

2021



ExtraCO
Banks.

| Let's Build
Some Dreams.

COMMUNITY IMPACT REPORT



40 CUSTOMERS

\$8,000 IN GIFTS
AWARDED



BUILDING CUSTOMERS

Annually on National Make Your Dream Come True Day, our branch employees nominate customers they want to surprise. Each branch received financial resources to surprise customers who our employees knew needed a pick-me-up. Throughout the day, our employees met with each customer and shared why they were chosen to have their dream come true. Surprises like these remind our customers they aren't just a customer, they are part of the Extraco Family.

BUILDING EMPLOYEES

In 2021, 13 employees successfully earned their Lean Six Sigma certification, which totals 39 employees green belts and 2 employee black belts since 2019. The online Lean Six Sigma program is designed to prove proficiency in understanding the fundamentals of process improvement technique, which has increased our Lean results. The positive results we've seen have improved process performance and enabled our teams to deliver increased customer satisfaction and a higher quality of service.

5,222 HOURS SAVED

We continue to prioritize
our customer experience
while streamlining processes



13 EMPLOYEES
EARNED BELTS

Lean Six Sigma Green Belt
employees are tasked with
identifying process
improvement opportunities



BUILDING BUSINESSES

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EXTRAPRENEUR

The Extrapreneur Award Program provides Central Texas businesses an opportunity to win up to \$26,000 in cash prizes and gain access to business consulting resources with the goal to support continued economic growth in our communities. This year, our overall winner was Champions Salon & Barber. For more information, visit extracobanks.com/extrapreneur.

\$20K

GIVEN TO OVERALL WINNER



Champions Salon & Barber

\$5K

GIVEN TO REGIONAL WINNERS

Bulldog Auto Detailing, Champions Salon & Barber and Shipwreck Grill

\$1.5K

GIVEN TO FINALISTS

Axle Box Innovations, Lights of West, Nickell Metalsmiths, Pop's Lemonade and Waco Cha

\$1K

GIVEN TO PEOPLE'S CHOICE SOCIAL MEDIA WINNER

Bulldog Auto Detailing

3

INCUBATEX254

In partnership with Startup Waco, we provided micro-grants to support small businesses participating in the IncubateX254 program. This latest round of IncubateX254 included businesses which were female-owned.

INCUBATE  254

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BANK & BREWS



BANK & BREWS

PRESENTED BY EXTRACO BANKS

Our monthly content series went virtual this past year in both the Waco and Temple areas. Our speakers ranged from local CPAs to marketing experts, and all shared information businesses were able to implement to improve outcomes.

BUILDING COMMUNITIES

Here at Extraco, we understand that by building people and businesses, we're building communities. It is so important to each one of our employees to give back to the communities that they not only work in, but live in. We remain committed to serving Central Texas communities and look forward to the impactful work we will accomplish all together.



**2,662 VOLUNTEER
HOURS**

Our employees continue to invest in their local communities through volunteerism.



**\$651,307 TOTAL
DONATIONS**

We are proud to financially support organizations where our employees also volunteer their time.



**191 ORGANIZATIONS
SUPPORTED**

Extraco employees are committed to supporting organizations that align with their personal values.

United Way

One way we support Central Texas communities is through an annual employee giving campaign for United Way. As a company, we continue to participate in employee contribution campaigns to support each region's United Way efforts to fight for the health, education and financial stability of every person in every community.



\$39,273

**EMPLOYEE CONTRIBUTIONS TO
LOCAL UNITED WAY EFFORTS**

