

# CONNECTED THROUGH KŌKUA

CREATING GOOD. BUILDING STRONGER COMMUNITIES.





# Aloha,

Helping people access a better life is what Bank of Hawaii does both in a professional capacity, and as a caring collaborative partner in the community. We invest in the innovative vision of hundreds of nonprofits each year through our Bank of Hawaii and Bank of Hawaii Foundation sponsorships and grants. Because we all have a shared responsibility in the communities we serve, I'm especially proud of our 2,100-plus employees who donate thousands of hours of their own personal time to create positive impacts in the neighborhoods where we live and work. We all need to take action in ways that are meaningful to us, and you can see the blue shirts of our Bankoh Blue Crew members out in the community almost every weekend.

At Bank of Hawaii, we know that our diversity makes us stronger. By embracing our differences and honoring all members of our community, we create a culture where all people are respected, can thrive and serve as advocates for our customers and each other. Our Diversity and Inclusion Program actively encourages a

workplace where all of our employees feel they belong and are able to reach their full potential to authentically connect to the community we serve. Bank of Hawaii has outwardly demonstrated its support for our LGBTQ community as a sponsor of the Honolulu Rainbow Film Festival, and for the first time in 2018, the Honolulu Pride Parade & Festival. I was so proud to march in solidarity with more than 300 of our employees and their friends and family alongside our Bank of Hawaii float in the Honolulu Pride Parade in October.

A number of natural disasters in 2018—volcanic eruptions, typhoons and tropical storms—brought increased challenges to our community, and an increased need for assistance. Last year, Aloha United Way's 2-1-1, which serves the entire state of Hawaii, handled more than 94,000 inquiries for food, shelter and other assistance, almost triple the number of inquiries received in 2017.

Many of these inquiries came from people who are working, but still struggling to make ends meet due to Hawaii's high cost of living. The United Way identifies them as **ALICE: Asset Limited, Income Constrained, Employed**. Bank of Hawaii was pleased to partner with Hawai'i Community Foundation and Kamehameha Schools to help fund the research and publication of Aloha United Way's ALICE Report in 2017. In 2018, we began using the findings to help us better focus our philanthropic resources as we continued to collaborate with community partners in addressing some of the challenges of Hawaii's working poor.

With nearly half of Hawaii's people struggling to get by, the problems outlined in the ALICE report are complex. But they're not insurmountable if we combine forces to address the issues. One of the most important things for us to do is to realize that the well-being of ALICE community members is, in fact, our own well-being. We are all connected. Whether we participate from the business, legislative or philanthropic sectors, we each have a vested interest in finding solutions and ensuring the continued health of our community.

Bank of Hawaii has been helping the community for over 120 years, and we invite others to partner with our efforts. There is no limit to the impact we can make if we work together to transform lives for the better.

Sincerely,

**Peter S. Ho**  
Chairman, President and CEO,  
Bank of Hawaii Corporation  
Bank of Hawaii Chairman, Bank of Hawaii  
Foundation



## COMMUNITY AWARDS AND RECOGNITION

Recognized as No. 1 "Best Corporate Citizen" and No. 2 "Best Bank for Millennial Employees" in the Western U.S. region by *Bank Director* magazine.

Recognized as an Aloha United Way "Community Champion" for the third consecutive year for running a successful workplace giving campaign in 2017.

Voted "Best Bank" for the eighth consecutive year by *Honolulu Star-Advertiser* readers.

Voted "Best Bank" by *Honolulu* magazine, *Hawaii Tribune-Herald* and *The Garden Isle* readers.

Selected one of the "Best Places to Work" for the fifth consecutive year, plus No. 1 "Family Friendly" and No. 1 "Healthiest" employer by *Hawaii Business* magazine.

Barbara J. Tanabe, director of Bank of Hawaii and Bank of Hawaii Corporation, was named a "2018 Director to Watch" by *Directors & Boards* magazine. Tanabe is the only Hawaii-based director to be recognized.

*Arianna Hashimoto* helps remove invasive mangrove at Paepae o He'eia during one of Bank of Hawaii's community work days in which the bank partnered with Hawaiian Airlines to help maintain the 800-year-old fishpond.

**Keane Santos, Kelsi Tamashiro and Reid Hinaga** work together to remove debris and micro-plastics along the Waimanalo coastline during Bank of Hawaii's largest Community Service Day to date. The bank partnered with Hawaiian Airlines, Sustainable Coastlines Hawaii and other local nonprofits in September to clean beaches and coastlines throughout the state of Hawaii, Guam, Saipan and Koror.



2,149

Employees

209

Nonprofit and community boards served by Bank of Hawaii executives and young leadership

14,318

Volunteer hours contributed to community organizations, including financial education

MORE THAN

400

Nonprofit community partners

MORE THAN

6,500

Volunteer hours contributed to financial education of adults and to children in schools, including time served on nonprofit boards

NEARLY

650

Affordable housing units commenced or completed construction thanks to support from Bank of Hawaii.

8

Consecutive "outstanding" ratings, the highest possible, by the Federal Reserve Bank of San Francisco for performance under the Community Reinvestment Act

1,762

Community members received free tax preparation services thanks in part to the support of Bank of Hawaii's partnership with Goodwill Hawaii's VITA Tax Clinics in Honolulu, Kapolei and Hilo and our 46 employee volunteers, which resulted in more than \$2,474,162 in tax refunds to individuals and families

\$3.47

MILLION

2018 contribution to community organizations by Bank of Hawaii and its employees and retirees, and Bank of Hawaii Foundation.



*Lovely Coloma and her daughter, Madison, enjoy breakfast following Bank of Hawaii's Community Walk on Oahu. Employees across the state of Hawaii and Guam participated in events in their regions and collectively raised \$138,043 for 12 local nonprofits.*

Being part of the solution to improve the well-being of everyone in our communities is an essential part of our long-term business plan. Bank of Hawaii recognizes that we are all interconnected, and we are honored to collaborate with community and government leaders to support the vision and good work of nonprofit organizations of improving lives through multiple approaches that reflect the diversity of our interests. As the Bank of Hawaii, our commitment to the community is not just the right thing to do, it is part of all that we do.

#### **HALF OF HAWAII RESIDENTS STRUGGLE TO MAKE ENDS MEET**

In 2017, Bank of Hawaii helped support an in-depth look at Hawaii's economic challenges, the ALICE Report. This report is not a single-year effort, but a long-term commitment to better understand some of our community's most pressing needs.

## Connecting to Solutions

Commissioned by Aloha United Way, the report is also underwritten by Hawai'i Community Foundation and Kamehameha Schools.

**ALICE** stands for **A**sset Limited, **I**ncome Constrained, **E**mployed, and represents those in our communities who are working yet still struggling to get by. Because of Hawaii's high cost of living, ALICE families have incomes above the federal poverty level (FPL), but their costs are higher than what they earn. Working two or three jobs is not enough to allow them to get ahead; most live paycheck to paycheck with no safety net, and live only steps away from desperate circumstances.

ALICE families and individuals are hardworking taxpayers we interact with every day—cashiers, salespeople, waitresses and waiters, teachers and mechanics. They struggle every month to pay basic household expenses like rent, food, child care and transportation, and they live in every county in Hawaii. ALICE includes women and men, young and old, and all ethnicities.

Bank of Hawaii's support of the ALICE Report is just one of the ways we are helping to identify what is happening in our community while creating awareness of the challenges and opportunities in order to contribute to solutions. We are focused on understanding the needs of

#### **WHO IS ALICE?**



##### **ASSET LIMITED**

ALICE has no safety net for emergencies



##### **INCOME CONSTRAINED**

ALICE's income falls short of basic necessities



##### **EMPLOYED**

ALICE is working, but can't afford the cost of living

our communities, and working with others to bring people and resources together to become part of the long-term solution.

**49%** The percentage of the Hawaii population struggling to afford basic needs. Hawaii, along with California and New Mexico, has the highest percentage of families in the U.S. who are struggling.<sup>1</sup>

**\$77,052** Annual income needed by a Hawaii family of four just to survive, leaving a family vulnerable to any unexpected expense, such as a health issue, car repair or a raise in rent.<sup>2</sup>

At right, from left: **Vincent Perez, Rowell Comia, Jon Bargfrede** and **Dwayne Taitano** pack emergency supplies in Guam to ship to Saipan after Typhoon Yutu devastated much of the island in October.

In Saipan, **Rose Sumor, Danilo Borlain** and **Joe Fujihira** sort supplies shipped from Guam to provide aid to residents of Saipan in the aftermath of Typhoon Yutu.



### WHAT DOES IT COST TO LIVE IN HAWAII?<sup>3</sup>

#### Household Survival Budget, Hawaii Average, 2016

monthly costs	single adult	2 adults, 1 infant 1 preschooler
Housing	\$ 859	\$ 1,272
Child Care	—	\$ 1,208
Food	\$ 305	\$ 1,011
Transportation	\$ 290	\$ 573
Health Care	\$ 196	\$ 728
Technology	\$ 55	\$ 75
Miscellaneous	\$ 214	\$ 584
Taxes	\$ 439	\$ 970
Monthly Total	\$ 2,358	\$ 6,421
<b>ANNUAL TOTAL</b>	<b>\$ 28,296</b>	<b>\$ 77,052</b>
Hourly Wage	\$ 14.15	\$ 38.53

- HI FPL = \$13,670 single adult and \$27,950 family
- HI minimum wage 2016: \$8.50/hour = \$17,000/year
- Basic costs increased from 2010 to 2016: 2% for a single adult, 15% for a family of four – compared to 9% inflation

Here is a snapshot of the ALICE update for 2018: [www.auw.org/sites/default/files/pictures/ALICEnationalreleaseFINAL.pdf](http://www.auw.org/sites/default/files/pictures/ALICEnationalreleaseFINAL.pdf)

For more information, please go to [www.auw.org/alice](http://www.auw.org/alice)

### NEIGHBORS HELPING NEIGHBORS ACROSS THE PACIFIC

Bank of Hawaii has always provided generous assistance to the island communities it serves, especially when they are affected by disasters. 2018 brought a substantial amount of damage to Pacific islands from climate-related events, including volcanic eruptions, typhoons and tropical storms.

Here are some of the communities that received special relief from Bank of Hawaii:

- East Honolulu and Kauai Island residents affected by unprecedented heavy rains and flooding in April
- Hawaii Island residents affected by earthquakes and volcanic eruptions in May
- Hawaii residents affected by high winds and flooding from Hurricane Lane in August
- Guam and Saipan residents affected by Typhoon Mangkhut in September
- Hawaii residents affected by heavy rains and flooding from Tropical Storm Olivia in September
- Guam and Saipan residents affected by Typhoon Yutu in October

In addition to donating to emergency response efforts, the bank created special loan programs to give affected households and businesses quick access to cash at reduced rates, and financial relief on already existing loans, so they could take care of their immediate needs, make repairs and move forward.

# Affordable Housing

Featuring Hausten Gardens, an Āhē Group affordable housing development

Āhē Group's Hausten Gardens provides affordable housing to Honolulu families. Tenants who make 60 percent or less of the area median income pay only 30 percent of their adjusted income in rent, while the U.S. Dept. of Housing & Development (HUD) covers the difference between their rate and the market rate. All 50 of the units were completely renovated and are occupied.

Bank of Hawaii loaned the developer the funds to acquire the property, and then later financed the bond through a private placement for the project. This is one of 650 affordable housing developments that Bank of Hawaii helped finance in 2018.

Everyone deserves a safe and affordable place to call home, whether they rent or own. Quality, affordable housing is the foundation for creating strong, stable communities where families can thrive.

Across Hawaii is a shortage of rental homes that are affordable and available to households whose incomes are at or below the poverty guidelines. With 40,962 additional affordable rental units needed to meet the needs of renters below the ALICE threshold according to the ALICE Report, Bank of Hawaii is committed to helping find solutions to Hawaii's affordable housing shortage.<sup>4</sup>



*All 50 units and the common areas at Hausten Gardens have been completely renovated, creating bright, comfortable living spaces for all of its residents.*

The bank partners with developers like Āhē Group to finance affordable and workforce rental properties to help meet diverse housing needs, including those of retirees who are downsizing, military veterans with special needs and people starting their careers.

Homeownership has also long been the primary way for families to build wealth across the U.S. Owning an affordable home can offer working families stability, security and a legacy to pass on to the next generation. Bank of Hawaii is proud

to help thousands of families fulfill their dreams of homeownership each year, and to take care of their investment through home improvements or refinancing.

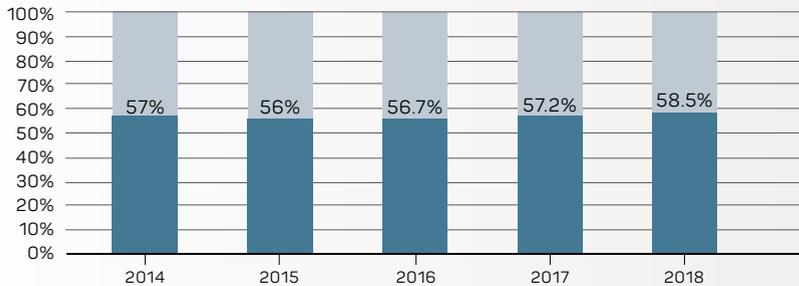
## **HAWAII'S #1 RESIDENTIAL LENDER<sup>5</sup> SIXTH YEAR IN A ROW**

- #1** in number of residential loans made in the state of Hawaii
- #1** in total dollars by a local bank for residential loans

## KEY INDICATORS FOR HOUSING IN HAWAII

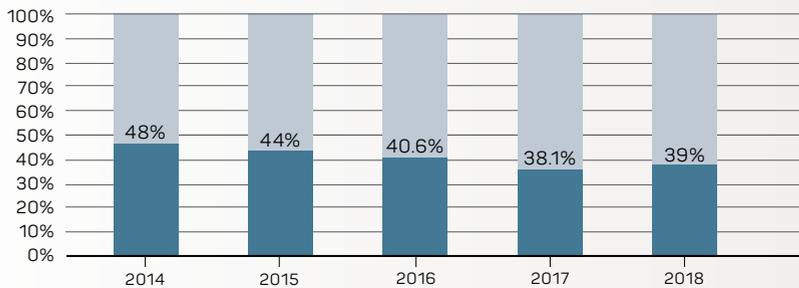
The data on the following graphs illustrate some of the reasons why Bank of Hawaii is committed to its focus.

### Home Ownership<sup>6</sup>



**58.5%** of Hawaii's households own their homes. With the national average of 63.9%, Hawaii continues to be ranked 47 overall, one of the lowest in the country.

### Housing Cost Burden<sup>6</sup>



**39%** of homeowners in Hawaii are cost-burdened, meaning more than 30% of household income is consumed by costs of owning a home. Cost-burdened households are at risk of foreclosure or homelessness if they experience a decline in income. Hawaii was ranked 51 overall, the lowest in the country.

### Fair-Market Rent<sup>7</sup>



**\$1,879** for a two-bedroom apartment at "fair-market rent" continues to be the highest in the country. Fair-market rent is determined by the Dept. of Housing and Urban Development (HUD).

# Affordable Housing

Working together to provide affordable housing through low-income housing tax credits

## FEATURING HALE MAHAOLU 'EWALU, AN AFFORDABLE MAUI SENIOR HOUSING DEVELOPMENT

The Low-Income Housing Tax Credit (LIHTC) program is the leading affordable rental housing program in the U.S. Administered by the IRS, the program provides tax incentives to encourage developers to create affordable housing across the country.

Bank of Hawaii understands the complexities of LIHTC financing, and works closely with project sponsors and state housing agencies to help fund construction of rental housing for lower-income households, including units specifically tailored to meet the needs of our senior citizens. Bank of Hawaii invested in Low-Income Housing Tax Credits valued at nearly **\$74 million** by the end of 2018. As depicted on the map\*, these investments facilitated the development of 2,291 affordable rental housing units throughout Hawaii and the West Pacific Region.

Funding for Phase I of Hale Mahaolu 'Ewalu was provided through the Maui County Affordable Housing Fund, the state of Hawaii Grant in Aid, the Hawaii Housing Finance & Development Corp.'s low-income housing tax credits and



*Bank of Hawaii provided financing for Hale Mahaolu 'Ewalu with \$11.2 million in construction lending and a \$1.6 million permanent loan. In addition, the bank made a \$2.3 million LIHTC investment in Hale Mahaolu.*

other grant makers. Bank of Hawaii provided financing with \$11.2 million in construction lending and a \$1.6 million permanent loan. The bank also made a \$2.3 million LIHTC investment in Hale Mahaolu.

The 38-unit rental housing project is located in Kulamalu Town Center in Pukalani, Maui. The \$20 million project

was built for low-income families and those whose head of household is 62 years of age or older. Tenants began moving into the units in February 2019. At the same time, construction began on Phase II of the project. When the second phase of construction is completed in early 2020, the complex will provide 61 affordable rental units for seniors.

## KAUAI

### Lihue

- Kalepa Village III (39)
- Rice Camp Senior Housing (59)
- Rice Camp Senior Housing-Phase II (29)

### Princeville

- Kolopua Apartments (44)



## OAHU

### Honolulu

- Aiehaeu Vista II (62)
- Kukui Gardens (379)

### Kahuku

- Kahuku Elderly Housing Project (64)

### Kapolei

- Kekuilani Gardens (55)
- The Villas at A'eoloa (71)
- Villas at Maluohai (71)

### Mililani

- Kalani Gardens (116)
- Meheula Vista-Phase I (75)
- Meheula Vista-Phase II (75)
- Meheula Vista-Phase III (75)

### Pearl City

- Hale Mohalu II Senior Housing (163)
- Hale Mohalu II Family (84)
- Hale Mohalu II Family IV (84)
- Manana Gardens (72)

### Waianae

- Hale Wai Vista I (83)
- Hale Wai Vista II (132)

### Waipahu

- Waipahu Towers (62)



\* Number of LIHTC units for each investment is indicated in parentheses.

## MAUI

### Kihei

- Hale Mahaolu Ehiku II Senior Housing (59)
- Hale Mahaolu Ewalu (38)



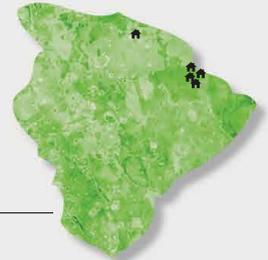
## HAWAII ISLAND

### Hilo

- Kamana Elderly Housing (61)
- Mohouli Senior Housing (59)
- Mohouli Senior Housing, Phase II (30)
- Riverside Apartments (73)

### Kohala

- Ainakea Senior Residences (29)



## SAIPAN

- Art Ridge Village Homes (48)  
*(not depicted on map)*

IN 2018  
Bank of Hawaii,  
its Foundation and employees  
contributed approximately  
**\$3,470,000**  
to 400 organizations.



# Develop

[to bring out the capabilities or possibilities of; bring to a more advanced or effective state; to cause to grow or expand]

## GRANTS & SPONSORSHIPS

Being a good neighbor is a big part of who we are. One of the ways we support and connect with the communities where we do business is through local giving via Bank of Hawaii and Bank of Hawaii Foundation grants and sponsorships. We invest in supporting a wide range of important community needs, such as education, housing, community development, environmental sustainability, and literacy and the arts to help people access a better life.

While Bank of Hawaii continues to fund and support organizations providing basic needs and safety net services, we believe the arts and culture are also important for a vibrant society. We help to provide free access to public art, activities, exhibits and demonstrations through our long-standing support of both Bank of Hawaii Family Sundays at Honolulu Museum of Art and the Hawaii Book & Music Festival, and contributions to Diamond Head Theatre and Honolulu Theatre for Youth.

Above, from left: **Nani Poa-Kekuawela** helps sort children's books in Bank of Hawaii's Book Swap Tent at the Hawaii Book & Music Festival.

**Jean Eltagonde's** grandchildren, **Troy Eltagonde**, **Sophie Morton** and **Giuliana Eltagonde**, are excited to join more than 300 Bank of Hawaii employees, family and friends to march in the 2018 Honolulu Pride Parade.

The following highlights some of the organizations and programs we supported in 2018. To learn more about their contributions to our community, visit their websites.

## GRANTS & SPONSORSHIPS AT A GLANCE

### Honolulu Museum of Art

Bank of Hawaii Family Sundays

\$75,000

[www.honolulumuseum.org/events/bank\\_of\\_hawaii\\_sunday](http://www.honolulumuseum.org/events/bank_of_hawaii_sunday)

### Hawaii Appleseed Center

#### Hawaii Budget and Policy Center

\$100,000 over 3 years (2018–2020)

[www.hiappleseed.org/2017/09/coming-soon-hawaii-budget-policy-center](http://www.hiappleseed.org/2017/09/coming-soon-hawaii-budget-policy-center)

### Hawaii Appleseed Center

#### Affordable Housing Initiative

\$50,000 over 2 years (2018–2019)

[www.hiappleseed.org/issues/housing](http://www.hiappleseed.org/issues/housing)

### Hawaii Book & Music Festival

Presenting Event/BOH Book Swap Sponsor

\$58,000

[www.hawaiibookandmusicfestival.com](http://www.hawaiibookandmusicfestival.com)

### Network for Teaching Entrepreneurship

EverFi Financial Education in 3 Title 1 Schools

\$15,000 grant paid in 2018

[www.nfte.com](http://www.nfte.com)

### PBS Hawaii

HIKI NŌ Program Support

\$55,000

[www.pbshawaii.org/hikino](http://www.pbshawaii.org/hikino)

### Honolulu Pride Parade & Festival

Platinum Sponsor

\$30,000 over 3 years (2018–2020)

[www.hawaiilgbtleadershipfoundation.com/honolulu-pride-2019](http://www.hawaiilgbtleadershipfoundation.com/honolulu-pride-2019)



**Rose Sumor** presents **Melissa Parsons** of B&C Enterprises LLC dba Island Hop with a \$5,000 grant from Bank of Hawaii to help grow her business.

## ECONOMIC GRANTS TO SMALL BUSINESSES IN SAIPAN AND AMERICAN SAMOA

Knowing that small businesses are important contributors to our economy, Bank of Hawaii established a grant program in 2012 to promote new businesses and encourage existing small businesses in American Samoa and Saipan to expand. Over the five years since the program was established, more than \$175,000 has been provided to small business owners such as these 2018 recipients from Saipan:

- Hive Analytics, an economic and data analytics firm, which purchased subscription packages to access additional data and acquired new software to improve its relevancy to clients in both the public and private sectors;
- Hyacinth Creations by Marge, an event service provider, which purchased additional materials including a flash dryer machine to print custom T-shirts;
- Island Hop, which bought a larger, and more eco-friendly delivery van for its bounce houses and other party rentals;
- MARIANArts, which purchased computer equipment to help it broaden its support to the local arts community; and
- Saipan Snaps, a small bakery, which invested in a commercial oven and mixer in order to expand its production.

## Hawaiian Community Assets

Hawaiian Community Assets provides housing and financial counseling services to low- and moderate-income communities, with a particular focus on helping Native Hawaiians achieve and sustain economic self-sufficiency. In 2018, Bank of Hawaii Foundation pledged \$45,000 to support their Next Generation Homeownership Initiative, where services are delivered to five Hawaii communities that report high rates of unbanked and underbanked households. These services include intergenerational financial and homebuyer education, pre-purchase counseling and financial products for deposit/first month's rent, down payment/closing costs, and credit building and repair. The goal is to increase the financial capacity of 500 Native Hawaiian beneficiary families so that they can own homes on or near Hawaiian Home Lands.

2018 economic grant recipients from American Samoa:

- Hideaway Getaway, an ecotourism venture that used funds to construct a public bathroom so they could bolster their Samoan cultural experience in the mangroves;
- Koko Samoa Bliss, a bakery that will no longer need to turn away custom cake orders now that it has purchased a commercial gas oven and mixer;
- Renew Premium Auto Care, a mobile auto care service provider, which purchased a tent and new tools, plus developed a marketing brochure so it could grow its services;
- Oh Snaps!, a hat shop that improved the appearance of the store with items such as a new display counter and shelving; and
- Six 84 Media, a drone survey and mapping company, which invested in newer equipment to expand its services for environmental research, especially for coastal zone management and reef bleaching projects.



Above, from left: Two 21-foot high ALOHA PRIDE banners hang on Bank of Hawaii's Main Branch to celebrate diversity during Pride Month in June. Center: **Eva Rochlen**, Phoenix Fire (Bank of Hawaii's very own **Griffin Wataoka**), **Janel Fujinaka** and **Storm Gouveia** smile and wave to the crowd atop Bank of Hawaii's Pride Parade float. Right: More than 300 Bank of Hawaii employees march in the 2018 Honolulu Pride Parade & Festival in October.

### Honolulu Pride Parade & Festival

Bank of Hawaii recognizes that diversity makes our communities stronger and increases engagement. We celebrate the impact and contributions of LGBTQ+ individuals to our community and our company not just during Pride month, but year-round. Our Diversity and Inclusion program creates an environment where our employees are respected, feel they belong and can reach their full potential by bringing their authentic selves to the workplace every day. This important program was the catalyst for broader community engagement, including the bank proudly hanging two 21-foot high rainbow banners displaying the words "ALOHA PRIDE celebrating diversity" on our Main Branch in downtown Honolulu in June, and continued with our multi-year platinum sponsorship of the 2018 Honolulu Pride Parade & Festival, Hawaii's largest LGBTQ event, in October. More than 300 employees, family members, friends and allies marched alongside the bank's float in the parade in support of the LGBTQ+ community and equality.

The Bank of Hawaii Foundation continues to sponsor the annual Honolulu Rainbow Film Festival (HRFF), which promotes LGBTQ equality by creating, sharing and protecting LGBTQ stories for the screen. Bank of Hawaii also sponsored an equality-themed ARTafterDARK event at the Honolulu Museum of Art in August.

### Goodwill Honolulu Career & Learning Center

Goodwill Hawaii began renovations for a new two-story job training and career center in 2018. Once completed, the center will provide more than 6,000 people with employment and educational services to help them secure higher paying jobs and will feature an enhanced store and drive-through donation center. Goodwill Hawaii's mission is to help people with employment barriers find jobs; their clients include at-risk youth, adults with intellectual and developmental disabilities, and people transitioning from public assistance and post incarceration.

In addition to the partnership of our Bankoh Blue Crew volunteers over the years at their "Goodwill Goes Glam" fundraiser, and providing free tax preparation services to low-income individuals and families, Bank of Hawaii Foundation pledged \$50,000 for the new career and learning center.

### North Hawai'i Community Hospital

Part of the Queen's Health Systems since 2014, the North Hawai'i Community Hospital (NHCH) is a 35-bed rural acute care hospital located in Waimea on Hawaii Island. Serving people from North Kona to North Hilo, including those in Hamakua and South and North Kohala, NHCH recently began to address the rise of current and future projected health care needs for the community by expanding and renovating its emergency room. Bank of Hawaii Foundation's \$150,000 multi-year pledge of support will allow the ER to expand by 75 percent, and improve and optimize the timeliness of care for urgent and emergency/trauma patients in the North Hawai'i community. The new ER will feature 13 examination rooms (11 standard and two trauma), a centralized nurse work station, new ambulance and patient/family entry points, a new waiting room and a variety of other support spaces for emergency service. Construction of the expanded ER began in 2018, and is expected to be complete by 2019.



Bank of Hawaii employees and their family and friends in Guam join forces to help clean beaches and coastlines for the bank's largest enterprise-wide Community Service Day effort in September.

# Support

*[to maintain by supplying with things necessary to existence; provide for; to uphold by aid, countenance; to advocate]*

## LIVE KŌKUA COMMUNITY EVENTS

As our communities grow and evolve, so do our Live Kōkua events and the ways in which we serve. Bank of Hawaii continues to seek innovative solutions to our community's issues and collaborates with companies and organizations that are working to address them. We know that by rallying to support our community, we're able to create more good together than we could alone. And when we partner with others in a unified effort, we amplify our impact and build stronger communities. Throughout the year, in addition to volunteering, our employees collectively mobilize to fundraise and serve numerous local nonprofits during our Live Kōkua events. Our Bankoh 'ohana raises the bar each year with our Giving Campaign, Community Walk and Community Service Day by raising more funds, participating in larger numbers and giving back in a big way. Giving more and doing more to make a difference is part of who we are and inherent in all we do.

### Live Kōkua Community Walk

For the 12th year, our Community Walk brought together our employees and their families and friends across the state of Hawaii and Guam and raised a total of \$138,043 for 12 of our local nonprofits and their diverse community work. On Oahu, more than 800 of our bank 'ohana gathered at the Hawaii Convention Center in support of Helping Hands Hawai'i, Honolulu Theatre for Youth and Women's Fund of Hawai'i. Employees on the neighbor islands and in the West Pacific also participated in events and activities in support of nonprofits in their regions.

### Live Kōkua Community Service Day

In its largest Community Service Day yet, Bank of Hawaii partnered with Hawaiian Airlines, Sustainable Coastlines Hawaii and other local nonprofits in September to mobilize more than 930 volunteers to clean beaches and coastlines of trash, debris and micro-plastics along the Waimanalo coast and throughout Hawaii on our neighbor islands and in the West Pacific Region. Working together in this enterprise-wide effort, our employees and their 'ohana removed 6,240 pounds of trash and micro-plastics from our shorelines.

2018  
Live Kōkua Giving Campaign

# \$760,132

donated to 23 nonprofits

2018  
Live Kōkua Giving Walk

# \$138,043

to 12 nonprofits, including neighbor islands and Guam

MORE THAN

# \$7 million

donated since 2007 to more than 400 local nonprofits

### Live Kōkua Giving Campaign

Each year, our employees conduct a six-week fundraising campaign for local nonprofits they've selected and care about deeply. Our BOH teammates create and participate in countless department fundraisers and a variety of events from bake sales and silent auctions, to raffles and even a carnival. At our Beneficiary Expo and Carnival, our employees had the opportunity to interact with our beneficiary organizations and learn more about their community work while enjoying a carnival-like atmosphere complete with a dunk tank where our executives took the plunge for a price to raise money for our chosen nonprofits. Throughout the Live Kōkua Giving Campaign, our dedicated employees work (and play!) together to make a significant impact by supporting the diverse causes they believe in.

2018  
**14,318**  
volunteer hours

2018  
**166**  
events



# Ally

*[to associate or connect by some mutual relationship,  
as resemblance or friendship]*

## LIVE KŌKUA VOLUNTEER PROGRAM

Whether we're out cleaning beaches of debris and micro-plastics, helping to restore an ancient fish pond, marching in solidarity to raise awareness about domestic violence or teaching school children how to save money, our employee volunteers are passionate about giving back to our community. Nearly every week of the year, our Bankoh Blue Crew volunteers are engaged in acts of service, all on their own time. In addition to "boots on the ground," our executives and young leadership also donate their time and expertise to our community by serving on 209 nonprofit and community boards representing a broad range of causes, including housing and homelessness, education, health and the environment.

## Connecting for Sustainability

In June, more than 110 volunteers from Bank of Hawaii and Hawaiian Airlines partnered for a community work day at Paepae o He'eia fishpond to help weed out invasive mangrove, remove limu and build coral rock walls in order to help preserve and sustain the 800-year-old fishpond on the windward side of Oahu. Our Bankoh Blue Crew continue to volunteer with Paepae on a regular basis throughout the year working on a variety of projects as needed. Established in 2001 by a group of young Hawaiians, Paepae o He'eia works in partnership with landowner Kamehameha Schools to manage and maintain He'eia fishpond for the community.

## Institute for Human Services

Bank of Hawaii and our employee volunteers continue to cultivate our connection with the Institute for Human Services. From serving meals two Saturdays each month to serving on its Board of Directors and building gardens at the Hale Mauiola Housing Navigation Service Center, our Blue Crew are committed to not only helping provide immediate services to members of our community experiencing homelessness, but also to helping improve the quality of their lives.



Above, from left: **Landon Higa** (Kelly Howell's friend), **Mina Soalo**, **Jared Araki**, **Moani Gella** and **Kelly Howell** work together to build a garden for the residents at Hale Mauiola.



### Teach Children to Save and Get Smart About Credit

In April, more than 5,500 students in 40 schools and locations throughout the state of Hawaii, American Samoa, Guam, Saipan and Palau received lessons from more than 150 BOH volunteers on the importance of saving as part of the 2018 American Bankers Association Teach Children to Save Day program. Our volunteer bankers spent time with elementary and middle school students exploring topics on the important of saving, how interest makes money grow, determining differences between needs and wants, and budgeting.

In addition, Bank of Hawaii volunteers taught more than 2,600 teens at 26 intermediate schools, high schools and select locations across the state of Hawaii, Guam, Saipan, Palau and American Samoa in October in support of national Get Smart About Credit Day, sponsored by the American Bankers Association Education Foundation. To help students prepare for life after high school, BOH focused on the ABA's 2018 "Paying for College" lesson plan, which offered role play for students and examples of real-life scenarios that introduced students to the elements they should consider when choosing how to finance their college education. The program shared resources with students that can help them make the right decision for their circumstances and ability to pay for higher education.



Above, clockwise: Bank of Hawaii and Hawaiian Airlines employee volunteers join forces to help restore and maintain the Paepae o He'eia fishpond.

**Samson Dang** explains the "Get Smart About Credit Day" curriculum to Kaimuki High School students **Quynton Brackens** (left) and **Hinamalailena (Hina) Ioane**.

Students at Princess Kaiulani Elementary School are excited to learn with **Kelli Murakami** during Teach Children to Save Day in April.

### Volunteer Income Tax Assistance Program

In conjunction with its partnership with Goodwill Hawaii and the Volunteer Income Tax Assistance Program (VITA) in which 46 of our employees went through extensive training to become IRS certified to provide free tax preparation services, Bank of Hawaii forged a new partnership with Honolulu Community Action Program (HCAP) as well. Through HCAP's Income Tax Services/Earned Income Tax Credit program with VITA, our 46 employee volunteers helped working families and individuals receive the federal income tax credits they earned in the amount of \$864,955 and provided free tax preparation services to eligible individuals who make \$55,000 or less, including people with disabilities, senior citizens and those who speak limited English.

## SOURCES

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<sup>1</sup> Aloha United Way news release, "Aloha United Way's Sobering National ALICE® Findings Hits Home In Hawai'i," May 17, 2018, <https://www.auw.org/sites/default/files/pictures/ALICEnationalreleaseFINAL.pdf>.

<sup>2</sup> United Way ALICE Report, Hawai'i, 2016 updated slides, page 2. [https://www.auw.org/sites/default/files/pictures/2016AUWALICE%20Report\\_PPT%20of%20Figures\\_HI%20FINAL.pdf](https://www.auw.org/sites/default/files/pictures/2016AUWALICE%20Report_PPT%20of%20Figures_HI%20FINAL.pdf)

<sup>3</sup> United Way ALICE Report, Hawai'i, 2016 updated slides, "What does it cost to live in Hawai'i?", page 2. [https://www.auw.org/sites/default/files/pictures/2016AUWALICE%20Report\\_PPT%20of%20Figures\\_HI%20FINAL.pdf](https://www.auw.org/sites/default/files/pictures/2016AUWALICE%20Report_PPT%20of%20Figures_HI%20FINAL.pdf)

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<sup>4</sup> ALICE: Study of Hardship in Hawai'i, 2017 Report, Aloha United Way, The consequences of insufficient household income, page 78. [https://www.auw.org/sites/default/files/pictures/AlohaUnitedWayALICE%20Report\\_HIFINAL\\_0.pdf](https://www.auw.org/sites/default/files/pictures/AlohaUnitedWayALICE%20Report_HIFINAL_0.pdf)

<sup>5</sup> Title Guaranty, derived from Hawaii Bureau of Conveyances tax data for 2018.

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<sup>6</sup> 2018 Prosperity Now Scorecard for Hawaii, <http://scorecard.prosperitynow.org/reports#report-state-outcome>.

<sup>7</sup> National Low Income Housing Coalition, Housing Out of Reach 2018: Hawaii, [https://reports.nlihc.org/sites/default/files/oor/OOR\\_2018.pdf](https://reports.nlihc.org/sites/default/files/oor/OOR_2018.pdf).

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### Cover Photo:

*Clockwise: Bankoh Blue Crew volunteers gather with volunteers from Hawaiian Airlines for a community work day at Paepae o He'eia fishpond.*

***Natassha Pablo**, teaches her son, **Gavin**, about the value of volunteering and caring for our 'aina while cleaning the Waimanalo coastline during Bank of Hawaii's Community Service Day.*

***Ryan Bamba** and his niece, **Nalia Bamba**, work together during Bank of Hawaii's enterprise-wide Community Service Day to clean the West Agana beachside on Guam.*



*From left: Kimberly Holani, Meghan Dunne, Mackenzie Smith, Jean Hamakawa and Veronica Wong aren't afraid to get their hands dirty at Paepae o He'eia during a community work day event.*



## Bank of Hawaii

Bank of Hawaii is proud of its tradition of community support. Through grants, sponsorships, fundraising activities and important partnerships with nonprofit organizations, the bank is committed to improving the quality of life, health and well-being of the people throughout the communities it serves in Hawaii, the West Pacific and American Samoa. Additional support comes from the direct involvement of Bank of Hawaii employees, who actively volunteer for community service projects and serve on the boards of nonprofits and community groups.

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