



Community Impact Report

2022



Rooted in South Sound



JUSTIN MARTIN CEO, TAPCO Credit Union

As a local, member-owned financial cooperative, TAPCO has a long history of serving the Tacoma/Pierce County community. In fact, since our founding in 1934, our roots are in serving public employees – people that dedicate their lives to uplifting the communities they live and work. As we look to the future, we are focused on building off this legacy and challenging ourselves as an institution to do even more.

Over the last year, under the board's direction, we have begun implementing a social impact banking model here at TAPCO. This model involves prioritizing using the money our members have entrusted to us to positively impact our community. For this to be successful, it is important that we aren't prescribing solutions but looking to be intentional in building new partners - working with

communities to create products and services that fit their unique needs.

I am proud of the direction we are taking and the progress we have made over the last year. We have deepened existing relationships and established new ones. We have actively been in the community, listening and learning. All revolving around how we partner to address existing inequities and create a place where everyone, not just some, can experience financial well-being.

It has been exciting to see the impact the volunteer efforts of our staff have made. We have shown up to create learning spaces for children at the Point Defiance Zoo, taught needed financial literacy to young adults and adults, actively supported non-profits that provide needed services, and challenged ourselves to do more

to create an inclusive community, both internally and externally.

Looking forward, we will continue to lean into partnerships by supporting the amazing work many of the organizations in our community are doing. We will continue to show up by participating in community events and activities focused on creating a stronger Tacoma/Pierce County. We will continue to listen by finding opportunities to introduce products and services that support those in our community who haven't historically been supported. We will continue to hold ourselves accountable to do more and be bolder.

Please let us know if you see where TAPCO could partner within the community to drive positive change. We would love to hear from you!

AT A GLANCE

TAPCO recognizes the importance of community and growing together in achieving financial well-being for everyone. From serving Pierce County residents with financial services, to partnering with community organizations to have a greater impact, TAPCO has had a profound impact on the South Sound in 2022.

48

people volunteered for International Credit Union Day

97%

of member's deposits were loaned back out to our members

54%

of loans provided by TAPCO were given in Pierce County

2,273

loans given in Pierce county

\$15,000

awarded in scholarships to college students

183

loans given to lower credit borrowers

\$78,684,812

total amount given in loans to Pierce County residents

\$26,121,451

total amount given in business loans to Pierce County residents

89

years of dedicated service provided to our members and community

\$63,000

in donations and sponsorships invested in the community

32+

partnerships in the Pierce County community in 2022

Community Participation

HOW DID WE GET INVOLVED THIS YEAR?

1 ANTHEM COFFEE TAKEOVER

TAPCO staff took over all the local Anthem Coffee shops and purchased \$3,000 in beverages for patrons during the holiday. Community members were surprised by this small act of kindness.



WE ARE A TRUSTED PARTNER

2 THANKSGIVING FOOD DRIVE

TAPCO partnered with Food Backpacks 4 Kids, we were able to donate butter, pumpkin pie mix, and canned yams to provide a complete Thanksgiving meal to those in need, with the help of members & staff



3 RAISING GIRLS

To help Celebrate Women's History Month, Team TAPCO gathered feminine hygiene products and other toiletries for the local organization Raising Girls. "Raising Girls aims to help ensure that all girls feel pride in who they are and understand the power they have to be unique individuals, who can make a difference."



4 TACOMA NIGHT MARKET

Entrepreneurs are an important part of our community. TAPCO participated in and supported the Tacoma Night Market and their inclusion efforts.



5 MARITIME GIG FESTIVAL

TAPCO was a proud sponsor of the Maritime Gig Festival in Gig Harbor. Families and kids enjoyed a day of fun with the sponsored bounce house and fun goodies that were passed out to attendees.



6 19TH STREET CLEAN-UP

With a legacy of giving back to the community, staff has been cleaning up sections on 19th Street for 5 years.

7 TACOMA PRIDE FESTIVAL

TAPCO joined 20,000 people to celebrate Tacoma Pride in Downtown Tacoma. Our booth proved to be a popular destination. We gave out our limited edition Pride stickers and Pride flags, along with selling a record number of shirts from our Shirt Shop, with 100% of proceeds benefiting the Tacoma Rainbow Center.



WE ARE COLLABORATIVE

8 SHRED DAY

In April, TAPCO hosted a community shred day at four of its six branches. The annual event ensures that community members have a safe place to destroy personal documents in an eco-friendly way.



9 SCHOOL SUPPLY DRIVE

TAPCO branches participated in a school supply drive that supported Pierce County School Districts. Bins were placed at branches July 5 – August 12. In addition, monetary donations could be given through the Contact Center. TAPCO delivered several bins of supplies and \$270 in cash donations.



Nature Play Garden

IN PARTNERSHIP WITH POINT DEFIANCE ZOO



In 2021, TAPCO partnered with Point Defiance Zoo to build a Nature Play Garden. The immersive nature play garden was designed to cultivate a sense of belonging and excitement for nature along with an appreciation for plants, pollinators and other small creatures.

In early 2022, the Nature Play Garden and Bugs Alive exhibit opened offering a one of a kind experience. Designed for children ages 3 to 5, the garden has nature play elements that encourage curiosity and wandering discovery, like stumps for hopping and logs to crawl through. Kids can build and experiment at a “Builder’s

13,600 Visitors

Over the 2022 year, the zoo had 13,600 visitors who had the opportunity to experience the Nature Play Garden.

April 1, 2022

The Nature Play Garden officially opened to the public after several months of construction and design.

55 Giveaways

The Point Defiance Zoo provided 50 passes and 5 Family memberships to giveaway to the community.

Deck” with natural components like sticks, wood blocks and giant bark chips. A low balance course offers a series of several low logs for kids to practice balancing motor skills and provides a sense of adventure and accomplishment for young children.

This type of play-based learning is also meant to inspire kids to take action to protect wildlife. One section of the garden is dedicated to multi-sensory discovery and is lined with flowers and plants with qualities such as color, scent, texture, and even sound, like seedpods that rattle.

In 2022, over 13,600 zoo guests attended the seasonal Bugs Alive Programs at the presentation stage. They learned about the importance of bugs within the ecosystem and how to care for little critters.

Engaging in person with families is one of the benefits of TAPCO’s partnership in the Nature Play Garden. Our #TEAMTAPCO staff interacted with Zoo guests on multiple dates. During July’s World Tiger Weekend, handouts from our booth included pollinator garden seed packages to encourage nature play and education at home.



Employee Designed

Many of the designs were inspired by TAPCO employees and are designed in-house each month.

100% of Proceeds

100% of all proceeds accumulated from the TAPCO Shirt Shop go directly to the supported non-profit

Award-Winning

TAPCO was awarded a CUNA Diamond Award for this project.

TAPCO Shirt Shop

One of the most fun and creative ways that TAPCO has been supporting local charities is through the TAPCO Shirt Shop. All proceeds from the store benefit local charities. In 2022, proceeds from the shop supported both the Sound Outreach, Rainbow Center, and Rebuilding Hope, with over \$2,600 donated! TAPCO appreciates the support of our members and community partners who have supported the TAPCO Shirt Shop.



INTERNATIONAL CREDIT UNION DAY

In celebration of International Credit Union Day, TAPCO collaborated with three other local credit unions to complete several service projects. 48 volunteers between the credit union's removed invasive plants from Bradley Lake Park in Puyallup, cleaned a green space of trash in South Tacoma and painted houses in a Tiny Village in Tacoma.



48 Volunteers

from TAPCO Credit Union, Sound Credit Union, Harborstone Credit Union and America's Credit Union volunteered together.

4 Credit Unions

joined forces together in a collaborative spirit to improve the community, not separately but together.

3 Projects

supporting different parts of Pierce County and living the credit union principle of "people helping people."

FOSS WATERWAY SEAPORT POLLINATOR GARDEN

The Foss Waterway Seaport had a vision of beautifying its Dock Street frontage while supporting the environment. Team TAPCO was there to help bring the Pollinator Garden to life by planting the plants in the new garden. Plants that attract bees and other pollinators will help the natural ecosystem stay strong.





Starting with Our People

2022 was a foundational year for TAPCO's DEIBA initiative. We took a holistic approach in which the intersection of all the aspects of diversity, equity, inclusion, belonging, and accessibility (DEIBA) were considered. Our goal for 2022, was to build a diverse, equitable, inclusive, and accessible workplace that best represents the communities we serve. Where our employees have access to training, industry leading practices, and other dedicated resources to help us achieve our DEIBA initiatives, and where every member we serve and every community where we reside and serve are recognized and respected.

TAPCO Credit Union engaged with an outside consultant to help the credit union along its journey. In the Fall of 2022, TAPCO's board completed DEIBA training, and in early November, the credit union's employees participated in an unconscious bias assessment.

The goal for 2023 is to administer DEIBA training within our organization, to create a DEIBA Advisory Council, and to create a structure for Employee Resource Groups (ERG's), where every employee has the opportunity to build relationships and engage our members in a way that honors everyone.

TAPCO embraces diversity, equity, inclusion, belonging, and accessibility (DEIBA) and is committed to creating a workplace where all stakeholders involved, regardless of gender, race, ethnicity, national origin, age, sexual orientation or identity, education, or disability, feel valued and respected.

- » We are committed to include diversity, equity, inclusion, belonging, and accessibility at the center of our work.
- » We are committed to non-discriminatory practices and provide equitable opportunity for all.

- » We respect and value diverse life experiences and heritages and ensure that all voices are valued and heard.
- » We welcome every person to bring their authentic perspective and experience to advance our mission.
- » We focus on real people's experiences to uncover and address systemic inequities.
- » We address our gaps and inequities through products, practices and policies that uplift our employees, members, and community.
- » We put ally-ship into action every day.
- » We value the seen and unseen qualities that make you who you are.

Focus on Community Impact

INTRODUCING
RICHARD STIRGUS, AVP Community Relations

An exciting accomplishment for TAPCO was the creation of a community impact position. In October, TAPCO hired Richard Stirgus as our first AVP, Community Relations. This role will play a critical part of further connecting the credit union to the community, as well as deepening our relationships with community stakeholders.

Richard is already cultivating strong relationships with Pierce County organizations that will further support people, the planet, and overall prosperity within the community we serve.



The Black Collective

The Tacoma-Pierce County Black Collective is a community of Black people dedicated to civic engagement through volunteer service. Since 1968, the organization meets every Saturday, at the City Association of Colored Women's Clubhouse.

Tacoma Community College

Since 1965, TCC has offered students the opportunity to receive top-notch college education close to home—and at an affordable cost. They have educated more than 500,000 students, adding programs, expanding their campus, and ensuring that they grow right along students.

Sound Outreach

Sound Outreach helps Pierce County residents experiencing low and/or fixed-incomes build financial security through financial coaching, job training, and other connected services.

RECOGNIZING OUR 2022

Scholarship Winners

TAPCO Credit Union is pleased to offer scholarships to our members and community. Our goal is to recognize and reward exceptional students who demonstrate traits of leadership, a commitment to public service, and a desire to make a difference within their schools and communities. Five \$2,500

scholarships were awarded for the 2022 school year for students pursuing a bachelor's degree or vocational school.

In addition to scholarships given to members, TAPCO also provides a \$2,500 scholarship through Tacoma Community College.



Erica Webb



Madison Greene



Kendall Lawson



Jacob Hanigan



Sarah SeEVERS

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OUR PARTNERSHIPS IN 2022

Anthem Coffee

Bonney Lake Rotary Club

Communities in School

Food Backpacks 4 Kids

Foster Creative

Foss Waterway Seaport

Low Income
Housing Institute

Metro Parks

Pierce County Parks

Pierce County
Conservation District

Pierce County Skills Center

PenMet Parks

Point Defiance Zoo

Puyallup Main Street
Association

Rainbow Center

Rebuilding HOPE!

Raising Girls

School of the Arts (SOTA)

Sound Outreach

Step by Step News

Tacoma Community College

Tacoma Farmers Market

Tacoma Night Market

Tacoma Pride

The Black Collective

The Multicultural Child
& Family Hope Center

The Peace Bus

United Way of Pierce County

Young Businessmen
of Washington

and more!



Locally Inspired

Curtis Ashby

Local Tacoma artist and muralist, Curtis Ashby, painted a mural on two of the walls at our Main Branch.