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8-5-2010

## Interview with Nicole Stein, Umpqua Bank, 2010 (audio)

Nicole Stein

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# PORTLAND STATE UNIVERSITY ORAL HISTORY PROJECT

## INTERVIEW INDEX

INTERVIEWEE: \_\_Nicole Stein\_\_\_\_\_

Interviewer: \_Shivon Van Allan\_\_\_\_\_

Date: \_\_8/5/2010\_\_\_\_\_

Location of Interview: \_Umpqua Bank SW Portland\_\_\_\_\_

Research Assistant: \_\_Rayne Walter-Young\_\_\_\_\_

Interview Series: SUSTAINING NORTHWEST LANDSCAPES & COMMUNITIES

Recording Equipment: DIGITAL RECORDER (WINDOWS MEDIA AUDIO FILE) WITH AN  
EXTERNAL, OMNIDIRECTIONAL MICROPHONE

Time	Notes
00:17	How long have you lived in Portland?
	-Eight Years
00:22	What brought you to Portland?
	-Husband attending U of O
	-Returning home after traveling abroad
1:07	Where were you educated after high school, and in what fields?
	-attended school in Wisconsin, Biology/Psychology Major
	-Taught English in Japan
	-Master's of public administration at PSU
1:47	Did your experience abroad change what profession you wanted to go into?
	-influenced her drive poverty and educational advocacy
2:40	What does your job as VP of Community Responsibility entail?
	-Taking corporate values/ philosophy into the community
	-Bringing money into the community
	-Financial literacy
	-Sustainability
4:25	Umpqua is recognized for its unique work culture, how does your work contribute to the work culture Umpqua is known for?

	-Team contributes to “tangible evidence” of Umpqua’s presence in community
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Time	Notes
	-2007 started “greening” company
	-working towards sustainability with both a grass roots approach as well as top down
	-2008 began Umpqua sustainability team
	-2010 working on reducing paper use
11:05	Can you tell me about some other accomplishments of the Sustainability Team?
	-Mass transit reimbursement for employees
	-Use of zipcar
	-30% post-consumer recycled copy paper
15:02	What have you been able to do to cut back on bank member’s paper waste?
	-Going paperless
	-Employing touch screen information systems
18:35	How do you define “sustainability”?
	-I am a “triple bottom line person”, i.e. social, financial, environmental
19:43	Please describe a typical day/week/event at your job.
	-working both internally and externally within company
	-meetings, planning an event, press release, speaking with reporter
21:34	How do you assess or gauge progress towards sustainability?
	-“lessening footprint”
	-Using quarterly or annual measurements
	-Furthering education concerning sustainability
24:11	What have been some challenges of making the bank more sustainable?
	-The economy
	-Making sure Umpqua survives hard financial times
	-Timing
31:02	With the economy down, how has Umpqua been able to grow?
	-4 acquisitions of other banks
	-Communication

Time Notes

35:07	Umpqua's Connect Program allows employees 40 hours of paid volunteer work a year. Please tell me about the Connect Program and its significance in Umpqua's culture.
	-Work with youth/low income population
	-Approximately 80% of associates participate
39:19	Within banking community, how does Umpqua compare with respect to the level of engagement within the community?
	-Banks have a reputation for being active members of the community
	-Umpqua's lead program is volunteerism
40:49	What kinds of projects do you have planned for the future?
	-Clearer measurements with regard to sustainability
	-Advancing the Connect Program
