



Member driven.
Community focused.

ROOTED IN SERVICE

2019 Corporate Social Responsibility Report

Celebrating Our Roots

We are pleased to share the Federal Home Loan Bank of Dallas (FHLB Dallas) 2019 Corporate Social Responsibility (CSR) report, *Rooted in Service*, which highlights our employees' as well as our member financial institutions' contributions to their communities.

There is an origin story in everything we do. Whether our actions are rooted in our value systems developed over many years, or we are laying the foundation on which to build new habits and motivations, every employee at FHLB Dallas is helping to make the world a better place, one act of kindness at a time.

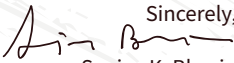
For the second time in four years, our employees partnered with Dallas Area Habitat for Humanity to build a three-bedroom, two-bathroom home for a local family. We also raised more than \$23,000 for our employees' favorite charities through a monthly charity program, through which various business units spearheaded fundraising efforts for different organizations. Additionally, we partnered with the Irving Schools Foundation to assist local children in need of school supplies, snack bags and some holiday cheer.

In 2019, we expanded our social outreach through a partnership with Paul Quinn College, a historically black, faith-based college in Dallas. The partnership is part of Paul Quinn College's Urban Work College model, which tackles poverty by offering students jobs, housing and reduced tuition. In 2019, we offered high-quality internships to two Paul Quinn College students, an arrangement that has proven to be beneficial to both the students and our organization.

As an organization rooted in service, we offer specialized grant and advance (loan) programs to assist our members in financing affordable housing and economic development in the communities they serve. In 2019, we awarded \$17 million in grants to 35 affordable housing projects in our members' communities across our five-state District.

In keeping with our core value of *Pursue Growth*, we offer workshops, trainings, subject matter expert sessions and coffee talks throughout the year — both employee-led and externally facilitated. Employees have access to a variety of diverse learning opportunities that focus on an array of topics from leadership development to business acumen. In 2019, we offered 133 training sessions to help promote our employees' professional and personal growth.

We are proud of our employees' and members' contributions to the community. No matter where our careers take us or how many professional accolades we receive, it is through service that we remain grounded and rooted in our community. We hope you enjoy the contents of our 2019 Corporate Social Responsibility report.


Sincerely,
Sanjay K. Bhasin
President and CEO

2019 FHLB DALLAS BOARD OF DIRECTORS

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*FHLB Dallas Board Chair
Chairman*
First National Bankers Bank
Baton Rouge, Louisiana

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Regional President, EVP*
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Partner (Retired)
Baker Botts L.L.P.
Houston, Texas

Ron G. Wiser
Director, President and CEO
Bank of the Southwest
Roswell, New Mexico

GOVERNANCE

2019 FHLB DALLAS EXECUTIVE TEAM

Sanjay K. Bhasin
President and CEO

Eric Blackman
Senior Vice President
Chief Audit Executive

Brehan Chapman
Executive Vice President
Chief Administrative Officer

Sandra Damholt
Senior Vice President
General Counsel

Kelly Davis
Senior Vice President
Chief Risk Officer

Paul Joiner
Executive Vice President
Chief Strategy Officer

Tom Lewis
Executive Vice President
Chief Financial Officer

Kalyan Madhavan
Executive Vice President
Chief Business Officer

Gustavo Molina
Senior Vice President
Chief Banking Operations Officer

Jibo Pan
Executive Vice President
Head of Capital Markets

Jeff Yeager
Senior Vice President
Chief Information Officer

Michael Zheng
Senior Vice President
Chief Credit Officer



ABOUT US

The Federal Home Loan Bank of Dallas (FHLB Dallas) is one of 11 congressionally chartered wholesale banks that supports housing and economic development. It is cooperatively owned by approximately 802 members and associated financial institutions across Arkansas, Louisiana, Mississippi, New Mexico and Texas. FHLB Dallas provides advances (loans) for housing, small business and agribusiness, as well as funding for community and economic development.

OUR VISION

Our trusted employees enrich our member-owned cooperative through strategic thinking, smart implementation and embracing our shared communities.





ROOTED IN THE COMMUNITY



FHLB Dallas is heavily rooted in service. From employees spearheading monthly charities to coming together as a company to build a family a home, FHLB Dallas is dedicated to serving the community.

Our collective efforts have raised more than \$23,000 for charities, and employees have volunteered a total of 2,064 hours in 2019. *Do Good*, one of our core values, ensures our employees have ample opportunities to impact the community.

In addition, employees received eight flex volunteer hours to use to volunteer with a charity at their children's school or elsewhere in the community.

2,064

Total Employee
Hours Volunteered

\$23,778

Total Amount
Raised in 2019

104

Employee
Flex Volunteer
Hours Used



MONTHLY CHARITIES

Each month, one of our business units leads an effort to support a nonprofit. From toy drives to research organizations, our employees worked diligently to care for our communities in 2019.

January Collateral Services SPCA of Texas \$1,375	February Credit Risk The Local Heart Foundation \$1,380	March Member Solutions Dallas Stars Foundation \$2,295	April Member Services and Financial Operations Community Partners of Denton County \$4,010
May Community Investment Homeless Veterans Services of Dallas \$3,076	June Internal Audit Prestonwood Pregnancy Center \$2,165	July Interns Rise Against Hunger \$1,375	August Corporate Communications Texas Coalition for Animal Protection \$1,560
September IT Software Development Camp Summit \$1,220	October Human Resources Breast Cancer Research Foundation \$1,450	November FHLB Dallas Tarrant Area Food Bank 1,656 Items	December Accounting Interfaith Family Services \$3,782 FHLB Dallas Irving Police and Fire Blue Christmas 223 Toys

In **January**, FHLB Dallas' Collateral Services department raised \$1,375 for the SPCA of Texas. The team had fun with fundraising efforts and celebrated with a spirit day during which employees wore their favorite football jerseys.

The Credit Risk department championed the **February** charity and raised \$1,380 for The Local Heart Foundation, which raises funds for individuals in the local community who are struggling with heart disease.

In **March**, the Member Solutions department raised \$2,295 for the Dallas Stars Foundation. A raffle of signed memorabilia helped raise funds to help local children pursue educational opportunities.



Several FHLB Dallas departments team up every year to host a bake sale, raising funds for Community Partners of Denton County.



In March, FHLB Dallas employees donated to the Dallas Stars Foundation, which develops programs to nurture North Texas communities.

With a bake sale as their flagship fundraising activity, the Member Services and Financial Operations departments and employees raised a year-high of \$4,010 for Community Partners of Denton County in **April**.

The Community Investment department championed the Homeless Veterans Services of Dallas in **May**. Employees raised \$3,076 toward feeding and providing shelter for homeless veterans.

“Prestonwood Pregnancy Center was chosen by our team because their values and mission are important for expectant mothers and their unborn babies. It is encouraging to work for a company that promotes giving back to the community, not just at the organizational level but as an individual by allowing employees to choose the charity.”

Maria O'Connor
Senior Auditor, Internal Audit



In **June**, the Internal Audit department and employees raised \$2,165 to support Prestonwood Pregnancy Center, which provides supportive services to women in the Dallas/Fort Worth area. The efforts and donations from FHLB Dallas helped Prestonwood Pregnancy Center continue supporting women in the local community.



In July, FHLB Dallas' summer interns raised funds to benefit Rise Against Hunger.

In **July**, FHLB Dallas' interns teamed up to raise funds for Rise Against Hunger. The charity helps end food insecurity in the Dallas/Fort Worth area. The interns and employees raised a total of \$1,375.

The Corporate Communications department chose the **August** charity, the Texas Coalition for Animal Protection. Employee contributions provided funds for the nonprofit's affordable spay and neuter services for pets, helping to control animal shelter populations. In total, the department raised \$1,560 for the charity.

The **September** charity, Camp Summit, was chosen by our IT Software Development team. Camp Summit is a nonprofit camp for children and adults with disabilities that provides an array of inclusive activities that everyone can enjoy. FHLB Dallas raised \$1,220 for the charity.



“My daughter has been a camper at Camp Summit for the last 17 years. I have seen how hard the caregivers work. These funds will enable them to take much-needed rest or vacation. They are on call all day for most of the campers. Working for a company that provides its employees all of these charity opportunities help us benefit the community at large.”

Jim Day
Software Developer II, IT Administration

In honor of National Breast Cancer Awareness Month, FHLB Dallas employees raised \$1,450 for the National Breast Cancer Research Foundation in **October**. The organization's goal is to prevent breast cancer and achieve a cure through research.

In **November**, FHLB Dallas employees collected 957 cans and 699 boxes of food for Tarrant Area Food Bank. A total of 1,656 items, weighing 1,100 pounds, will help battle food insecurity in Tarrant County.

“The Texas Coalition for Animal Protection is a great organization that helped me with my dog. I wanted to give back to them and show them how much I appreciate all of their hard work in the community.”

Tanya Dittberner
Communications Strategist, Corporate Communications



For 14 consecutive years, FHLB Dallas has collected toys for donation to the Irving Police and Fire Blue Christmas December initiative.

For the **December** charity, employees donated 223 toys to the Irving Police and Fire Blue Christmas. It was the 14th consecutive year that FHLB Dallas participated. The Irving Police and Fire departments team up every year to collect toys and food to help underprivileged families in Irving during the holiday season. Employees also raised \$3,782 for Interfaith Family Services, an organization that aims to break the cycle of poverty by equipping families with resources to become self-sufficient.

End-of-Year Statistics

2,064

Total Hours of Volunteer Work

1,040

Dallas Area Habitat for Humanity

920

Irving Schools Foundation

104

Flex Volunteer Hours

\$23,778

Total Amount of Money Raised

13

Monthly Charities

2

Company-Wide Charities

1,906

Non-perishable Items Donated

1,683

984 Canned Goods
699 Boxes of Food

233

Full-Sized Toys

Flex Days

Our employees receive one day annually to volunteer in their communities. In 2019, 13 employees used a flex day to volunteer.

Organizations

Local High School
Junior Achievement of Dallas
Jackson Project Tournament
Westlake Academy
Local Elementary School
School Field Trip
Bayou Bash, Annual Scholarship Fundraiser for Dallas Chapter Southern University Alumni
Feast of Sharing
Church Volunteer Activity
Cook Children's Medical Center: NICU Parent Support Group

Company Charity

Each year, we select a company-wide charity to support throughout the year with monetary donations and volunteering. In 2019, we supported two organizations, Dallas Area Habitat for Humanity and Irving Schools Foundation.

Ronald McDonald House of Dallas

North Texas Food Bank

2017



250
Families Served



875
Meals Prepared

2018



361
Hours of Volunteer Work



105
Volunteers



2019

Dallas Area Habitat for Humanity

FHLB Dallas came together as a company to build a three-bedroom, two-bathroom home for a local family alongside Dallas Area Habitat for Humanity volunteers. Over the course of 10 weeks, 130 FHLB Dallas employees built a house from the ground up, helping a Dallas family realize their dream of homeownership.



“A home is such a sacred place for families. I was humbled to have been a part of the process of building that sacred space for someone else through FHLB Dallas’ partnership with Dallas Area Habitat for Humanity. It was very personal for me.”

Shelly Wright
Benefits Administrator, Human Resources



FHLB Dallas employees came together for the second time in four years to build a home for a local family as part of FHLB Dallas’ 2019 company-wide initiative.



2019

Irving Schools Foundation

FHLB Dallas partnered with Irving Schools Foundation (ISF) and foundation officials to offer three opportunities for employees to help children in Irving. Throughout the fall, employees had the opportunity to assemble snack bags, pack school supplies and prepare for and facilitate activities at a holiday family event.

“The Irving Schools Foundation makes a huge effort to ensure Irving ISD students have the necessary supplies to start the school year. It’s rewarding to know that my time spent volunteering for Irving Schools Foundation will help support the academic success of a local child.”

Melanie Dill
Community and Economic Development
Product Manager, Community Investment



FHLB Dallas employees enjoyed several opportunities to volunteer with the Irving Schools Foundation, from assembling snack bags and packing school supplies to facilitating activities at a family holiday event.



BRANCHING OUT

Diversity and Inclusion

FHLB Dallas' Diversity and Inclusion efforts pave the way for an environment that welcomes diverse perspectives, fosters the sharing of ideas, engages everyone to perform at their best and provides additional opportunities for diverse business partners. In 2019, FHLB Dallas continued its commitment to creating a culture that highly values the input and well-being of employees and recognizes that organizational success is possible only when it is the shared responsibility of every employee.

Diversity Week

Since 2015, FHLB Dallas has held a week-long celebration of its diverse and inclusive culture. The 2019 Diversity Week lineup included a panel discussion, during which FHLB Dallas' most-tenured employees shared the lessons they'd learned that have kept them relevant for more than 30 years. FHLB Dallas employees from around the world also talked about their homelands, including languages spoken, business customs and traditions. A "speed meet" session gave new employees a chance to meet and connect with longer-term employees. The topic of gender bias was addressed during a coffee talk discussion. Two training sessions were also held to promote better workplace communities and a keynote session explained how to cultivate connections with colleagues.



“Every year, the Diversity Week activities bring a different energy to FHLB Dallas. While we still conduct business as usual, there's excitement in the air as we make the time to celebrate one another's backgrounds and perspectives.”

Eddy Glickert
Loan Quality and Mortgage
Operations Analyst, Loan Quality &
Mortgage Operations



During Diversity Week, FHLB Dallas employees enjoyed workshops and presentations from speakers who emphasized the benefits of diversity of thought.

Internship Program



FHLB Dallas’ 2019 summer interns made great contributions to the organization during their 10-week tenure.



An FHLB Dallas internship is a two-way street. In addition to acquiring valuable skills during their internship, interns are empowered to share knowledge with employees.

FHLB Dallas is committed to preparing its future workforce. With an incredible internship program, FHLB Dallas provides summer opportunities for college students to learn the ins and the outs of the organization.

Paul Quinn College Initiative



In 2019, FHLB Dallas expanded its internship program by partnering with Paul Quinn College, a private, historically black, faith-based college in Dallas. The partnership is part of Paul Quinn College’s Urban Work College model, which seeks to tackle poverty by offering students jobs, housing and reduced tuition.

A select number of students are provided housing, reduced tuition and an opportunity to work at some of the area’s top employers as a part of the school’s effort to eradicate poverty and lessen the students’ dependence on student loans. In 2019, FHLB Dallas offered high-quality internships to two Paul Quinn College students.



“College provides a great educational foundation, but there’s only so much I can learn in the classroom. My internship experience at FHLB Dallas has helped me gain skills that I could not find anywhere else.”
De’Zhane Rhymes
Intern, Corporate Communications

Furthering Education

FHLB Dallas has a strong commitment to its employees and promotes a culture that empowers employees to think strategically, innovate, serve members with integrity, focus on opportunities with the most impact, take pride and ownership in their work, learn rapidly and eagerly and treat others with respect. FHLB Dallas’ vision and values reflect the core of the organization.

In keeping with its core value of *Pursue Growth*, FHLB Dallas offers workshops, training, subject matter expert (SME) sessions and coffee talks throughout the year — both employee-led and externally facilitated.

Employees have access to a variety of diverse learning opportunities on topics ranging from leadership development to business skills. In 2019, FHLB Dallas offered 133 training sessions, either led by employees or an outside facilitator.



“The reading lounge is yet another example of FHLB Dallas going the ‘extra mile’ to provide employees with a relaxing, quiet environment for recharging and staying abreast of industry news or catching up with your personal reading.”
Fred Basista
Credit Analysis Manager, Credit Risk

Development Activities Offered to Employees:

- | | |
|------------------------|------------------------------------|
| TED Talks | Emotional Intelligence |
| Coffee Talks | Retirement |
| Book Discussions | Communication |
| Powerful Presentations | Work/Life Balance |
| Photography | Subject Matter Expert-Led Training |



Grow Where You’re Planted

While working on his college degree after his military service, Shane Harkins, a military veteran and FHLB Dallas infrastructure services manager, discovered a love for computers that led to a career in the IT industry. He then expanded his knowledge by earning more than 25 certifications ranging from Microsoft Office to Checkpoint Firewall.

Mr. Harkins especially appreciated the emphasis FHLB Dallas had on its employees’ education as part of its *Pursue Growth* core value.

“I had an opportunity here at FHLB Dallas to pursue my degree,” said Mr. Harkins. “As a manager, it was really important to have that formal education behind me.”

The motivation came to Mr. Harkins every day at work with the renewed emphasis on growth and wanting to be a positive role model for his family. FHLB Dallas’ financial assistance and the support from his colleagues enabled Mr. Harkins to thrive and finish what he started.

“It’s really empowering and gratifying to work for a company that believes its employees are its most valuable asset,” said Mr. Harkins. “But it’s better when they actually demonstrate it through a financial commitment to an individual’s learning. It’s a statement.”

Affinity Groups

FHLB Dallas has 11 affinity groups, employee-led groups that provide a forum for employees with similar interests to share ideas, provide support, enhance career development and strengthen engagement. FHLB Dallas' affinity groups help employees establish relationships regardless of their backgrounds or walks of life.

List of affinity groups offered at FHLB Dallas

- | | |
|-----------------|-----------------|
| Hiking | Cooking |
| Ping-pong | Toastmasters |
| Sand Volleyball | Lean In Circle |
| Walking | Business Buzz |
| Tennis | Running |
| | Weight Watchers |



Running Affinity Group



“The Ping-pong affinity group plays on two tables in our outdoor courtyard. We have quite a few good players, so the games get pretty intense. The beginners are picking it up quickly, too.”
Shanmuga Krishnaswamy
 Intelligence & Automation Manager, Accounting



Sand Volleyball Affinity Group



Business Buzz Affinity Group

“Business Buzz stimulates a thoughtful discussion on matters impacting our current business landscape. It allows employees to connect, learn and share perspectives about emerging industry trends.”

Becca Klaetsch
 Director of Operations Risk Management and Enterprise Risk Management Reporting, Market Risk

Bring Your Child to Work Day

Each year, FHLB Dallas provides an opportunity for employees to bring their children to work. The participants engage in arts and crafts and have breakfast with the other participants before parents show them around the office.



“I was fortunate to share a presentation with the kids on the history and purpose of the FHLBank system. It was great to see how the children tuned in when we discussed how FHLB Dallas helps in our region.”

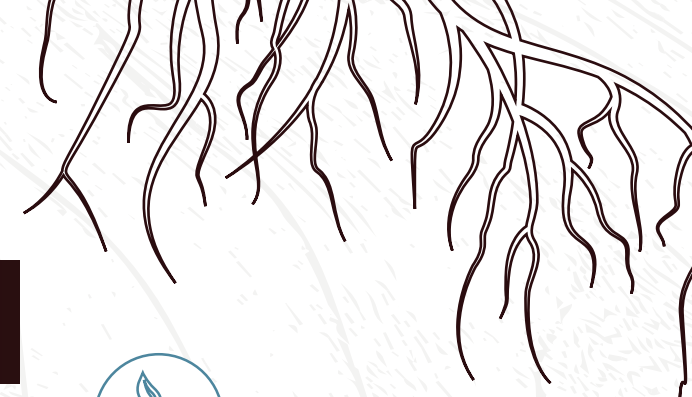
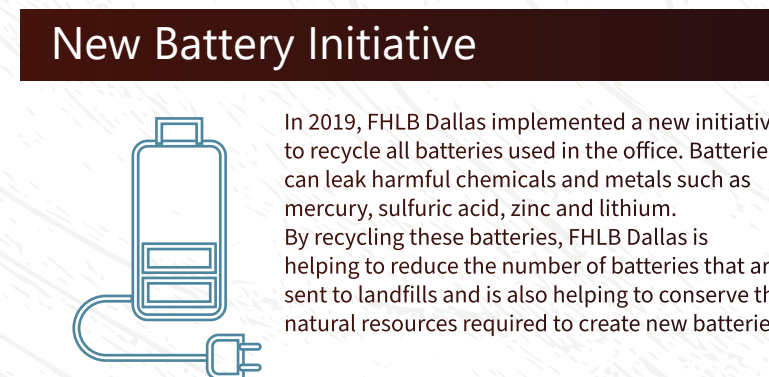
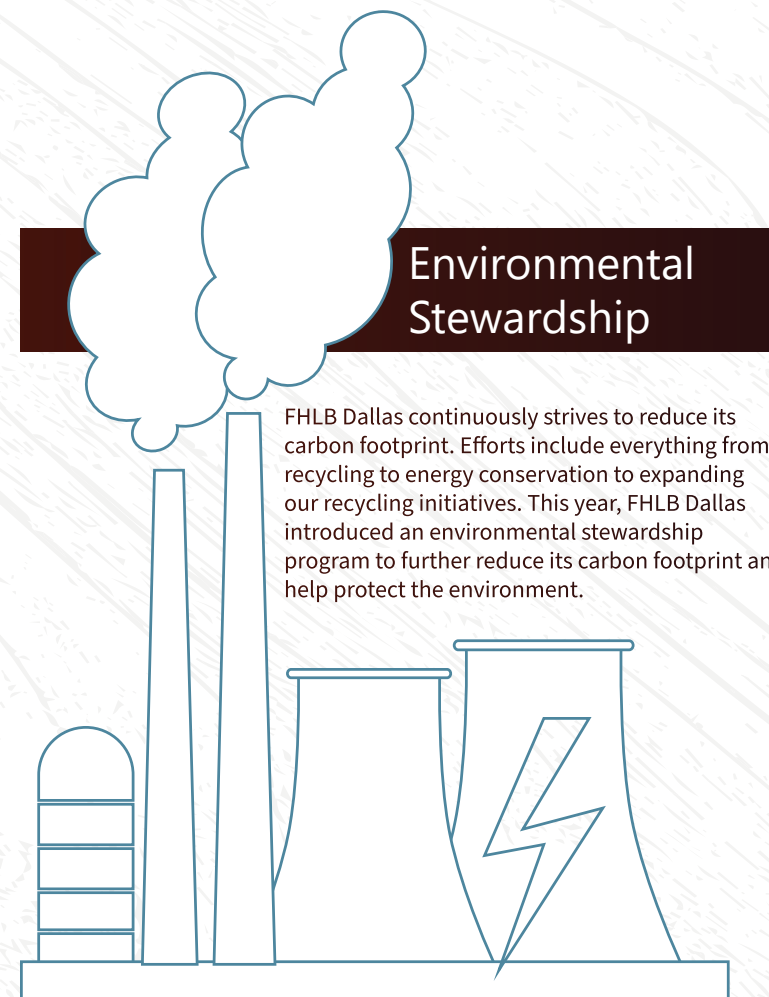
Eric Haar
 Director of Government and Industry Relations, Corporate Administration





PLANTING SEEDS OF RESPONSIBILITY

"The earth does not belong to us. We belong to the earth."
Marlee Matlin, American Actress



50
gallons of bulbs and ballasts recycled

A single ounce of mercury can contaminate a 20-acre lake for a lifetime.



193
recycled print, fax and copier toner cartridges

To reduce the waste of natural resources, FHLB Dallas recycles toner cartridges used in the office.

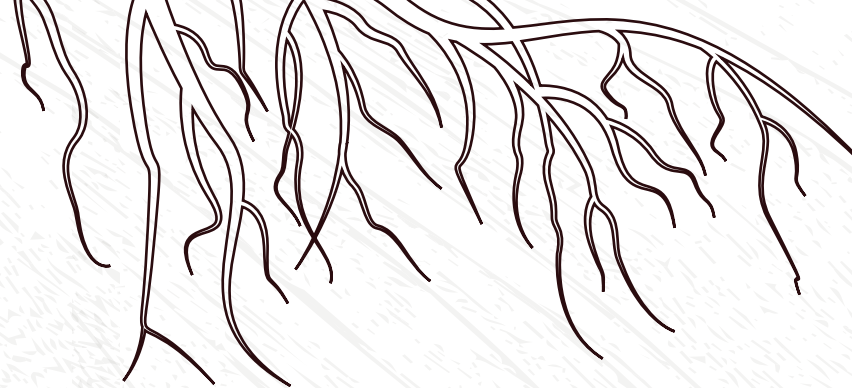


1,680
cubic feet of recyclable materials

This year, FHLB Dallas has recycled 1,680 cubic feet of materials from desk-side containers.



BEARING FRUIT



2019 FHLB Dallas CARE Award

Each year, FHLB Dallas honors member institutions for outstanding work in community investment. An acronym that stands for “Community Area Revitalization Efforts,” the CARE Award recognizes the recipients’ commitment to affordable housing, disaster recovery and community revitalization. In 2019, San Antonio, Texas-based Broadway Bank and Red River Bank in Alexandria, Louisiana, received the CARE Award.



“I am very proud of the work we do around community development. Here at Red River Bank we have the opportunity to make a difference in people’s lives, and we have the resources to do that through our partnership with the Federal Home Loan Bank of Dallas.”

Jannease Seastrunk
Vice President and CRA Officer, Red River Bank



“The Federal Home Loan Bank of Dallas is an instrumental part of our business model, a large part of which is focused on serving the community. They give us great opportunities to serve our customers through their community investment products.”

David Bohne
Chief Executive Officer, Broadway Bank

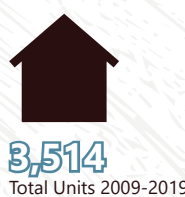
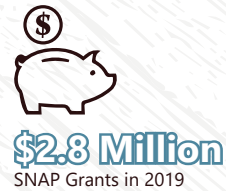
Red River Bank (top) and Broadway Bank (above) were honored with FHLB Dallas’ 2019 CARE Award, which recognized the banks’ commitment to community revitalization.



2019 Grant Programs

2019 Special Needs Assistance Program (SNAP)

Through member institutions, SNAP provides grant funds for the repair and rehabilitation of owner-occupied housing of eligible, special-needs residents.



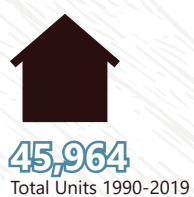
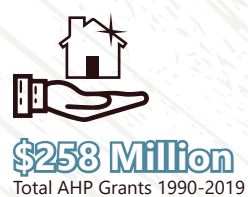
2019 Partnership Grant Program (PGP)

Through the PGP, member institutions contribute from \$500 to \$4,000 to a community-based organization (CBO). FHLB Dallas matches contributions at a 3:1 ratio, which provides up to \$12,000 in grant funds to a CBO.



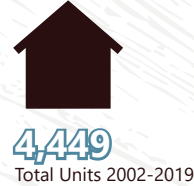
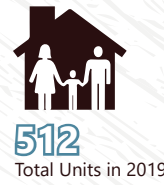
2019 Affordable Housing Program (AHP)

\$17 million in AHP grants to 35 affordable housing projects will result in 2,122 new or rehabilitated housing units.



2019 Homebuyer Equity Leverage Partnership (HELP)

Through member institutions, HELP assists income-qualified, first-time homebuyers with down payment assistance and closing costs.



“HELP grants serve the community in a very unique way. The grant program provides a vehicle that helps put hardworking residents on the road to homeownership. Our partnership with FHLB Dallas is a vital part of our commitment to make affordable housing available to the community.”
Anne Honstein
Senior Vice President, New Mexico Bank & Trust



“As a nonprofit organization, the funding provided by the Federal Home Loan Bank of Dallas’ AHP grant was a lifeline for our organization. The grant allowed some of our area’s most fragile residents a safe, decent place to live where their needs will be met, and they can enjoy a full quality of life.”
Tamara McNulty
Director of Development, St. Mary’s Residential Training School

(Left) A \$5,500 Homebuyer Equity Leverage Partnership (HELP) grant from New Mexico Bank & Trust and FHLB Dallas helped a New Mexico artist purchase his first home. (Top Right) Joseph and Pearly Barabin received a \$5,500 Special Needs Assistance Program (SNAP) grant from First National Bank of Jeanerette and FHLB Dallas, which helped fund critical repairs to their Louisiana home. (Bottom Right) Two Affordable Housing Program grants from Red River Bank and FHLB Dallas enabled St. Mary’s Residential Training School to open its doors to 48 developmentally disabled residents in Baton Rouge, Louisiana.

