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**2020**  
**Environmental,  
Social and  
Governance  
Report**

**Better to the X-Power®**



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## LETTER FROM THE CHAIRMAN

# I am pleased to share with you Bank OZK's 2020 Environmental, Social and Governance (ESG) Report.

Building on our inaugural ESG report, this report addresses the ESG areas we believe are most critical to our stakeholders and to driving value over the long-term, including:

- ◆ Ensuring a strong **governance** framework to propel a culture of ethics and integrity in all that we do
- ◆ Supporting the needs of our **customers** and the **communities** in which we operate through innovative and accessible products and services
- ◆ Investing in the development and well-being of our **employees**
- ◆ Focusing on the **environment**

2020 was a year like no other for Bank OZK, our customers and communities across the world. Throughout the year, we continued to stay true to the values and culture that have helped foster our long-term success. We are proud of our ESG-related achievements in 2020, as it was more important than ever to provide our communities with support and leadership in these areas.

Our financial and cultural strength allowed us to continue serving our customers and communities during a time of uncertainty as we weathered the ongoing COVID-19 global pandemic. Our team worked tirelessly to help more than 6,300 small businesses obtain loans through the Small Business Administration's Paycheck Protection Program (PPP) as part of the Coronavirus Aid, Relief, and Economic Security Act (CARES Act). Small businesses are the cornerstone of local economies—and the PPP funding we provided allowed small businesses to keep their lights on, retain jobs and provide needed services in our communities.





Within our local communities, we also responded to the increased demand on local food banks by donating funds that provided more than 1 million meals to over 525,000 individuals across eight states. Many of our employees also volunteered their time to deliver meals and help those struggling to make ends meet.

2020 also highlighted the ongoing struggle for racial equality and justice in this nation. We have long believed that our highly talented and diverse workforce is one of our greatest strengths. This strength, combined with the incredible diversity of our customer base, our communities and our Board of Directors, is a vital factor in our ongoing success.

In 2020, we appointed a Senior Vice President of Employee Relations, Diversity and Inclusion. This appointment demonstrates the Bank's commitment to and recognition of the importance of expanding diversity and inclusion awareness and initiatives throughout the organization. But it is only one step.

In the months ahead, our Diversity, Equity and Inclusion Strategy Council will continue working to strengthen our workforce culture to re-emphasize that every employee understands that they have a voice, are respected and valued, and have equal opportunities for meaningful work and advancement. We are also investing in building a future pipeline of diverse candidates through programs within

our local communities, by casting a wide net for talent acquisition and broadening development opportunities within Bank OZK.

Throughout my four decades as Chairman and CEO, we have worked to foster our core values in every employee. Today, I'm so incredibly proud of our Bank OZK team, for its resilience in the face of adversity and its spirit of helping our customers, neighbors and communities.

I am also proud that Bank OZK continues to be recognized for our industry-leading performance. In December, we were ranked #1 in Bank Director's Performance Powerhouses Study for our long-term financial performance and other measures of a well-rounded bank. As we move forward, we will continue to build on our heritage of excellence by combining high ethical standards and innovative technology to deliver truly exceptional customer service and value to our customers, the communities we serve, employees and shareholders.

Thank you for your continued support and for investing the time to read our report. Together, we can go further.

**George Gleason**

Chairman and Chief Executive Officer



## 2020 Corporate Responsibility Highlights

**16,527**

community members who attended a Bank OZK financial education or technical assistance seminar

Financed **2,077** affordable housing units totaling **\$250 million**

**10,447**

students reached through Bank-supported financial literacy education programs

Financed 417 single-family residential units totaling \$71.8 million through our **Freedom Advantage Mortgage Product\***

**Over \$1M**

donated to community philanthropic causes

**3,421**

employee volunteer hours

**597,858**

pounds of paper recycled

## 2020 Awards & Recognition

**Bank Director**

#1 Bank, Performance Powerhouse Study

**Forbes**

World's Best Banks  
America's Best Banks  
Best Bank in Georgia

**Money.com**

Best Bank in the South

**American Banker**

Top Fintechs to Work For

**Arkansas Business**

Best Places to Work

**Commercial Observer**

50 Most Important leaders in Commercial Real Estate Finance

\* This product allows up to 100 percent financing for qualified low- and moderate-income borrowers, or any borrower buying a home in a low- to moderate-income census tract, within our assessment area.





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## About This Report

In this report, we have sought to provide a comprehensive view of Bank OZK, focusing on ESG matters and other issues important to our business, as well as to external stakeholders and the communities we serve.

This report covers the period of January 1, 2020, through December 31, 2020, unless otherwise noted.

Throughout the report, we have guided readers to sources of more information, including our corporate website, annual report and proxy statement.


### 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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### Better to the X-Power®

At Bank OZK, we are on a quest for exponential improvement. We call this “Better to the X-Power®.”

Look for this icon  throughout the report to learn how the Bank has worked to improve performance and to be “Better to the X-Power®.”

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**Local communities are the heart and soul of Bank OZK. They are where we work, live and volunteer. We are proud to support our communities with loans, investments and by contributing our time, talent and financial resources.**

**Bank OZK is committed to the highest standards of ethical and professional conduct by all employees, officers and directors.**

**Bank OZK is investing \$6 million in the construction of a solar power plant to provide renewable energy to our new headquarters and other Central Arkansas offices.**



## Corporate Overview

ASSETS:

**\$27.16B**

LOANS:

**\$19.21B**

YEAR FOUNDED:

**1903**

NASDAQ:

**OZK**

DEPOSITS:

**\$21.45B**COMMON  
STOCKHOLDERS'  
EQUITY: **\$4.27B**

ATMS:

**258**

OFFICES IN 9 STATES:

**250+**


HEADQUARTERS:

**Little Rock, Arkansas**

EMPLOYEES:\*

**2,695**

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

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.

Financial data as of December 31, 2020.

\* None of our employees are 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.





## Bank OZK History and Core Values: Better to the X-Power®

Bank OZK has a rich heritage of cultivating relationships that encourage communities, large and small, to grow and thrive. Over our 118-year history, we've grown to become nationally recognized as an industry leader in financial services. We're changing skylines in the largest cities across America and investing in small business, fueling economies in local communities and large metropolitan centers. 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 values and culture that have helped foster our long-term success through a vision that we refer to as the "OZK Way."

### 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 our potential individually.
- ◆ **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.





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## Our Response to the COVID-19 Pandemic

**The COVID-19 pandemic affected everyone and all organizations around the globe in 2020 and into 2021. Our first responsibility was to help ensure the safety and well-being of our employees and their families and enable them to continue to provide high-level, uninterrupted customer service. As a financial services organization, we also played an important role in helping our customers make it through this difficult time despite the financial hardships many were facing. We also recognized the needs within our local communities and found ways to help. As COVID-19 continues to affect millions globally, we stand committed to helping in areas of greatest need.**

### Protecting the Health and Well-being of Our Employees

When COVID-19 struck, Bank OZK corporate employees shifted to remote working. With the use of collaborative online tools, employees quickly adapted to working from home. The Bank kept employees informed through frequent emails and communications.

For employees who continued to serve our customers at local banking facilities and in our customer call centers, we provided PPE and installed plexiglass dividers as protective measures to limit direct interaction. We also instituted safety protocols including social distancing and frequent cleaning of surfaces.

To support employees and their families struggling to balance work and caregiving needs during the pandemic, the Bank introduced Cariloop, a free service that connects employees with daycare and back-up care facilities, tutoring services, elder and adult care, and special needs resources. All employees had access to the Bank's free Employee Assistance Program for confidential services and resources, including mental health counseling. We also provided emergency COVID-19 paid leave to employees, regardless of length of tenure, as needed. We continue to provide access to fully covered COVID-19 diagnostic and screening services for all Bank employees.

In fall 2020, the Bank announced it would retain its current health and welfare benefits in 2021 with no increase in premiums to help our employees who have faced many challenges due to the ongoing pandemic.



**In total, Bank OZK provided more than \$450 million in PPP loans for small business clients across 22 states, helping to keep businesses afloat and thousands of jobs secure, including Brent Higgins Trucking in Mulberry, Arkansas. The company transports refrigerated goods across 20 states, providing jobs to more than 50 employees.**

### **Supporting Financial Wellness of our Customers**

As a financial services company and a local community partner, we knew we had an important role to play in helping our customers, especially those facing economic hardships brought on by the pandemic.

Beginning in mid-March, the Bank extended the same terms available under its Disaster Relief Payment Deferral Program, including deferred-interest and short-term payment extensions, to customers in need. In total, more than 3,700 affected borrowers were assisted.

As a Small Business Administration (SBA) Preferred Lending Partner, Bank OZK was able to help thousands of small business owners apply for and receive support through the Paycheck Protection Program (PPP) as part of the Coronavirus Aid, Relief, and Economic Security Act (CARES Act). Within days of the passage of the CARES Act in March 2020, the Bank designed and launched a comprehensive, digital end-to-end PPP system that enabled the Bank to accept applications from small business owners, seamlessly pass them to internal teams for review and approval, and, if approved, submit them to the SBA for final approval. The digital platform significantly accelerated the process and made it easier for the Bank to originate, close and fund PPP loans. As a result, clients received a customized digital experience with transparency, accelerated approval time and received funding more quickly.

“We were able to reassure our customers that their application was not lost in the avalanche of requests,” said John Jenkins, Managing Director of Commercial Banking at Bank OZK. “On a number of evenings, our team stayed up all night to review and approve requests to ensure all client applications were submitted to the SBA before Federal funding ran out. It was truly a team effort driven by our desire to help as many customers as possible.”

“I was expecting hurdles and obstacles [from the PPP process] and the next thing I knew, the funds were deposited,” said Connie Higgins, Vice President of Brent Higgins Trucking. “We didn’t know how long we could hold on and never wanted to lose our dream of what we had worked 24/7 on year after year. It’s a blessing to know the jobs are now secure.”

The Bank is already using the knowledge gained from the digitalized PPP loan system to enhance other banking services starting with a new commercial lending platform.

### **Helping Local Communities**

With COVID-19 causing schools to close and unemployment to rise, more and more individuals came to rely on local food banks in 2020 than ever before. Seeing the need, Bank OZK stepped in to help 25 community food banks across eight states meet increased demand for basic food. In total, the Bank contributed \$220,000, enough to provide more than 1 million meals and feed over 525,000 individuals.

“The coronavirus pandemic has exacerbated the hunger problem we face across America,” said Janis Robinson, Vice President of Institutions and Partnerships, Food Bank For New York City, one of the food banks that received support from Bank OZK. “The lost wages or sudden expenses due to illness are increasingly burdensome for millions of people in our country who already suffer from food insecurity. Bank OZK’s contribution will have an immediate and profound impact.”

“Our experience is that food banks do so much more than feed people; they bring stability, continuity and hope to people in need and build stronger communities meal by meal,” said Angela Hudson, Director of Corporate Responsibility at Bank OZK.



## Ensuring Strong Corporate Governance

At Bank OZK, we are committed to strong corporate governance. We believe that our governance practices should reflect our values and 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.

*“Bank OZK has established strong, independent governance practices,” said Peter Kenny, the Board’s Presiding Independent Director. “The Board recognizes that the Bank’s long-term success is dependent on taking a balanced and long-term perspective of a broad array of stakeholder interests, including those from shareholders, employees and members of local communities.”*

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

### Board Leadership and Diversity

As of December 31, 2020, our Board consisted of 14 independent directors and our Chairman and CEO George Gleason. Presiding Independent Director Peter Kenny advises and collaborates with our Chairman and coordinates open communication between the independent directors and management. In 2020, Mr. Kenny was named a National Association of Corporate Directors (NACD) Fellow, the highest standard of credentialing for directors and governance professionals. Bank OZK Director Paula Cholmondeley was previously named a NACD Fellow.

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 while constant Board refreshment brings a fresh outlook and contributes to Board independence and oversight. As a result, seven of our 15 directors have been added during the past five years.

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 and come from many of the key markets that we serve around the United States, giving us invaluable insight. You can find more detailed information about our Board’s unique set of experiences and qualifications on our Investor Relations website and in our annual [Proxy Statement](#).



## Board Oversight

Our Board oversees the Bank's strategic direction and the performance of its business and management, including ESG goals and objectives. To assist with this oversight, the Board has established a number of standing independent committees, including the Nominating & Governance Committee, Personnel & Compensation Committee ("Compensation Committee"), Risk Committee and Audit Committee, as well as various other Board-level committees, which oversee ESG topics in their respective areas. Committee charters and current membership can be found on our Investor Relations website.



Bank OZK's Board of Directors as of December 31, 2020.

## Corporate Governance Highlights

### Shareholder Rights

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

### Good 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 a 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 relative performance relative to 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 [2021 Proxy Statement](#).

## Ethics & Compliance

Bank OZK is committed to the highest standards of ethical and professional conduct of all employees, officers and directors.

In addition to adhering to all state and federal laws, rules and regulations affecting the banking industry, we expect all employees to adhere to the Bank OZK Code of Business Conduct and Ethics (“the Code”). The Code,

together with other corporate policies, is a vital part of our risk management framework. The Code is publicly available on our Investor Relations website, and covers topics such as conflicts of interest, anti-bribery/anti-corruption, information security and political contributions, among others.



The Code applies to all employees who work at the Bank and its affiliates, including officers, employees and directors, as well as vendors, outside counsel and consultants. 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.

The Bank OZK Ethics Confidential Helpline (“Ethics Helpline”) is available 24 hours a day, 7 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 organization’s reporting line with whom they feel comfortable, or reach out directly to the Managing Director of Human Resources.

The Bank is 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 Risk Committee has oversight responsibility for the Bank’s risk management processes and meets at least quarterly. An Executive Risk Council, comprised 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 [Proxy Statement](#).

### LEADING BY EXAMPLE

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



*“Technology is improving the way we do business, but it can also introduce risk. As an information security professional, my job is not to stand in the way of innovation, but to work with my business colleagues to ensure new solutions and services are secure. We are successful by building in strong relevant security controls that mitigate risk to our business and our customers.”*

**Jason Cathey**

Chief Information Security Officer,  
Bank OZK



## Ensuring Strong Data Protection

Information Security is an Enterprise Risk Management function that is led by our Chief Information Security Officer who reports to the Bank’s Chief Risk Officer. The Bank’s Information Systems Steering Committee and Risk Committee, which each include independent directors, receive regular updates. The National Institute of Standards and Technology and Center for Internet Security serve as the foundation for the Bank’s cybersecurity program.

The Bank employs an in-depth, layered, defensive approach that leverages people, processes and technology to manage and maintain cybersecurity controls. We also employ a variety of preventative and detective tools to monitor, block and provide alerts regarding suspicious activity, as well as to report on any suspected advanced persistent threats.

The Bank’s information security program, policies and standards are periodically reviewed and apply to all business lines, employees and contractors. The Bank obtains independent audits of the information security function, program maturity assessments, and penetration testing throughout the year. All employees are required to complete an annual Security Awareness Training Program. The Bank also conducts routine internally focused exercises to help raise employee awareness of the risks associated with cybersecurity. In addition, all employees must certify each year that they have read and understand the Bank’s relevant information and data policies.

The Bank’s Information Security team tracks key performance and risk indicators related to cybersecurity, which it reports to the Risk and Information Systems Steering Committees quarterly and to the full Board annually. The Bank also works closely with government and industry associations to stay abreast of developments and share best practices.

Our Chief Information Security Officer also oversees the Bank’s Third Party Risk Management Program, which classifies service provider or business partner risk based on several factors, including, but not limited to, data sensitivity accessed and/or retained. Service provider or third-party risk assessments and ongoing monitoring are conducted for Bank-critical and significant relationships. When applicable, service providers and business partners are contractually obligated to protect sensitive data provided by or received from the Bank.





# Fair and Responsible Banking

Our commitment to fair and responsible banking has been key to earning our customers' trust over the past 100 years. The following principles are embedded into our Code.

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**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.**

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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.



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

**15-30 hours**

to learning by completing

**20-40 training**

modules throughout 2020.

These training modules are designed to provide learning solutions to enhance the capability of our workforce and address matters important to the Bank and our customers including, among others:

- 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

## Investing in Our Employees, Customers & Communities

### Supporting Our Employees


Investing in our employees is a critical priority for Bank OZK. We view all our employees as members of our extended “corporate family.” We want each employee to experience the satisfaction of working in a positive environment that includes good working relationships, fair compensation, good benefits, and opportunities for other financial rewards and future advancement.

We seek to help each employee grow, develop and achieve his or her career objectives and potential. In return, we expect all employees to advance the Bank’s interests through their hard work, loyalty, positive attitude and performance.

### Learning & 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 the Bank’s Organizational Learning & Development department. Our goal is to provide development for all employees related not only to regulatory requirements and corporate policies, but ongoing learning opportunities to help our employees build their professional skills and capabilities necessary to meet customer needs and advance their careers within Bank OZK over the long-term.

Bank OZK offers new employees a comprehensive learning experience to help them become proficient in their roles. We offer opportunities to learn in a virtual classroom, through on-demand modules, simulations where they can practice skills, and on the job with guided coaching from their manager or an experienced employee identified by the manager.

 In 2020, the Bank successfully launched its flagship leadership development program, Leader X. More than 200 leaders completed the curriculum, building competencies in communications, coaching, team development and diversity.

In 2021, the Bank will introduce Leader X2, focused on the competencies of Developing Yourself and Others, Driving Change, and Maximizing Team Performance. The Bank will also launch a development opportunity for executives, and a learning platform where leaders and professionals can access topics of interest for individual development.

The Bank is continuing to expand opportunities for continued education and skill development to help all employees increase their capabilities within their existing roles and for career development within the Bank.



## The Bank introduced an educational webinar series together with Empower Retirement to strengthen employees' financial health and wellness, covering topics such as budgeting and financial planning.

### SUPPORTING EMPLOYEE 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 and vacation time. Our Employee Assistance Program offers assistance to employees facing work/life challenges and helps with questions such as maternity and paternity leave. Employees can also take advantage of our telemedicine tool and on-site wellness benefits, saving time that can be spent with friends and family.

To support employees and their families ability to balance work and caregiving needs, in 2020, the Bank introduced Cariloop, a free service that connects employees with daycare and back-up care facilities, tutoring services, elder and adult care, and special needs resources.

### Employee Compensation & Benefits

We have had regular merit-based salary increases for all employees consistently for the past decade.

The Bank maintains a qualified retirement plan with a salary deferral feature; the Bank matches 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.




New employees are eligible for group benefits the first of the month following their hire date. For some employees, this means they become eligible for coverage the 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 employee and family
- Health Savings Account with matching Bank contribution, which will increase from \$300 to \$350 in 2021

- Medical Reimbursement Flexible Spending Account
- Dependent Care Flexible Spending Account
- 401(k) Plan with Bank match with 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:

- Paid holiday, vacation and sick leave
- Expanded paid parental leave,  offering six weeks paid maternity and paternity leave following live births and adoptions
- Enhanced paid military leave 
- Enhanced/expanded paid bereavement leave 
- Paid jury duty

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

### 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.



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## PROUD TO WORK AT BANK OZK

In 2020, Bank OZK was named a Best Place to Work by Arkansas Business. The honor was based, in part, on input from Bank OZK employees. Here is a sampling of what our employees said about what makes Bank OZK the kind of place where people want to work.

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“A **culture of care** is disseminated throughout the organization. Management shows employees they're valued, employees care for each other and customers, and the entire organization cares that their shared vision is realized.”

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“**Integrity** is not just spoken about but is a core value that starts at the top.”

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“Bank OZK **believes in people, teamwork, diversity, and doing right**. Our leadership is consistently looking for improvements and advancements, not only for our clients but also for our employees.”

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“Employee opinion is at the top of management's agenda, with **good implementation of new ideas** brought forth by employees.”

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“There is a real sense of **camaraderie and team spirit**, which makes it feel as if you are never working alone. You always feel as if you are working toward a bigger picture.”

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“[The Bank] Encourages individual **creative and analytical thinking** toward the goal of bettering processes and services, from the minute specific job procedure to client experiences to corporate success.”

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“Objectives are clear and we are given **ample training and learning opportunities**. I learn something new every day.”

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“Bank OZK is constantly working toward building a **strong, diverse workforce** and, more importantly, diverse candidates are part of the workforce because of their skill sets. ... equal opportunity is not just lip-service in Bank OZK.”

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“This organization is full of people who are **willing to go out of their way** to help out in times of need.”



## Diversity and Inclusion

*“The Bank believes that fostering a culture of diversity and inclusion broadens perspectives, engages employees, encourages team building and helps create a positive environment in which to work and grow. This ultimately can help better answer the varied needs of our customers and the communities in which we serve.”*

**Tim Hicks**

Chief Credit & Administrative Officer

We are committed to promoting diversity and inclusion within the workplace. We aim 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.


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Our Harassment and Productive Work Environment Policy prohibits unlawful discrimination and harassment of any type and affirms the Bank’s commitment to afford 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.

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We believe that our highly talented and diverse workforce is one of our Bank’s greatest strengths. This strength, combined with the incredible diversity of our customer base, our communities and our board of directors, contributes to our Bank’s success.

 In 2020, we created a new position of Director of Employee Relations, Diversity and Inclusion. This new position, together with our Diversity, Equity & Inclusion Strategy Council, demonstrates the continuous progression of our Bank’s commitment to and recognition of the importance of expanding diversity, equity and inclusion awareness and initiatives.



### Employee Engagement & Recognition

Periodically, we conduct a company-wide employee engagement survey, called 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. Through “OZKUDOS,” employees can submit positive recognition of their fellow employees that exemplify the OZK Way. We feature daily examples on *OZK Inside*.

### 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.

### Promoting Employee Health, Wellness & Safety

We strive to provide a safe and healthy work environment for all employees. The Bank has a company-wide tobacco- and smoke-free policy at all of its offices. In addition, the Bank’s new corporate headquarters includes height-adjustable workstations, keyboard trays, monitor arms and ergonomic task chairs, as well as automated external defibrillators (AED) and emergency response backpacks for use by employees who have completed a company-sponsored AED/CPR certification course.

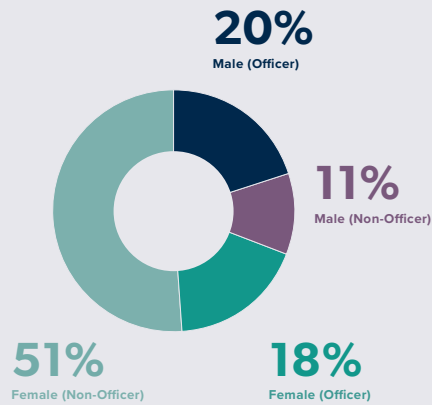
### Customer Service & Satisfaction

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

In 2020, we were named by *Forbes* as one of the World’s Best Banks based on customer satisfaction and key attributes like trust, fees, digital services and financial advice.

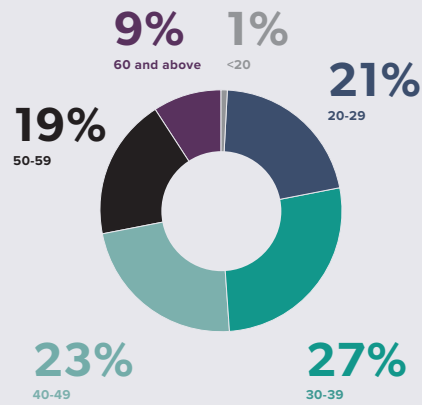


### 2020 Gender (Officer/Non-Officer)



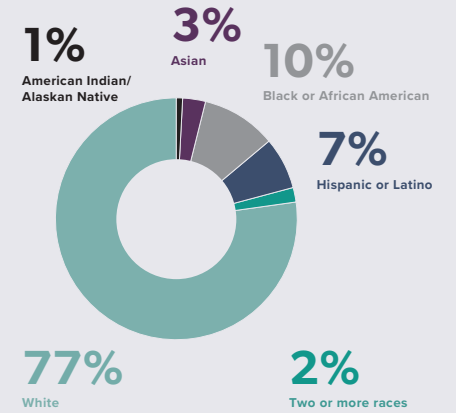
- Female (Non-Officer)
- Female (Officer)
- Male (Non-Officer)
- Male (Officer)

### 2020 Age Diversity



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

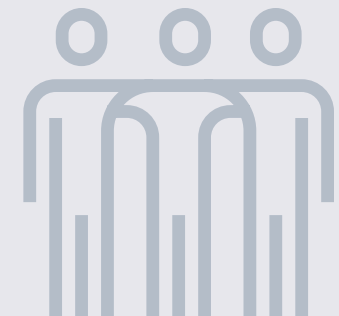
### 2020 Ethnicity



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

Demographic Information as of 12/31/2020

Source: Dec. 31, 2020, employee data produced in a manner consistent with EEO-1 reporting with aggregation across EEO-1 ethnicity categories.





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DISCUSSION WITH CATHY BONNER, SENIOR VICE PRESIDENT AND DIRECTOR OF  
EMPLOYEE RELATIONS, DIVERSITY AND INCLUSION

**Q: What are the Bank's key Diversity, Equity and Inclusion (DEI) priorities?**

CB: We are focused on three critical priorities: Engaging and developing diverse team members through leadership development programs and mentoring opportunities; attracting diverse talent by casting a wider net for talent and working with Historically Black Colleges and Universities and diverse partners; and connecting to the diverse communities we serve through partnerships with local organizations.

**Q: How is DEI linked to Bank OZK's long-term performance?**

CB: The diverse backgrounds and perspectives of our people enrich our culture and decision-making processes, foster creative thinking and ultimately improve our performance. We are committed to promoting and maintaining an inclusive, high-performing culture where all team members embrace and leverage each other's talents and backgrounds. This is critical to our success and to serving the diverse customers in the communities where we conduct business.

**Q: How are you working to operationalize DEI throughout Bank OZK?**

CB: We recognized that to succeed at driving progress over the long term, we must treat DEI no differently than we would any other critical business initiative. That is why we have created our DEI Strategy Council, comprised of senior leaders from across different business units within the Bank. Council members are working together, and within their own organizations, to embed our priorities even more deeply within the Bank.

**Q: How did the events of 2020 shape your work and that of the DEI Strategy Council?**

CB: In 2020, we made progress regarding our DEI areas of focus, but like many U.S. employers, we also experienced reminders of the significant work that remains. DEI is foundational to who we are at Bank OZK. It is core to our values and DNA. Yet, despite our achievements, we have known for far too long that there is more that must be done to realize true diversity, equity and inclusion in both our workplace and in our communities. This was put into stark focus by events that occurred in our country in 2020. While our commitment to DEI did not begin with these horrific events, it has intensified our collective efforts to make a difference.

*"We are committed to promoting and maintaining an inclusive, high-performing culture where all team members embrace and leverage each other's talents and backgrounds."*

**Cathy Bonner**

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








## Products & Services to Meet Customer Needs

Whether our customers visit us at one of our branches, online or on their mobile device, Bank OZK provides access to products and services to make personal banking accessible, convenient and safe. We strive to help customers meet their short- and long-term financial goals and expand financial inclusion.

 In 2020, our retail mobile banking app was upgraded to include a fresh, modern look and additional ways 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 allows 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.


In 2020, many of our customers were faced with unprecedented challenges including loss of income or unplanned emergency expenses. Our savings accounts and savings tools became more important than ever to help customers build an emergency savings fund and prepare for unexpected and expected expenses.

- Our variety of personal savings accounts and money market accounts allow our clients to tailor their savings strategy to meet their short-term or long-term goals.
- For our customers covered under high-deductible health plans, we offer Health Savings, a tax-exempt savings account to pay for qualified medical expenses.

- We offer My Change Keeper to help customers automatically save every time they make a debit card purchase. As a free add-on to any Bank OZK checking account, customers can round up every debit transaction to the next whole dollar and transfer the difference to their savings. Or, they can specify an additional dollar amount between \$1 and \$5 to save with every debit card transaction.
- Through online banking and the mobile app, customers can schedule recurring or one-time automatic transfers from their checking account to their savings account.

### *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.

 The Bank is also 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\* is a Bank On-certified account. It offers:

- \$5 monthly fee
- No NSF/Overdraft fees
- \$25 opening deposit
- Debit card

The Bank 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. In addition, it does not require private mortgage insurance. Down payment assistance may also be available.

The Bank's New Start Loan Program helps eligible customers with overdrawn checking accounts develop a manageable repayment plan.

\* The Freedom Advantage Checking Account was introduced in January 2021. Zelle and the related marks are wholly owned by Early Warning Services, LLC and are used wherein under license.



## GIVING BACK TO THOSE IN NEED AT THE HOLIDAYS

Each November for the past 12 years, Bank OZK employees from our Winder, GA., branch volunteer their time at their local food pantry. In 2020, the OZK team helped give away 30,000 pounds of Thanksgiving treats and fixings to more than 1,383 individuals.

## Health & Human Services

Hospitals in rural parts of the country face unique challenges but play a critical role in the health of our communities.

For many years, due to demographic, economic and health care industry challenges, Georgia's rural hospitals have been facing a financial crisis. New legislation allows individuals and businesses throughout Georgia to receive state tax credits for contributions to rural hospital organizations in need of critical support. Hospitals can use donations to purchase new technology and equipment, address needs related to capital improvements, and provide care for patients that could not otherwise pay for services.

In 2020, Bank OZK donated \$380,000 to three rural Georgia hospitals through the program.

## Employee Volunteering

Employees are encouraged to be actively involved in their local communities. In 2020, our employees recorded 3,421 volunteer hours and participated in more than 931 community events.

# Giving Back in 2020

## Over \$1M\*

2020 Philanthropic  
Giving

## 3,421 Hours

2020 Employee  
Volunteer hours

\* In addition we contributed \$500,000 to Step Up for Students, a Florida needs-based student scholarship provider, and \$158,760 to the Georgia GOAL Scholarship program, for which we receive state income tax credits in Florida and Georgia.



## Supporting Our Communities

Local communities are the heart and soul of Bank OZK. They are where we work, live and raise our families. We believe that our focus on Better to the X-Power extends to helping make our local communities the best they can be. We are proud to give back through our core business, philanthropic resources, and employee time and expertise to make our communities even stronger. Below are examples of our support.

### *Making Housing Affordable*

Bank OZK uses innovative and flexible lending programs to serve the credit needs of our community. Through our Affordable Housing Finance Group, Bank OZK is supporting the renovation of the public housing community in downtown Albany, Georgia, that includes more than 200 family units and 66 senior units. Renovations will include new HVACs, kitchens, bathrooms, flooring, fixtures and other improvements. The Bank is also supporting the development of affordable housing in Miami, FL, in the Little Havana neighborhood. In addition to the 139 affordable apartments for seniors age 55 or older, the project will include amenities such as a fitness center, business center, an art gallery, a swimming pool, and a dog park. In addition, there will be a separate senior center on the ground floor.

Our Freedom Advantage Home Loan program is Bank OZK's flexible, affordable mortgage product. This program allows up to 100% financing, flexible credit criteria and long-term fixed rates to low- and moderate-income borrower(s) or borrower(s) purchasing in a low- to moderate-income census tract within the Bank's assessment area. In addition, the Bank allows qualifying borrowers to refinance their loans through its Freedom

Advantage Refinance product. A dedicated group of Bank OZK community mortgage loan professionals work with local realtors and community organizations to raise awareness of Freedom Advantage. In 2020, the Bank provided Freedom Advantage Loans totaling \$71.8 million for 417 single family residential units.

Bank OZK's Affordable Housing Finance Group oversees lending and investing for the construction of multi-family housing for families and seniors who make 80 percent of area income or less. An estimated 95 percent of loans that the group finances benefit low-income families. In 2020, the group provided financing for 1,284 affordable housing units totaling \$132 million in financing. Since the group began in 2018, it has provided more than \$421 million in financing and equity investments, helping to create approximately 3,270 units of affordable housing. In addition, our Real Estate Specialties Group ("RESG") provides financing for buildings in numerous markets across the United States that include affordable housing units. In 2020, RESG provided financing for 793 affordable housing units, totaling over \$118 million in 14 markets across the country.



### *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 no minimum dollar requirement. 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, who 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.




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### TURNING A DREAM INTO REALITY WITH A SMALL BUSINESS LOAN

When Jeremiah Clark was 12-years-old, he remembers going to Jacksonville Guitar in his hometown 20 minutes outside of Little Rock, AR, to buy drumsticks. As he got older, he expanded beyond drums and eventually learned to play nine instruments. He became a music teacher in a local school and at church. It was around this time he started to dream about and save money to open his own music store.

"I drew up notes of what the store would look like—I still have them," he says.

When he heard that the owner of Jacksonville Guitars, Steve Evans, was retiring after 45 years and selling the store—the only family-owned music store for miles—it sparked his interest. "Let me see if it's possible," he recalls thinking. It was his church pastors, James and Cynthia Bolden, who recommended he reach out to Bank OZK about a small business loan to purchase not only the store but all the inventory, furniture and land.

"Given that it was my first time taking out a loan for a business I wasn't familiar with all of the terms, but the Bank OZK team made it understandable and helped me feel comfortable," said Mr. Clark.

In July 2020 with his dad, mom and sister at his side, Mr. Clark became the owner of the store after qualifying and receiving a SBA 7a loan from Bank OZK. Today, the store is known as the H22 Music Store, which stands for the biblical scripture Habakkuk 2:2—and it is thriving, offering music lessons and an expanded array of instruments to the community.

"Just like in the Bible, the opening of this store was an act of God to make my dream come through."

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# 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.

All Bank OZK employees share in the responsibility to support our mission to make banking and credit services available to all prospective and existing customers. The Bank's Community Banking, CRA and Fair Lending Committee is responsible for overseeing the operation and effectiveness of Bank OZK's programs related to community reinvestment activities and compliance with the Community Reinvestment Act.





2020

## Community Reinvestment Impact

**\$534.5M**

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

**\$600,000**

Community Development Investments supporting low- and moderate-income individuals, families, neighborhoods and small businesses.

**\$64.8M**

CRA-qualified Investments.

**\$174M+**

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

**6,400+**

Number of people participating in Bank OZK-facilitated financial education seminars on topics such as purchasing a home, budgeting and investing.

**\$211,750+**

Leveraged more than \$211,000 in grant funds through the Federal Home Loan Bank (FHLB) programs, including the Affordable Housing Program (AHP), the Special Needs Assistance Rehabilitation Program (SNAP), the Homebuyer Equity Leverage Partnership (HELP), and the Partnership Grant Program (PGP).

**1 Million**

Number of meals provided by \$200,000 contribution to 25 community food banks feeding over 525,000 individuals.



### **Giving of Our Time and Expertise to Help Strengthen Financial Literacy**

Financial literacy is a critical skill in today's world. That is why Bank OZK facilitates financial education seminars in local communities on topics such as purchasing a home, budgeting, saving and investing.

During 2020, Bank OZK volunteers led more than 260 seminars for more than 12,000 community member participants at its branches and at schools and community organizations. In recent years, Bank volunteers have taught new entrepreneurs how to establish businesses in several markets throughout the Bank's footprint.

In February 2020, Bank OZK was also a proud sponsor of the annual Smart Women Smart Money Arkansas conference, a free workshop for women of all ages and circumstances to learn about money management and take control of their financial lives. Two members of the Bank's Trust and Wealth department led breakout sessions at the conference, which included more than 600 attendees.

In Charlotte, NC, Bank OZK joined with Prospera, an economic development non-profit organization specialized in providing technical assistance to Hispanic entrepreneurs trying to establish or expand their business. Together, we provided virtual financial education webinars to local businesses. We also provided financial education to other local groups including the Women's Business Center of Charlotte.

### **Supporting Habitat for Humanity in Central Arkansas**

Habitat for Humanity ReStore outlets are reuse stores operated by Habitat for Humanity that accept donations and sell home improvement items. Proceeds help to cover the operational costs of the non-profit, which builds, rehabilitates and preserves affordable housing for low- to moderate income individuals and families. In 2020, Bank OZK donated \$20,000 to the Humanity Restore of Central Arkansas to help purchase two cargo trucks for employees to efficiently gather items for resale.

### **Helping in Times of Need**

In response to the COVID-19 Pandemic, Bank OZK offered support to its customers through its Disaster Relief Payment Deferral Program. The program allows for deferred-interest and short-term payment extensions to borrowers affected by the pandemic. During 2020, over 3,000 customers benefited from this program.



## Philanthropic Investment

### Education and Youth

Investing in education and today's youth is one of the best investments we believe an organization can make. Through our expertise and time, we are helping to equip today's students to be tomorrow's leaders.

Together with our partner EVERFI, a leading education technology innovator, Bank OZK hosted financial education courses for students (K-12) in low- to moderate-income communities ranging from introductory to advanced-level topics such as saving, budgeting, insurance, taxes and investing. During the 2019-2020 school year, the Bank's efforts reached more than 3,600 students in 32 schools. An impact assessment showed that students involved in the program increased their scores on assessment tests by an average of 68 percent.

Between academic years 2016 and 2020 through the Bank OZK Financial Scholars Program, the Bank provided more than 14,986 high school students with financial education to help them make informed decisions about their financial futures.

### *Stepping Up for Students*

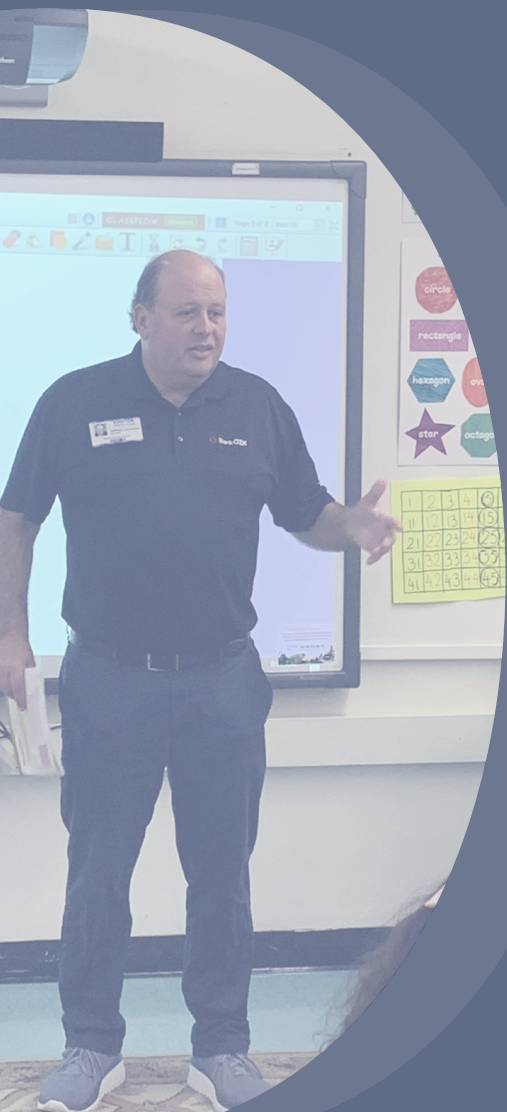
Bank OZK helped more than 70 students pursue high-quality education through the Bank's 2020 grant of \$800,000 to Step Up For Students. Since 2017, Bank OZK has funded 997 scholarships through the Florida-based non-profit organization.

"We are thankful for Bank OZK's commitment to providing educational options for economically disadvantaged Florida families," said Doug Tuthill, President of Step Up For Students. "Their generosity is helping to make a difference across our state."

Bank OZK also helped students in Georgia through the Georgia GOAL Scholarship Program Atlantic Youth

Academy by providing a grant of nearly \$160,000. The program provides thousands of children throughout the state greater access to learning opportunities.

In 2020, the Bank began a new partnership in Florida with Junior Achievement to educate youth on financial education. Utilizing Junior Achievement's financial education curriculum, Bank OZK employees reached more than 1,000 students through both in-person (pre-pandemic) and virtual sessions (post-pandemic), including during after-care and summer camp programs.







### **Supporting Young Entrepreneurs**

Bank OZK collaborated with the non-profit BUILD NYC to help young entrepreneurs learn how to bring their visions of starting a business to reality. BUILD NYC serves more than 400 students at eight partner schools in under-resourced communities. Through the program, employees from the Bank's New York office have coached students and offered advice about their business and academic goals. In addition to volunteering, the Bank also provided a \$20,000 grant to the program.

Senior Vice President of Commercial Lending at Bank OZK Kevin Beauparlant, who serves on BUILD NYC's advisory board, volunteered as a judge during a session where students pitched their business ideas. "As a dad, I know the impact these programs can have on kids' lives, leaving a lifelong impression for the good," Kevin recalled. "BUILD NYC is making an impact on so many and I am proud to be a part of it."

### **Building Pathways to Careers in Banking**

Bank OZK works with Arkansas Tech University-Ozark Campus and the Ozark and County Line school districts to help high school students obtain concurrent college credit while gaining a career pathway in the banking industry. In addition to college credit, students gain entry-level banking operations skills and the opportunity for a minimum of eight weeks of paid, hands-on professional training at the Bank's Operations Center, which may extend further into the school 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.

### **FROM HIGH SCHOOL STUDENT TO BANK EMPLOYEE**

Lindsey Shaw never imagined herself working in the banking industry. Today, the 20-year-old from Ozark, Arkansas, works as an escrow analyst at Bank OZK following completion of the Bank's internship program.

*"The Bank OZK internship was an amazing adventure and, for someone like me, a great first job. We met new people, got an up-close-and-personal look at the professional world, and even got college credit for it. It slowly transitioned us from students to professionals, and I couldn't be happier with the outcome."*


*"The students who have participated in their program have transitioned from high school students with little to no work experience into the very confident and poised professionals in just a few weeks. The hands-on learning environment combined with the personal development training ensures the student is ready for their next chapter in life."*

Tracie Walden  
SVP Deposit Operations





## Focusing on the Environment

At Bank OZK,  we are dedicated to making a positive contribution to a sustainable environment by developing business practices to protect and conserve natural resources in our workplaces and communities.

### Our New Headquarters

 In 2020, the Bank opened its new 247,000-square-foot corporate headquarters in Little Rock, Arkansas, to support the bank's continued growth. Approximately 400 employees moved into the building, with capacity for up to 800 employees.

Environmentally friendly features of the Bank's new headquarters include:

- Programmable LED lights allowing all normally occupied spaces to be controlled by motion detectors that turn lights off when areas are unoccupied
- Low-flow plumbing fixtures to conserve water
- Energy-efficient HVAC systems
- Light-color roofing material that will reflect heat to minimize heat load to the HVAC system
- Site water collection systems designed to have zero effect on surrounding properties and nearby waterway
- Centralized recycling receptacles
- Site landscaping with hundreds of trees (well above city landscape regulations) to increase site shading and lower heat production from pavement
- Electric vehicle charging stations in all employee parking lots

We also worked to improve the sustainability of the grounds and surrounding land and ecosystem with a design plan that minimizes water use, limits pesticide use and reduces mowing requirement by using plants and materials native to the area.



**All new ✕ and renovated Bank OZK branches** are designed with LED lighting, motion sensor switches, high-efficiency HVAC controls and variable air volume distribution systems.

In addition to our new headquarters, the Bank will be investing \$6 million in the construction of a solar power plant to provide renewable energy to the new headquarters and up to 40 other Arkansas locations. Over the course of a year, the planned solar plant is expected to generate more than 8 million kilowatt-hours of renewable electricity, enough to provide electricity for more than 1,000 homes for 12 months. The plant is expected to significantly 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. The Bank expects to begin construction in 2021.






# Reducing Our Environmental Impact

We know that even the smallest effort can make a difference. Below are other ways Bank OZK is working to minimize its impact on the environment.

## *Reducing Paper Use One Customer at a Time*

All Bank OZK branches use a technology called teller image capture. When customers deposit checks, tellers use the tool to scan paper checks into high-quality digital images that are electronically transmitted to the teller automation network system. By replacing a series of manual transactions, teller image capture provides significant cost savings and efficiencies, and protects consumer information. It also replaces paperwork that tellers previously had to complete, as well as the need for customers to fill out deposit tickets.

## *Shredding Our Way to Waste Reduction*

 Through our shredding and recycling initiative, we recycled close to 600,000 pounds of paper in 2020. Simultaneous with our recycling efforts we've digitized many processes, internally and customer facing eliminating countless paper forms and processes.



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## FOR MORE INFORMATION ABOUT OUR BANK

please visit [www.ozk.com](http://www.ozk.com) or contact the Bank at  
(501) 978-2265, [ESG@ozk.com](mailto:ESG@ozk.com) or  
P.O. Box 8811, Little Rock, Arkansas 72231-8811.

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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, 2020, 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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