



2021

Environmental, Social
and Governance Report

EAST WEST BANK'S Business Model



East West Bank corporate headquarters, Pasadena, CA

East West Bancorp, Inc. is the publicly traded parent company of East West Bank. The Bank opened its doors in 1973 in Chinatown, Los Angeles, California, as the first federally chartered savings institution focused primarily on serving the financial needs of Chinese Americans.

Today, the full-service commercial bank has over 120 locations in key cities in the U.S. and China. East West Bank serves consumers and businesses and is the largest independent bank headquartered in Southern California. In addition, East West Bank is one of only a few U.S. banks with a commercial banking license in China. The Bank has a global network of contacts and resources to meet customers' diverse financial needs in and between the world's two largest markets — the U.S. and China.

EAST WEST BANK'S Coronavirus Response



\$2.7 BILLION

in Paycheck Protection Program (PPP) loan funding allocated



12,965

PPP loans issued



\$234 MILLION

of loans in 2020 through the Main Street Lending Program (MSLP)

In 2020, the COVID-19 pandemic created unprecedented challenges for our customers, but East West Bank's dedication to them never wavered. As an essential service, our bank branches remained open to provide uninterrupted support for our customers' financial needs. The health and safety of our customers and associates were our utmost priority. We quickly made renovations to our branches and offices to minimize exposure and reduce transmission of the virus. At our branches, associates practiced social distancing, wore protective gear and exercised other safety measures to ensure a safe operating environment. Meanwhile, non-branch associates shifted to a "new normal" by working from home and staying connected via videoconferencing.

East West Bank assisted our commercial and consumer customers affected by the COVID-19 pandemic by:

- Accommodating customers experiencing temporary hardship by extending payment deferrals or other loan modifications
- Suspending foreclosures for certain residential mortgage loans
- Funding 12,965 PPP loans in 2020 and 2021, totaling \$2.7 billion
- Participating in the Main Street Lending Program, and funding \$234 million through it in 2020



East West Bank associate

All figures are approximate.



EAST WEST BANK'S Actions Against Racial Injustice

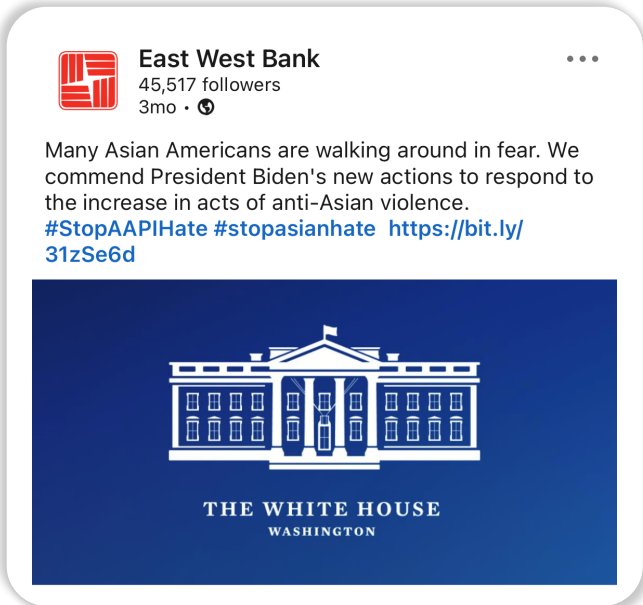
According to an analysis released by the Center for the Study of Hate and Extremism, anti-Asian hate crimes increased by nearly 150% in 2020. President Biden brought attention to this matter by condemning the violence against Asian American Pacific Islanders (AAPIs) in his first national primetime address. President Biden stated, “at this very moment, so many of them, our fellow Americans, are on the front lines of this pandemic trying to save lives and still — still are forced to live in fear for their lives just walking down streets in America. It’s wrong, it’s un-American, and it must stop.”

To help stem the rash of violence against AAPIs, the East West Bank Foundation has contributed to nonprofit organizations that are on the frontlines of the fight against racial injustice. Support for diversity and anti-discrimination efforts has been one of the main focuses of philanthropy for East West Bank and the Foundation.

The recent rash of violence and hate crimes is tragic and particularly alarming as the victims are from the communities East West Bank serves. “This is deeply personal and troubling to me,” stated Dominic Ng, Chairman and CEO of East West Bank. “These are parents, grandparents, brothers, sisters — our customers and co-workers.”



East West Bank Twitter post



East West Bank LinkedIn post

Customers

Privacy & Information Protection

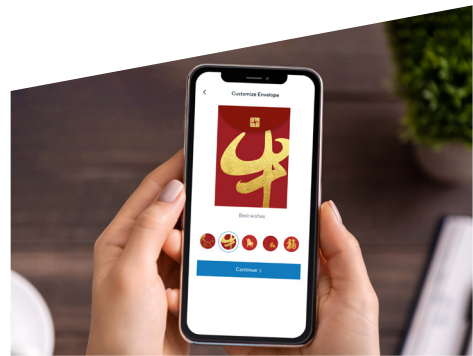
East West Bank has policies and procedures in place to protect the privacy of customers and consumers that visit the Bank. We are in full compliance with regulations such as the Gramm-Leach Bliley Act and applicable state privacy laws.

East West Bank protects customer information above and beyond the requirements of the law:

- We have never sold our customers' information.
- We do not share customer information with affiliates or non-affiliates for marketing.
- We do not share information other than as required to service customer accounts.

Innovation & Technology

East West Bank uses technological innovation to enhance our customers' user experience and lower language and location barriers. We offer digital banking and online consumer account opening in English, Chinese and Spanish. Our digital app is tailored to the particular needs of our core customer base. For example, it allows international wire transfers.



East West Bank Mobile App

ESG/SASB-Related Lending & Investment

East West Bank's long-standing lending and investment policies comply with today's Environmental, Social and Governance and Sustainability Accounting Standards Board (SASB) criteria.

East West Bank offers home loans and other products and services that support low- to moderate-income, minority, and immigrant communities. Our focus on basic, fair-priced products and alternative credit criteria support the underbanked. This is part of our founding mission as a Minority Depository Institution (MDI). We practice safe and sound banking policies that benefit the customer and the lender; throughout our history, our foreclosure rate has consistently been below the national average.

East West Bank entered affordable housing lending in the 1990s, and this has been an important focus of credit and investments for us ever since. Providing financing to businesses and nonprofits to promote community development is also an important part of our lending.

Community Development Investments

East West Bank has a long-standing and active program to make investments that promote community development. The large majority of our investments also qualify as Community Reinvestment Act (“CRA”) investments. These CRA investments had a book value of over \$1 billion as of December 31, 2020, which was equivalent to 2% of the Bank’s assets.

Affordable housing is a common issue across the country. Given that East West Bank serves areas with high housing costs, this is an important focus for our lending and one where we have been active for decades. Here are just a few examples of our efforts to help break the poverty cycle in our communities:

East West Bank provided financing for transitional housing that offers a safe discharge option for homeless patients, disabled adults, domestic violence victims, and recently incarcerated individuals. These facilities also provide workforce development programs to help with transitional employment and skills training opportunities.

East West Bank invested in and issued a loan to an entity that assists families with finding homes via the Housing Choice Voucher program. This program enables low-income families to afford a home in their desired neighborhood. Through this program, children will have the opportunity to attend schools with academic excellence. This is an innovative and very different approach than typically seen in traditional Section 8 housing programs.



High Opportunity Neighborhood Partners section 8 family



Governance

We are committed to strong corporate governance, which promotes the long-term interests of our stockholders and strengthens our Board and management accountability. Highlights of our corporate governance practices include:

All of our directors are independent, with the exception of our Chief Executive Officer (“CEO”).

We have a long-standing commitment to diversity in our organization, as evidenced by our Board. Six of our eight directors are members of minority groups. Three of our eight directors are women.

Our Board has adopted and published guidelines for a Lead Director position to guide the Bank’s oversight, which includes conducting regular sessions of independent directors.

The Audit, BSA/AML & OFAC Compliance, Compensation, Nominating/Corporate Governance, and Risk Oversight Committees are restricted to independent directors.

In 2020, all directors attended 100% of all meetings of the Board. The attendance rate at Committee meetings was also 100%.

The annual election of directors requires any director nominee who does not receive a sufficient number of votes to offer to resign. The Board, after considering the recommendation of the Nominating/Corporate Governance Committee, will determine whether or not to accept the resignation.

We have adopted formal Corporate Governance Guidelines reflecting our commitment to sound corporate governance.

We have a Code of Conduct for all directors, officers and employees of the Bank.

We adopted an Environmental and Social Policy Framework governing our mission to support diversity, community well-being and sustainability.

We have meaningful Stock Ownership Guidelines for our directors and senior officers.

Our Insider Trading Policy prohibits pledging or hedging of the Bank's common stock.

We conduct an annual "Say-on-Pay" vote.

We do not have a stockholder rights plan or a "poison pill" provision that some companies adopt to make it difficult for an acquirer to obtain control without the approval of the Bank's Board.

Stockholders may call special meetings and the ownership threshold for stockholders to call a special meeting is 10% of our total outstanding common stock.

The Bank has a continuing education program for our directors.

The Board regularly evaluates, at least annually, its overall effectiveness, committee assignments, Board renewal, and governance and risk management practices. The Risk Oversight Committee of the Board is apprised of information security matters on a quarterly basis.



East West Bank associates

Anti-Corruption, Ethics & Countering Bribery

East West Bank has an Anti-Bribery and Corruption Policy to address the risks associated with bribery and corruption that is intended to be used in conjunction with the Bank's Code of Conduct. The Board of Directors has ultimate responsibility for ensuring the Bank meets our obligations under the applicable corruption laws. Annual training in this area is required of all employees, worldwide.

We understand the importance of safeguarding the financial system in which we operate. We have customer due diligence and ongoing transaction monitoring that are governed by internal control policies and procedures to comply within the letter and spirit of anti-money laundering laws and regulations. Our anti-money laundering compliance program is designed to detect, prevent, and report suspicious transactions such as money laundering and counter terrorist financing.

Employees receive multiple trainings in our anti-bribery, anti-corruption and anti-money laundering compliance programs. These programs are also reviewed every year by our independent auditors.

Information Security

Trust is important for our relationship with customers and partners, and we take significant measures to protect their privacy and the data that they provide us. Keeping our customers' data safe and secure is a high priority. Our approach to security includes data governance as well as ongoing testing for potential security issues.

We have robust access controls in our production environment, with access to data strictly assigned, monitored, and audited. To ensure our controls remain up-to-date, we undergo continuous internal and external testing for vulnerabilities within our software architecture. These efforts have enabled us to certify our platform to SOC2 Type II standards, and meet Sarbanes Oxley requirements. Our security program is aligned to the Federal Financial Institutions Examination Council's (FFIEC) Information Technology/Information Security standards (i.e., FFIEC Handbooks) and is regularly audited and assessed by third parties such as our regulators, the Federal Reserve Board (FRB), the California Department of Financial Protection and Innovation (DFPI), our external auditors (KPMG), as well as our strategic partners.

The Risk Oversight Committee, which oversees information security, is comprised of all independent board members, of which one is deemed an information security expert. The Committee is apprised of information security on a quarterly basis.



Online training portal for East West Bank associates

Every employee of the company is subject to annual cybersecurity/information security training, in addition to information privacy training (e.g., GLBA). The company carries information security/cybersecurity insurance coverage through Tokio Marine HCC.

Code of Vendor Conduct

East West Bank has a vendor management process to deal with vendor relationships where a service or product is provided to the Bank. This includes ongoing management to ensure vendors adhere to ethical conduct obligations and keep our customer data secure, in addition to meeting performance standards.

Reputation

East West Bank has built our reputation over the past four decades by consistently delivering for our customers and communities. Our Bank was founded on the principle of serving communities undermined by discrimination, and our roots are deeply planted in our culture. Amidst racially charged political rhetoric and a rise in xenophobia in 2020, we stepped up our already established community support and investment.

Business Risk Management

Banking is a risk management business. Whether we are looking at risk factors surrounding our customers' business, industry and creditworthiness, or risks related to the bank's reputation, operations and financial position, we always take a proactive and intelligent approach. This philosophy and practice are what got East West Bank through past global financial crises and is what will ensure our continued success.

Risk management has been a top priority at East West Bank since our founding. The Risk Oversight Committee of the Board of Directors provides focused oversight of the company's enterprise risk categories.

The company's enterprise risk categories have been identified by the Board and management as the risks that impact the entire Bank, the active oversight of which is deemed by the Board to be necessary to ensure successful, safe and sound management. These risk categories include credit, capital, liquidity, operational, market, compliance, legal, strategic, and reputational. The risk categories are applicable to the Bank's domestic and international footprint.

Transparency

East West Bank furnishes key disclosures of financial, environmental and social metrics. We provide and post such information on our website at EastWestBank.com, including investor presentations, quarterly and annual reports, proxy statements, and press releases. We comply with disclosure obligations in our Securities and Exchange Commission and other regulatory filings and are committed to the transparent disclosure of information.



East West Bank 2020 Annual Report

Public Policy & Government Relations

Policymaking at the state and federal levels of government can deeply affect our products and services. Therefore, we closely monitor the development of public policies that directly affect our business and the banking industry. Our advocacy efforts are focused at the federal level and in the seven states where we do business. East West Bank meets with elected officials and engages with national and state banking industry trade associations to advocate on behalf of minority banking and the regional banking industry.

The Bank publicly discloses information on the use of corporate funds for the purposes of political advocacy, including lobbying, campaign contributions and contributions to tax-exempt groups including trade associations. Additionally, the Bank’s disclosures related to political advocacy include the amounts spent on it. If the recipient is an elected official or candidate, the Bank’s contribution would be noted with the Federal Election Commission. Our lobbying reports are filed publicly with the United States Secretary of the Senate and the California Secretary of State. Also, the Bank’s contributions to trade associations may be reflected in that trade association’s IRS Form 990, which is publicly available.



U.S. Capitol Building in Washington, D.C.

Diversity & Inclusion/Equality

Minority Depository Institution

Federal regulators and Congress agree that MDIs play an important role in addressing financial services needs in minority and low-income communities.

As an MDI with a focus on AAPI communities, East West Bank’s role is to provide high-quality, affordable financial services to our community and to be inclusive to all minorities, immigrants and underserved populations or groups. The reason MDIs can be successful is because they understand and belong to the groups that have been underserved historically at mainstream banks. While we continue to focus on our original customer base of underserved AAPIs, the same products and services designed for them are also needed by other minority groups and the broader community. We are a friends-and-family bank, and we only offer services and products that we would recommend to our families and friends.

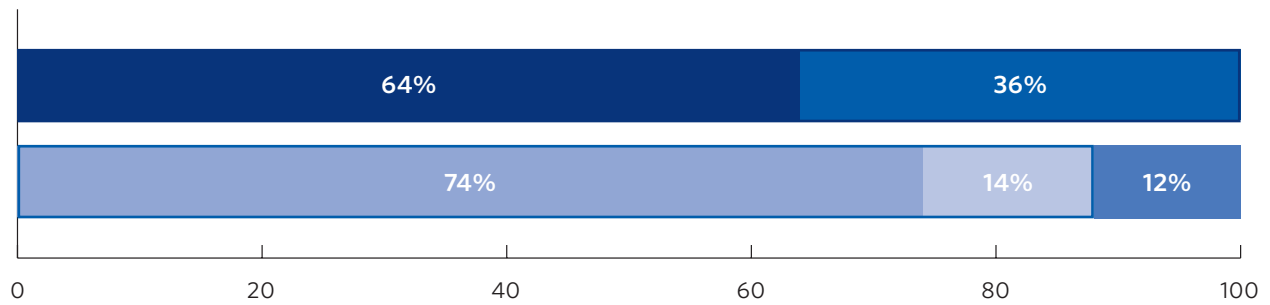


Ribbon cutting for East West Bank El Monte, CA branch

One of the reasons why East West Bank has been successful in immigrant and minority communities is the diversity of our workforce and leadership. The Bank is committed to diversity at the Board, management and workforce levels. In 2020, 88% of our employees were minorities, comprising 74% Asian American and 14% other minorities of color, and 12% of our employees were Caucasian. Nearly two-thirds of our employees were women. Our managers were as diverse as our employees: 74% Asian American and 11% other minorities of color; 57% of our managers were women. In addition, given our diverse customer base and the diversity of the communities we serve, our retail bankers are able to assist customers in English and in more than 10 other languages.

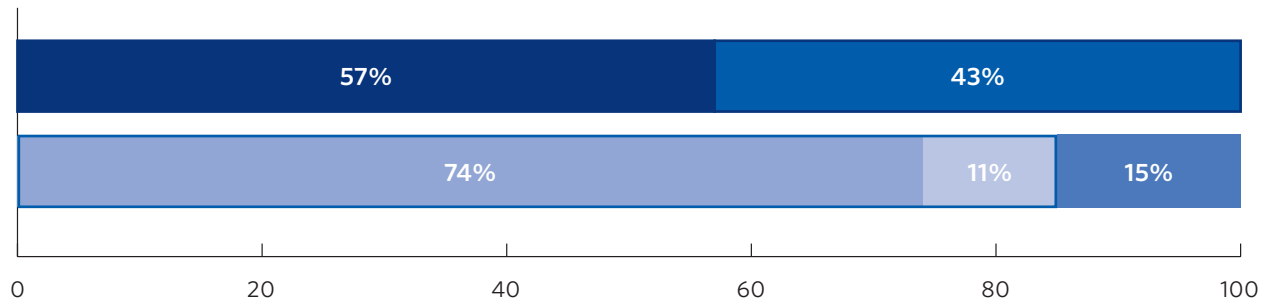
East West Bank U.S. Diversity Data for Workforce Profile 2020 Results

Workforce



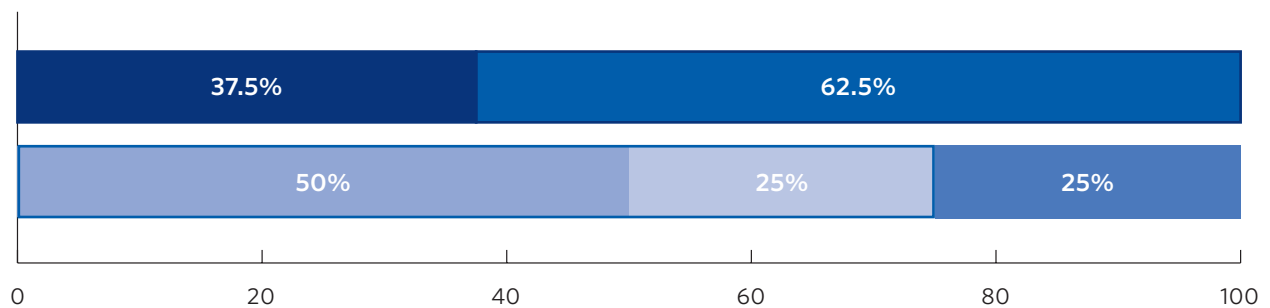
■ Women(%)
 ■ Men(%)
 ■ White(%)
 ■ Asian minorities(%)
 ■ Non-Asian minorities(%)¹

Management



■ Women(%)
 ■ Men(%)
 ■ White(%)
 ■ Asian minorities(%)
 ■ Non-Asian minorities(%)¹

Board Members



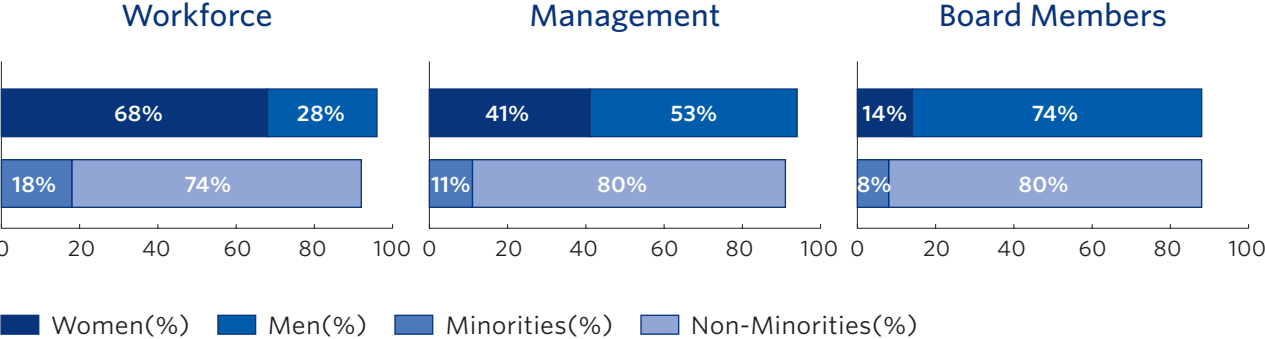
■ Women(%)
 ■ Men(%)
 ■ White(%)
 ■ Asian minorities(%)
 ■ Non-Asian minorities(%)¹

¹Includes multiple races

Data source: EWB EEO 2020 Summary

To put East West Bank’s diversity in context, minorities made up only 18% of the FDIC-regulated institutions’ workforce, and 11% of the managers, according to the FDIC’s 2018 survey data. For us, nearly 90% of the Bank’s workforce is made up of minorities.

FDIC-Regulated Institutions: Diversity Data for Workforce Profile 2018 Results



Data source: <https://www.fdic.gov/about/diversity/pdf/analysisofdiversityselfassessmentsfor2018.pdf>
 Note: FDIC data does not add up to 100%

Board Diversity

The composition of our Board of Directors also exemplifies our commitment to diversity. Of our eight directors, six are minorities, representing three ethnic groups (African American/Black, Asian, and Hispanic/Latino), and three are women. Our Board diversity was recognized in the Greenlining Institute’s 2020 Bank Board Diversity Policy Brief, which ranked East West Bank highest for racial diversity and women of color.



East West Bank Board of Directors

Associates

Employee Engagement

Today's job seekers want to understand the type of company they are joining — its vision, mission and values. Our values represent the core behaviors and skills our associates practice in their everyday interactions with one another, our customers and our business partners. Also known as ACCRUES, our values provide a path for success, for both the Bank and our associates.



East West Bank associates build bikes for Together We Rise "Build-a-Bike Day"

- **Absolute Integrity:** Our actions reflect our commitment to the highest ethical and moral principles.
- **Customer Alignment:** Our focus is to anticipate the needs of our customers and exceed their expectations.
- **Creativity:** We empower associates to examine processes and challenges in a creative manner and to actively seek creative viewpoints and ideas across the organization.
- **Respect and Fairness:** We treat all associates with respect and fairness and expect the same of all associates.
- **Unification:** We actively promote teamwork through open communication and soliciting ideas and information throughout the Bank.
- **Expertise and Professionalism:** We conduct ourselves in a professional manner and commit to delivering our products and services with the highest standards and quality.
- **Selflessness:** We act in a selfless manner by putting the interests of the Bank ahead of our own and by actively supporting one another in achieving great results.

Talent Attraction, Development & Retention

We provide training in many areas and encourage continuing education by all employees. We seek to develop our associates and promote from within.

We apply the same employee policies, opportunities, benefits, and protections to all employees regardless of their locations, except when there are contradictions between individual state laws. This includes laws relating to discrimination and whistleblower protections. For example, we applied the state of California's work-from-home reimbursement policy nationwide during the COVID-19 pandemic, even in states with no similar requirements.



East West Bank associates stay connected virtually

Benefits

For more than 20 years, East West Bank has offered health and welfare benefits to all associates and their spouses or domestic partners. This was well ahead of the California Insurance Equality Act, enacted in September 2004, which required registered domestic partners of California employees to be treated the same as married spouses. We also provide these benefits in states where it is not required to do so.

Occupational Health & Safety

In accordance with California's Division of Occupational Safety and Health (DOSH), better known as Cal/OSHA, East West Bank includes an Injury and Illness Prevention Policy in our Employee Handbook. The policy applies to all of our facilities.

Community

We are committed to making a positive difference in the communities where we operate. We aim to enhance the quality of life in our communities by engaging in meaningful and effective programs that reduce homelessness, increase homeownership, preserve affordable housing, promote asset building, and enable more inclusive access to modern banking services. These ongoing commitments allow us to stay true to our company heritage and founding philosophy of serving the underserved.

Financial Inclusion & Financial Education

East West Bank has financial literacy initiatives that help customers and non-customers learn more about managing their money. These programs provide access to financial education in English, Chinese and Spanish. In addition, our website offers money management information for people in all stages of life, including small business owners.

Volunteerism & Philanthropy

For over 40 years, we have established and maintained solid partnerships with a diverse and growing list of nonprofit and community-based organizations, working closely together to bring much-needed services to the underserved communities where we operate.

In 2020, the Bank contributed \$6.3 million in charitable giving to 175 non-profit organizations. Over \$3 million of this went directly to COVID-19 relief efforts. In addition to partnering with and providing funding to local non-profit organizations, our associates dedicated more than 2,500 hours to support local communities, volunteering to help families, the elderly and homeless people in need.



East West Bank volunteers help San Gabriel Valley Habitat for Humanity build an affordable housing dwelling.

Environmental

Environmental Resource Management

The Bank is mindful of the direct environmental impact of our branch and office operations. Today, seven of our facilities are LEED Certified Gold or Silver, and nine are certified Energy Star by the U.S. Environmental Protection Agency and the U.S. Department of Energy.

The Bank reduces our consumption of energy and resources through energy-efficiency initiatives at our branches and office buildings, such as recycling programs, purchase of paper and office products that meet high sustainability standards, and reduction of paper goods usage. When renovating our facilities, we reduce our water consumption by utilizing reduced-flow fixtures whenever possible and minimizing demands for landscape irrigation. We are also proactively replacing aging HVAC units with newer, greener units that use eco-friendly refrigerant, use less electricity and are much more energy-efficient. Efforts in LED retrofitting and HVAC upgrades at our main office have resulted in recognition by the U.S. Environmental Protection Agency as being more energy efficient than 84% of similar properties nationwide.

We are also committed to global energy and greenhouse gas reductions by promoting employee ride sharing, encouraging the use of public transportation, providing charging stations for electric vehicles, and investing in videoconferencing and teleconferencing capabilities.



Middle Island Solar Farm



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