

BUSINESS

RESPONSIBILITY REPORT



ABOUT JOHN MARSHALL BANK

John Marshall Bank is a commercially focused community bank that has been providing businesses and individuals with the right balance of personalized, accessible, and exceptional service with the latest banking technology since 2006. Headquartered in Reston, VA, and with eight branch locations throughout the DC Metro area, our knowledgeable team of experts is committed to providing optimum service to help our customers achieve their financial goals – from the boardroom to building their first home and everywhere in between.

We pride ourselves on our commitment to the community, both professionally as bankers but also as active members on the Boards of a variety of nonprofit and professional organizations we serve. Our team is quite involved in a volunteer capacity and in providing financial support of business organizations and community nonprofit organizations. Our connection and commitment to serving the community has given the Bank the growth it has achieved.

BANK HIGHLIGHTS

- Over 140 employees
- Earned 5-Star highest rating for financial strength by Bauer Financial
- Strong, well-capitalized, and liquid balance sheet
- 8 branch locations including, Arlington, Alexandria, DC, Leesburg, Reston, Rockville, Tysons, Woodbridge
- Ranked in the 2020 Deposit Accounts Top 200 list of Healthiest Banks in the United States by Lending Tree
- The top bank with asset size between \$1 billion to \$5 billion and the second best bank across all asset size categories in Bank Director's 2023 RankingBanking study
- Partner with Bankers Insurance, the third-largest independent insurance agency in Virginia
- Maintains very strong credit quality of loans
- Tenured executive management team with extensive experience serving the DC Metro market

MISSION - VALUES



Mission Building value by delivering tailored banking services and exceptional client experiences.

Core Values (HERO)



Honesty

Our community banking practices are built on the principles of integrity, transparency and honesty.

Excellence

We strive to conduct each transaction and service with the highest standard of excellence. From the multi-million dollar construction loan to the multi-family bank accounts.

Ownership

We believe in personal accountability. By internalizing the mission and vision of JMB, we take on full ownership and responsibility of not just the success of our business, but your business as well.

Responsiveness

Our community bankers are known for providing the highest standard of customer service, prompt, personalized attention, and strategic insight. All available in just a quick phone call or email.

Our Commitment to Diversity, Equity, Opportunity & Inclusion

John Marshall Bank remains committed to the principles of diversity, equity, opportunity, and inclusion with both our team and our customers.

Diversity

Understanding that each individual is unique and recognizing our individual differences. These can be along the dimensions of race, ethnicity, gender, sexual orientation, socio-economic status, age, physical abilities, religious beliefs, political beliefs, or other ideologies.

Equity

Making sure people are given equal opportunities and are accepted for their differences.

Opportunity

A set of circumstances that make it possible to do or achieve something of personal and/or professional value.

Inclusion

The achievement of a welcoming work environment in which all individuals are treated fairly and respectfully can contribute fully to the Bank's success and where diversity is valued.





CORPORATE, SOCIAL, AND ENVIRONMENTAL RESPONSIBILITY



Team Members

The Bank maintains a culture of inclusion and growth for our team by fostering a strong culture with a focus on our values, while celebrating their achievements. We recognize that our success derives from the contributions and expertise of our team, who are our greatest asset. In turn, we aim to cultivate a work environment that offers growth opportunities, connections to causes impacting our community and access to education and benefits that support their success.

Community

With products designed for greater accessibility and a team that assumes community leadership, development, and educational roles, we dedicate ourselves to improving and uplifting the communities we live in and serve.



Environment

Climate change affects all of us and that includes the Bank. The Bank actively partners with services that reduce paper use, and employs practices and procedures focusing on sustainability, waste reduction, and reducing our environmental impact.



COMMUNITY INVOLVEMENT AND DEVELOPMENT

Through volunteerism efforts, providing financial literacy education, accessible banking products, participation in the Community Reinvestment Act, to name a few, the Bank and our team are actively and consistently invested in the development of the communities we serve throughout the DC Metro area.

Volunteerism

A significant portion of our staff members dedicate hours to volunteering with a multitude of nonprofits and organizations throughout the DC Metro area. Additionally, the Bank actively engages in sponsorships with various community events, donation drives, and schools where team members play a vital role.



John Marshall Bank Sponsors the Tuskegee Airmen in Bringing the Traveling RISE ABOVE Exhibit to Prince William County

This summer, the Bank sponsored and played an integral role in bringing the Tuskegee Airmen, the Women Airforce Service Pilots ("WASP"), and the RISE ABOVE Traveling Exhibit to Prince William County, where one of our branches is located. The RISE ABOVE exhibit tells the story of the Tuskegee Airmen and WASP as they rose above adversity and the clouds to serve the country during World War II.

The Tuskegee Airmen, America's first black military pilots, and WASP, pioneering women who served in the U.S. Air Force with tremendous distinction, have a unique blend of history, legacy, and modern application that the RISE ABOVE exhibit inspires to the communities it visits. Bringing together local organizations, community leaders and dignitaries, and community members, RISE ABOVE provides education for people of all ages on how the stories of the Airmen and WASP are applicable today.

Through the efforts of John Marshall Bank and the leadership of our Prince William County Banking Center, the Tuskegee Airmen, WASP, and RISE ABOVE exhibit were able to have a successful event in Prince William County, which included the attendance of the Governor of Virginia and other local community leaders. This brought greater exposure and awareness to the important contributions of minority groups.





COMMUNITY INVOLVEMENT AND DEVELOPMENT

Financial Literacy

As a Bank, our team is uniquely positioned to offer informed financial literacy and education to our local communities. Through efforts in local schools, organizations dedicated to providing financial education for students, and events aimed at older audiences, the team at John Marshall Bank provides expert financial literacy instruction and education to the people we serve.

In 2023, our team spent over 82 hours in over 22 separate events providing financial literacy education to the DC Metro area.

We primarily partner with Junior Achievement of Greater Washington and Liberty's Promise. Junior Achievement partners with local school systems to promote financial literacy, work readiness and entrepreneurship among students in middle and high school. Liberty's Promise supports young immigrants in need while encouraging them to be active and conscientious American citizens.



Kimberly Bradford - Master Financial Educator

Kimberly Bradford, Commercial Relationship Manager, graduated from Virginia Tech's Virginia Cooperative Extension Program as a Master Financial Educator, which required over 40 hours of financial education. With this certification, Kimberly is equipped to assist families in a variety of financial aspects including money management, planning for home ownership, and more. The Bank encourages and supports employees as they further their financial education training.



COMMUNITY INVOLVEMENT AND DEVELOPMENT



Small Business Administration Preferred Lender

John Marshall Bank is designated as a “preferred lender” as part of the US Small Business Administration’s (SBA) Preferred Lender Program. This designation allows the Bank and our SBA team to provide a more expedient loan application experience to the small businesses we serve, providing them with the funds they need to start, grow, or operate. The Preferred Lender status also grants the Bank access to additional resources, such as educational materials and workshops, to assist small business owners in running their businesses after receiving their SBA loans.



Community Reinvestment Act

John Marshall Bank helps meet the needs of all segments of our community, including low-to-moderate income areas, through the Community Reinvestment Act. Our CRA efforts include:

- Providing SBA loans to multiple qualifying businesses throughout the DC Metro area, totaling over 20.
- Created the Home Pursuit Program, which provides first-time home-buyers and those who meet specific income and home value requirements with a path to home ownership.
- The Home Pursuit Program has provided 19 loans throughout the Bank’s footprint
- The Bank’s Freedom Checking Account is certified by the Cities for Financial Empowerment (CFE) Fund as meeting the Bank On National Account Standards. These national standards designate core features that ensure low cost, high functionality, and consumer safety for all certified accounts.

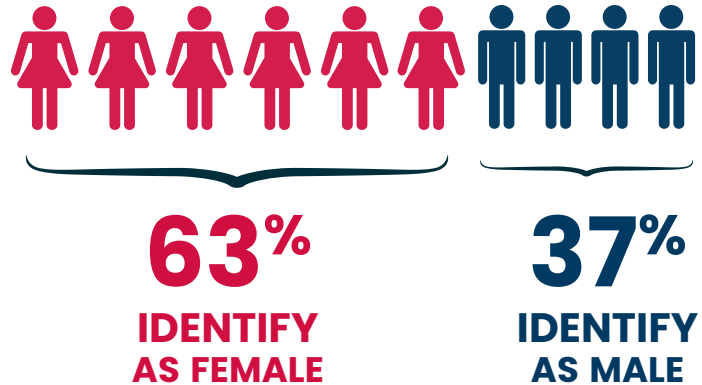
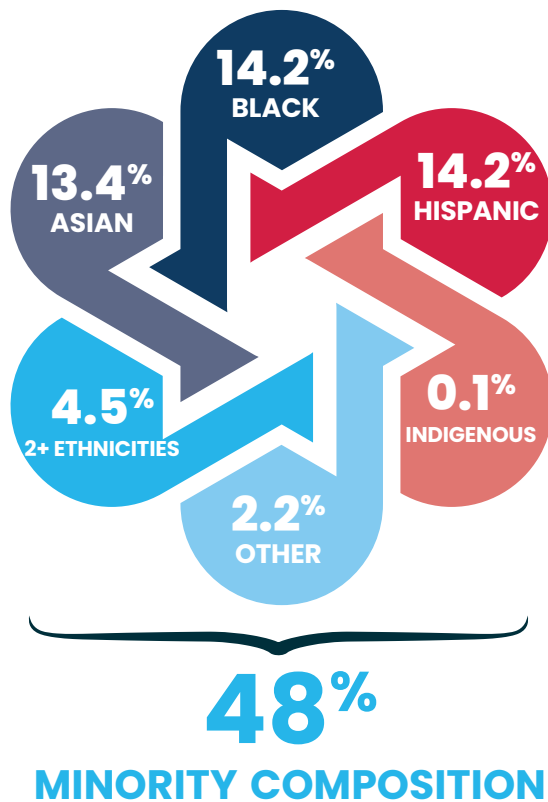




PROMOTING DIVERSITY, INCLUSION, & DEVELOPMENT IN OUR TEAM

Company Composition

Our placement in the DC Metro area puts us in one of the most diverse areas of the country, a diversity that we reflect and promote within the Bank and our team. Through diversity comes inclusion, understanding, collaboration, and a better understanding of the people we work with and the clients we serve.



Talent and Employee Acquisition

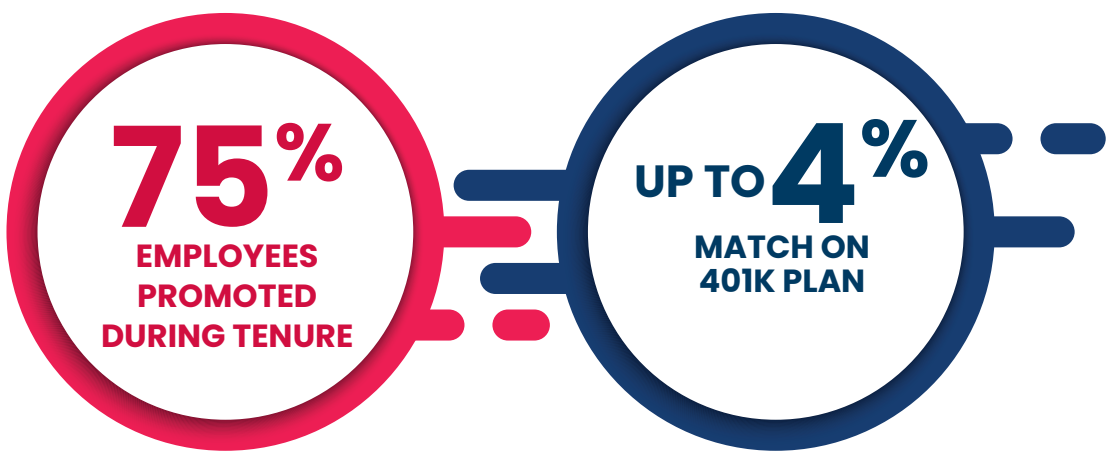
- The Bank actively seeks out talent who match the Bank's values and commitments to the community.
- The Bank hires known leaders throughout the banking and local community.
- The Bank and its leadership has close ties to James Madison University's School of Banking and has a track record of hiring graduates.
- The Bank maintains an immersive internship program focused on developing and training the future generation in the industry.



PROMOTING DIVERSITY, INCLUSION, & DEVELOPMENT IN OUR TEAM

Employee Health and Wellbeing

- The Bank offers healthcare benefits that include access to physical wellness programs along with mental health coaching and support.
- The Bank offers support for new and existing parents.
- The Bank offers hybrid work options for employees



Work Environment and Staff Involvement and Development

- The Bank actively fosters an environment of collaboration, engagement, satisfaction, and ownership.
- Team HERO, an employee-led internal team, underscores the Company's values, including creating the quarterly Unsung HERO award which recognizes an employee that goes above and beyond in embodying our values.
- 75% of employees have received promotions during their tenures in recognition for their contributions to the organization and reinforcing opportunities for advancement while cementing our culture and values.
- Quarterly all employee meetings are conducted to keep team members apprised of Bank updates and performance while providing an avenue for open discussion with executive management.
- Frequent appreciation and celebration occasions where team members assemble casually to socialize and reinforce team comradery.
- The Bank's intranet serves as an engagement platform that allows team members to exchange ideas, learnings and celebrate the achievements of peers.
- The Bank matches up to 4% to the 401k plans of employees (enrolled in the Bank's 401k program).



EFFECTIVE AND EFFICIENT GOVERNANCE

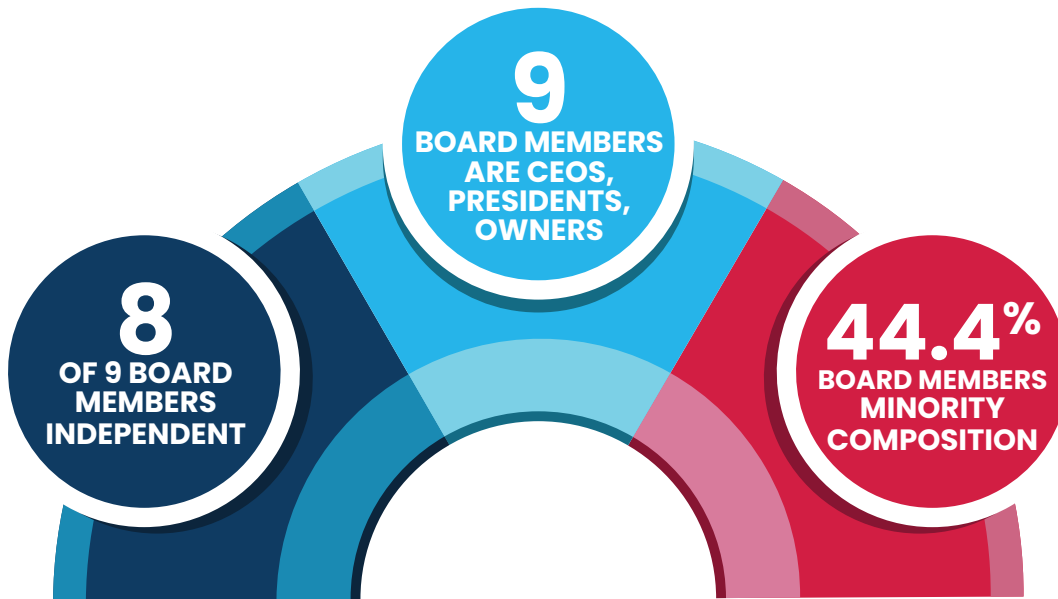


Board of Directors Composition

The Bank works closely with the Board of Directors to ensure that all operations, from daily to long term, stay aligned with the Bank's mission and values.

- 8 of the 9 Board members, including the Chair are independent
- Regular communication between the Board and the JMB Executive Management team
- 9 members have experience as CEOs, Presidents, or owners
- 44.4% are part of a minority ethnic group

Additionally, the Bank provides frequent communication to all shareholders, beyond regulated and mandatory communications.



Workplace Ethics

The Bank has multiple policies in place to maintain and operate an ethical workplace in compliance with government standards. Our team, regardless of position, is committed to creating an ethical workplace and keeping the highest of standards.

- Staff complete annual mandatory ethical training
- Staff complete annual mandatory training
- The Bank provides clarity to customers and clearly communicates any policy or product changes



SECURITY, FINANCIAL CRIMES, & CYBERSECURITY

Reinforcing Cybersecurity Standards

- The Bank, as a regulated entity, adheres to laws and regulations set by the government and implements policies and procedures as required.
- The Bank requires all staff to complete annual training on cybercrime, financial crime, cybersecurity, and cybercrime prevention.
- The Bank's Information Technology team provides training and materials on cybersecurity, and fraud throughout each year, including surprise training.
- The Bank partners with KnowBe4 to provide educational resources to staff, year-round
- The Bank complies with standards and requirements set by the Bank Secrecy Act (BSA), the Office of Foreign Assets Control (OFAC), Anti-Money Laundering laws, and more.
- The Bank also ensures that its privacy policy is clearly stated and readily accessible to the public.





ASSESSING OUR ENVIRONMENTAL IMPACT

Implementing Green Practices

- As a regulated industry, the Bank adheres to all standards, laws, regulations, and polices set by the government relating to environmental management and preservation.
- The Bank provides e-statements to all customers, giving them the option to opt out of paper statements.
- The Bank provides mobile and online banking, reducing the use of paper and need to travel.
- The Bank provides its customers a variety of additional products to reduce paper usage and travel including Remote Deposit Solutions, Electronic Bill Pay, Online Loan Applications, and More.
- The Bank utilizes cloud-based service providers to improve user experience and reduce environmental impact, these services are rigorously tested for security purposes.
- Further efforts to minimize carbon footprint through implementing web-based documents like the annual report and press releases that were formerly paper-based.

Supporting Our Eco-Conscious Clients

The Bank supports and provides for a variety of environmentally focused businesses. We believe in their missions to promote ecological living, care for the environment, sustainable and renewable energy sources, and other eco-friendly initiatives.





RELEVANT DOCUMENTS AND POLICIES

- Code of Conduct - **Whistleblower Policy**
- Code of Conduct - **Workplace Responsibilities**
- Code of Conduct - **Privacy Policy**
- **SEC Filings & Regulatory Disclosures**
- **Executive Leadership**
- **Board of Directors**
- Press Release - **Inclusion in SBA Preferred Lender Program**
- Press Release - **Sponsorship of Tuskegee Airmen in Prince William County**
- Press Release - **Checking Account Inclusion in Bank On Program**
- **Fraud Prevention Resource Center**



Locations

1. Alexandria
2. Arlington
3. Leesburg
4. Reston
5. Rockville
6. Tysons
7. Washington, DC
8. Woodbridge

640 Franklin St.
 2300 Wilson Blvd., Ste.120
 842 South King St.
 1943 Isaac Newton Sq. E, Ste.150
 11 N. Washington St., Ste. 100
 8229 Boone Blvd., Ste.102
 1625 K Street NW, Suite #1050
 12701 Marblestone Dr., Ste. 150

Alexandria, VA 22314
 Arlington, VA 22201
 Leesburg, VA 20175
 Reston, VA 20190
 Rockville, MD 20850
 Tysons, VA 22182
 Washington DC 20006
 Woodbridge, VA 22192

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