

2022 Year-End Community Report



Our Message

When I arrived at DCU, with the honor of becoming the credit union's President & CEO, I kept hearing our employees mention The DCU Way – People Come First, Do the Right Thing, Make a Difference. I quickly learned that this is more than just a mantra, it's how we do business and support our communities.

People Come First

People are at the heart of DCU, our members, our employees and our communities.

Do the Right Thing

Empowered people strive to do the right thing for our members, our employees and our communities.

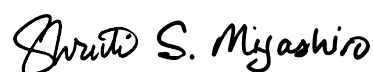
Make a Difference

Through charitable contributions, sponsorships, and volunteer initiatives, we put our communities and their needs at the forefront of everything we did in 2022 touching the lives of approximately **700,000 individuals**.

The DCU Way is the barometer we use to measure the level of service we provide to our members. We take immense pride in our achievements and our impact on the livelihood of our employees, members and communities.

In closing, the following pages highlight some of our proudest efforts in delivering – The DCU Way – within our communities.

Sincerely,



Shruti Miyashiro
President/CEO

People come first | Do the right thing | Make a difference



Member giveback 2022



We are committed to helping our members save money and achieve their financial goals. We continued this mission in 2022 by putting more than \$65 million back in members' pockets through high rate savings accounts and fee reductions.

 **\$65M+**

Dividends Paid on High Yield Savings and in Fee Savings

 **\$30M**

Dividends paid on first \$1,000 in Primary Savings accounts

 **\$35M**

Fee Reductions on everyday banking transactions

No monthly maintenance fees

Free use of 80,000 surcharge-free non-DCU ATMs nationwide

DCU Foundations

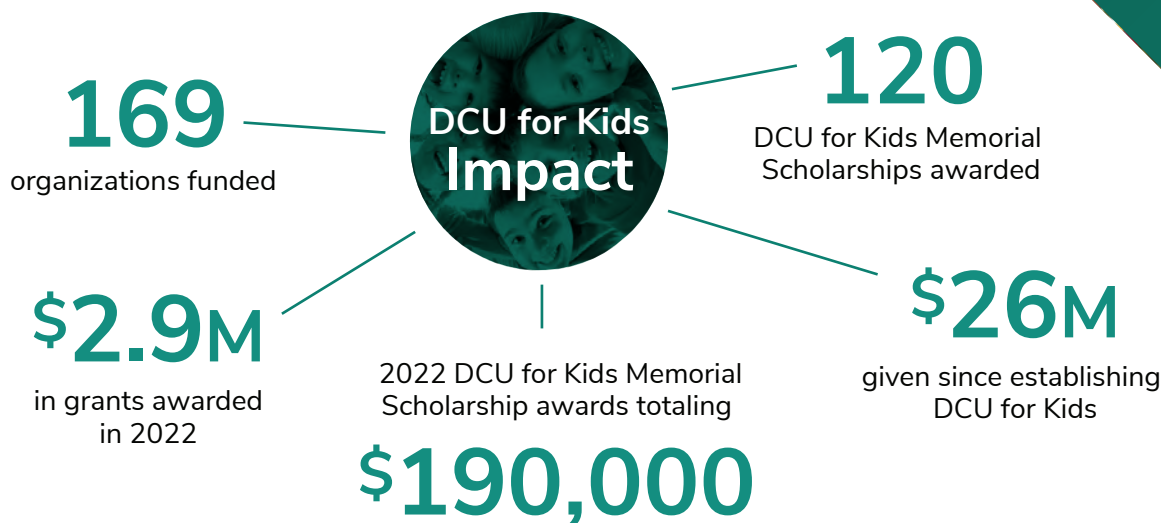


DCU for Kids, established in 2005, is a 501(c)(3) non-profit charitable foundation with a simple mission: **to improve the quality of life for children in need.**

To date, DCU for Kids has made charitable **donations that total more than \$26 million.** These funds have provided support to educational programs, enrichment and developmental activities, medical research, support services, and student scholarships



\$620k
in support to
MA and NH Boys
and Girls Clubs



Axuda, Inc. is a 501(c)(3) non-profit organization founded by DCU in 2015 working to provide small, short-term interest free loans to working individuals and families that need a helping-hand.

Axuda provides a forum for Borrowers to tell their stories and have their loan request crowd-funded by several Axuda Lenders. Once an Axuda loan is repaid, the funds are used again to lend to other Axuda Borrowers.

"We are so grateful for this DCU for Kids grant award as it supports our long-standing youth after school programming. DCU for Kids is a valuable partner in our overall investment to building strong, capable kids."

Boys & Girls Club of Worcester, Worcester, MA

"I feel incredibly fortunate to have been selected to receive a 2022 Memorial Scholarship. With eight years of post-secondary tuition ahead to achieve my career goal of becoming a trauma surgeon, this scholarship will help alleviate the stress of student debt. Thank you so much for your generosity!"

DCU Memorial Scholarship Winner

DCU Nation | One million members strong

Giving back to our communities and supporting charitable organizations is at the core of who we are. Whether it's the generosity of time or money, DCU is committed to upholding this tradition and core value.

In April of 2022, DCU provided a total of:

\$1M

to 53 organizations

These donations supported cancer patients, veterans, women in crisis – as well as causes such as homelessness, food insecurity, animal welfare, and more.

"We are so thankful for the generosity of DCU. Our mission of the relentless pursuit of healing is aligned with DCU's mission of helping the community and putting people first."

Dr. Gina Sullivan, MD,
Assistant Professor OB/GYN
UMass Memorial Health in Worcester, MA



Some of the organizations that we support include:

- UMass Memorial Medical Center
 - Dana-Farber Cancer Institute
 - Veterans Inc.
 - House of Hope
 - Bridges: Domestic & Sexual Violence Support
 - Abby's House
 - Worcester County Food Bank
 - Lowell Humane Society
- and many others.


Giving back to our communities

 **32**
Food banks

 **28**
Hospitals

 **91**
Community
Based

7.2M
in Community Support
towards
245
Organizations
in 2022

 **54**
Education
Focused

 **40**
Social Services





Worcester Polytechnic Institute Touch Tomorrow

We were proud to support STEM education for children in our communities by sponsoring “Touch Tomorrow – a festival of science, technology, and robots” put on by WPI. This free experience offered children guided hands-on activities, WPI lab tours with demonstrations, and exciting stage presenters. The event was attended by more than 6,000 students and families.



Supporting Childhood Literacy Programs

With the goal of promoting the joy of reading, DCU partnered with Read to a Child to match hundreds of school-aged children in greater Boston with a mentor to read books together. In a credit union wide initiative, each department purchased books from a list provided by Read to a Child and donated them to the program.

DCU employees also volunteered their storytelling skills at Lowell Community Charter School on Read Across America Day, reading books to classrooms that promote diversity and inclusion.



Kids Care Kits

Giving back to local families is at the heart of what we do. For three days, roughly 80 DCU employees put together drawstring bags consisting of school supplies and toiletry items that were donated to elementary schools in Lowell and Marlborough, MA. These bags were then given to hundreds of children in need.



Dollar \$cholar

Through this program, DCU was proud to host multiple Budget Sense Workshops throughout the year for middle-school aged girls promoting basic financial literacy skills, as well as discussions about career ambitions, life plans, and how to budget for it all. Participants shared what they learned, including the realization of "how much money their parents spend on them." In total, more than 600 girls benefited from this initiative in 2022.

Helping neighbors in need

The Outreach Program

Through our partnership with The Outreach Program, **DCU donated 51,429 meals** to families in need throughout New England. Volunteers assembled these fortified meals from 40-pound bags of soy protein, noodles, rice, dried vegetables, beans, oats, and apples to family serving sized bags. These meals were then distributed to hundreds of local food pantries to feed those in need. This year, the Outreach Program also shipped more than **1,000,000 meals to areas assisting Ukrainian refugees.**



51,429
meals donated



Community Harvest Project

For the second year in a row, DCU team members volunteered at the Community Harvest Project orchard in Harvard, MA. Here, they sorted, bagged and boxed **1,500 pounds of apples** to donate to local area food pantries.

Bed for Every Child

DCU is honored to play a role in keeping children safe, warm and well-rested through our continued support of a Bed for Every Child. This organization is supported via the Cooperative Credit Union Association and their historic help for the MA Coalition for the Homeless effort. They provide children in need with beds, bedding and pajamas - basic essentials no child should go without. In addition to raising hundreds of dollars in monetary donations, our employees also helped collect some of these much needed items to contribute to this cause.

Adopt a Family Program

Every year, DCU for Kids works with local Boys & Girls Clubs to give a hand up during the holiday season. Families are “adopted” throughout the credit union and dozens of wishes were fulfilled. This year, **22 families** were supported, and thousands of dollars were raised for items like toys, clothing, games and other gifts. DCU is proud to continue our support of this wonderful program, which provides children and families the special day they deserve.

Supporting medical research and families

This year, we had the honor of participating and raising money for the Boston Children's Hospital through **three separate initiatives** – Yoga Reaches Out, the Boston Marathon, and the Corporate Cup.

On April 10, 2022, DCU Team Members attended the Yoga Reaches Out event along with 600 individuals at Gillette Stadium to raise money for Boston Children's Hospital.

DCU participated in the Boston Marathon as part of the Credit Union Kids at Heart team, which **raised over \$200,000** for Boston Children's Hospital.

\$1M+

raised for Boston Children's Hospital

During the 2022 **Corporate Cup**, the DCU sponsored team, consisting of nine team members and 1,000 other corporate participants, **helped raise more than \$800,000** for patients and families at Boston Children's Hospital.



Supporting medical research and families



Walk to End Alzheimer's

In support of the Alzheimer's Association programming and research, DCU sponsored and took part in the Worcester Walk to End Alzheimer's this year. In addition to providing a Kid's Zone tent with a balloon artist and face-painter, employees also walked and raised money to support this organization's mission. To date, the Alzheimer's Association's Massachusetts/New Hampshire Chapter has **raised over \$527,000 with a total of 1,506 walkers** – of which, included 10 DCU team members.



Making Strides Against Breast Cancer

In support of the American Cancer Society, DCU sponsored the 30th Annual "Making Strides Against Breast Cancer" walk, which several employees also participated in. **The walk raised over \$890,000, with DCU's sponsorship accounting for \$10,000.**



Mary Beth Benison Foundation

DCU is honored to support the Mary Beth Benison Foundation, which helps ALS patients and their families enjoy a better quality of life. In June, we happily donated our suite at Polar Park for a few of these families to see the Worcester Red Sox. This free night of fun was capped off with the opportunity to meet and take photos with Mike Timlin, former Boston Red Sox pitcher and four-time World Series champion.

"I wanted to thank you again for your generosity. Having the DCU suite available to the people battling ALS and their families was such a wonderful thing. Where the night was a little cooler and weather questionable, it was great to know that they were comfortable inside with the option to go on the deck if they wanted."

Katie Benison-Camell
Executive Director, Mary Beth Benison Foundation

Thanking our Veterans



DCU Veterans Give Back to Fellow Soldiers

Several DCU military veterans volunteered with Operation Service at Fort Devens and Hanscom Air Force Base providing 300 Christmas trees to active and retired military members as part of DCU's longstanding support of Trees for Soldiers. This partnership, in its fifth year, wrapped up the 2022 holiday season with **more than 1,200 trees** donated. Operation Service was spotlighted on NBC Nightly News at Hanscom Air Force Base.

Operation Playhouse

DCU Team Members came together to build two playhouses in support of Habitat for Humanity's Operation Playhouse, a unique program that benefits local veterans and their families. Team members gathered at DCU's Marlboro Operations Center to construct the playhouses from the ground up, which included finishing touches like decorations and toys to fit the family's desired theme. These playhouses provide a special place for the soldiers and their children to play, dream, and bond together.



Project New Hope

We are honored to support Project New Hope in their vision to "restore hope for all Veterans and their families where hope may have been lost." DCU provided four families a free night of fun at the DCU Center for a Professional Bull Riding event – as well as a tour of the arena. Over **2,500 veterans and their families** who have received valuable services through Project New Hope. Special moments like this, have a meaningful impact to those who have sacrificed so much for our country.



Encouraging financial literacy

All members achieve their financial goals collaboratively. This is the DCU vision. In 2022, we made great strides in helping our members attain long-term financial success. In many ways, we've helped our members take control of their finances.

America Saves Week

DCU is a proud supporter of the annual celebration of America Saves Week, which encourages Americans to commit to saving successfully. In April, we urged members to take the pledge to develop effective savings habits. We also sponsored a virtual town hall titled, "5 ways to Make Saving Easier." Because of these efforts, America Saves presented DCU with its "Designation for Savings Excellence," an award for financial institutions that go above and beyond in encouraging members to save and build wealth. DCU is just one of 12 financial institutions to receive this accolade.

DCU Money Matters Program & EVERFI

The DCU/EVERFI Money Matters Program continues to make a difference for students. In the 2021-2022 school year, **2,462 students across 40 schools** in MA and NH completed 15,755 EVERFI program modules, and completed workshops on budgeting, savings, credit, and debt. To date, the 2022-2023 school year has seen **1,522 students complete 6,335 of these modules and workshops**. This program gives students a head start on making responsible financial decisions that will set them up for success in college and beyond.

Jump\$tart Coalition of Massachusetts & New Hampshire

DCU team members participated as judges in this educational, Jeopardy-style tournament – empowering high-school students to apply classroom-based financial education in a contest of knowledge and skills. Question topics were based on the National Standards for Personal Finance Education. **Over 25 high school students** from six NH schools competed in this event, with over 100 people on attendance to cheer them on. NH Governor, Chris Sununu and NH Chronicle news anchor, Sean McDonald, were among those in attendance.

Quinsigamond Community College Financial Seminars

We were thrilled to host 15 financial education seminars for more than 250 students of QCC this year. These seminars covered topics such as savings and budgeting, with an overall goal of educating first-year college students on how to establish and build a healthy financial foundation. One student participant offered these words of gratitude: "Thank you for teaching us about our credit scores. As an immigrant, I really appreciate learning this information - it is very helpful to know."



In times when members are impacted by a disaster, our primary concern is to support them and their families by providing a temporary reprieve from their financial obligations, so they can repair and rebuild.

From hurricanes and tornadoes to wildfires and utility disasters, DCU is committed to helping our members when uncertainty hits with the DCU Cares – Disaster Recovery Program.

Since the program began, we have supported members during the Merrimack Valley gas explosions, Hurricanes Florence and Michael, wildfires in California, and tornadoes & flooding in the central and midwestern states.

Hurricane Ian

After the devastation caused by Hurricane Ian, DCU provided assistance for **41 loans and reimbursed \$6,000 worth of ATM fees for 615 members.**

In addition, DCU contributed **\$30,000 in total to three nonprofit organizations:**

- The Salvation Army
- American Red Cross
- Americares



Diversity, Equity, Inclusion, and Belonging

Employee awareness and education

Our internal DEIB Team recognizes the importance and beauty of the diversity within DCU Nation. We are committed to fostering an environment that celebrates equity, inclusion, and belonging in the workplace. We believe this goal can be achieved through continued collaboration and engagement with our DCU employees – working together to honor, value, and respect each other's stories.

Diversity Celebration Calendar Series

A special calendar series to promote an inclusive workplace and heighten awareness of DCU's rich diversity, particularly the people, cultures, histories, and contributions of marginalized and underrepresented identities.

DEIB Lunch & Learn Series

The Lunch & Learn sessions – designed to support employees' DEIB learning journey at DCU – were launched this year with much success. Subject matter experts offered knowledge and created an opportunity for dialogue surrounding many topics, from 'Why Black History is American History' to 'Creating a Disability Inclusive Culture.'

International Food Festival

This summer, employees had the opportunity to enjoy an International Food Festival while in office, tasting different international foods prepared by Epicurean Feast Cafes, as well as area Massachusetts restaurants and bakeries.

Community awareness and education

We are equally committed to upholding the values of diversity, equity, inclusion, and belonging among our members, and this year we took to social media to do just that.

In honor of **Black History Month**, we recognized the contributions that local organizations – including the Central Massachusetts YMCA, the Follow My Steps Foundation, and the Authentic Caribbean Foundation – have made in their communities. We celebrated the unique histories and cultures of Hispanic Americans during **Hispanic Heritage Month**, with a special video highlighting some of our Spanish-speaking Member Service Representatives at our Methuen, MA location.

During **LGBTQ+ Pride Month**, our employees were invited to participate in a video that focused on the individual differences and self-expression that comprises our company's culture. We also recognized the importance of women's equity in the workplace and in the financial world, taking the opportunity during **Women's History Month** to thank some of the tenacious women who paved the way for women today.






**BOYS & GIRLS CLUB
OF WORCESTER**
Founded 1889

DCU
What will DCU
mean to you?
daring
checking

**People come first
Do the right thing
Make a difference**