credit and (2) pre-paid products for applicants with FICO scores above and below 660	FN-CF-270a.2	Not disclosed. <sup>1</sup>	<input type="radio"/>
CF	1) Average fees from add-on products, (2) average APR, (3) average age of accounts, (4) average number of trade lines, and (5) average annual fees for pre-paid products, for customers with FICO scores above and below 660	FN-CF-270a.3	Not disclosed. <sup>1</sup>	<input type="radio"/>
CF	(1) Number of complaints filed with the Consumer Financial Protection Bureau (CFPB), (2) percentage with monetary or nonmonetary relief, (3) percentage disputed by consumer, (4) percentage that resulted in investigation by the CFPB	FN-CF-270a.4	CFPB Consumer Complaint Database ( <a href="http://www.consumerfinance.gov">www.consumerfinance.gov</a> )	<input type="radio"/>
CF	Total amount of monetary losses as a result of legal proceedings associated with selling and servicing of products	FN-CF-270a.5	If applicable, any material legal proceedings would be reported in our 2021 Form 10-K.	<input checked="" type="radio"/>

**Reporting status:**

Fully reporting



Partially reporting



Not reported

Industry	SASB Accounting Metric	SASB Code	Disclosure	
ACTIVITY METRICS				
CB	(1) Number and (2) value of checking and savings accounts by segment: (a) personal and (b) small business	FN-CB-000.A	Not disclosed. <sup>1</sup>	<input type="radio"/>
CB	(1) Number and (2) value of loans by segment: (a) personal, (b) small business, and (c) corporate	FN-CB-000.B	Not disclosed. <sup>1</sup>	<input type="radio"/>
CF	Number of unique consumers with an active (1) credit card account and (2) pre-paid debit card account	FN-CF-000.A	Not applicable. We do not offer credit cards accounts or pre-paid debit card accounts.	<input checked="" type="radio"/>
CF	Number of (1) credit card accounts and (2) pre-paid debit card accounts	FN-CF-000.B	Not applicable. We do not offer credit cards accounts or pre-paid debit card accounts.	<input checked="" type="radio"/>



## FOR MORE INFORMATION ABOUT OUR BANK

**ESG Information**

**ESG@ozk.com**  
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**(501) 978-2265**

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**P.O. Box 8811**  
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**Forward-Looking Statements**

This report and other communications by the Bank include certain “forward-looking statements” regarding the Bank’s plans, expectations, thoughts, beliefs, estimates, goals and outlook for the future that are intended to be covered by the Private Securities Litigation Reform Act of 1995. Forward-looking statements are based on management’s expectations as well as certain assumptions and estimates made by, and information available to, management at the time. Those statements are not guarantees of future results or performance and are subject to certain known and unknown risks, uncertainties and other factors that may cause actual results to differ materially from those expressed in, or implied by, such forward-looking statements. These risks, uncertainties and other factors are described in detail in the public reports the Bank files with the FDIC, including those factors described in the disclosures under the headings “Forward-Looking Information” and “Item 1A. Risk Factors” in the Bank’s most recent Annual Report on Form 10-K for the year ended December 31, 2021, and its quarterly reports on Form 10-Q. Should one or more of the foregoing risks materialize, or should underlying assumptions prove incorrect, actual results or outcomes may vary materially from those projected in, or implied by, such forward-looking statements. The Bank disclaims any obligation to update or revise any forward-looking statements based on the occurrence of future events, the receipt of new information or otherwise.





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