



Bank Culture | *The Lone Star Way*

At Lone Star National Bank, culture is more than a set of values, it is The Lone Star Way. It defines how we serve our customers, support one another, invest in our communities, and develop future leaders. We believe our people are our greatest strength, and our culture is intentionally built, nurtured, and reinforced from the moment an employee joins our team.

In 2025, LSNB welcomed 140 new team members through a comprehensive one-week onboarding program designed to immerse employees in the bank's mission, values, products, and customer-first philosophy. The program establishes a strong foundation of knowledge while helping new hires understand the role they play in serving our customers and communities. Employees entering teller positions also complete an additional three-week training program before serving customers, ensuring they are equipped with the skills and confidence needed to succeed.

At the heart of The Lone Star Way is Lone Star University (LSU), a dedicated department created to support the ongoing growth, development, and success of every employee. Staffed by full-time professionals, LSU provides leadership development, customer service education, banking knowledge, and professional development opportunities tailored to employees throughout their careers.

More than a training department, LSU serves as a cornerstone of LSNB's culture. Through employee recognition initiatives, leadership development programs, and course completion celebrations, employees are encouraged, supported, and recognized for their growth and achievements. The department ensures that our culture is not only taught but lived every day.

The Lone Star Way is rooted in the values that have guided LSNB for more than 40 years: respect, integrity, customer focus, teamwork, excellence, and accountability. These values are reinforced through continuous learning, community involvement, volunteerism, and a shared commitment to service.

By investing in our employees through intentional onboarding, continuous development, and meaningful recognition, LSNB has created a culture where people feel valued, supported, and empowered to grow. The Lone Star Way is our commitment to developing people, strengthening communities, and ensuring every employee has the opportunity to succeed while making a meaningful impact on those we serve.

****Video Submissions: The Lone Star Way Onboarding Video, LSNB Customer Experience***