



Our history spans over 110 years of serving generations of families and customers, through wars, economic depression, financial crisis, a worldwide pandemic, and other dynamic world events. Guaranty has grown and developed a strong reputation as one of Texas's oldest and most respected regional community banks. We have achieved this success because of the quality of our people and the soundness of our decisions. We work very hard to attract, retain, and develop the best and brightest people to join our bank family. Our team works together toward common goals, thinks like owners, and shares common values that support our culture.

We provide a Culture Book to every new employee and prospective candidate. This resource helps the employee align with our core values, understand who we are, how we operate, what we believe in, the behaviors we value, and the qualities we admire in others. By embracing our culture, they can enhance their chances of success within our company.

One of our Core values is to deliver Raving Fans service to our customers and co-workers at every opportunity.

What is Raving Fans –

The Raving Fans initiative which we started in 2006 embodies our corporate culture and focuses on enhancing customer experiences that exceed their expectations and fosters loyalty at Guaranty Bank & Trust. All employees receive the book "Raving Fans" by Ken Blanchard and engage in regular huddles led by a select group of Raving Fans Champions, and cover topics like customer service and team-building to promote growth. These interactive sessions encourage sharing insights to create memorable customer experiences.

Our employees are our greatest asset; they are recognized for exceptional service through quarterly awards and Mail Drawings. Raving Fan emails allow co-workers to express specific praise for one another for actions or traits that inspire them.

The Eagle Award recognizes individuals with a positive attitude who inspire others at Guaranty Bank & Trust. They are known for their infectious smiles and team spirit. The +1 Service Award honors employees who exceed expectations to deliver exceptional customer experience and prioritize their customers.

Both award recipients receive a handcrafted crystal award with their name and date of recognition. Eagle Award winners also enjoy an additional Eagle Award Day within the calendar year.

Between 2007 and Q1 2025, we have proudly awarded 189 +1 Awards and 287 Eagle Awards, all originating from nominations by peers and managers. Additionally, we have distributed more than \$180,000 in cash prizes from 2013-Q1 2025.

The way we treat our customers and one another has a profound impact on the success of our company. We understand that Guaranty Bank and Trust's success is directly tied to our employee and customers' success