



CommunityNationalBank

Best of Community Banking Awards 2021

Community National Bank / Architectural Design

In 2020, Community National Bank upgraded and relocated their headquarter location to 500 West Illinois Avenue in downtown Midland, TX. Being the largest community bank in the Permian Basin, CNB decided it was time to have a facility more reflective of their commitment to the market. Since 1984, Community National Bank has expanded its original mission to provide a strong, locally owned, independent financial institution and the Bank has been successful in fulfilling that mission. Surpassing the \$1 billion milestone in 2012, today, Community National Bank has approximately \$1.4 billion in assets and is continuing to grow in the Permian Basin, DFW and Lubbock. The success of the Bank and its dedicated customers and employees gave CNB the ability to make the anticipated transition to the twelve-story tower in the center of downtown Midland. The vision for the new headquarters from the start was to show the Bank's commitment to the market and project how the Bank is moving forward.

CNB Management had a vision for the atmosphere of the new space from the very beginning of the project. They envisioned creating an environment where employee comfort and satisfaction were paramount. The Headquarters is highlighted by a large break area with high-end finishes that allow employees to enjoy their breaks while having panoramic views of the city. "People often underestimate the importance of working conditions and view it as an unnecessary expense especially for back-office employees. You can see the pride our employees feel when walking into our new headquarters, and that pride carries forward when they are working with our customers. Our employees feel more important, and in turn, they make our customers feel more important." says Brad Bullock, COO.

Other features include the 360-degree teller area in the ground floor lobby that allows employees to interact with customers on a more personal basis as opposed to a traditional teller line. Many bank employees refer to this as the "mother-ship" as the goal for this piece was modern and futuristic without feeling cold. This area is also highlighted by a video wall display showing employee volunteerism in the community. The 12th floor features concierge meeting rooms that allow staff to meet with customers and utilize electrostatic glass that provides privacy without interfering with views when not in use. The Boardroom is anchored by a 140" video screen wall that proved quite timely in the transition to Zoom board meetings during the pandemic. The 26' custom-built Board table serves as the centerpiece of the room.

Before relocating, the Bank occupied six floors of a building built in the mid-1950s. Inefficient design and the inability to renovate space were obstacles that created siloed departments that were physically separated from other employees. When designing the new headquarter location, employees made it clear that they wanted the opportunity to work side by side with other departments so that "we feel like one bank, pulling toward the same goals" as opposed to "only ever seeing and talking to people in our department." The new headquarters makes use of four floors of the building and 51,300 square

feet of space. Because of the efficient use of space, the square footage from the old to the new was reduced by 25% and the total project cost came in under budget at \$9.4 million.

Although grand opening plans were interrupted by the pandemic, customers have been extremely positive about the new location and employees look forward to working daily in the highly impressive environment. “Most of all, I enjoy the Employee Lounge because it is inviting, and I love the view of downtown and the open space for employees to congregate during breaks, lunches or celebrations.” -Lorena Brown, CNB Employee