



# OUR COMMITMENTS

Bolstering economic opportunity for low- and moderate-income (LMI) individuals, communities, and people of color

**\$88B**

in loans, investments and other financial support



**\$1.5B**

To promote social justice and support the economic empowerment of Black Americans and LMI communities

**\$47B**

In residential mortgage financing and home lending

**\$26.5B**

In small business loans

**\$14.5B**

In community development lending and investments

**\$500M**

In charitable giving and philanthropic grants

**20%**

Increase in spending with diverse suppliers

## OUTSTANDING CRA RATING

Maintain a top Community Reinvestment Act (CRA) rating

\*2022 base year

## Developing Employees

### YEAR-OVER-YEAR

increase volunteer hours

**100%**

Employees required to complete annual ethics training

## Advancing D&I

### BOARD DIVERSITY

Maintain or improve racial/ethnic diversity year over year

### YEAR-OVER-YEAR

increase total bankers certified as Women's Business Advocates

**30%**

Representation of women on board of directors

## Supporting Environmental Prosperity

### YEAR-OVER-YEAR

increase in Responsible Investing AUM

**\$30B**

Committed to environmental finance through 2025

**80%**

Reduction in Scopes 1 & 2 carbon emissions by 2030\*

**100%**

renewable electricity purchased by 2025

**30%**

energy reduction by 2030\*

**30%**

water reduction by 2030\*



# OUR PROGRESS

**\$335M+**

Spent with diverse suppliers

**42%**

Women independent board directors\*

**33%**

Directors who are people of color\*

**\$108M+**

Philanthropic giving\*\*

**51%**

Renewable electricity purchased

**\$15.9B**

Environmental finance pledge committed (of \$30B)

**\$35.1B**

Of PNC's \$88 Billion Community Benefits Plan deployed

**\$5.5B**

Responsible Investing assets under management (AUM)\*\*\*

**4,500+**

Certified Women's Business Advocates

**1,000+**

Financial education classes

**18,600+**

Financial education LMI participants

**4.5M**

Total employee training hours

**5,000**

Employees enrolled in academic programs through PNC's education benefit

**64,000+**

Volunteer hours

\*As of the date of our last annual meeting of shareholders on April 26, 2023.

\*\*The philanthropic giving number includes PNC Foundation grants and charitable sponsorships paid by PNC Bank, N.A. It does not include the PNC Foundation expenses and it does not include the mortgage assistance grants that are included in the Community Benefits Plan charitable giving number.

\*\*\*This number represents managed assets utilizing our RI capabilities, including dedicated RI investment strategies, analytics and reporting.



## RESPONSIBLE BUSINESS

### Growing with integrity

At PNC, we're committed to securing the trust of our stakeholders by managing our business with integrity, transparency and accountability. A strong foundation in governance helps drive our company's success and positive reputation. Our board of directors is committed to high ethical standards and has ultimate oversight of PNC's strategy, including corporate responsibility issues that are material to our business.

#### Our 2022 overall achievements include:

- Maintained an active dialogue with shareholders representing ownership of over 45 percent of our common shares.
- Established a new management-level Climate Risk Committee to oversee the integration of climate-related risks into our Enterprise Risk Management (ERM) framework.
- Expanded our environmental finance commitment from \$20 billion to \$30 billion.
- Re-evaluated our operational targets, committing to further reduce our own Scope 1 and 2 carbon emissions, energy, and water consumption.
- Deployed \$35.1 billion in loans, investments and other financial support, to bring our four-year, \$88 billion PNC Community Benefits Plan to life.
- Launched a task force to develop a comprehensive strategy to support Minority Deposit Institutions (MDI) and supports more than 40 MDIs with a broad range of services, including investments, access to our ATM network, low-cost deposits and loan sales, and capital market and banking products.
- Invested \$10 million in Opportunity Finance Network, which seeks to bring more than \$1 billion in capital from corporate and philanthropic partners to individuals and communities in America most underserved by mainstream finance.
- Launched PNC's Minority Business Development Group to deliver products, solutions, expertise and resources focused on advancing the financial wellness of minority-owned businesses. This effort includes voluntary employee advocacy training through the PNC Certified Minority Business Advocate program. By year's end, nearly 1,000 PNC employees earned cMBA certification.
- Grew EBRG membership by 25 percent and saw more than 2,600 employees participate in our voluntary mentoring program.
- Revamped our Education Benefit offerings. In addition to providing numerous fully paid degrees and programs, we significantly reduced the reliance on up-front payments by adding direct payments to education providers.
- Expanded our employee volunteerism program to include opportunities with qualifying social justice and economic empowerment nonprofits.
- Employees volunteered a total of 64,072 volunteer hours and earned \$154,000 in volunteer grants.
- Through Grow Up Great®, supported more than 8 million children and provided \$225 million in grants to nonprofits to advance high-quality early childhood education.

In addition, we published our [Human Rights Statement](#); our [Environmental and Social Policy Guidance for Responsible Lending](#); our [TCFD Progress Update](#); and our [Annual Community Benefits Plan Progress Report](#).

## CUSTOMER CARE AND PROTECTION

At PNC, the customer is at the heart of everything we do. Making their financial lives easier and giving them greater control of their financial well-being is how we earn their trust and empower their success.

Our 2022 overall achievements include:

- Conducted phishing exercises on a quarterly basis, and more than 90 percent of respondents passed them all.
- Partnered with NCR Corporation and its Allpoint ATM network. This partnership provides customers with surcharge-free access to cash through more than 41,000 machines across the United States.
- Used Artificial Intelligence (AI) with virtual assistants (VA) who help answer questions in seconds — allowing customers to get on with their lives instead of spending time on the phone.
- Established the Responsible Artificial Intelligence (AI) Working Group to focus on ensuring the responsible use of AI and machine learning (ML) throughout PNC.



- Continued assessing and refining our customer feedback capabilities and complaint management process to improve first-time resolution.
- Converted 74 branches to Solution Centers, bringing our total number to 377.
- Provided a wide range of services to make our solutions accessible to bilingual and non-English speakers, including adding 70 Video Banking Machines (VBM)s to bring our total to 134 machines offering Spanish speaking capabilities.
- Helped our customers to save more than \$425 million in overdraft and non-sufficient funds (NSF) fees by using the features of PNC's Low Cash Mode® and through our pricing changes.
- Eliminated NSF fees on all deposit accounts and on the one-time overdraft fee on authorized debit card transactions that subsequently settle in a negative balance.
- Had dedicated teams driving mobile branches in different markets and visiting low- to moderate-income neighborhoods on a regularly scheduled basis.

# \$425M

customer-savings in overdraft and non-sufficient funds (NSF) fees by using the features of PNC's Low Cash Mode®

## EMPLOYEE CARE AND PROTECTION

Our employees are one of our most important investments. That's why we're committed to empowering them in their careers and providing them with resources to help manage all facets of their well-being.

Our 2022 overall achievements include:

### EMPLOYEE PHYSICAL AND MENTAL HEALTH

- Extended no-cost in-network telehealth for employees and their families.
- Increased the number of free counseling sessions to seven per issue per year through our Employee Assistance Program (EAP).
- Made two weeks of paid family leave available per year to allow employees to support a family member with a serious health condition.
- Introduced our first annual vacation carryover.
- Increased paid occasional absence days for full-time employees to eight and, for the first time, offered up to six days paid occasional absence days for part-time employees.
- Announced the enhancement and addition of family-building benefits regarding reimbursement to support

adoption, surrogacy, and birth and post-partum doula support.

*For more information regarding employee benefits, including paid time off, health, reproductive and financial health benefits, visit our [Employee Benefits](#) site.*

### EMPLOYEE SAFETY AND SECURITY

- Launched our LiveSafe mobile app, with coverage of 10 crisis situations and the functionality to launch a location-based call to 911.
- Had more than 250 employees in our Hurricane Preparation Class.
- Generated more than 20,000 training and awareness engagements by the Business Continuity Management (BCM) team, including over 4,500 Business Continuity Life Cycle Training sessions.

### EMPLOYEE RECRUITING, DEVELOPING AND RETAINING

- Expanded PartnerUp® to serve all 30 high schools in the Cleveland Metro School district.
- Brought a strong undergraduate class into our internship program from 260 universities.
- Offered 80 percent of our intern class offers to join our early career development program.
- Filled approximately 56 percent of job openings with internal candidates.



- Revamped our Education Benefit offerings. In addition to providing numerous fully paid degrees and programs, we significantly reduced the reliance on up-front payments by adding direct payments to education providers.
- Offered employees over 10,000 content options that were accessed by over 56,000 active users through PNC University (PNCU).
- Employees competed over three million learning opportunities during 4.5 million hours of training.
- Over 4,000 applications and more than 1,000 enrollments were received in our upskilling and reskilling programs.

Filled approximately

# 56%

of job openings with internal candidates

### SUPPORTING ACCESSIBILITY IN THE WORKPLACE

- Expanded the size of our employee accessibility tools catalog; the tools offered address hearing, vision, mobility and neurodiversity needs.
- Shared "The All Access Learning Journey" with all new employees.
- Promoted accessibility awareness through the publication of monthly internal articles.



## CHAMPIONING D&I Eliminating the barriers to opportunity

We recognize that diversity and inclusion are essential in fueling team performance, driving innovation and business success. Our commitment shapes how we lead, interact with our colleagues and deliver on our business priorities, and it starts at the top of our organization.

Our 2022 overall achievements include:

### WORKFORCE AND WORKPLACE

- Women comprise more than 42 percent of our board of directors, and 33 percent are people of color.<sup>1</sup>
- Our executive leadership team, a group of 12 individuals who report to the CEO, includes four women and three people of color.
- Launched 11 new virtual and market-based EBRG chapters, and increased membership by 25 percent.
- More than 2,600 employees participated in mentoring cohorts of our D&I Mentoring Program.

- Achieved 79 percent voluntary completion rate of the “Creating a Culture of Inclusion” training program.
- Increased female representation across the Technology Division to 34 percent, and our people of color representation increased to 29 percent.

### SERVING OUR DIVERSE MARKETS

- 4,560 Women’s Business Advocates (WBAs) completed proprietary training and successfully applied for certification.
- Expanded our three-year, \$1.257 million commitment to Coralus (formerly SheEO), a global nonprofit that provides zero-interest loans to select ventures aligned with the United Nations Sustainable Development Goals. The additional two-year commitment of \$220,000 launched the new PNC Bank + Coralus Collective, a cohort of entrepreneurs and financial advisors collaborating for growth and success.

<sup>1</sup> As of the date of our last annual shareholders meeting on April 26, 2023.

### WORKFORCE DIVERSITY 2022<sup>1</sup>

EMPLOYEE CATEGORY	Women	Men	White	Racial/ Ethnic minorities	Black/ African American	Hispanic/ Latino	Asian	American Indian	Hawaiian/ Pacific Islander	Two or More Races
Executive / Senior-Level Managers	35.3%	64.4%	78.8%	19.0%	5.2%	4.4%	8.3%	0.2%	0.0%	1.0%
First- / Mid-Level Managers	56.7%	42.8%	69.8%	28.6%	12.0%	9.3%	5.5%	0.2%	0.2%	1.5%
Professional	48.7%	50.5%	71.7%	26.1%	9.7%	6.5%	8.1%	0.2%	0.1%	1.7%
All Other	73.3%	25.4%	48.5%	48.1%	22.8%	16.5%	5.2%	0.4%	0.2%	3.0%
Full-Time	58.8%	40.3%	62.3%	35.1%	–	–	–	–	–	–
Part-Time	81.5%	16.9%	52.9%	43.9%	–	–	–	–	–	–
<b>PNC Total Workforce</b>	<b>59.4%</b>	<b>39.6%</b>	<b>62.0%</b>	<b>35.4%</b>	<b>15.3%</b>	<b>10.9%</b>	<b>6.6%</b>	<b>0.3%</b>	<b>0.1%</b>	<b>2.2%</b>

<sup>1</sup> Data reflect our workforce as of December 21, 2022. See our most recent unabridged [EEO-1 report](#).

## Driving Community Benefits

For many years, our commitment to communities has helped guide our economic empowerment efforts. But we recognize that we must do more to help challenge systemic racism and drive change. We are committed to actively and consciously working toward equity with kindness, compassion and — most importantly — a clear sense of responsibility.

Launched on January 1, 2022, and scheduled for completion in 2025, the PNC Community Benefits Plan is our pledge to help drive that success through \$88 billion in loans, investments and other financial support to bolster economic opportunity for low- to moderate-income (LMI) individuals, communities and people of color.

# \$35.1B of \$88 BILLION

## COMMUNITY BENEFITS PLAN | YEAR 1 PROGRESS

### HOME LENDING

**\$25.1B of \$47B**

in residential mortgage financing and home lending



### PHILANTHROPY

**\$120.9M\* of \$500M**

in charitable giving



\*Charitable giving number includes mortgage assistance grants and PNC Foundation expenses, and it does not match with the philanthropic giving number mentioned in other sections of his report.



### SMALL BUSINESS LENDING

**\$5.2B of \$26.5B**

in small business loans



**\$335.7M**

spent with diverse-owned suppliers\*

\*This represents an increase of 46.6%, which exceeded our stated goal of increasing spending with diverse suppliers by a minimum of 20%.



### COMMUNITY DEVELOPMENT

**\$4.8B of \$14.5B**

in community development lending and investments



What makes us different is where we make a difference.

## PROMOTING FINANCIAL ACCESS

At PNC, we are committed to helping our customers take the next step forward in their financial lives — wherever they are in their personal journey. We make that step possible through convenient products designed for every phase of life and every financial goal. We believe that one simple step today can make all the difference for our customers' financial future.

Our 2022 overall achievements include:

### FINANCIAL EDUCATION

- Provided more than 1,000 financial education classes reaching more than 18,600 low- to moderate-income (LMI) individuals.

### EXPANDING FINANCIAL ACCESS FOR SMALL BUSINESS

- Provided \$5.2 billion in loans to support small businesses and small farms operating in LMI communities, majority-minority census tracts and businesses with revenues less than \$1 million.
- Launched our Minority Business Development Group to help deliver products, solutions and resources that advance financial wellness for emerging minority businesses, and PNC's Certified Minority Business Advocate (cMBA) program as an internal advocacy component of the group.

- Spent \$335.76 million with diverse suppliers, an increase of 46.6 percent, which exceeded our stated goal.

SUPPLIER DIVERSITY	
2022	
Total Diverse spend	\$335.76MM
Minority-Owned Businesses spend	\$246.35MM
Women-Owned Businesses spend	\$72.55MM
Veteran-Owned Businesses spend	\$28.50MM
LGBTQ+-Owned Businesses spend	\$2.55MM

### EXPANDING ACCESS TO AFFORDABLE HOUSING

PNC strives to be a part of one of the most important financial decisions a consumer will make — homeownership.

- One-third of PNC's mortgage units supported LMI borrowers and communities within our primary markets.
- Recognition as "Best for Low Down Payment" mortgages in the *U.S. News* Best Loan Companies Ratings.
- Increased the PNC Grant for LMI borrowers from \$1,500 to \$3,000 to assist borrowers with down payments, closing fees and possible interest rate reductions.
- Granted \$10 million in PNC mortgage assistance benefiting 3,293 recipients.

- Offered \$3.4 million in LMI pricing concessions.
- Originated \$25.1 billion in residential mortgage and home equity loans impacting more than 20,000 LMI and minority borrowers and majority-minority census tracts.
- 150+ renewed/approved down payment assistance programs.

### INVESTED:

- \$117.5M in supporting 26 New Market Tax Credits (NMTC) projects across 11 states.
- \$1.2B in 83 properties to create or preserve 10,330 affordable homes across 27 states.
- \$73.7M in rehabilitating 13 historic properties across 10 states.

# \$25.1B

in residential mortgage and home equity loans, impacting more than 20K LMI and minority borrowers and majority-minority census tracts



Recognition as

## BEST FOR LOW DOWN PAYMENT

mortgages in the *U.S. News* Best Loan Companies Ratings.



## PURSUING ENVIRONMENTAL SUSTAINABILITY

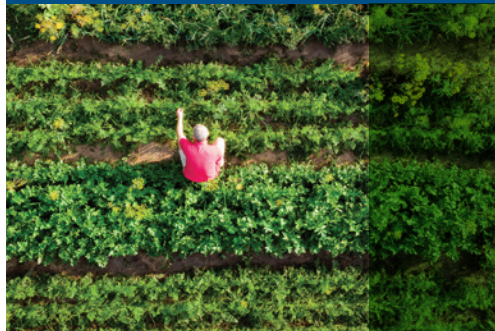
At PNC, we know that being good environmental stewards is essential to supporting a high quality of life for our employees, customers and communities. In early 2022, we formalized PNC's Climate Action Strategy, designed to set us on a pathway to assist customers as they transition to a low-carbon economy. Our approach will be iterative and flexible, allowing for necessary changes in response to regulatory, government policy and technological developments.

*For more information about PNC's Climate Action strategy, vision and progress, please see our most recent [TCFD Progress Update](#).*

### PNC'S CLIMATE ACTION STRATEGY UPDATE



In early 2022, we formalized PNC's Climate Action Strategy, designed to set us on a pathway to finance the transition to a low-carbon economy. Our approach will be continuous and flexible, allowing for necessary changes in response to regulatory, political and technological developments. The strategy is focused on **FIVE SPECIFIC AREAS**.



#### Employee Engagement

PNC's planned Climate Transition Advocates initiative will enable employees to have climate transition-related conversations with clients.

1



#### Long-Term Collaboration

PNC is an engaged and active participant in relevant working groups, coalitions and partnerships focused on climate transition.

2



#### Supporting Customer Transition Plans

PNC is committed to providing the financing and advice our clients need to create and execute on their own climate transition plans.

3

#### Executing on Operational Sustainability

PNC is committed to continually setting and achieving ambitious carbon emissions, energy use, water use and renewable electricity goals.

4

#### Portfolio Alignment Over Time

PNC believes that we have a duty to manage risks to our business in ways that ensure continued value for our shareholders, high quality of life for our employees and communities, and continued success and growth for our clients.

5

## 80% Carbon Emissions Reduction (Scopes 1 & 2) by 2030



To achieve this goal, PNC will:

- Reduce energy and carbon emissions through energy efficiency projects, real estate optimization and electrification, without reliance on the purchase of carbon offsets.
- Execute renewable energy power purchase agreements, install on-site solar and buy certified renewable energy credits. We remain on track to meet our goal of 100 percent purchased renewable electricity by 2025.

## 30% Energy Reduction by 2030



To achieve this goal, PNC will:

- Pursue lighting retrofit projects.
- Upgrade heating and cooling systems.
- Refine and optimize our real estate strategy.
- Execute sustainable renovations and intelligent building projects.

## 30% Water Reduction by 2030



To achieve this goal, PNC will:

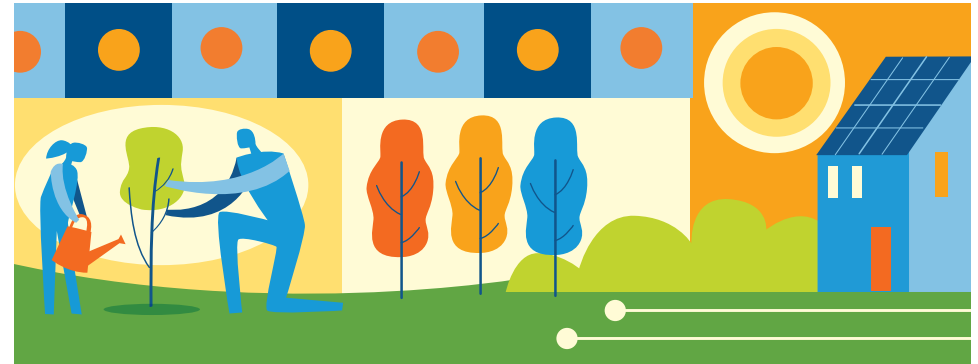
- Reduce or eliminate the need for irrigation across our physical footprint.
- Perform irrigation upgrades to existing systems.
- Implement water efficiency projects in our major office buildings.
- Perform advanced data analysis and water leak detection.

## 2030 OPERATIONAL TARGETS

PNC is committed to reducing emissions, increasing purchases of renewable energy, reducing energy and water consumption, employing building automation and leveraging green building standards — all while improving indoor air quality for employees and customers. With PNC's recent integration of BBVA USA's footprint, our operational footprint grew by over 20 percent. As a result, we have re-evaluated our operational targets, committing to further reduce our own Scope 1 and 2 carbon emissions, energy, and water consumption. These new targets use a base year of 2022 — the first full year of combined PNC and BBVA USA operations.

PNC developed a sophisticated environmental target setting tool in alignment with the GHG protocol and accepted best practices for GHG emission quantification. Emissions for the 2022 base year for Scope 1 and 2 GHG emissions were **verified by Keramida**, an accredited third-party verifier, and serves as the starting point for PNC's reduction goals.

See the full Environmental Performance Table in our [2022 Corporate Responsibility Report](#).



## OPERATIONAL ENVIRONMENTAL PERFORMANCE

Emissions (Metric tons CO <sub>2</sub> e)	2022 Data*
Direct Emissions (Scope 1)	32,100
Location-Based Indirect Emissions (Scope 2)	170,661
Market-Based Indirect Emissions (Scope 2)	84,961
Other Emissions (Scope 3 Categories 5-7)	60,922
Building Energy Consumption (MWh)	
Total Building Energy Consumption	540,819
Water Consumption (gallons, thousands)	
Purchased water	343,484
Green Power (MWh)	
Purchased Renewable Energy Credits (RECs)	206,753

\*The data for 2022 represents PNC's expanded operational footprint which grew by over 20% with the acquisition of BBVA-USA.

## PNC'S FACILITIES ENVIRONMENTAL CERTIFICATIONS

	2022*
LEED-Certified Projects	337
Energy Star-Certified Buildings	288
Portfolio certified (percentage)	39%

\*New base year for environmental operational targets. 2022's data represent PNC's expanded operational footprint into the Southwest which grew by over 20% in terms of square footage from 2021 to 2022 based on the acquisition of BBVA-USA.

# 51%

Renewable Electricity Purchased

PNC is more than halfway to achieving its 2025 target

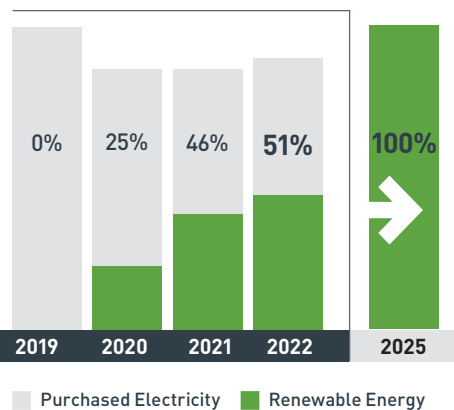
Strategy to achieve

# 100%

Renewable Purchased Electricity

- Execute long-term renewable energy purchase agreements
- Install on-site renewable energy
- Renewable energy credits

## 100% RENEWABLE ENERGY (by 2025)



Energizing the transition to a low-carbon economy is the goal of PNC's \$1.25 billion second green bond. Proceeds from the bond will fund eligible projects and additionally support corporate sustainability benefits across four categories aligned with the United Nations Sustainable Development Goals, including renewable energy, energy efficiency, green buildings and clean transportation. PNC Capital Markets LLC led the issuance of the bond. Two diverse-owned brokers acted as co-managers.

For more information, please see our [Sustainable Financing Bond Framework](#).

### RENEWABLE ENERGY

In 2019, PNC became a member of the global renewable energy initiative RE100, committing to source 100 percent renewable purchased electricity by 2025. We are more than halfway to achieving our 2025 goal, both in terms of progress to date in percentage reduction and in time passed from target creation to target year.

### FINANCING OUR CLIENTS' SUSTAINABLE OPERATIONS

#### PROGRESS TOWARD OUR \$30B ENVIRONMENTAL FINANCE PLEDGE

- Increased our commitment to mobilize environmental finance from \$20 billion to \$30 billion. This commitment focuses on green real estate, renewable energy, clean transportation and sustainability-linked loans and bonds with specific green use of proceeds.

- Mobilized \$15.9 billion, more than 50 percent of our new \$30 billion goal, as a result of a 36 percent year-over-year increase in sustainable finance activity.
- Made \$335 million in cash investments in seven solar tax equity partnerships to support the development of almost 1 gigawatt (GW) of new solar assets and 140 megawatts (MW) of battery storage assets.
- Provided \$445 million in debt financing to support the development of more than 2 GW of solar assets and almost 700 MW of battery storage assets.
- Helped raise over \$5 billion in green and sustainable financing, including acting as a joint bookrunner and sole sustainability structuring agent on a \$100 million sustainable bond offering for Berkshire Hills Bancorp.



In 2022, PNC signed its first long-term renewable energy supply agreement with Constellation to power operations with renewable energy. PNC has committed to procure 78 megawatts of energy. This agreement will cover PNC facilities in Pennsylvania, Ohio, Maryland, New Jersey, Delaware, District of Columbia and part of Illinois.

Upon project completion, 148 million kilowatt-hours of energy per year will be contracted to PNC's facilities. This amount of renewable energy will reduce the company's carbon footprint by more than 55,000 metric tons annually.

## CONTACT US

For questions about this report, please email [PNCRBS@pnc.com](mailto:PNCRBS@pnc.com)

For customer inquiries, please call 1-888-PNC-BANK.

For registered shareholder services, please call 800-982-7652.

For investor inquiries, please email [investor.relations@pnc.com](mailto:investor.relations@pnc.com)

For community inquiries, please email [community.development@pnc.com](mailto:community.development@pnc.com)

For media inquiries, please call 412-762-4550 or email [media.relations@pnc.com](mailto:media.relations@pnc.com)

You also can find us on social media:

Facebook: [PNC](#)

Twitter: [@PNCNews](#), [@PNCBank](#) and [@PNCBank Help](#)

LinkedIn: [PNC](#)

Instagram: [@PNCBank](#)

More information available in our full [2022 Corporate Responsibility Report](#)