

CENTRAL  
PACIFIC  
BANK

# Challenges and Opportunities in Workforce Development

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# Presenter

- Kim Nishigaya
- VP, Director, Talent Acquisition & HR Business Partners
- Human Resources (14 years)
- Customer Experience (5 years)
- Healthcare, Grocery Retail, Banking
- Will make 10 years with Central Pacific Bank this June



# Our History

- Founded by Japanese American veterans who served in the legendary 442nd Regimental Combat Team, 100th Infantry Battalion, and Military Intelligence Service
- Refused to accept the social inequities immigrant families in Hawaii faced after World War II
- Began meeting regularly under the banyan trees of Ala Moana Beach Park to discuss pursuing their vision of creating a bank that would serve all of Hawaii's people



# Our History (cont.)

- February 15, 1954: Central Pacific Bank opened its doors in downtown Honolulu
- This year we celebrate our 70<sup>th</sup> year of serving Hawaii.





# Core Values

**Voyaging Spirit:** Our vision, determination and perseverance brought us into the world. These same qualities will push us forward.

**Positively Ohana:** We were founded by the community for the community. We've always seen our customers as members of our extended family.

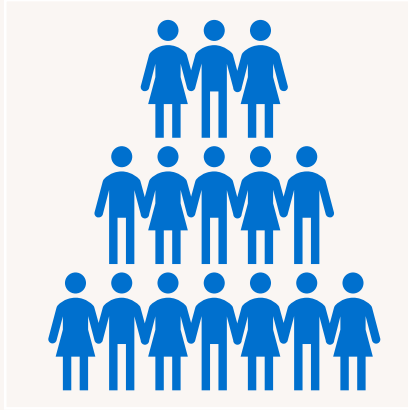


# Employee Demographics (as of 1/1/24)



- 745 employees
- Branch Locations:
  - Oahu: 20
  - Maui: 4 (Kahului, Wailuku, Kihei, Lahaina)
  - Big Island: 2 (Hilo, Kailua-Kona)
  - Kauai: 1 (Lihue)
- Gender:
  - Female: 65%
  - Male: 35%
- Age range: 19 to 80
  - Average age: 44
- Tenure range: 0 to 51 years
  - Average tenure: 10 years

# Talent Development



Voyagers' program: CEO-led engagement with individuals identified as making a positive difference in the organization



Hunters' academy: Development of our sales force

# Talent Acquisition 2023 Efforts



Partnership with staffing agencies



Hiring campaign



High school internship



# Branch Intern (high school internship)

Objectives for the company

Intended experience/takeaways for the students

Program details:

- Participating schools
- “Partner” with a nearby branch
- 8-week program (63 hours = 3 hours/day, 3 days/week, 7 weeks; give students their break week off from the internship as well)
- Receive class credit for completing 60 hours of internship
- Receive both “in-class” and “on the job” training/experiences

Completed our first cohort in November 2023

Will be starting our second cohort this March

Mahalo!