

**EB** Enterprise Bancorp, Inc.  
parent company of Enterprise Bank

2018 ANNUAL REPORT

30  
CELEBRATING  
30 YEARS  
IN BUSINESS

*table of contents*

Letter from the Chairman,  
CEO and President ..... 2

In Appreciation:  
Michael A. Spinelli..... 5

Celebration of Excellence..... 6

Selected Financial Data ..... 9

---

Our Customers.....12

Our Team Members ..... 20

Our Community ..... 26

Our Shareholders..... 36

---

Board of Directors ..... 40

Pictured on our cover,  
Enterprise Bank’s first branch  
and corporate headquarters  
opened on January 3, 1989 at  
222 Merrimack Street, Lowell, MA.

“Working together, there is  
nothing we cannot accomplish.”

RICHARD W. MAIN,  
PRESIDENT



## *celebrating thirty years*

Thirty years ago, on January 3, 1989, we opened the doors of Enterprise Bank. Our Enterprise was designed to be a whole new kind of bank—a community bank that is independent, locally managed, that operates from a deep sense of purpose that values entrepreneurial and community spirit and stimulates the local economy by helping to create new businesses and jobs, as well as providing a great workplace where valued team members grow and prosper.

Over the past thirty years, Enterprise Bank has grown from a single office in Lowell to twenty-four branch offices in

nineteen communities. At heart we have always been—and will always be—a genuine, independent community bank where we measure our success by personal relationships, not transactions, and by the positive impact we make in our communities and in the lives of our customers and team members.

We thank you for sharing this journey with us. It is our honor and privilege to serve you, and we look forward to the next thirty years.

## dear friends,

Thirty years ago, Enterprise Bank opened its doors, dedicated to the deep sense of purpose that still drives us today: serving as a true, independent community bank.

While it is appropriate to pause to reflect on a groundbreaking first thirty years, our focus, as always, is on the future. By continually investing in Enterprise Bank—in our team members, facilities, services, and technology—we continually pave the way for our future.

Our vision is to be the best and most impactful independent bank in America. We are strong today because of our high aspirations. We are strong because we adhere always to a mission to serve a higher purpose and make a positive contribution to society, and to the culture we created from day one: a culture of respect, trust, and teamwork in a people-first environment.

### OUR PEOPLE

Enterprise Bank's top priority has always been and always will be ongoing investment in our greatest asset: our people. The Bank's extraordinary success over the past three decades is a direct result of the energy, desire, commitment, and talent of our exceptional team members. At Enterprise Bank, we create and embrace a culture that focuses on their growth and happiness, and we continually invest in their future through training and mentoring, seeking to give them opportunities to fulfill their potential, grow as professionals and people, and achieve their dreams. *(Read more about our team members on pages 20 - 25.)*

### OUR GROWTH

Since inception, Enterprise Bank has achieved strong, high-quality, and consistent growth and success, expanding from a single office in Lowell to twenty-four branches in nineteen communities, and from 28 team members to 538. Today we are approaching \$3.0 billion in total assets and \$4.0 billion in assets under management. We have been profitable every quarter since 1990.

Over the past thirty years, we have made nearly \$9 billion in loans to local businesses, professionals, non-profit agencies, individuals, and families, serving as an economic engine to help create countless new businesses, jobs, and homes, and to help fuel the local economy.

While we measure our success by relationships, not transactions, the Bank's financial growth has enabled us to fulfill our founding principles to focus on community: building long-term relationships, helping businesses grow, supporting non-profits, and providing great jobs for great people.

This growth also allows us to continually invest in the Bank's future, in our people, technology, facilities, branches, and new branch locations.

Since 1989, Enterprise Bank has successfully operated as a growth company, with strong, high-quality, consistent and organic growth across all business lines. This is a key to our success. We are growing consistently and growing with a purpose.

### We are proud to share some of Enterprise Bank's financial highlights for 2018:

- Total assets amounted to \$2.96 billion, an increase of \$146.8 million, or 5%.
- Total loans amounted to \$2.39 billion, an increase of \$117.6 million, or 5%.
- Net income for the year was \$28.9 million, an increase of \$9.5 million, or 49%.
- Customer deposits amounted to \$2.51 billion, an increase of \$214.1 million, or 9%.

{ Total assets in 2018 increased to 2.96 BILLION }

# 2.96



Grand opening of our new Leominster branch at 65 Main Street

## OUR CAPABILITIES AND SERVICES

Over the past thirty years, we have continually transformed how we operate in response to ever-changing customer banking preferences and technological advancements. As we have evolved and adapted, we have progressively offered products, services, capabilities, and technology comparable to what the “big banks” offer, while differentiating Enterprise through exceptional customer service and a strong sense of purpose.

Very few banks our size have the depth and breadth of our capabilities and services, including expertise in commercial and residential mortgage lending, commercial banking services, investment and wealth management, cash management, digital banking, and insurance services.

While we continually look to expand branch locations, we have also been focusing heavily on renovating current branches to enhance the customer experience. From pod teller stations and cash recyclers to video conferencing and intelligent ATMs, we are adapting to customers’ desire for a more consultative banking experience and the ability to bank through multiple channels.

In 2018 our insurance and wealth management services continued to offer financial security, stability, and peace of mind for businesses, non-profits, and individuals. In the fall, Enterprise Wealth Management

hosted a series of seminars focused on educating Enterprise Bank customers and community members on the fundamentals of planning for and navigating retirement. Our experienced financial advisors provided attendees with a foundational understanding of retirement planning topics including sources of income, expenses, asset management, protection planning, and estate planning.

## OUR TECHNOLOGY AND DIGITAL BANKING

Enterprise Bank is continuously investing in technology and process improvements to improve the customer experience, making interactions faster, easier, and secure. Through increasing focus on digitalization, we are positioning Enterprise as a digital banking leader, providing advanced technology and delivering leading-edge digital and online banking services through a human customer experience that is highly responsive, warm, trusting, and knowledgeable.

These innovative digital banking solutions include remote deposit capture, a major time-saver that enables business customers to securely and conveniently deposit checks from their home or office. In 2019 we are rolling out a more robust business online banking platform that will greatly enhance the user experience. For personal banking customers, we offer Popmoney®, Digital Wallet, CardValet®, and a Personal Mobile Banking app that enables customers to pay bills with the snap of the camera, sign on with their fingerprint or face ID, and manage the security of their debit card—all within their mobile device.

We are also strengthening our fraud protection services, enhancing digital and mobile channels, and investing in infrastructure, including doubling the bandwidth in all branches to increase speed and data capabilities.

**Enterprise Bank is deeply committed to the well-being and success of Our Customers, Our Team Members, Our Community, and Our Shareholders. Read about their relationships with Enterprise Bank, in their own words, beginning on page 12.**

Unlike many banks our size, we operate our own data center, so we have complete control over processes. This tireless work on the “back end” means that we are making it faster, easier, and safer for customers and team members to access the data they need, when they need it. Enterprise Bank is strongly positioned for the digital future.

## LOOKING AHEAD

All of us at Enterprise Bank have an overwhelming sense of pride and accomplishment in what we have achieved—and infinite confidence, optimism, and inspiration in what the future holds. We are living proof that when people with shared values come together, the possibilities are endless. Today, we are the 14th largest and the sixth youngest of 135 banks headquartered in Massachusetts or New Hampshire. Looking around, we see many banks that have been here much longer than Enterprise, but they are not nearly as large, capable, or well-positioned for the future.

As we have for thirty years, Enterprise Bank will continually evolve, change, and transform as the environment and world around us change. But even as we grow and adapt to meet the needs of those we serve, at heart we have always remained—and always will remain—a genuine, independent community bank. We operate by and hold fast to the culture that we created on day one: that each of us believes and feels that we are a valued team member and part of a family; that we are part of a team that is bigger than ourselves; that we have the opportunity to make an invaluable contribution to our Enterprise; that we have a strong feeling of inclusion and belonging; and that it is up to each of us to create a warm, caring, positive, collaborative, and team-oriented mindset by how we “show up” and how we act.

This is what our Enterprise is all about, and it will never change.

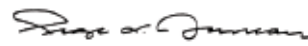
## THANK YOU

We extend our deepest appreciation to each of you—our team members, customers, community members, Board of Directors, and shareholders—for the trust and confidence you have placed in us and in this Enterprise that we have created.

To all of you, we say “thank you” for sharing in this journey with us and for being part of the Enterprise Bank family. In return, we will continue to fulfill our promise to you to adhere always to our founding purpose, mission, and responsibility as an independent community bank.

We are grateful for the opportunity to serve you and all the communities we call home, and we look forward to the next thirty years. Working together, there is nothing that we cannot accomplish.

With deep gratitude,



George L. Duncan  
Chairman



Jack Clancy  
Chief Executive Officer



Richard W. Main  
President



## *Michael A. Spinelli*

The Board of Directors of Enterprise Bank expresses its sincere appreciation to Michael A. Spinelli for his thirty-one years of dedicated service to Enterprise Bank and Enterprise Bancorp, Inc. Mr. Spinelli is retiring from service as a director.

A founding director in 1988, Mr. Spinelli served Enterprise Bank and our community with the utmost integrity and distinction. His various roles included Clerk, Assistant Clerk, and Secretary. Mr. Spinelli has served as the Chairman of the Audit Committee, as well as a member of the Marketing and Business Development, Investment Management/Enterprise Wealth Management, Asset/Liability, and Banking Technology committees.



**"Mike Spinelli's inspiring leadership, strategic intellect, and community focus have helped shape the culture and success of Enterprise Bank over the past thirty-one years, and he has earned the deepest respect and appreciation of his fellow board members, our management team, and our employees. His service and contributions will have a lasting impact on Enterprise Bank and our communities well into the future."**

GEORGE L. DUNCAN, FOUNDER AND CHAIRMAN



"I wanted to thank you and everyone at Enterprise for the wonderful event last night. It was uplifting and inspiring. I am always impressed that Enterprise treats everyone - each customer, each employee, each community member - with the same degree of dignity, respect and appreciation. We are fortunate indeed to have you in our community."

CLARE C. GUNTHER

CHIEF DEVELOPMENT & COMMUNICATIONS OFFICER

LOWELL COMMUNITY HEALTH CENTER





# *celebration of excellence*

HONORING OUR COMMUNITY'S BEST

Enterprise Bank hosted the seventh Celebration of Excellence on May 1, 2018 at the Lowell Memorial Auditorium. More than 2,000 guests came together to honor and celebrate the entrepreneurial and community spirit of those dreamers and doers who make such a positive difference in our lives. They were inspired by the stories of the outstanding nominees and eleven award recipients. Victoria Arlen, an ESPN host and Paralympic gold medalist, served as keynote speaker, sharing her inspiring and powerful message on overcoming adversity: "Face It, Embrace It, Defy It, Conquer It."

## AWARD RECIPIENTS

Entrepreneur of the Year: **Ross Haghighat** • Triton Systems, and **Tom Bolduc and Mick Bolduc** • Optiline Enterprises

Business of the Year: **Westford Veterinary Emergency and Referral Center**

Educator of the Year: **Dr. Sheila Harrity** • Montachusett Regional Vocational Technical School

Community Service Award: **Dr. Patricia Ruze**

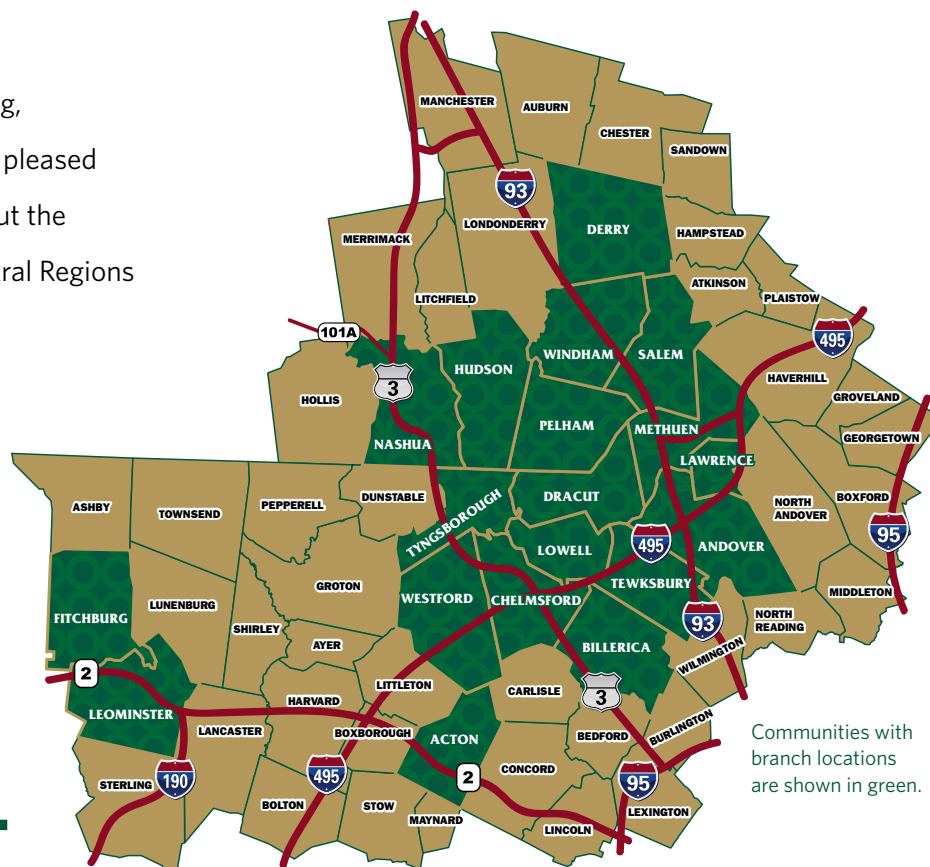
Corporate Philanthropy Award: **Quiet Logistics**

Non-Profit of the Year: **Boys & Girls Club of Greater Lowell** and **YDO - Youth Development Organization, Inc.**

George L. Duncan Award of Excellence: **Kronos, Inc.**

# *serving our customers and communities*

To serve our growing number of customers seeking a strong, community-focused, independent bank, Enterprise Bank is pleased to offer twenty-four convenient branch locations throughout the Greater Merrimack Valley, Nashoba Valley and North Central Regions of Massachusetts and in Southern New Hampshire.



Communities with branch locations are shown in green.

{ 24 BRANCH LOCATIONS }

# 24

# 19

{ 19 COMMUNITIES }

## KEY GROWTH FIGURES

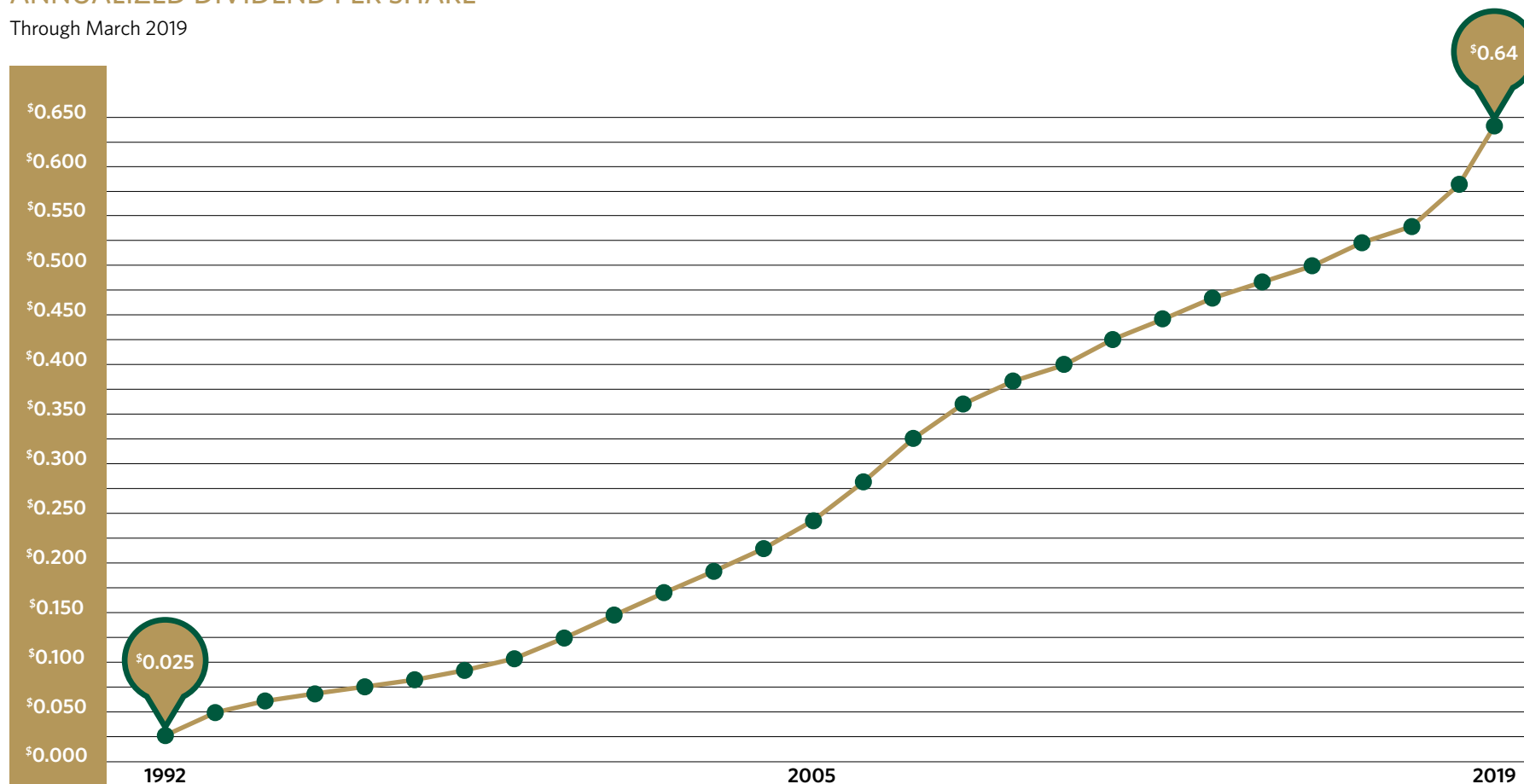
Through December 31, 2018

	AT YEAR END 2018	2018 \$ GROWTH	2018 % GROWTH	ANNUAL COMPOUNDED GROWTH RATES		
				LAST 5 YRS	LAST 10 YRS	LAST 15 YRS
Bank Assets	\$2.96 Billion	\$146.8 Million	5%	10%	10%	10%
Loans Outstanding	\$2.39 Billion	\$117.6 Million	5%	9%	10%	11%
Customer Deposits	\$2.51 Billion	\$214.1 Million	9%	10%	11%	9%
Net Income <sup>(1)</sup>	\$28.9 Million	\$9.5 Million <sup>(1)</sup>	49% <sup>(1)</sup>	16%	18%	10%

(1) 2017 net income included a \$4.8 million tax expense adjustment for the Bank's net deferred tax assets due to the 2017 Federal Tax Cuts and Jobs Act.

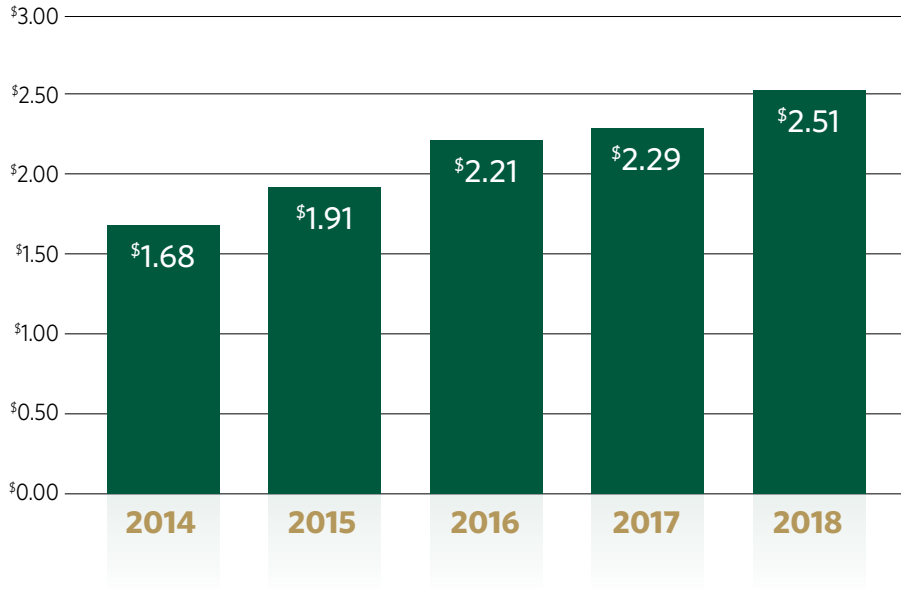
## ANNUALIZED DIVIDEND PER SHARE

Through March 2019



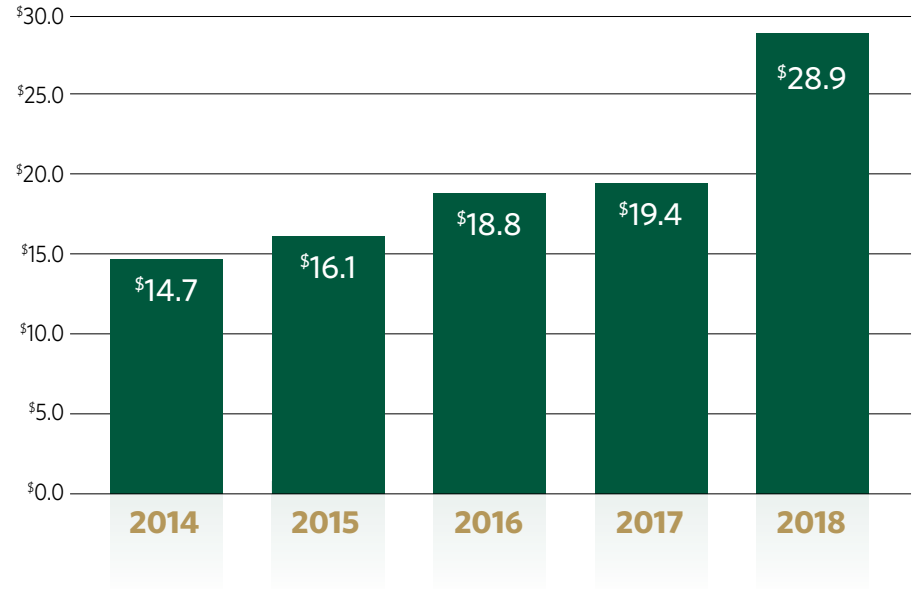
### CUSTOMER DEPOSITS

\$ in billions (Deposits, excluding brokered deposits)



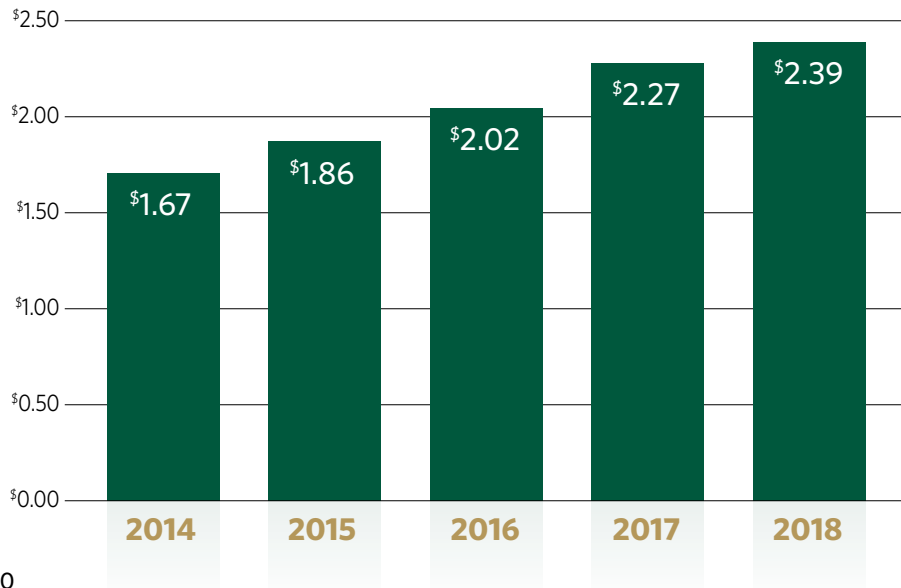
### NET INCOME

\$ in millions



### TOTAL LOANS

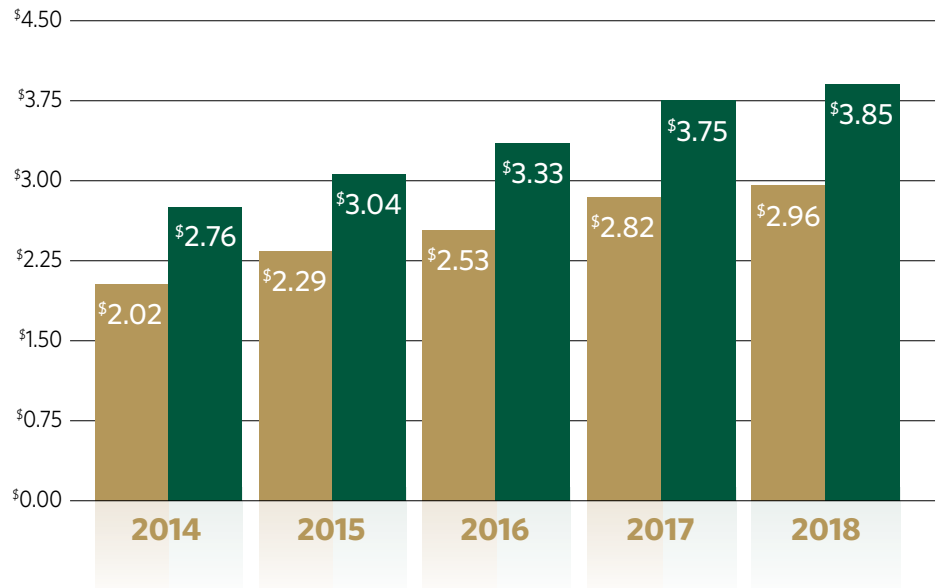
\$ in billions



### TOTAL ASSETS & TOTAL ASSETS UNDER MANAGEMENT

\$ in billions

■ Total Assets ■ Total Assets Under Management



## SELECTED FINANCIAL DATA

Year Ended December 31	2018	2017	2016	2015	2014
<b>EARNINGS DATA</b>					
(dollars in thousands, except per share data)					
Net interest income	\$ 108,835	\$ 97,522	\$ 86,792	\$ 78,294	\$ 71,230
Provision for loan losses	2,250	1,430	2,993	3,267	1,395
Net interest income after provision for loan loss	106,585	96,092	83,799	75,027	69,835
Non-interest income	14,940	14,958	13,639	13,139	12,813
Net (losses) gains on sales of investment securities	(2,950)	716	802	1,828	1,619
Non-interest expense	80,878	76,145	70,328	65,732	62,031
Income before income taxes	37,697	35,621	27,912	24,262	22,236
Provision for income taxes	8,816	16,228	9,161	8,114	7,585
Net income	\$ 28,881	\$ 19,393	\$ 18,751	\$ 16,148	\$ 14,651
<b>COMMON SHARE DATA</b>					
Basic earnings per share	\$ 2.47	\$ 1.68	\$ 1.71	\$ 1.56	\$ 1.45
Diluted earnings per share	2.46	1.66	1.70	1.55	1.44
Book value per share at year end	21.80	19.97	18.72	17.38	16.35
Dividends paid per share	\$ 0.58	\$ 0.54	\$ 0.52	\$ 0.50	\$ 0.48
Basic weighted average shares outstanding	11,679,520	11,568,430	10,966,333	10,323,016	10,118,762
Diluted weighted average shares outstanding	11,750,462	11,651,763	11,039,511	10,389,934	10,209,243
<b>YEAR END BALANCE SHEET AND OTHER DATA</b>					
Total assets	\$ 2,964,358	\$ 2,817,564	\$ 2,526,269	\$ 2,285,531	\$ 2,022,228
Loans serviced for others	89,232	89,059	80,996	71,272	64,122
Investment assets under management	800,751	844,977	725,338	678,377	674,604
Total assets under management	\$ 3,854,341	\$ 3,751,600	\$ 3,332,603	\$ 3,035,180	\$ 2,760,954
Total loans	\$ 2,387,506	\$ 2,269,904	\$ 2,022,729	\$ 1,859,962	\$ 1,672,604
Allowance for loan losses	33,849	32,915	31,342	29,008	27,121
Investment securities	432,921	405,206	374,790	300,358	245,065
Interest-earning deposits	19,255	14,496	17,428	19,177	10,102
Customer deposits	2,507,999	2,293,872	2,209,559	1,911,378	1,683,361
Total deposits (including brokered deposits)	2,564,782	2,441,362	2,268,921	2,018,148	1,768,546
Borrowed funds	100,492	89,000	10,671	53,671	58,900
Subordinated debt	14,860	14,847	14,834	14,822	10,825
Total stockholders' equity	255,297	231,810	214,786	180,327	166,950
<b>RATIOS</b>					
Return on average total assets	1.00%	0.73%	0.78%	0.76%	0.76%
Return on average stockholders' equity	12.15%	8.58%	9.33%	9.29%	9.20%
Allowance for loan losses to total loans	1.42%	1.45%	1.55%	1.56%	1.62%
Stockholders' equity to total assets	8.61%	8.23%	8.50%	7.89%	8.26%
Dividend payout ratio	23.48%	32.14%	30.41%	32.05%	33.10%



Enterprise Bank has made over  
\$8.9 BILLION IN LOANS to  
businesses, professionals, non-profits,  
and individuals, serving as an economic  
engine to help fuel the local economy.

8.9

# *our* CUSTOMERS

Enterprise Bank is built on a foundation of trust, committed to providing the highest level of customer experience by exceeding expectations every day through true customer-focused banking. Over the past thirty years, we have adapted and evolved our capabilities and services to meet the growing and changing needs of customers, without ever sacrificing the outstanding personal attention, service, and accessibility that is unique to Enterprise.

Our customers tell us that it is important to do business with a bank that is rooted in their local communities, with team members who truly value and care about them. Because we value long-term relationships over transactions, we have earned the trust of our customers to do what is in the best interest for both them and for the Bank. We measure our success by the success of our customers, and we take genuine pride and satisfaction in helping them dream big and accomplish their goals in their businesses, jobs, homes, and personal wealth, as we help to support our communities and fuel the local economy.

We take the time to get to know and understand each customer, with a goal to make them feel like our most important customer. Enterprise Bank's five-star personal service includes the Buck Stops Here principle—taking responsibility for customers' problems until they are resolved—and our Sundown Rule, responding to every customer's request by the end of each day.

Our commitment to customer service is matched by our commitment to providing outstanding capabilities to meet customers' needs. We continuously invest in technology and product innovation to make banking more efficient, more secure, and easier for our customers, improving their overall banking experience.

We deeply value the relationships that we have with the businesses, non-profits, and individuals that we have the privilege of serving.

Picture opposite page: Marie Mayotte, Red Brick Clothing Co.; Fouad Mahfuz and Sy Mahfuz, PRG Rugs; Julia Silverio, Evan Silverio and Dario Silverio, Silverio Insurance.

## *it's all about relationships*

### WESTFORD VETERINARY EMERGENCY AND REFERRAL CENTER

Founded in 2012, Westford Veterinary Emergency and Referral Center is a specialized veterinary hospital providing lifesaving emergency intervention, chronic disease management, advanced surgeries, and cancer treatment. With increasing demand for their expertise, co-founders Dr. Chris D'Orazio, DVM, and Sarah Gill-D'Orazio have significantly expanded the center's services, staff, and locations—including a newly opened 7,800-foot specialty services



center—and are continuing to grow. It is important for the team to work with a local bank where they are more than just a number, so they choose Enterprise. From commercial loans for building expansions and equipment purchases to day-to-day cash management, Enterprise handles the details so the veterinary team can keep their focus where it should be: taking care of their patients and growing their business.



"We simply would not be where we are today without Enterprise. A successful business takes a village, and Enterprise is part of our village. They make everything effortless for us."

DR. CHRIS D'ORAZIO, DVM

Front row: Sarah Gill-D'Orazio, Carole Decker-Gill  
Back row: Dr. Chris D'Orazio, John Gill



“We have 100 percent trust in Enterprise Bank and HUB International to give us just what we need, just when we need it.”

HARRY HOWE

Harry Howe and Philip Latini, Owners

## *exceptional customer care*

MORRIS MECHANICAL SALES AND SERVICE, INC.

Morris Mechanical Sales and Service, Inc. sells and services new and reconditioned HVAC, water chillers, and cooling towers—both industrial and commercial—providing quality engineering, sales, installation, and service to their neighbors in Central Massachusetts and far beyond. The busy owners of this growing company need a bank to make their lives easier, so they rely on Enterprise Bank for their commercial loans



and cash management. And, to protect their trucks, expensive equipment, and their most valuable asset—their people—they trust Enterprise Insurance Services.\* For more than a dozen years, Enterprise and partner HUB International New England, LLC have worked with Morris Mechanical to customize cost-effective

coverage to insure specific needs, from overseas shipping to employee health. Now that's really cool.

\* Insurance products are not a Deposit, not FDIC insured, not guaranteed by Enterprise Bank, not insured by any government agency, and may lose value.

## *a foundation of trust*

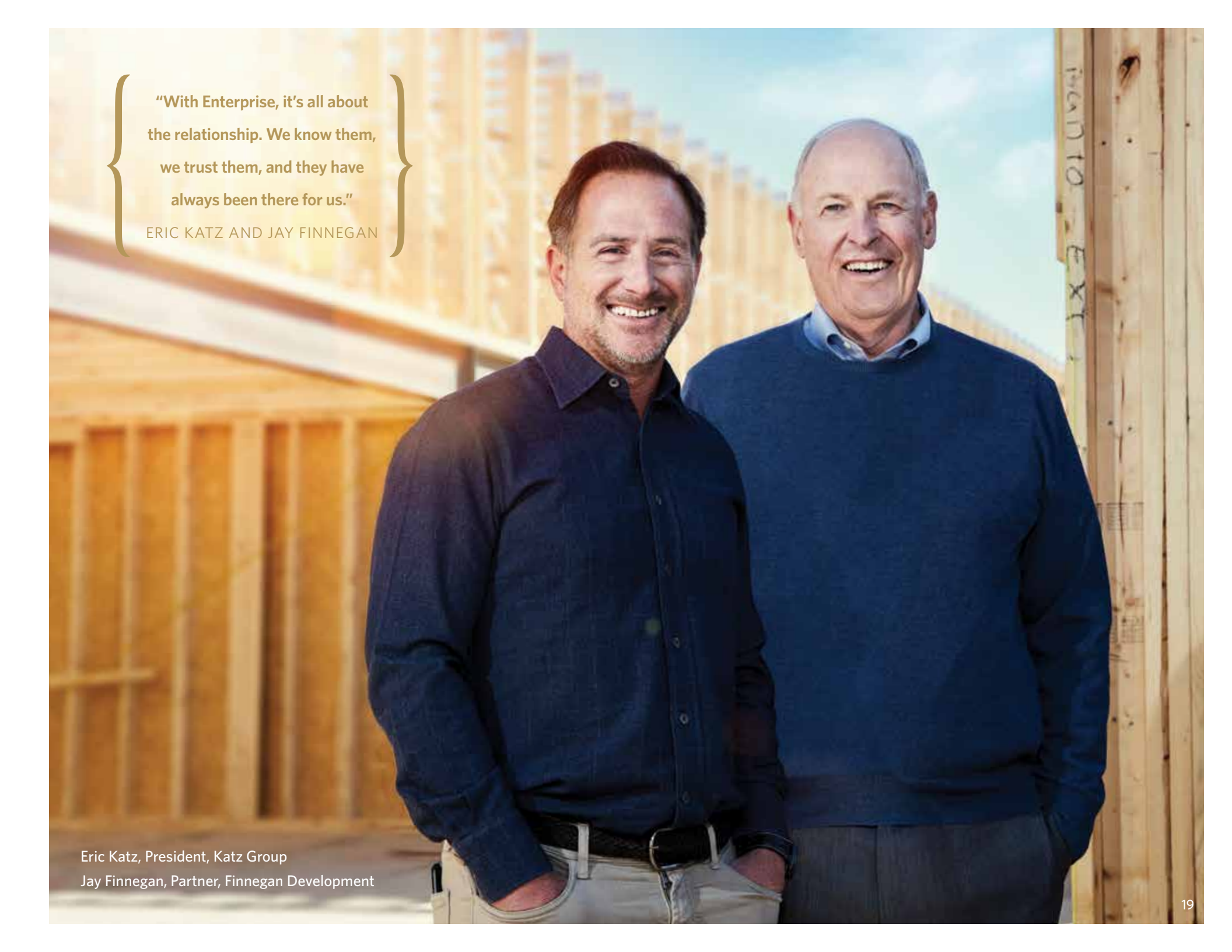
### THE KATZ GROUP AND FINNEGAN DEVELOPMENT

Together, Katz Group and Finnegan Development create a family-owned, multi-generational partnership delivering excellence in residential and commercial development in Massachusetts and New Hampshire. Katz and Finnegan are nimble and innovative, large enough to handle major projects, but small enough to provide a hands-on management approach. For the financing of their projects,

they trust Enterprise Bank—and have for nearly thirty years. Enterprise knows their business inside-out and can anticipate their needs, making the process simple, seamless, and effortless. Like Katz and Finnegan, Enterprise is built on solid, long-term relationships: knowing its customers, earning their

loyalty, and delivering on promises. Now that's a strong foundation on which to build.





“With Enterprise, it’s all about  
the relationship. We know them,  
we trust them, and they have  
always been there for us.”

ERIC KATZ AND JAY FINNEGAN

Eric Katz, President, Katz Group  
Jay Finnegan, Partner, Finnegan Development



The early Enterprise Bank team,  
shown here in April 1989, consisted  
of just 28 TEAM MEMBERS.

Today, our Enterprise family  
has grown to more than 530.

28

# *our* TEAM MEMBERS

Our team members have made Enterprise what it is today, and they will always be the Bank's greatest asset. At Enterprise Bank, we are truly a family, made up of outstanding people of the highest character, integrity, and loyalty, who embrace our culture and genuinely care about each other and our bank, customers, community, and shareholders. We are all aligned; we believe in our mission and we trust and believe in each other, united by our strength and respect for one another and the Bank's core values of integrity, community, excellence, teamwork and professionalism.

Enterprise is built on a foundation of diversity and inclusion. We cultivate this in our leadership, hiring, training, and team member development, committed to creating an environment where our team members feel a strong sense of belonging and are valued for their diverse perspectives. Enterprise Bank's team members know they are appreciated and cherished as people, not just employees. They work hard every day, taking on new responsibilities, striving for excellence, and continually making Enterprise a better place to work and bank. We also

have a lot of fun, celebrating each other and the joy of sharing this Enterprise together.

In recognition of this focus on our team members, Enterprise Bank has been named to *The Boston Globe's* "Top Places to Work in Massachusetts" for the seventh consecutive year, ranking in 2018 among the top three among large companies. The survey honors employers who care for their most valuable resource: the people who work for them, based on employee opinions about their company. Of the many awards and recognitions that we have earned, this is the most meaningful, because it comes directly from our team members.

At Enterprise Bank, we recognize that we are all part of a team that is bigger than ourselves. Operating as a family, we focus on serving each other and our customers with respect, kindness, generosity, and genuine caring.

That is what makes us so special and what differentiates us from every other bank.

## *our greatest asset*

### DIANE J. SILVA

Chief Mortgage and Consumer Lending Officer

When Diane Silva began working at Enterprise Bank on January 3, 1989, she knew she had found her permanent home. She believed deeply in Founder George Duncan's vision for a new kind of community bank, focused on developing long-term relationships with customers and co-workers, giving back to the community, and being responsible to shareholders. One of the first team members to join this exciting new Enterprise, she was hired to oversee mortgage lending and has risen through the ranks to become an Executive Vice President, encouraged and supported every step of the way by her Enterprise family. Today, celebrating thirty years—and her role as the driving force behind more than \$2 billion in residential, home equity, and consumer loans—Diane Silva is thrilled to be part of the Enterprise Bank family.



**"The culture is what makes Enterprise Bank so special. We treat each other like family and want to make a genuine, meaningful difference in each other's lives and in the lives of our customers and community."**

DIANE J. SILVA



## SUSAN CALLERY ROSSINI

Senior Financial Advisor/SVP  
Enterprise Wealth Management

While studying finance at University of Massachusetts Lowell in 1989, Sue Rossini took a job as a part-time teller at Enterprise Bank—a small, just-opened community bank in downtown Lowell. Thirty years later, both Sue and Enterprise have grown far beyond her expectations. Shortly after college graduation, Sue transitioned to the accounting and finance department. With support from the Enterprise education reimbursement program, she earned her master's degree in Accounting and her Certified Financial Planner™ designation, opening doors to a fulfilling and rewarding career with Enterprise Wealth Management. Today, as a highly respected and trusted financial advisor, Sue is dedicated to building meaningful relationships with her clients and helping them to achieve their goals, just as Enterprise Bank has enabled her to achieve her own.



**“Enterprise Bank is a place of unlimited opportunity  
and learning and growth, where employees  
are valued and supported in pursuing their goals.”**

SUE ROSSINI

## SOMATH RY

Commercial Loan Processing Supervisor, Bank Officer

Somath Ry's life changed forever the day she accepted a part-time job at Enterprise Bank. A quiet high school senior, her supervisors at Enterprise saw a potential in her that she didn't see in herself. Under their mentoring, a new world of opportunity opened to Somath. She continually advanced in her job, accepting a full-time job as a loan processor after graduation, taking professional development courses, and gaining in confidence every day. Today, twenty years later, she is a loan processing supervisor, guiding and teaching others. At eighteen, she couldn't have imagined the wonderful future ahead of her at Enterprise; today, she couldn't imagine working anywhere else.



**"Enterprise Bank is my second family.  
This is a place of trust, where people care about me  
and support me and treat me as a whole person,  
not just an employee. We are all here for each other.  
I love it here and never want to leave."**

SOMATH RY

The Enterprise Bank family has grown from a handful of trailblazers to 538 TEAM MEMBERS. Each year, our Enterprise Bankers gather for our Celebration of Success event—a special opportunity to come together and celebrate our achievements. The theme of this year’s event, pictured here, was “Celebrating the Magic of Disney.”





In 2018, our Enterprise Bankers  
dedicated 30,401 HOURS  
OF SERVICE to local non-profit  
and charitable organizations.

# 30,401



# *our* COMMUNITY

Since our inception, we have believed that a business should be a force for good, serving a social purpose and operating as a good philanthropic partner and neighbor. A true passion for and commitment to community service is deeply entrenched in the Enterprise Bank culture and reflects a core principle of our purpose as a community bank.

In addition to continuing financial support of non-profit organizations, Enterprise team members share their time and expertise with non-profits and social causes. Team members and trusted advisors serve in key positions on more than 100 non-profit boards, playing a critical role in their success and stability.

Entering its eleventh year, Enterprise Bank's Non-Profit Collaborative<sup>SM</sup> provides critically needed support and resources to non-profit organizations in the region, including a free Educational Seminar Series, networking and relationship-building opportunities, as well as board and volunteer support,

to support these valuable organizations that have such a profound impact on the quality of the communities we serve. Our Celebration of Excellence program celebrates and honors the business owners, entrepreneurs, non-profit organizations, educators, and leaders who contribute to the economy and our quality of life in profound ways.

Our commitment to community is consistently recognized at the *Boston Business Journal* Corporate Citizenship Summit. In September, Enterprise Bank was honored at the summit as #3 for the highest average hours (49.32 per employee) in community service. The Bank was also recognized as #56 in a listing of the largest corporate donors in Massachusetts. This special recognition is a tribute to our team members who embrace Enterprise Bank's corporate values and make such a difference in the lives of so many. We are extremely grateful for all they do each and every day to improve lives in the communities where we live and work.

## *helping those who help others*

BOYS & GIRLS CLUB OF GREATER NASHUA

The Boys & Girls Club of Greater Nashua is dedicated to enabling all young people, especially those most in need, to reach their potential as productive, caring, responsible citizens. The Club provides the tools and programs to help members succeed academically, overcome challenges, and understand their value in the world. For a community service organization built on a culture of

caring and trust, it is important for the Club to work with a bank that shares those values and supports the community. They trust Enterprise to provide banking services that help the Club run more efficiently, and value Enterprise Bank's generous support of non-profit organizations. For the Boys & Girls Club, Enterprise Bank is a true community partner.

**"We choose and value Enterprise Bank because of the people. We've built strong, long-term relationships with people we can trust."**

NORMAN BOUTHILLETTE, CEO



Norman Bouthilette, CEO, Boys & Girls Club of Greater Nashua  
Mary Jane King, Club Board President, Enterprise Bank Director





## *investing in community*

COMMUNITY TEAMWORK, INC.

Community Teamwork is a catalyst for social change, using innovative approaches to strengthen communities and help people improve their lives and reach a place of fulfillment and economic stability. Community Teamwork delivers vital services and collaborates with key stakeholders to create housing, education, and economic opportunities. It is important for Community Teamwork to partner with organizations that reflect their social values, diversity, and

**“Enterprise Bank supports and helps community non-profit organizations to succeed. They believe in us and invest in us and are a true community partner.”**

KAREN FREDERICK, CEO

commitment to a positive workplace. They have found that in Enterprise Bank. For the past thirty years, Enterprise has been a resource for Community Teamwork, from development loans and retirement plans to Wealth Management services to support the organization’s long-term success.\* Enterprise is also a strong

community partner through its philanthropic support. When it comes to supporting non-profit organizations in our community, Enterprise Bank is an important part of the team.

\* Investment products are not a Deposit, not FDIC insured, not guaranteed by Enterprise Bank, not insured by any government agency, and may lose value.

## *a true community partner*

MONTACHUSETT OPPORTUNITY COUNCIL, INC.

Montachusett Opportunity Council, Inc. (MOC) empowers families and communities across the North Central region to achieve economic stability. They work to eliminate barriers and create opportunities, providing child care, education, workforce development, nutrition, health, and community and housing support. As a non-profit dedicated to enriching communities, it is important for MOC to work with a local bank dedicated to giving back

**“Enterprise Bank is truly invested in our organization and invested in our communities. They set the standard for commitment to community.”**

KEVIN REED, EXECUTIVE DIRECTOR

to the community. For more than fifteen years, MOC has relied on the expertise of Enterprise Bank, from day-to-day cash management to commercial lending for large facility expansions. The trusted advisors at Enterprise have served as board members and volunteers, dedicating countless hours of their own time and expertise to support the organization and the communities it serves. For MOC, that is the definition of commitment to community.



## *stepping up to serve their community*

### ENTERPRISE BANKERS RESPOND WHEN DISASTER STRIKES

When a devastating natural gas explosion affected thousands of people in the Massachusetts communities of Lawrence, Andover and North Andover last year, Enterprise Bankers were among the first to step up to help. Lawrence Branch Relationship Manager Jessica Colcord and Commercial Lender

**"We love Lawrence and are a part of this great community. We felt a responsibility as individuals and as representatives of Enterprise Bank to step up and do everything we could to help."**

JONATHAN MACHADO, LAWRENCE BRANCH

Jonathan Machado immediately volunteered their services, volunteering for several days at the senior center and high school, helping to coordinate and process donations and intake claims for displaced families seeking assistance. Over the next two months, during work hours and their personal time, they and their Lawrence branch team members served as liaisons between non-profits and displaced residents in need of assistance, as well as providing cash management support in processing and distributing claims checks from the \$10 million pool provided by Columbia Gas.

**"The sense of spirit and togetherness and community in Lawrence was just incredible, and we were blessed to be a part of it."**

JESSICA COLCORD, LAWRENCE BRANCH

**“I wanted to show these people who had been through so much that someone cares about them. I’m very lucky that I work for Enterprise Bank, because it allows me to give back and help others in the community.”**

**THERESE LEONE, ANDOVER BRANCH**

In Andover, Branch Relationship Manager Therese Leone, who also serves as Chair of the Andover Chamber of Commerce, wanted to do something special for displaced families, as well as the tireless first responders and gas company workers, many of whom were from out of town and would be unable to return home for the Thanksgiving holiday. She collected donations of food and money and rallied volunteers to host Thanksgiving dinner at the Andover Senior Center, as well as deliver meals to housebound residents.

In response to the disaster, Enterprise Bank established the Merrimack Valley Gas Explosion Relief Fund, matching more than \$20,000 in donations, and distributed those funds to the American Red Cross and Salvation Army. Enterprise was also a lead bank in funding the Merrimack Valley Small Business Emergency Loan Fund, in partnership with the Lawrence Partnership and Mill Cities Community Investments, helping businesses to stay afloat as they dealt with the aftermath of the disaster.

Community is a core value of Enterprise Bank, and we are deeply committed to supporting those in need in the communities we serve.



Jonathan Machado, Jessica Colcord and Therese Leone

George L. Duncan  
Founder and Chairman,  
Enterprise Bank

Enterprise Bank has been profitable for  
117 CONSECUTIVE QUARTERS,  
and we have both paid and increased  
the dividend rate to our shareholders  
every year for 27 consecutive years.

117

# *our* SHAREHOLDERS

Local ownership has been, and remains, a critical part of the success of Enterprise Bank. Many of our shareholders have been with the Bank since inception, and we are energized by new investors who place their faith and confidence in Enterprise Bank. As a truly independent bank, we are locally owned and locally managed—and always will be.

We work every day to earn our shareholders' trust to lead Enterprise profitably into the future as an independent, innovative, purpose-driven community bank, holding true to our integrity and core values, and commitment to meaningful relationships with our team members, customers, and communities.

Shareholders' investment in Enterprise Bank enables us to fulfill and further that mission, and we take seriously our fiduciary responsibility to operate in their best interest. We are both humbled and inspired by the trust they place in Enterprise Bank as shareholders and—for so many of them—as customers. Their support has always been, and will continue to be, a key component of our long-term success and independence as a genuine community bank.

## *believing in the vision*

### NANCY L. DONAHUE

When George Duncan announced plans to open Enterprise Bank, Nancy Donahue immediately came on board as an investor and a board director, not because she thought the bank would be a tremendous financial success, but because she knew the bank would be socially responsible and vested in the community. Nancy was eager to support a bank with the vision and priorities laid out by Enterprise: operating with a sense of purpose, with honesty, integrity, and character, and putting the well-being of employees and the community first. From day one, Nancy recognized that the value of Enterprise Bank is in the quality and character of its leaders and employees. Today, she sees other banks looking to Enterprise to lead the way in doing what's right for the greater good.



**"I am invested in Enterprise Bank because of their investment in the community and their employees. They are champions of social responsibility and set the standard for how all banks should operate."**

NANCY L. DONAHUE



## ROBERT AND HILDE GILMAN

As the Lowell assistant city manager in the 1970s and '80s, Robert Gilman highly respected George Duncan as a successful and proven financial leader. More importantly, he respected him as a man of great character who earned the loyalty and dedication of the people around him. Bob leaped at the opportunity to be an initial investor in Enterprise Bank, wanting to support an independent community bank with such a strong corporate and people-centered culture. Soon after, he joined the bank as a team member, spending twenty years as a commercial lender and later Executive Vice President for Human Resources and Facilities, before retiring in 2010. As a customer, team member, and shareholder, Bob Gilman has always been—and always will be—proud to be part of the Enterprise family.



**“We are very proud to have invested in Enterprise Bank because of the quality and character of the people and what they stand for. From day one they have been true to their vision as a strong, local community bank that is good and responsible to their customers, their employees, and their shareholders.”**

ROBERT AND HILDE GILMAN

## *board of directors*

**George L. Duncan**

*Founder and Chairman of the Board*

**James F. Conway III**

*Vice Chairman and Lead Director of the Board*  
Former President, Chief Executive Officer  
and Chairman, Courier Corporation

**John A. Koutsos**

*Secretary of the Board*  
President, Alec's Shoe Store, Inc.

**Luis M. Pedroso**

*Assistant Secretary of the Board*  
Co-Founder, President, and  
Chief Executive Officer, Accutronics, Inc.

**Kenneth S. Ansin**

President, Ansin Consulting Group

**Gino J. Baroni**

Owner and Managing Principal  
Trident Project Advisors and Development Group

**John P. Clancy, Jr.**

Chief Executive Officer, Enterprise Bank

**John R. Clementi**

Chief Executive Officer  
Longview Development, LLC  
Former President, Plastikan, Inc.

**Dr. Carole A. Cowan**

Former President  
Middlesex Community College

**Normand E. Deschene**

Former Chief Executive Officer, Wellforce

**John T. Grady, Jr.**

Senior Advisor, Moelis & Company

**Mary Jane King**

President, Conway Management Company

**Joseph C. Lerner**

Managing Partner, 819 Energy, LLC

**Shelagh E. Mahoney**

Owner and Chief Executive Officer  
Eastern Salt Company, Inc.

**Richard W. Main**

President, Enterprise Bank

**Dr. Jacqueline F. Moloney**

Chancellor  
University of Massachusetts Lowell

**Michael T. Putziger**

Chairman, WinnCompanies

**Carol L. Reid**

Former Corporate Controller  
and Chief Accounting Officer  
Avid Technology, Inc.

**Michael A. Spinelli**

Founder, Global Tourism Solutions

**General Counsel**

Philip S. Nyman, Esquire

**SEC & Regulatory Counsel**

Hunton Andrews Kurth LLP

**Financial Consultant**

Raymond L. Anstiss, Jr., CPA

**Advisor to the**

**Enterprise Wealth Management Committee**

Marcia S. Wagner, Esquire

**Honorary Board Members**

Kathleen M. Bradley  
Nancy L. Donahue  
Lucy A. Flynn  
Eric W. Hanson  
John P. Harrington  
Arnold S. Lerner  
Nickolas Stavropoulos



222 Merrimack Street, Lowell, MA 01852 • 978-459-9000

### 24 CONVENIENT LOCATIONS IN:

**Massachusetts:** Acton • Andover • Billerica • Chelmsford

Dracut • Fitchburg • Lawrence • Leominster • Lowell • Methuen

Tewksbury • Tyngsborough • Westford

**New Hampshire:** Derry • Hudson • Nashua • Pelham • Salem • Windham

### INVESTOR RELATIONS

Enterprise Bancorp, Inc.

222 Merrimack Street, Lowell, MA 01852 • 978-459-9000 • [shareholders@ebtc.com](mailto:shareholders@ebtc.com)

### TRANSFER AGENT AND REGISTRAR

Shareholders who have questions regarding their ownership of Enterprise Bancorp, Inc. stock should contact our transfer agent:

Computershare Investor Services

PO Box 505000, Louisville, KY 40233

888-218-4390

### ANNUAL MEETING

The 2019 Annual Meeting of shareholders will be held on **May 7, 2019 at 4:00 p.m.** at the University of Massachusetts Lowell Inn & Conference Center • 50 Warren Street, Lowell, MA 01852

[info@ebtc.com](mailto:info@ebtc.com) • [EnterpriseBanking.com](http://EnterpriseBanking.com)

The common stock of Enterprise Bancorp, Inc. is traded on the NASDAQ Stock Market under the symbol "EBTC."



**EB** Enterprise Bancorp, Inc.  
parent company of Enterprise Bank

[EnterpriseBanking.com](http://EnterpriseBanking.com)

Member  
**FDIC**



002CSN9B46