

LEADING THE WAY
TO A BRIGHTER FUTURE,
COAST TO COAST

2021 CORPORATE
RESPONSIBILITY REPORT





CREATING IMPACT FOR OUR STAKEHOLDERS

AS A MAIN STREET BANK, we are committed to delivering on each of our strategic priorities while looking out for the best interests of all our stakeholders, including our customers, communities, employees and shareholders. We believe that our success will be proportional to the prosperity we help to create for each of these stakeholders. This belief, along with our corporate values, shapes how we do business. It drives us to build a talent-focused culture full of opportunities for our employees, strengthen our communities, deliver exceptional customer experiences and strive to put doing what is right ahead of every other consideration. At PNC, we are committed to making a positive difference by leveraging the power of our resources to help all move forward financially. **And through the years, this approach has enabled us to earn our stakeholders' trust.**

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A MESSAGE FROM OUR CEO TO OUR STAKEHOLDERS

While 2020 was one of the most difficult years that I can remember, 2021 was perhaps the most extraordinary.

In addition to navigating COVID-19 and remote work and advancing our efforts to promote racial and economic equality, PNC successfully acquired and integrated BBVA USA, gaining approximately 2.6 million customers, 9,000 employees and over 600 branches across seven states. With our acquisition of BBVA USA and continued organic expansion, we are now a coast-to-coast franchise with a presence in all of the country's 30 largest markets and a customer and employee base that is more diverse than ever before.

Amid this change and against the backdrop of global economic, social and environmental issues, we continued to show up as a National Main Street Bank, upholding our commitments and looking out for the best interests of our key stakeholders.

A critical component of our National Main Street Bank model is our environmental, social and governance (ESG) management, which have become increasingly important to our ability to succeed. In response to the enhanced focus on and impact of ESG issues, we took steps last year to establish greater oversight and accountability and implement a dedicated strategy to help ensure we are best positioned to compete. In addition, we continued to increase transparency by providing our stakeholders with meaningful information about our ESG efforts. Specifically, we:

- Enhanced our board of directors' existing governance by assigning specific ESG oversight to each of our board committees. For example, our Special Committee on Equity & Inclusion

has oversight of social justice and economic empowerment efforts, and our Audit Committee oversees PNC's environmental and social disclosures.

- **Formalized a strategy to finance the transition to a low-carbon economy.** Our "4+1" Climate Action Strategy allows us to set concrete, incremental goals around PNC's core competencies while taking future considerations into account. The strategy includes engaging our employees, collaborating for long-term solutions, understanding and supporting our customers' transition plans, and executing on ambitious operational sustainability goals. We're beginning work on the fifth goal: aligning our portfolio with the emissions reduction goals of the Paris Agreement.

This approach allows us to focus on remaining responsive to future regulatory guidance and competing demands from governments, investors and activists; evolving best practices on incorporating climate into our enterprise risk management framework; and assessing the carbon intensity of our portfolio in decision-useful ways.

- **Released our first Task Force for Climate-related Financial Disclosures (TCFD) Report,** which looks at PNC's climate risk management strategy across four categories — governance, strategy, risk management, and metrics and targets — to give investors informative and actionable information on how we're managing climate risk and opportunity as the world transitions to a low-carbon economy.

At the same time that we are enhancing our governance and supporting the transition to a low-carbon economy, we are supporting our customers through innovative products and services, investing in our communities and doing right by our employees.

SUPPORTING OUR CUSTOMERS

In 2021, we introduced Low Cash Mode®, built on patent-pending technology, which helps our Virtual Wallet® customers avoid overdraft fees through unprecedented account transparency and control. With this tool, customers have the power to prioritize by determining when certain payments are processed that might otherwise result in overdrafts. The features of Low Cash Mode have reduced customer overdraft fees and related complaints by nearly half.

In addition to giving customers the ability to manage overdrafts through Low Cash Mode, we offer two Bank On-certified products, PNC Foundation Checking and PNC SmartAccess® Prepaid Visa® Card, that allow customers to avoid overdrafts altogether. These products reflect our commitment to helping our customers stay in the mainstream banking system by reducing the likelihood of an overdraft-related account closure.

As we deliver our differentiated product set across our expanded footprint, we remain committed to protecting our customers' data. In 2021, we invested millions of dollars in support of our top security and privacy-related objectives, including adopting and complying with new and updated privacy laws and supporting customer privacy throughout the integration of BBVA USA.

SUPPORTING OUR COMMUNITIES

Among the company's greatest achievements last year was the announcement of our Community Benefits Plan, which will provide at least \$88 billion in loans, investments and other financial support to benefit low- and moderate-income individuals and communities, as well as people and communities of color, over a four-year period. The plan builds on, incorporates and expands the pledges and plans previously announced by PNC and BBVA USA to help meet community needs, advance economic empowerment and challenge systemic racism. It was developed in consultation with BBVA USA and was informed by numerous listening sessions that PNC held with community organizations, including the National Community Reinvestment Coalition.

With an emphasis on economic empowerment, PNC's Community Benefits Plan will expand support for homeownership, neighborhood revitalization and affordable housing, and create better conduits for minority entrepreneurs to more easily gain access to credit.

In addition, we continued to invest in early childhood education through [PNC Grow Up Great](#)®, a \$500 million, multi-year, bilingual initiative that began in 2004 to help prepare children from birth through age 5 for success. In 2021, the PNC Foundation partnered with Sesame Workshop to help address racial justice through a \$6.2 million four-year initiative that provides children with the foundation for kindness, fairness and respect. We believe that education is a powerful means for economic and social mobility, and that children who participate in high-quality preschool are far more likely to achieve greater success in school and in life. With a combination of philanthropic support, resources for caregivers and educators, and advocacy for better access to high-quality early education, PNC Grow Up Great has reached more than 8 million children and their families.

SUPPORTING OUR EMPLOYEES

While we pride ourselves on being an employer of choice, there's been a massive change in how we work and what employees are looking for. We're not immune to the Great Resignation, and we're taking steps to respond. We're committed to recruiting our employees every day. We're focused on developing and advancing our talent and continuing to create the kind of culture where people want to grow their careers. One of the biggest changes we've experienced is how and where our employees work. While many of our employees continue to work onsite due to the nature of their roles, others are remote or coming into the office occasionally. As attracting and retaining highly engaged employees is critical to our continued growth, we are committed to listening to our employees and taking steps to address their needs.

Another change that makes us stronger is the increase of PNC's minimum pay rate to \$18 per hour for our employees, more than double the



federal rate. This represents a 20 percent increase from the bank's previous \$15 minimum rate.

Doing right by our employees also means fostering a workplace where all of our approximately 60,000 employees feel welcomed, valued and respected — a place where they can make meaningful contributions to the company's success and thrive both personally and professionally. A diverse and inclusive workforce gives us a competitive advantage by introducing us to new skills and ideas while also bringing us closer to the communities we serve. In 2021, we introduced new programs and initiatives to advance our diversity and inclusion (D&I) commitment, including additional paid time off for cultural observances and expanded D&I resources for managers and employees. These and other efforts have contributed to our frequent recognition as a top employer for women, veterans, people with disabilities and the LGBTQ community. As I write this letter, 2022 is presenting us with new challenges, new opportunities and a new sense of optimism for the impact we can create for everyone we serve. As always, I welcome your feedback on our progress and how we can continue to look out for the best interests of our customers, communities, employees and shareholders.

Bill Demchak

WILLIAM S. DEMCHAK

PNC Chairman, President and Chief Executive Officer

A MESSAGE FROM OUR CCRO TO OUR STAKEHOLDERS

It's often said that change is the only constant, and right now, it feels as though the pace of change is rapidly accelerating.

As a business, we respond to change by evolving and adapting while building flexible plans for the future, and we do so with a renewed sense of optimism. That's because throughout the uncertainty of the past few years, one constant has been the strength, resilience and spirit of PNC. Through this, I'm shown yet again that what makes us different makes us stronger.

One of the differences I'm most proud of is PNC's approach to relationships with our customers, communities, employees and shareholders. We have the size to rival the country's largest global banks, but we're deeply rooted in the communities throughout our 54 markets. We are now present from coast to coast, yet we remain your Main Street Bank. And this commitment will remain, no matter how large we become.

With the integration of BBVA USA in 2021, we expanded our presence across U.S. markets, and we want to be the best partner we can be to our new communities and customers. With that in mind, we held 10 virtual listening sessions to learn what our stakeholders expect from a large bank that wants to be part of their community. They talked, we listened and we committed. In fact, our CEO, Bill Demchak, attended several of these listening sessions to let stakeholders know that PNC means business — and we will live up to our commitments.

Through those listening sessions, we developed our \$88 billion Community Benefits Plan, which will benefit low- and moderate-income (LMI)

people and neighborhoods, as well as people and communities of color, over a four-year period. Kicking off in January 2022, the plan encompasses our previously announced commitment to challenge systemic racism and expands that pledge to more than \$1.5 billion.

The Community Benefits Plan largely comes to life through our Community Development Banking group, whose work supports wealth creation within historically underserved communities through financial education, access to home mortgages and credit, workforce development initiatives, and neighborhood revitalization. Our Community Development Banking team is now led by Rey Ocañas. Rey builds on the successes of his predecessor, Cathy Niederberger, who for more than 13 years led initiatives that helped boost quality of life in LMI neighborhoods across our markets.

Through PNC Grow Up Great, we continue to emphasize the importance of high-quality early learning opportunities, particularly for children in LMI communities. In 2021, more than \$15 million in PNC Foundation grants focused on early childhood education, which is more vital than ever as studies show that learning disruptions and school closures disproportionately impact disadvantaged children. As part of this commitment, PNC Grow Up Great funded research to provide early childhood education administrators, experts, families and government officials with insights into opportunities to shape policies and tailor resources to address challenges brought on by pandemic-related learning loss.

In addition to its effect on children and learning, the economic challenges caused by the pandemic continue to highlight the deep, systemic financial and health inequities that disproportionately affect communities of color. We are making progress toward our \$1 billion commitment, first announced

in 2020, to combat systemic racism by promoting social justice and supporting the economic empowerment of Black Americans and LMI communities. Included in this commitment is an additional \$50 million in philanthropic support for racial and social justice focusing on entrepreneurship, economic empowerment and education.

In 2021, as part of our racial and social justice support, we committed \$35 million in grants to support programs in communities nationwide. Approximately \$20 million of this was committed to the work of historically black colleges and universities (HBCUs), including our \$16.8 million grant to establish the Howard University and PNC National Center for Entrepreneurship. Aimed at building resources and support for Black business owners across the country, the Center will support expanded opportunities for Black entrepreneurship with enhanced educational, leadership, and capacity-building resources and programs nationwide.

Looking inward, PNC is also making progress on our workforce diversity and inclusion (D&I) efforts. We've embedded additional accountability measures and feedback channels throughout all levels of our organization. In 2021, we began the "Act" phase of our Listen, Learn, Act program, which was developed at the suggestion of members of our Black Leaders Forum. The Act phase focuses on three pillars — build acumen, challenge norms and seek transparency — to develop inclusive behaviors across all levels of our organization. We launched initiatives to encourage employees to demonstrate these pillars, including a podcast and several training programs.

We welcomed Gina Coleman as PNC's chief diversity officer. Succeeding Marsha Jones, whose leadership over the past decade has been invaluable, Gina will help to develop strategies that allow us to build and sustain a talented, diverse workforce.

We are also raising our ambitions and efforts in the area of climate change. We strive to be good

stewards of the environment, not only because it is the right thing to do but because it is essential to supporting a high quality of life for our employees, customers and communities. In 2021, we published our first Task Force on Climate-related Financial Disclosures (TCFD) Report, which describes PNC's climate change strategy. We also committed to measuring and disclosing financed emissions by joining the Partnership for Carbon Accounting Financials (PCAF), and we committed to mobilizing \$20 billion in environmental finance.

In recent months, PNC formalized our "4+1" Climate Action Strategy for financing the transition to the low-carbon economy. We're already making progress in the four priority areas: engaging our employees, collaborating for long-term solutions, understanding and supporting our customers' transition plans, and executing on ambitious operational sustainability goals. We're also beginning the work necessary to execute on the fifth area: aligning our portfolio with the emissions reduction goals of the Paris Agreement. Our approach will be iterative and flexible, with specific, quantifiable goals set in three- to five-year increments. We recognize that we still have much to do and remain focused on evolving our strategy to respond to environmental challenges, allowing for necessary course corrections for developments in the regulatory, political and technological arenas as we go.

I am proud of our efforts from the last year and excited to find new opportunities to create a positive, lasting impact for our customers, communities, employees and shareholders.

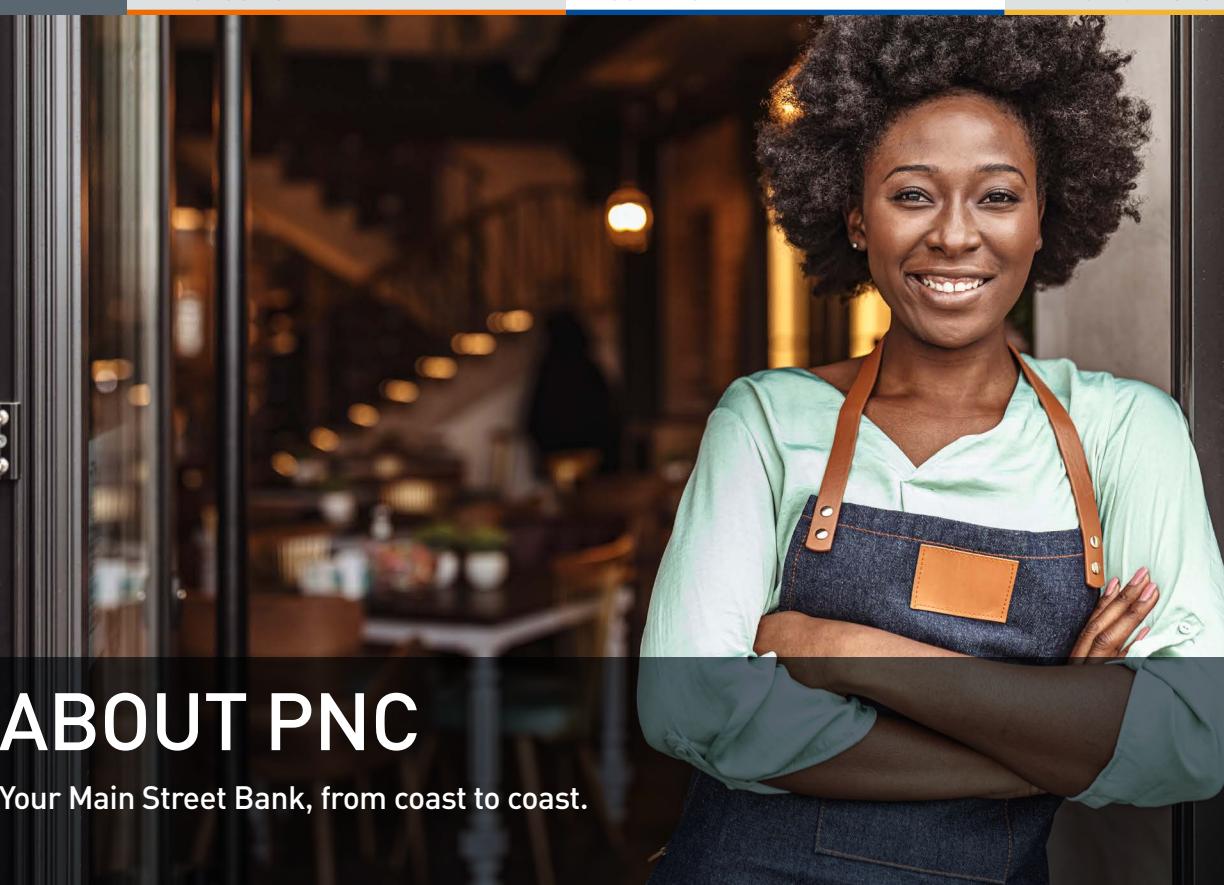
RICHARD K. BYNUM
Chief Corporate Responsibility Officer



The Community Benefits Plan largely comes to life through our Community Development Banking group, whose work supports wealth creation within historically underserved communities through financial education, access to home mortgages and credit, workforce development initiatives, and neighborhood revitalization.

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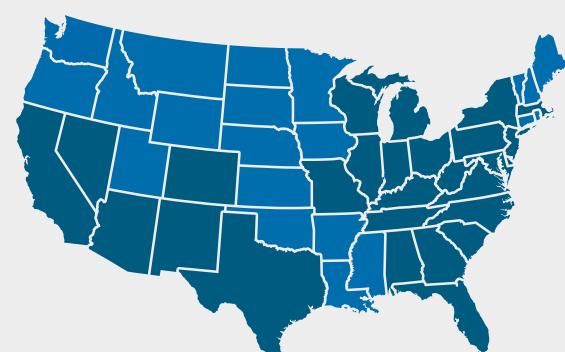


ABOUT PNC

Your Main Street Bank, from coast to coast.

PNC IS NOW A COAST-TO-COAST FRANCHISE

With the completion of the BBVA USA acquisition and integration, PNC now has a coast-to-coast franchise serving an additional 2.6 million customers, employing 9,000 additional individuals and over 600 branches across the 30 largest markets in the U.S.



National: Asset Management, Corporate & Institutional Banking, and Retail Digital Presence (includes AK, HI)

Regional: Asset Management, Corporate & Institutional Banking, and Retail Bank Branch Presence

Strategic international offices:

- Canada
- United Kingdom
- Germany
- China

OUR COMPANY

For 170 years, PNC has been committed to providing our clients with great service and powerful financial expertise to help them meet their financial goals. We are proud of our long-standing history of supporting our stakeholders.

OUR PROFILE

The PNC Financial Services Group, Inc. (NYSE: PNC) is one of the largest diversified financial services institutions in the United States, with assets of \$557.2 billion as of Dec. 31, 2021. PNC is a coast-to-coast franchise with an extensive retail branch network and a presence in all of the country's 30 largest markets. Across the country and through four strategic international offices, PNC provides retail banking, including residential mortgage, corporate and institutional banking, and asset management. As a National Main Street Bank, PNC is committed to delivering on each of its strategic priorities while looking out for the best interests of all its key stakeholders, including its customers, communities, employees and shareholders.

At PNC, we manage our company for the long term. We are focused on the fundamentals of growing customers, loans, deposits and revenue, and improving profitability, while investing for the future and managing risk, expenses and capital. We continue to invest in our products, markets and brand, and we embrace our commitments to our stakeholders. We create value over the long term through our strategic priorities:

1. Expanding our leading banking franchise to new markets and digital platforms
2. Deepening customer relationships by delivering a superior banking experience and financial solutions
3. Leveraging technology to innovate and enhance products, services, security and processes

ECONOMIC PROFILE

*Economic Value Distributed Amount
(in millions for year ended December 31, 2021)*

Revenues	\$19,211
Operating Costs*	\$4,685
Employee Wages & Benefits	\$7,141
Payments to Providers of Capital	\$2,650
Government Payments	\$1,085
Charitable Giving	\$98

*Operating costs are calculated in accordance with Global Reporting Initiative (GRI) Standards.

OUR COMMITMENT TO CORPORATE RESPONSIBILITY

We are committed to our shareholders, customers, communities and employees because it's right for our company, our people and our world. And our commitment to that belief has never been stronger.

We remain focused on delivering for our stakeholders by making progress toward several goals and targets, including, but not limited to:

- Mobilize \$88 billion in loans, investments and other financial support to benefit LMI individuals and communities
- Mobilize \$1.5 billion to support the economic empowerment of Black Americans and LMI communities
- Maintain or improve racial/ethnic diversity of our board of directors year-over-year
- Maintain at least 30 percent women on board of directors
- Mobilize \$20 billion in environmental finance over five years, starting January 2021
- Maintain year-over-year increase in responsible investing assets under management (AUM)
- Ensure that 100 percent of employees will complete annual ethics training
- Reduce carbon emissions and energy use by 75 percent by 2035 compared to a 2009 baseline
- Reduce water use by 50 percent by 2035 compared to a 2012 baseline
- Achieve 100 percent renewable purchased electricity by 2025
- Ensure that at least 50 percent of new hires to PNC's early career development program are made up of diverse candidates
- Commit \$500 million in charitable support, including sponsorships and grants, over a four-year period beginning January 1, 2022
- Maintain an "Outstanding" Community Reinvestment Act (CRA) rating as we have consistently done following the creation of CRA in 1977
- Increase spending with diverse suppliers by at least 20 percent by the end of 2025

For more information about our progress against these goals and targets, please visit our [ESG Scorecard](#).



PNC has a set of values that drive our behavior and reflect our priorities. We hold all employees and managers accountable for demonstrating our values with customers and with one another. Upholding our values is critical to our success — and that of our customers and the communities we serve.

CUSTOMER FOCUS: We offer products, services and experiences that fulfill our customers' financial needs and goals in a clear and transparent way, while delivering on the commitments we make to them.

DIVERSITY & INCLUSION: We value our differences and work together to create a diverse and inclusive workplace where everyone can contribute to the success of our company.

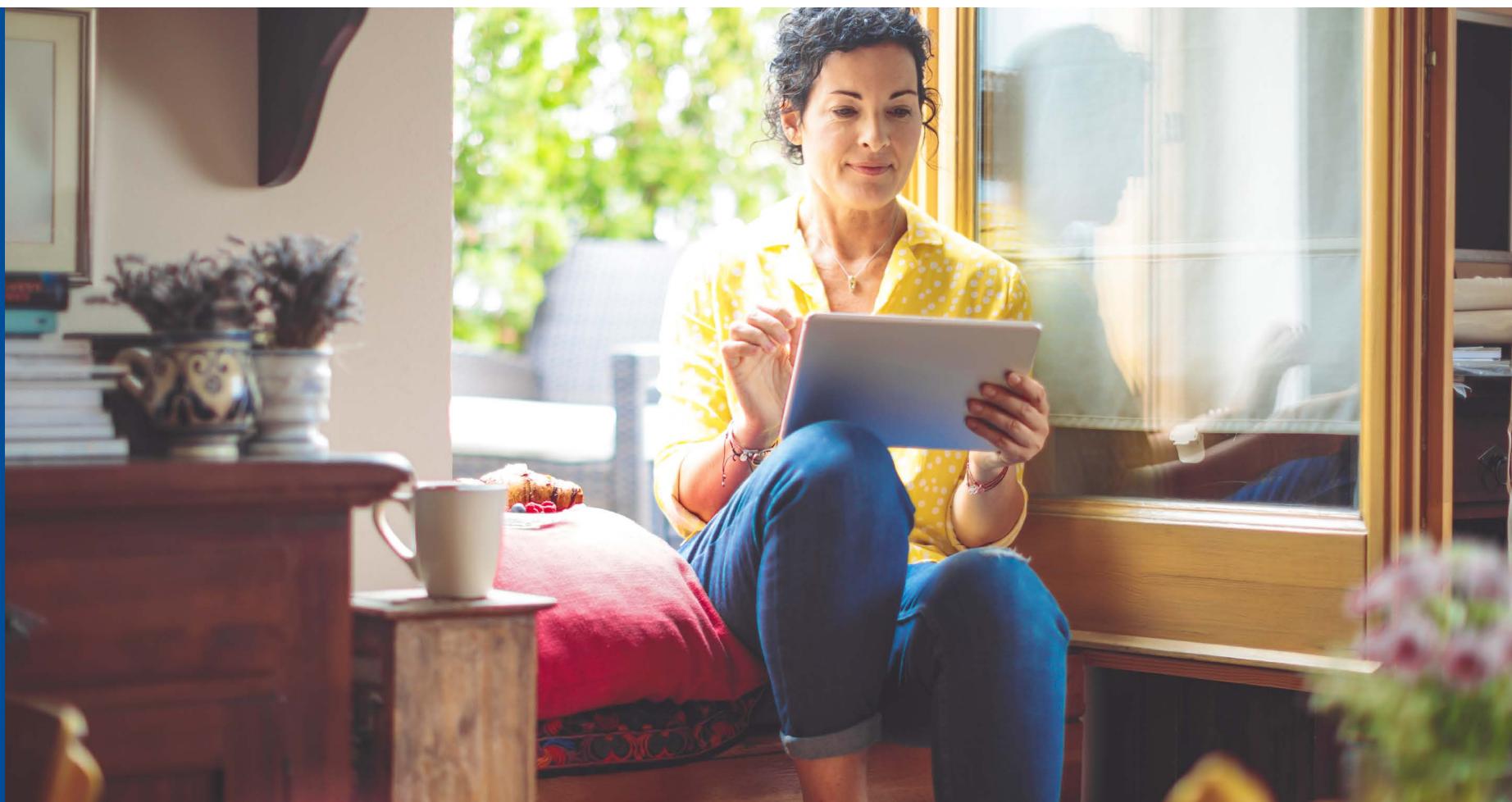
INTEGRITY: We are honest, do the right thing, conduct business with the highest ethical standards and enable our colleagues to raise concerns.

PERFORMANCE: We expect excellence in all that we do.

QUALITY OF LIFE: We promote the personal, physical and financial well-being of our employees, customers and communities.

RESPECT: We trust the capabilities, character and judgment of our colleagues and treat each other with respect.

TEAMWORK: We work together to achieve our goals and celebrate our successes.



OUR PRIORITY TOPICS

PNC manages a variety of environmental, social and governance (ESG) topics across our business and operations. To assess and identify new or emerging ESG issues that could impact or be impacted by our company, we engage with the broad range of our stakeholders, including customers, employees, members of the communities we serve and shareholders. Through these interactions, we gain insight into their needs and perspectives while we share information about our company's strategy, practices and performance.

For more information about how we engage with our stakeholders, see the [Stakeholder Engagement](#) section of this report.

PRIORITY TOPICS

In 2021, we conducted our third priority issues analysis to ensure that our priority issues reflect rapidly evolving environmental, social and governance considerations, and stakeholder interests. Through this process, we identified several issues of greatest interest to our stakeholders and where we believe we have the greatest opportunity to impact through our ongoing business activities. These issues include:

- **Information Security:** PNC's approach to cybersecurity; employee training on information security; information security infrastructure; and emerging threat detection
- **Diversity and Inclusion:** PNC's executive and workforce diversity strategies to cultivate an inclusive culture; supplier diversity; diversity in the talent pipeline; and pay and promotion equity
- **Talent Management and Engagement:** PNC's management of employee-related topics, including opportunities for learning and development; recruitment and retention; employee turnover and satisfaction, compensation and benefits; and company culture
- **ESG Risk Management:** PNC's management to integrate environmental, human rights and other reputational risk assessments in lending and credit analysis; [environmental and social risk management \(ESRM\)](#) and analysis, including climate change scenario planning, and stakeholder engagement on ESG issues management
- **Customer Privacy:** PNC's approach to customer and business partner data use, protection, and privacy; fraud prevention and authentication; employee training on data privacy and

protection; and compliance with data protection and privacy laws

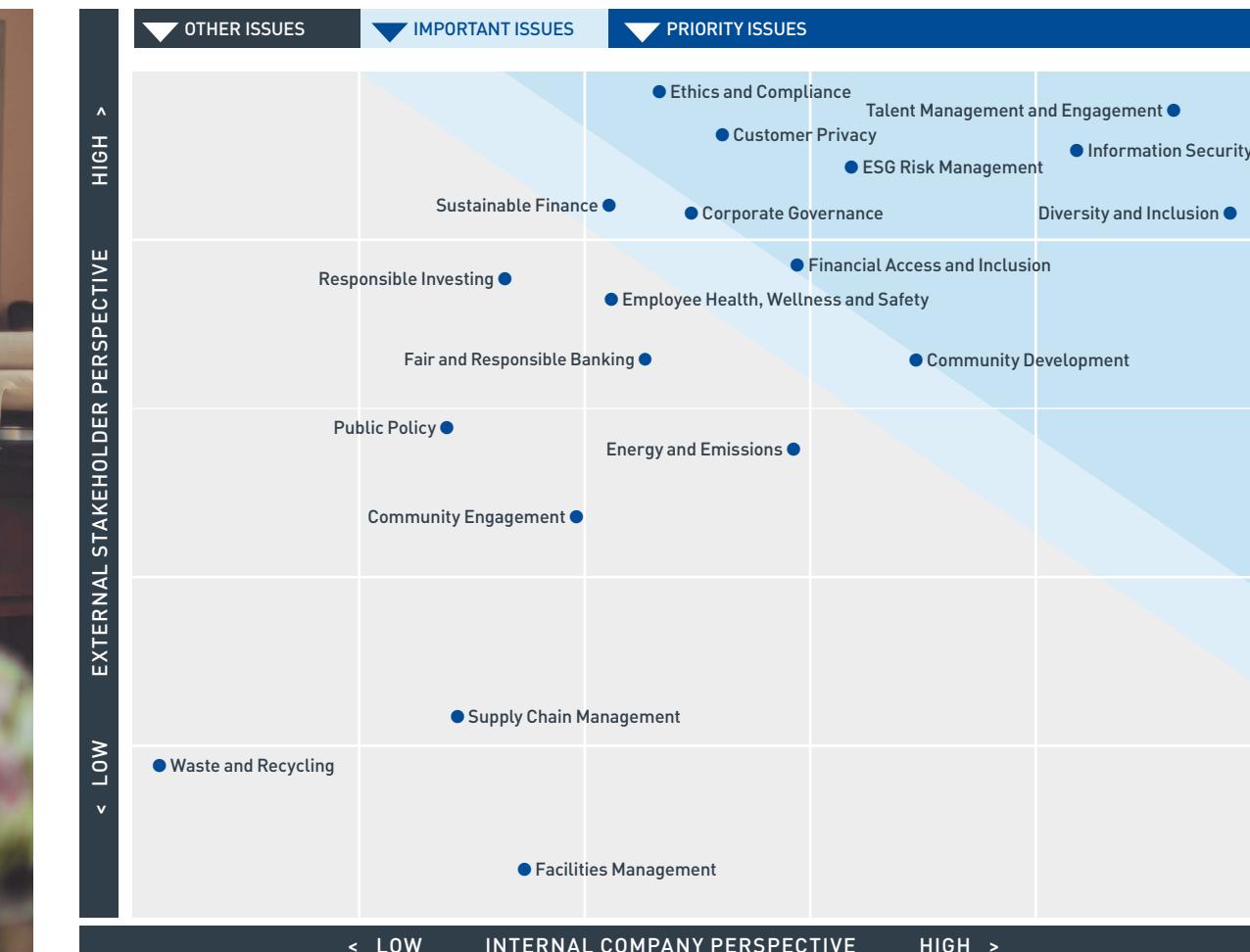
- **Ethics and Compliance:** PNC's anti-bribery and anti-corruption policies; compliance with banking rules and regulations; employee ethics training and awareness; ethical standards, grievances and whistleblowing mechanisms; and Code of Business Conduct and Ethics
- **Financial Access and Inclusion:** PNC's programs or policies that cover access to financial products; financial education and literacy initiatives; financial well-being; diverse customers; and the expansion of financial access to a broader customer base

OUR PROGRESS

At PNC, we are proud of our progress — but we are also aware that the road ahead of us remains long. We are committed to continuously improving our practices to ensure that we are doing the right thing for our stakeholders and the world.

We measure our progress against our organization-wide objectives and the [United Nations Sustainable Development Goals \(SDGs\)](#), a global framework for organizations from all sectors to contribute to a more inclusive and sustainable society.

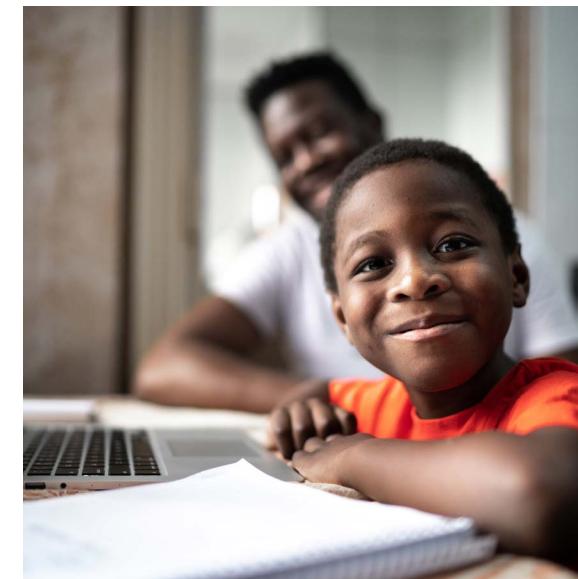
To see our progress, visit our [ESG Scorecard](#).



2021 CR HIGHLIGHTS

36%
of our independent
board directors are women*

29%
of PNC's independent board
directors are people of color*



\$98M
in philanthropic giving



\$9B
of \$20B environmental
finance pledge committed

\$3.9B
in responsible investing assets
under management (AUM)

3,659
bankers certified as
Women's Business Advocates

\$88B
Community Benefits Plan
announced

51K
financial education participants

50%
reduction in overdraft fees and
related complaints

3.8M
total employee training hours

RECOGNITION OF OUR EFFORTS

Outstanding CRA Rating
Since Law Enacted in 1977

JUST 100:
America's Most Just Companies,
JUST Capital

100% Score
on Disability Equality Index® (DEI®)
Best Places to Work™

Top 50 Employers,
Equal Opportunity Magazine

Top 50 Employers,
CAREERS & the disABLED Magazine

Best Places to Work for LGBTQ+
Equality, Human Rights Campaign

Top LGBTQ+ Friendly, Black EOE Journal

Best of the Best
Top Veteran-Friendly Companies,
U.S. Veterans Magazine

Top Veteran-Friendly Supplier Diversity
Programs, U.S. Veterans Magazine

Best Companies for Multicultural
Women, Seramount

Gender-Equality Index, Bloomberg

50 Out Front: Best Places to Work for
Women & Diverse Managers, Diversity
MBA Magazine

MANAGING RESPONSIBLY

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MANAGING RESPONSIBLY

We are committed to managing our business with integrity, transparency and accountability.

CORPORATE GOVERNANCE

At PNC, securing the trust of our stakeholders is the centerpiece of our success. Trust begins with good governance.

Our business is managed under the oversight of our board of directors. As of the date of this report's publication, our board has 14 directors, five of whom are women, and four of whom are people of color.

Our board has adopted [Corporate Governance Guidelines](#), which address items such as the qualifications and responsibilities of our directors and director candidates and corporate governance policies and standards applicable to PNC.

Our board currently has five standing committees. Four of these [committees](#) — Audit, Nominating and Governance, Human Resources, and Risk — meet on a regular basis. The Executive Committee meets as needed and may act on behalf of the board between board meetings. In addition, the board has a Technology Committee, a Special Committee on Equity & Inclusion and a Compliance Subcommittee of the Risk Committee.

Each committee and subcommittee of the board, other than the Executive Committee, performs an annual self-evaluation to determine whether it is functioning effectively and fulfilling its charter duties.

CORPORATE RESPONSIBILITY OVERSIGHT AND LEADERSHIP

The [board of directors](#) remains deeply committed to PNC's ESG efforts and believes that PNC's ability to effectively manage such issues, including supporting the transition to a low-carbon economy, is increasingly critical to our ability to compete.

While the full board continues to have ultimate oversight of PNC's strategy, including the risks and opportunities related to ESG matters, we recently enhanced our governance by assigning specific oversight responsibility for elements of PNC's ESG efforts to each of our board committees. For example, the board's Risk Committee has explicit oversight of climate-related risks, our Special Committee on Equity & Inclusion has oversight of social justice and economic empowerment efforts and provides governance and oversight

PNC ESG GOVERNANCE STRUCTURE

PNC BOARD OF DIRECTORS

(oversight of ESG strategy and ESG risks and opportunities)

CEO AND EXECUTIVE COMMITTEE

(day-to-day oversight of ESG strategy and ESG risks and opportunities)

CORPORATE RESPONSIBILITY GROUP

Development and implementation of the ESG strategy, including climate action

ENTERPRISE RISK MANAGEMENT COMMITTEE

Oversight of ESG risk management process, including climate risk

ESG EXECUTIVE STEERING GROUP

(goals, targets, disclosures and policies)

ESG

- [COMMUNITY AFFAIRS >](#)
- [CDB >](#)
- [DIVERSITY & INCLUSION >](#)
- [OPERATIONS & RISK >](#)
- [DATA & ANALYTICS >](#)

CROSS-FUNCTIONAL ESG WORKING GROUPS

- IRM Climate Risk Working Groups*
- Sustainable Finance Working Group
- HR Working Group
- Reputational Risk Working Group

FREQUENT COLLABORATORS

- Corporate Communications
- Debt Capital Markets
- Enterprise Risk Management
- Credit Portfolio Management
- Realty Services
- Legal
- Diversified Industries Group

*Indicates intersection of and collaboration between lines of defense.

ESG OVERSIGHT AT THE BOARD LEVEL

PNC BOARD OF DIRECTORS

Ultimate oversight of PNC's strategy, including the risks and opportunities flowing from E, S and G matters.

Risk Committee

Audit Committee

Nominating & Governance Committee

ESG Risk Oversight (E) (S) (G)

Risk flowing from E, S and G matters, including climate-related risk

E&S Disclosures (E) (S)

Internal controls
Processes
Frameworks / Standards
Third-party assurance
Political Spending (G)

Shareholders (G)

Shareholder engagement on ESG matters
Board (G)
Composition diversity

Human Resources Committee

Special Committee on E&I

Technology Committee

Executives (G)

Compensation, perks, metrics
Employee & Human Capital (S)
Compensation, benefits
Treatment and engagement
Well-being
Diversity & inclusion

Products & Services (S)

Economic empowerment of blacks and LMI communities
Fair access
Employees (S)
Diversity & inclusion
Advocacy (S)
D&I-related lobbying
Partnerships / memberships
Public stance on social justice

Privacy & Data Security (S)

Compliance Subcommittee

Compliance with Non-Disclosure-Related ESG Regulations

of our [Community Benefits Plan](#), and our Audit Committee oversees PNC's environmental and social disclosures.

With oversight from the board, our [chief corporate responsibility officer](#) (CCRO) executed a strategy to realign PNC's Diversity and Inclusion, Community Development Banking, Community Affairs and ESG teams to form a single Corporate Responsibility (CR) Group.

In addition, PNC's ESG Executive Steering Group comprises leaders from across our organization.

These representatives from different lines of business support the company's ongoing commitment to making progress in our ESG strategy, programs, practices and disclosure.

Our ESG team, a subset of PNC's CR Group, is responsible for driving and communicating ESG progress. The team added two new members in 2021 and plans to continue growing in 2022.

CREATING VALUE FOR SHAREHOLDERS

Our goal is to return value to our shareholders in ways that inspire confidence in our governance, business strategy and day-to-day operations. We manage ESG risk actively at both the transaction and the portfolio levels. We also demonstrate transparency around climate risk and work to ensure that our board of directors has the diversity, knowledge and experience to provide effective guidance and oversight in rapidly changing times.

A few ways we created value for our shareholders:

- **Strengthened communities:** In April 2021, PNC announced a Community Benefits Plan with \$88 billion in loans, investments and other financial support to bolster economic opportunity for low- and moderate-income (LMI) individuals and communities, people and communities of color, and other underserved individuals and communities over a four-year period beginning Jan. 1, 2022.
- **Issued our first social bond:** Our first social bond was complementary to our Community Benefits Plan. The \$700 million in proceeds will be used



ETHICS AND COMPLIANCE

In today's competitive environment, we rely on the vision and principles outlined in our [Code of Business Conduct and Ethics \(Code\)](#) to guide our actions. Adhering to our Code, complying with laws and regulations, and supporting fundamental human rights give us a true compass and a strong foundation for the way we conduct business. We meet the needs of our stakeholders by operating in accordance with our values — ethically, responsibly and sustainably.

As a condition of employment, all PNC employees are required to complete annual training on ethics-related topics included in PNC's Code. In addition, every employee's performance review includes a risk management goal that ensures employees are focused on and accountable for the ethical implications of their work. To promote accessibility to our ethical standards, we translated the Code into Spanish for our stakeholders.

Annually, we evaluate the effectiveness of our ethics program through an employee survey and by assessing the types of ethical concerns that our employees raise and the resolution of those concerns.

The scope of the ESG topics included is not comprehensive.

CYBERFEST

PNC recognizes the vital role that education plays in our security program. In 2021, we hosted Cyberfest, an internal event to emphasize the importance of having a strong cyber defense. These events, held throughout October, educated employees and customers on the latest security trends and provided advice. Through a mix of educational and fun activities to increase awareness of cybersecurity, we helped employees understand the role we all play in keeping PNC's data and personal information safe. Attendees participated in practical conversations such as how to combat the exponential increase in ransomware events.



Required cybersecurity training gives every PNC employee the tools to assess risks.

INFORMATION SECURITY

At PNC, we have a responsibility to ensure the reliability, safety and security of our products and services. We proactively monitor, assess and respond to risks and identify ways to constantly improve our information security preparedness.

SECURITY POLICIES AND PRACTICES

Our **security** policies and standards provide the foundation of our information security program, which is focused on protecting the confidentiality, integrity and availability of the company's infrastructure, resources and information.

Through these policies and standards, we inform our employees about their responsibilities to protect customer and client information and the security of our systems.

Our Converged Model

The strength of our information security program is rooted in our converged model, which in 2019 brought together cyber, fraud and physical security to centrally manage resources, create an end-to-end view of risks and build synergies to prevent, detect and respond to threats in an integrated manner. In 2021, we brought Technology Infrastructure, Data Management and Risk together to create even greater synergy. Enterprise Technology and Security (ET&S) is managed through a three-pillar system:

- **Policy and Control:** focuses on strategy and investment, architecture, risks and controls, irrespective of the initiative or risk domain
- **Execution and Operations:** focuses on incident and event management, ensuring that the way we respond to and recover from incidents — in either technology, cyber, physical or fraud — is done in a consistent and structured manner.
- **Business Management:** focuses on our business partners, ensuring that we maintain and improve our engagement, communicate effectively and openly, share and receive feedback, and close the “customer loop.” Our intention is to run

Enterprise Technology & Security (ET&S) like any other bottom-line business.

To keep PNC employees up to date on the latest information security practices, we manage regular awareness campaigns such as National Cybersecurity Awareness month, newsletters, case studies and our annual enterprise technology and security report. PNC employees are required to participate in mandatory information security training and regular phishing exercises, with additional training based on outcomes.

Internally, we strive to keep our customers' information as safe as possible with our three lines of defense. All employees are the first line of defense. Required cybersecurity training gives every PNC employee the tools to assess risks. Second, the Independent Technology Risk Management (ITRM) team, which sits outside of ET&S, provides an impartial, external view against the way in which ET&S manages risk, focusing on three of our most prominent risk domains — information security, technology and business continuity. Finally, our Internal Audit (IA) group serves as our third line of defense, providing an independent review and audit of business continuity activities.

Further, to ensure effectiveness, PNC's information security function undergoes an external audit once every three years and an internal audit once annually. The results are reported directly to the board of directors.

We recognize that PNC is one company in the larger global financial system, and we take seriously our role in its security. As such, PNC's information security leaders are also actively involved in industry community forums in which financial institutions share threat intelligence and discuss emerging trends, risks and opportunities.

Information about PNC's privacy protection efforts is available in the “[Our Customers](#)” section of this report on page 15.



SUPPLIER MANAGEMENT AND ENGAGEMENT

Just as we expect our employees to uphold our corporate values, we encourage those who provide us with goods and services to follow similar practices and guidelines. Our [Supplier Code of Conduct](#) covers four key areas: ethical business practices, human rights in the workplace, environmental stewardship and community investments.

SUPPLIER DIVERSITY

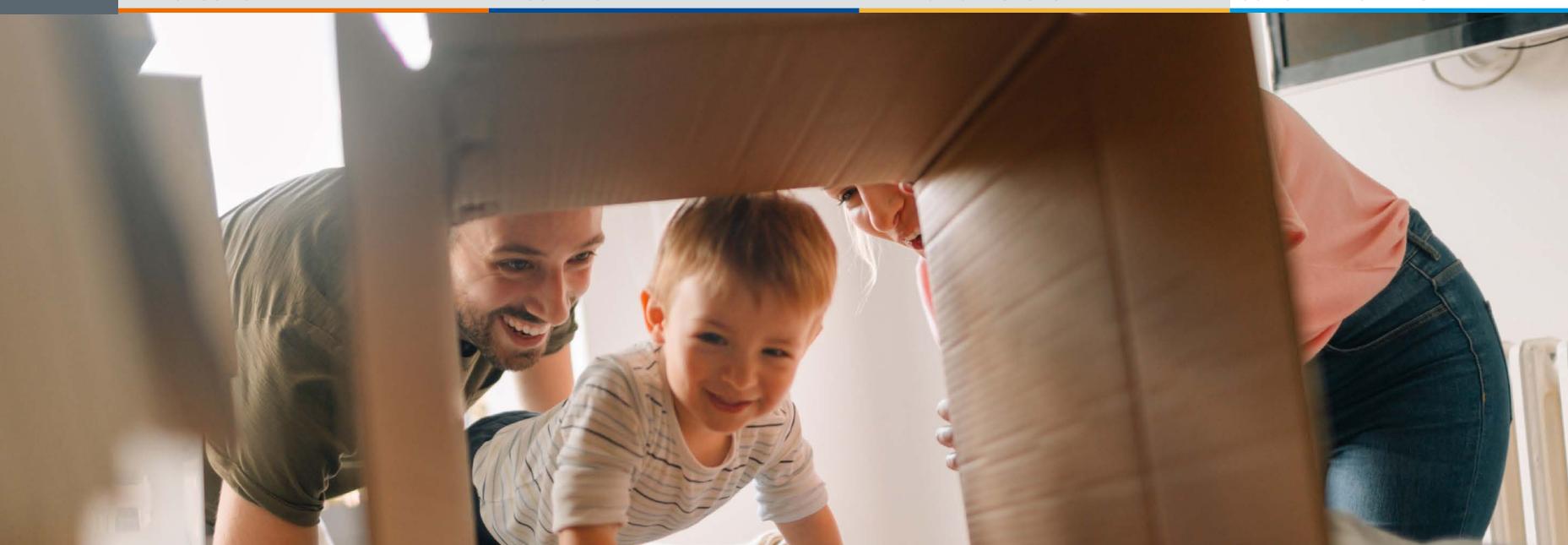
Our company's commitment to an inclusive culture is reflected in our supplier relationships. In alignment with our Community Benefits Plan, PNC set new targets to increase the diversity of the company's suppliers. By 2025 we aim to increase spending with diverse suppliers by at least 20 percent.

DELIVERING FOR OUR STAKEHOLDERS

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DELIVERING FOR OUR STAKEHOLDERS

We are committed to delivering long-term value to our shareholders while looking out for the interest of stakeholders, from our customers to our employees, to the communities we serve.

OUR CUSTOMERS

As a Main Street Bank, we recognize that our success is directly proportional to the success of those we serve. To that end, we are committed to leveraging the power of our resources to help all move forward financially.

By deepening relationships with our diverse customers and markets, we identify and navigate new marketplace opportunities and improve the customer experience. We are committed to delivering solutions and services to ensure that we meet our customers' needs at every stage of life.

We are laser-focused on giving customers control, saving them time and money while continuously evolving with and responding to the ever-changing expectations for privacy and trust. Establishing and maintaining trust is paramount to building relationships with customers and clients. In 2021, our technology team conducted a series of focus groups to better understand how customers are looking to their bank to build trust. The results helped us understand how customers want their financial institution to interact with them.

PROMOTING FINANCIAL ACCESS

We believe that simple steps toward financial well-being today can make all the difference in one's future. From our bilingual financial education workshops to the [PNC My Finance Academy](#) student banking webpage, we are focused on the financial well-being of our customers. We devote significant energy and expertise to ensure that we are delivering the most relevant insights and resources.

One resource that can greatly promote financial inclusion is our Low Cash Mode®, a digital tool built on patented technology designed to give our customers unprecedented account transparency and payment control, including the power to prioritize and schedule certain debits (checks and ACH transactions) that otherwise might result in overdrafts. The features of Low Cash Mode have reduced customer overdraft fees and related complaints by nearly half. Low Cash Mode is true to our brand, differentiates us in the market and is consistent with our commitment to helping all move forward financially.

In addition, we continue to offer banking products and services to the unbanked and underbanked population. PNC's Foundation Checking account and *SmartAccess® Prepaid Visa® Card* have been especially critical during the pandemic and for those who have struggled to access stimulus payments and unemployment benefits. Both products meet the [Bank On National Account Standards](#), which aim to ensure greater opportunity, equity and access to quality financial services for those excluded from the mainstream financial system through low costs and fees, no overdraft fees and customer-friendly features.

These products have helped PNC maintain one of the highest Net Promoter Scores (NPS) in the financial services industry, indicating strong customer satisfaction and loyalty. They also have contributed to our "Outstanding" CRA rating, which we've maintained each year since the law was enacted in 1977.

In addition, we've made tremendous progress in expanding our retail banking nationally through a focus on organic growth, including the ongoing expansion of our middle market corporate banking

business and our digital banking efforts. With the acquisition and integration of BBVA USA, PNC now has a coast-to-coast franchise across the 30 largest markets in the U.S. We are focused on expanding our community commitments to drive positive impacts for all stakeholders, particularly in our new and underserved markets.

We are currently integrating the best of our financial education efforts with the best of BBVA USA's legacy programs to create a new, expanded financial education program that will serve PNC's customers from coast to coast. In the meantime, we offer access to existing PNC programs in our new markets in both Spanish and English.

A key part of all of PNC's financial access and inclusion efforts are our 40 [Regional Diversity and Inclusion Councils](#) that identify and act on business opportunities that result from changing community demographics. These councils work closely with employees, customers, community members and suppliers to ensure that we are best serving our increasingly diverse communities.

To ensure that we are responding to the needs of our growing community, we plan to identify targets that we'll use to measure the progress of our financial access and inclusion efforts. We plan to measure our reach to low- and moderate-income (LMI) individuals, small business owners, the number of unbanked and underbanked served, and any behavior change or adoption of healthy financial habits.

ENSURING CUSTOMER PRIVACY

Our customers trust us to safeguard the privacy of their personal and financial information — a responsibility that tops our list of priorities. Our Enterprise Technology & Security (ET&S) department focuses on protecting customer data, ensuring secure access and authentication while minimizing fraud. We align our efforts around the principles of confidentiality, integrity and availability — our Security Triad.



SPOTLIGHT: SUPPORTING DIVERSE CUSTOMERS

To deliver an exceptional customer experience, we offer a variety of products and services to make banking easier, safer and more convenient for all customers.

Our new markets have more bilingual and non-English-speaking customers. PNC provides a wide range of services, such as live interpretation and translation services, bilingual employees in many retail branches and on customer service teams, and translated webpages and educational resources.

To better serve customers who have a disability, we are focused on understanding their needs, working with them to ensure that our products and services are provided in ways that meet their needs and reviewing our processes for making accommodations so we can constantly improve accessibility and usability of our website, mobile applications and branch locations.

Guided and reviewed by PNC's risk committees and the board of directors, we invest to protect against security and fraud. Investments in products, such as artificial intelligence, enhance our insights and improve our customers' experiences.

PNC follows global best practices and relevant laws for storing, transmitting and processing data by baking security into all of its products. Among others, we take measures that are central to effective security, including encryption, authentication and authorization controls, and breach reporting. PNC utilizes Data Privacy Impact Assessments at the beginning phase of new projects, system implementations or process changes to assist in identifying and mitigating privacy risks for its customers at the earliest stage possible.

These practices continued as we supported our customers' privacy throughout the BBVA USA acquisition, ensuring that customer data is protected and used in accordance with previously established privacy preferences and notices.

We constantly track the effectiveness of our privacy program by monitoring data exposures, privacy training completion rates and customer privacy-related complaints. Monitoring programs are constantly enhanced and updated with new capabilities, such as machine learning, to increase the reliability and accuracy of privacy-related data. The ongoing monitoring of metrics and complaint data allows the Privacy Office to review trends and identify areas for improvement.

In accordance with federal and state data breach laws, regulations and guidelines, we take immediate action and notify customers when a data exposure incident that could affect them occurs within the enterprise. Our priority is to protect their personal and financial information or, in the case of loss, to minimize losses. Depending on the incident, actions taken by PNC may include adding alerts to customer accounts, closing accounts, opening a new account and offering credit monitoring at no cost to the customer. Further, we notify our

regulatory agencies and engage law enforcement if warranted.

PNC's Privacy and Security Center offers our stakeholders a one-stop shop for clear and concise information about how PNC's products secure customer information while protecting individual privacy.

Our Personal Data Rights program continues to give customers control over their personal information and data, including the ability to delete their data from PNC's servers upon request.

Personal Data Rights Program

PNC's Personal Data Rights program is designed to ensure compliance with requirements in a variety of privacy laws such as the California Consumer Privacy Act, which gives customers the power to control the use of their data. For customer clarity and regulatory compliance, we are focused on improving transparency around our data privacy policies, practices and operations with annual oversight from the Risk Committee of the board.

We are committed to staying up to date and in compliance with new and updated privacy laws, such as the Virginia Consumer Data Protection and Security Act 2021 and the Colorado Privacy Act 2021, both of which include requirements related to informing customers about how their data is collected, stored and protected.

OUR COMMUNITIES

As a Main Street Bank, we believe that being a part of the community is about more than our physical location. We take pride in how we strengthen and serve our communities, as these relationships are at the heart of our business model.

SUPPORTING OUR COMMUNITIES

When our communities prosper, so does PNC. Through the PNC Foundation and charitable support through PNC Bank, we form deep partnerships with nonprofit organizations to enhance educational opportunities, with an emphasis on early childhood education, and

promote the growth of communities through economic development initiatives.

Working to Meet the Needs of Our Communities

We recognize our role as a pillar of the communities we serve, and we are actively working to meet their unique needs. Through our work in Community Development Banking, for example, PNC's community-based professionals identify opportunities for projects that respond to the needs of local communities, including LMI communities and communities of color.

In 2021, with nonprofit and community-based organizations, we were able to support more than 51,000 participants in more than 840 financial education classes focused on LMI individuals and communities. In response to the pandemic, we taught classes to help participants budget and manage their finances during unprecedented times. PNC Community Development Banking helped our nonprofit partners pivot to a virtual learning environment, and we offered more than 20 course offerings to meet the needs of their clients.

In 2021, we also provided \$78 million in flexible capital to Community Development Financial Institutions (CDFIs) to originate loans through the Small Business Administration's Paycheck Protection Program (PPP). The capital we deployed funded more than 6,500 loans to small businesses that were otherwise unable to obtain a PPP loan from a traditional lender.

DRIVING COMMUNITY BENEFITS

For many years, our commitment to D&I has helped to guide our efforts around economic empowerment, but we recognize that we must do more to help end systemic racism and drive change in the areas where we can have the greatest impact. We are committed to actively and consciously working toward equity, with kindness, compassion and — most importantly — a clear sense of responsibility.

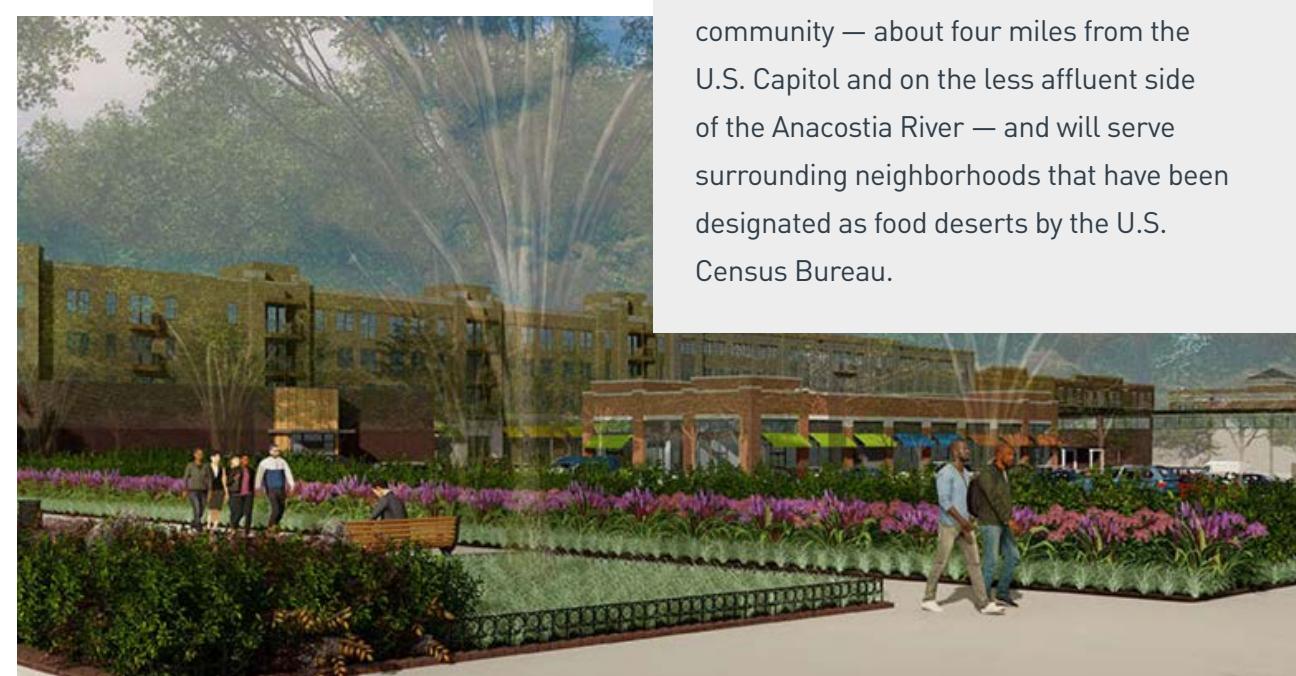
Community Benefits Plan

In 2021, PNC announced our [Community Benefits](#)

[Plan](#), an \$88 billion pledge to bolster economic opportunity from 2022 through 2025. This is part of our commitment to support local communities, including diverse and LMI communities, advancing economic empowerment and addressing systemic racism. The Plan was developed and informed by 10 virtual community listening sessions held between PNC, the National Community Reinvestment Coalition (NCRC), representatives from more than 150 NCRC member organizations from across the country, and representatives from the National Diversity Coalition, the Greenlining Coalition, the California Reinvestment Coalition, Faith and Community Empowerment, and members of their respective organizations.

Plan highlights include:

- \$1.5 billion to support the economic empowerment of Black Americans and LMI communities. The commitment includes charitable support for national and local work that will help address social justice issues and economic inequality with funding allocation led by the PNC Foundation board of directors, PNC's regional presidents and community development banking teams.



IN 2021, PNC FINANCED A

\$16.8M

NEW MARKETS TAX CREDIT
DEVELOPMENT, THE SKYLAND
TOWN CENTER.

DEVELOPING COMMUNITIES ACROSS OUR MARKETS

PNC's financing of a \$16.8 million New Markets Tax Credit development, the Skyland Town Center, is paving the way for residents in Southeast Washington, D.C., to gain better access to fresh, quality foods and eateries through a new retail development set to revitalize one of the city's most underserved areas. The Center is a multiphase retail and residential development in Washington's Ward 7 community — about four miles from the U.S. Capitol and on the less affluent side of the Anacostia River — and will serve surrounding neighborhoods that have been designated as food deserts by the U.S. Census Bureau.



\$88B

COMMUNITY BENEFITS PLAN

\$1.5B

to support the economic empowerment of Black Americans and low- and moderate-income communities

\$400M

set aside for CDFIs

\$500M

in charitable giving

20 NEW BRANCHES

25 REMOTE ATMs

10 MOBILE BANKING UNITS

20%

increase in our spending with diverse suppliers

- \$400 million set aside for CDFIs that help meet the banking and financial services needs of traditionally underserved communities
- \$500 million in charitable giving, including sponsorships and philanthropic grants
- 20 new branches in LMI communities across PNC's branch footprint, 10 mobile banking units primarily dedicated to serving LMI communities, and 25 remote ATMs in LMI communities
- 20 percent increase in spending with diverse suppliers

To help support the execution of the Plan, in 2022 we plan to form a 16-member Community Advisory Council that meets semi-annually to review and discuss PNC's progress toward the Plan's goals and objectives and emerging community needs. We will also host an annual Community Leadership Symposium to discuss broader developments affecting community development needs and how financial institutions like PNC can best address those needs.

Supporting Racial and Social Justice

In January 2022, our more than \$1 billion commitment to help support the economic empowerment of Black and LMI individuals and communities expanded to more than \$1.5 billion and was folded into PNC's \$88 billion Community Benefits Plan.

This enhanced commitment includes \$50 million in additional charitable support for national and local work to help eliminate systemic racism and promote social justice. To determine the best way to deploy the grant funds, the regional presidents and community development bankers in each market collaborate to identify specific community needs and any nonprofit organizations with which PNC could partner to maximize impact.

In 2021, the PNC Foundation committed more than \$35 million in grants across our national footprint toward this initiative to support economic empowerment, entrepreneurship and education.

We continue to promote racial and economic equity through our commitment to improving entrepreneurship for women and minorities. We believe that small businesses are the lifeblood of the U.S. economy, and the success of minority-, women- and veteran-owned businesses is critical to building a stronger, more inclusive economy.

PURSUING GENDER EQUITY

PNC has a dedicated Women's Business Development focus based on growing recognition of women as financial decision-makers and influencers. The financial control that women wield in their households, workplaces and communities is well documented, and PNC wants to support this growth through initiatives focused on gender equity.

Project 257SM

Established and launched in 2021, Project 257SM: Accelerating Women's Financial Equality will bring greater focus and a renewed sense of purpose to PNC's 20+-year commitment to supporting female financial decision-makers. PNC's Project 257 will help close the economic gender gap identified by the World Economic Forum's 2020 Global Gender Gap Report, which found that if progress toward gender equality continues at its current pace, it would take another 257 years for women to catch up to men economically. PNC is taking steps to address the main factors driving this economic gap: underrepresentation in high-growth roles and industries, pay disparities, unequal access to credit, and the disproportionate burden of unpaid responsibilities.

SheEO

To help address unequal access to credit, PNC has committed to a three-year, \$1.257 million partnership with SheEO, a nonprofit that provides zero percent loans and other support to women and nonbinary entrepreneurs. SheEO Activators contribute \$1,100/year to crowdfund a zero percent interest perpetual loan fund that helps selected entrepreneurs scale their businesses. As part of the partnership, PNC has pre-funded more than 50 PNC Activations, or one for an employee in each

market, to play a significant role in the selection, mentorship and success of SheEO Ventures.

Women's Business Advocates

Nearly 4,000 PNC-Certified Women's Business Advocates (WBAs) are also helping PNC accelerate women's financial equality. WBAs have completed proprietary training to better understand and support the challenges and opportunities facing female financial decision-makers. WBAs understand that supporting women is not about special products, rates or services. It's about creating the right networks, providing the right resources and asking the right questions. It's about listening, learning and doing our part to help accelerate women's financial equality.

SUPPORTING EARLY CHILDHOOD EDUCATION

Since 2004, PNC has supported high-quality early childhood education through PNC Grow Up Great®, a \$500 million multi-year, bilingual initiative to help prepare children from birth to age 5 for success in school and life, with a particular emphasis on helping children, families and others in diverse and LMI communities.

Through the program, PNC emphasizes the importance of high-quality early learning opportunities, which research has shown are critical to long-term achievement and a means to social and economic mobility. Through a comprehensive approach of grant funding, employee volunteerism, awareness efforts and issue advocacy, we support families, educators and community partners in providing innovative opportunities that enhance learning and development in a child's early years, setting a path for success that lasts a lifetime.

To increase awareness of PNC Grow Up Great and its free, bilingual educational resources for families and caregivers of young children, as well as early childhood education professionals in our new markets, we launched a bilingual social media campaign across parts of Texas, Colorado and Arizona.

SPOTLIGHT: ESTABLISHING THE COMMUNITY MICRO EQUITY FUND IN CHICAGO

In 2021, the PNC Foundation awarded a \$1.5 million, three-year grant to support the launch of the Community Micro Equity Fund, a new program intended to provide Black and other underserved diverse business owners and entrepreneurs of Chicago's South and West Sides with access to working capital, business education, credit repair coaching, incubation, access to co-working space, mezzanine equity and mentoring. Through the collaboration of Sunshine Enterprises, a small business development organization, and Greenwood Archer Capital, a community lender, the funding will be used to identify 200 businesses and provide grants of up to \$25,000.

"Without access to all forms of capital, this path may not be realized for certain Black and other underserved entrepreneurs. We believe equity means continued steps toward equality by giving disadvantaged people different treatment to make opportunities the same as others."

- Erica King

president of Greenwood Archer Capital

Through our alliance with [DonorsChoose](#), PNC funded all pre-K and Head Start teacher requests on the DonorsChoose platform throughout our markets. In total, PNC funded 2,011 teacher requests, impacting 972 schools and 1,344 teachers.

In addition, PNC provided nearly 60,000 employees with a \$25 DonorsChoose gift card to support a pre-K and/or Head Start classroom of their choice. Through this initiative, employees supported 5,000 pre-K and Head Start classroom requests or projects benefiting 100,000 pre-K and Head Start students.

PNC GROW UP GREAT IMPACT AT A GLANCE

Since PNC Grow Up Great began in 2004:

**8M CHILDREN AND
THEIR FAMILIES**
served by grant-funded programs
and mobile educational tours

MORE THAN 1M
employee volunteer hours
completed, supported by PNC's
policy that provides up to 40
hours of paid time off annually
for volunteerism

As of December 31, 2021



\$207M
in grants distributed to
organizations that support
early childhood education

Combating Pandemic-Related Impacts in Education

The pandemic disrupted early childhood education and significantly impacted early learning opportunities and school readiness of young children. To understand the negative impacts and identify solutions, PNC Grow Up Great funded research studies conducted by the [National Institute for Early Education Research \(NIEER\)](#) and [Sesame Workshop](#). The research included surveys and focus groups of pre-K and kindergarten parents, caregivers and educators.

The research results have been used to provide early childhood education administrators, experts, families and government officials insight into the areas of greatest impact and will continue to shape the development of policies and resources to help address challenges brought on by pandemic-related learning loss.

In addition to our support for early childhood research, we provided support for nonprofit organizations in markets across the country, including:

Houston, Texas: Through support from PNC, [Children's Museum Houston](#) is working to provide parents with resources, strategies and activities to improve family literacy, learning practices and parents' abilities to serve as their child's first teachers. The [Para los Niños](#) program, an initiative offered in English, Spanish and a bilingual format, improves learning opportunities of young children by providing parents with simple, concrete ways they can support their children's learning and development.

Fort Lauderdale, Florida: PNC awarded a grant to the [Museum of Discovery and Science](#) in Ft. Lauderdale to support [STEMobile](#), a retrofitted van bringing STEM education to 50,000 young people annually across South Florida. This "makerspace on wheels" is equipped with cutting-edge equipment that builds intuitive problem-solving skills through project-based learning challenges.

Minneapolis, Minnesota:

PNC provided a grant to [The University of Minnesota's Institute of Child Development \(ICD\)](#) and [Center for Early Education and Development \(CEED\)](#) to create six online modules to support early care and education professionals in building early math skills. These free, online modules will help build the capacity of early care and educational professionals to recognize, nurture and support early mathematical thinking. CEED is collaborating with [ServeMinnesota](#) to implement the early math modules in programs. Seventy-five to 99 percent of children participating in these programs come from low-income families.

Promoting Equity through Early Childhood Education

Through PNC Grow Up Great, we are committed to advancing equity through early childhood education and have amplified efforts to identify new and innovative ways to promote equity in collaboration with both new and existing partners.

In May 2021, the PNC Foundation announced a \$6.2 million grant to Sesame Workshop. In this next phase of our 18-year collaboration, we'll work together to build a smarter, stronger, kinder and more equitable world for all children. The grant will fund bilingual resources, including videos, digital games and activities, and printed activity books for families, plus online professional development modules for early childhood educators.

We are also working with the [National Association for the Education of Young Children \(NAEYC\)](#) to connect administrators with the resources needed to address equity within classrooms, and with [Fred Rogers Productions](#) and the [P.R.I.D.E. Program](#) at the University of Pittsburgh to support equity-focused community events that emphasize D&I for families with young children.

OUR EMPLOYEES

We place great importance on having our employees in the right roles, with the right skills, doing their best work. By focusing on the growth and development of our talented team members, we are best positioned to deliver exceptional results for our customers. And when they deliver for our customers, they deliver for our communities and our shareholders as well.

PROMOTING DIVERSITY AND INCLUSION

At PNC, we believe that the highest-performing teams are diverse, and the most productive and engaging workplaces are inclusive. We also believe that embracing and promoting diversity, equity and inclusion is about being a better company, employer and neighbor, and an overall better investment for our shareholders.

Our commitment to diversity and inclusion begins at the very top of the organization. PNC recognizes that diverse boards lead to better decisions and outcomes for all employees, customers and communities. We remain focused on building and maintaining a diverse board of directors and continuing to increase the diversity of our executive leadership team. Women comprise more than 35 percent of our board directors, and more than 28 percent are people of color. And PNC's executive leadership team, a group of 12 individuals who report to the CEO, is more diverse than ever before.

Over the past few years, we have made considerable progress. Specifically, we have:

- Increased accountability for D&I outcomes by updating our core values, introducing leadership standards and linking D&I to manager performance expectations and evaluations
- Built leader capability by improving the availability and transparency of workforce demographic data, engagement measures and leadership feedback to managers
- Made it easier for every employee to positively impact our workforce, workplace and marketplace through an enterprise D&I

BLUE CIRCLE'S TRANSFORMATIONAL LEADERSHIP PROGRAM

Since 2020, PNC has sponsored a cohort to participate in the Blue Circle's Transformational Leadership program. The program, which runs from April to December, offers a way to strengthen the pipeline of multicultural women leaders at PNC. As a way to sponsor high-potential, diverse talent in their market, the nominations are made by regional presidents who lead our D&I Regional Councils across our various PNC markets. Each year we've increased the number of participants.



virtual workshops, networking activities and on-demand content

- Created PNC Unidos, the leader forum for Hispanic/Latino employees, and focused on defining its mission and membership criteria

Even as we reflect on this progress, we know that we must do more to drive change in the areas where we can have the greatest impact. Continued progress to us means working toward equity actively and consciously, with kindness, compassion and — most importantly — a clear sense of responsibility.

Ensuring Internal Alignment

PNC has built a strong D&I infrastructure across the organization. Our enterprise-wide network of champions enables us to achieve diversity and inclusion progress throughout our businesses and markets. Our Corporate Diversity Council (CDC) is co-chaired by our CEO and Chief Diversity Officer (CDO) and includes senior leaders from across the organization. The CDC is responsible for overseeing strategic corporate initiatives that impact the

creation and sustainment of an inclusive corporate culture and a talented, diverse workforce.

In 2021, we established our D&I Key Communicators Network, which includes leaders from all levels and lines of business across the organization. This network enables us to reinforce D&I programming and strategies, provide progress updates, share best practices, and host effective and authentic D&I dialogues between and among our employees.

Listen, Learn, ACT

The events of 2020, including the growing civil rights and racial justice movement, highlighted the critical need for us to live our values and begin a more comprehensive and sustained effort to create a more inclusive culture at PNC and inclusive experiences for our customers and community. In response to candid internal conversations in 2020, we implemented a Listen, Learn, Act framework to ensure that we are taking the proper steps to accelerate our D&I efforts, while prioritizing the feedback of our employees. The goals of the Listen, Learn, Act initiative are as follows:

- Inspire action and embed D&I best practices into the organization
- Support D&I performance benchmarks
- Cultivate inclusion as a competitive advantage

After conducting listening sessions that engaged employees during the "Listen" phase, the "Learn" phase focused on preparing our employees and managers to continue inclusive conversations and demonstrate other D&I skills and behaviors.

The Act phase kicked off in 2021 and focuses on three critical pillars: build acumen, challenge norms and seek transparency. All employees are called upon to take action to build a more inclusive culture. We launched several resources and initiatives to encourage employees to demonstrate these pillars, including our Voices of Inclusion podcast and several training programs.

We also launched monthly ACTions, tangible activities for advancing D&I at PNC. In 2021, the program's inaugural year, monthly ACTions were

viewed more than 66,000 total times. Examples of ACTions include:

- Completing the Cultural Agility Pathway in our online learning system, iLearn
- Registering and attending PNC's History & Heritage month program
- Completing Creating a Culture of Inclusion training

In addition to monthly ACTions, we provided Inclusive Conversation digital cards, thought-starters and prompts for engaging conversations on D&I topics, such as promoting racial equity, encouraging authenticity in others, valuing differences and many others.

Employee Business Resource Groups

Our EBRGs offer participants — more than 14,800 employees in 2021 — opportunities to network, communicate and progress personally and professionally. The groups are open to everyone and are designed to increase engagement by providing a forum for discussion and development, while also giving members a way to build a community around a shared heritage, gender, sexual orientation, background or intergenerational connection.

In 2021, PNC's 12 EBRGs had 106 chapters across 33 markets, including seven virtual chapters.

We also launched Inclusion Circles in 2021, to further foster a sense of belonging among employees at PNC. Inclusion Circles are formed by employees expressing a desire to come together in support of fellow employees who share a common experience. Led by an executive sponsor, the Circles enable us to proactively address specific interests of our employees and can eventually become an EBRG. An example of this pathway is PNC's First Gen Inclusion Circle — now the Virtual First Gen EBRG. Originally designed as a support group for PNC employees who are first-generation college graduates and, in many cases, first-generation employees of corporations in professional roles, the group has now developed and enhanced relationships with local universities,

We utilize several tools and programs to measure the effectiveness of our diverse talent efforts:

- Our Talent and Diversity Trends Tool, a monthly report provided to all people managers, was

IN 2021, PNC'S 12 EBRGS HAD 106 CHAPTERS ACROSS 33 MARKETS, INCLUDING SEVEN VIRTUAL CHAPTERS.

while also supporting the professional development needs of its members.

RECRUITING, DEVELOPING AND RETAINING TALENT

Our employees drive our success. We are focused on recruiting, developing, promoting and retaining talented and engaged team members who deliver exceptional results for our customers.

Building a Robust and Diverse Talent Pipeline

PNC intentionally seeks and develops top talent with varied experiences, skills and perspectives to build a workforce that generates innovative solutions to meet the needs of our growing and increasingly diverse customer base. We know that attracting, recruiting and retaining a diverse workforce is essential to our success.

We're committed to providing transparent data on the diversity of our workforce and provide our unabridged EEO-1 report annually on our [Workforce Data page](#).

Pay equity also plays a critical role in creating an inclusive culture and attracting and retaining diverse talent. We conduct pay equity analysis semi-annually, accounting for factors such as time in job, performance and geography. On average among our employees, women are paid 99 percent of what men are paid, and minorities are paid 100 percent of what non-minorities are paid within similar roles.

We utilize several tools and programs to measure the effectiveness of our diverse talent efforts:

- Our Talent and Diversity Trends Tool, a monthly report provided to all people managers, was

We also established Diverse Leader Forums to improve recruitment, retention and promotion of talent segments through intentional development, networking and activities. Throughout 2021, we:

- Held our second annual Black Leaders Forum, which grew to more than 160 leaders and continued to drive its mission through flexible

developed to inform and support leader accountability for creating a diverse, talent-focused culture. The tool provides a summary of a team's overall diversity and trends related to hiring, turnover and promotions on an ongoing and annual basis.

- In 2021, we added "Includes Intentionally" to our Leadership Standards Feedback, which employees use annually to rate their managers on the following behaviors: champion diversity, seek perspectives, build diverse teams, adapt to differences and mitigate barriers.
- Our Annual Management Assessment provides a measure of how well managers are demonstrating PNC's Leadership Standards.



Nurturing Early Career Talent in the Industry and at PNC

PNC's early career programs are a critical component of our overall talent strategy. Our 10-week internship program, for example, brings nearly 500 undergraduate students into the company every summer to apply their academic knowledge while learning about the financial services industry. In 2021, more than 81 percent of our intern class came from diverse backgrounds, our most diverse class to date.

Interns are the primary pipeline for our early career development programs, designed to introduce recent graduates to one of PNC's eleven business areas. In 2021, 76 percent of interns received offers to join the program.

To ensure that we are building a pipeline of diverse talent, PNC's goal is for at least 50 percent of the early career development programs to consist of diverse employees — including women, veterans, people of color, individuals with a disability and members of the LGBTQ+ community. As a result of our commitment to diversity, last year we continued to exceed our goal, and 76.9 percent of the new hires in the early career development programs were diverse.

Creating a High-Opportunity Workplace

Equally important to recruiting top talent is developing and advancing existing talent. We are committed to developing our employees, growing their skills and supporting those who want to pursue new opportunities within our company. We measure how many open requisitions we fill with internal candidates, participation in early career development programs and turnover. We fill approximately 63 percent of our open requisitions with internal candidates.

Through PNC University (PNCU), we offer our employees more than 50,000 learning and development opportunities, both in the classroom and online via iLearn, PNCU's learning experience platform, which is the gateway for all learning. PNCU continues to increase the content available across topics and skills — in 2021, we integrated content from Harvard Business Publishing and Ted@Work content providers. More than 57,000 employees access and completed more than 3 millions learning opportunities within iLearn in 2021.

In 2021, 22,801 employees participated in iLearn & Grow, the first enterprise-wide employee learning initiative that provided employees with opportunities to learn from members of PNC's executive leadership team. The program also provided access to iLearn resources focused on in-demand skills.

WORKFORCE DIVERSITY 2021¹

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	33.6%	66.2%	80.2%	17.7%	5.2%	3.9%	7.4%	0.1%	0.0%	1.0%
First- / Mid-Level Managers	55.7%	44.0%	71.1%	28.0%	11.3%	9.3%	5.4%	0.2%	0.2%	1.6%
Professional	47.7%	51.7%	73.9%	24.4%	9.0%	6.0%	7.7%	0.2%	0.1%	1.5%
All Other	73.7%	25.3%	51.7%	45.5%	21.5%	15.5%	5.1%	0.3%	0.2%	2.9%
Full-Time	58.5%	40.8%	64.7%	33.3%	-	-	-	-	-	-
Part-Time	82.7%	16.0%	53.1%	43.7%	-	-	-	-	-	-
PNC Total Workforce	59.2%	40.1%	64.4%	33.6%	14.5%	10.4%	6.3%	0.2%	0.1%	2.1%

¹ Data reflect our workforce as of December 31, 2021. Our unabridged EEO-1 report is available at our [Workforce Data page](#).

**IN 2021, MORE THAN
81%
OF OUR INTERN CLASS CAME
FROM DIVERSE BACKGROUNDS,
OUR MOST DIVERSE CLASS
TO DATE.**



RAISING MINIMUM WAGE
We are proud to raise the minimum wage to **\$18 per hour** for our employees, more than double the federal rate. This represents a **20 percent** increase from the bank's previous **\$15 minimum rate**.

Since 2018, PNC has hired 62 PartnerUp graduates into roles in retail banking, treasury management, corporate banking and technology & innovation.

NURTURING THE NEXT GENERATION OF TALENT

PartnerUp, a robust career-readiness program, aims to bring career opportunities to high school seniors who may not see post-secondary education as their next step. Among other topics, this career development program's curriculum focuses on general post-high school readiness and teaches students about career decision-making, "power skills" and overall professionalism. Since PartnerUp launched in 2018, the program has served 30 high schools in the Greater Pittsburgh region. Nearly 1,000 high school seniors have participated in the program, and 15 employers have joined as hiring partners. For the 2021–2022 school year, PartnerUp returned to an in-person delivery model and is on track for its largest cohort to date.

FOSTERING ACCESSIBILITY

PNC's All Access Learning Journey is shared virtually with all new employees during their onboarding. The learning journey includes content designed to educate employees on the accessibility strategy, how to lead with accessibility in mind and guidance on disability etiquette. In 2021, the All Access Learning Journey won eight awards, including the Telly Award and the Gold Brandon Hall Excellence Award.



Each quarter, employees were encouraged to learn three in-demand skills, and every PNC executive leadership team member contributed videos, podcasts and blogs. This initiative led to a:

- 122 percent increase in employee logins
- 183 percent increase in active learners
- 108 percent increase in non-required training completion
- 104 percent increase in employee sharing of learning

We also introduced a new concierge tool that makes it easier for managers to find the learning resources they need, when they need them. Our efforts to expand learning for our employees have garnered PNC multiple awards and facilitated more than 143,000 hours of training to support the BBVA USA integration.

Supporting Flexibility

Attracting and retaining satisfied employees is critical to our success, and we believe that, in turn, creates a first-class experience for our customers and the communities we serve. One of the most important lessons we've learned in the last few years is that it's critical to consider and craft policies around employees' priorities if our goal is to be an employer of choice. With such a large footprint, we serve and employ many individuals

and impact millions of families. With this in mind, we are dedicated to responding to the needs of our workforce to give them the support they need to live healthy, balanced lives.

As the nature of the workplace changes, we strive to respond to the varying needs of our employees to enhance their quality of life. Our new paid family leave policy provides eligible employees with access to up to two weeks of PTO per year to care for an immediate family member with a serious health condition. Our bereavement policy provides up to five consecutive days off for full-time, reduced schedule and part-time employees to cope with grief. We also provide additional resources to help employees during this difficult time.

We also recently improved our PTO policy by providing all employees with four hours of paid time off for cultural observances. This policy is part of our efforts to recognize the diversity of our employees and give them time to celebrate or acknowledge holidays and observances that are meaningful to them.

These efforts are part of our goal to make our flexibility offerings a differentiator for PNC. Our flexible workforce model includes personnel in fully remote, fully onsite and hybrid positions based on role and job responsibilities.

In 2022, we will continue expanding our benefits package to meet the changing needs of our employees through offerings such as fertility coverage and family-building support. Our approach to flexibility will evolve as we learn and evaluate what works best for our employees and for PNC.

ENGAGING OUR EMPLOYEES

PNC employees play a critical role in supporting our communities through volunteering and their participation in PNC's matching gift program. Employees also have the opportunity, through our internal employee recognition system, to earn Spotlight Points that can be donated to nonprofit organizations.

To support and encourage volunteerism, our Paid Volunteerism Policy provides up to 40 hours of paid time off each year for employees to volunteer with any of our approved organizations. In 2021, we expanded the list of approved organizations to include nearly 30 nonprofits focused on early childhood education and racial and social justice.

Virtual Volunteerism

In 2021, all PNC volunteer efforts were virtual. While this created many challenges, virtual volunteerism presents some unique advantages. Regardless of where they are physically located, employees can volunteer for opportunities across our markets and the United States. In Chicago, for example, we expanded our skills-based volunteer program, Skillshare. This virtual opportunity was offered exclusively to the Chicago Women Connect EBRG. Nineteen volunteers were matched with four PNC Grow Up Great nonprofit partners in Chicago and assigned to a project based on their unique skill set, providing consulting support over a 12-week period.

Through Skillshare, PNC volunteers were able to engage in meaningful work supporting the community and providing valuable assistance to our Grow Up Great partners, all while gaining a wide range of competencies including leadership, communication, consulting, technology and project management. In addition to volunteering more than 500 hours, the teams earned \$12,000 in grants

and 20 iPads — which were distributed to partner organizations — through our Grants for Great Hours initiative.

Sky's the Limit Volunteerism Partnership

In 2021, we formed a new relationship with the nonprofit Sky's the Limit. The organization received funding from the PNC Foundation and will also provide opportunities for PNC employees to volunteer in support of PNC's racial and social justice volunteer program. Sky's the Limit connects business professionals seeking skills-based volunteer opportunities with young, underrepresented entrepreneurs through their digital platform.

Sky's the Limit's entrepreneurs are largely ages 18-29 — 80 percent identify as people of color, 70 percent as women and 90 percent report low income. These entrepreneurs are seeking support to develop and launch their own businesses.

In the fourth quarter of 2021, we launched a pilot program of Sky's the Limit with our Asset Management Group and Corporate & Institutional Banking Diversity & Inclusion Council. Nearly 100 PNC volunteers donated 213 hours of their time to support more than 100 entrepreneurs. Based on the success of the pilot, the program will expand in 2022.

Supporting Our Armed Services

Active military, guard, reservists and veterans bring unique competencies, values, leadership and experience to the workplace. At PNC, we maintain a number of programs and initiatives to attract and retain these individuals. One such initiative provides members of PNC's Military EBRG — as well as other PNC employees — with the opportunity to become a mentor with American Corporate Partners (ACP), making an impact in a veteran's transition from the military to the civilian workforce. ACP also powers PNC's Military Spouse Program, which provides career development opportunities to military spouses employed by PNC and connects them with mentors who provide professional guidance and support.

ADAPTING VOLUNTEERISM EFFORTS

Despite the shift to virtual volunteering necessitated by the pandemic, many employees continued to actively support their communities. One example is Sarmi Biswas, who completed 43 volunteer hours as a virtual reader for the PNC Grow Up Great program in 2021.

"I cannot express how wonderful the experience has been. As a woman of color reading to these kids, it teaches them to respect differences in people, and it helps them to realize we are all humans despite how we look or dress or what we eat or celebrate. I am so glad that I could increase their awareness, appreciation and inclusion of diverse beliefs and cultures through this opportunity."

- SARMI BISWAS

Managed Accounts Sr. Analyst, Account Services Team in Pennsylvania



BUILDING A SUSTAINABLE FUTURE

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BUILDING A SUSTAINABLE FUTURE

We are committed to improving our own environmental and social impacts while working with stakeholders and partners to bring our resources and capabilities together to protect the planet we share.

PNC'S CLIMATE STRATEGY

At PNC, we strive to be good stewards of the environment, not only because it is the right thing to do but because it is essential to supporting a high quality of life for our employees, customers and communities.

PNC recently formalized our “4+1” Climate Action Strategy. The strategy is designed to set us on a pathway to finance the transition to a low-carbon economy. Our approach will be iterative and flexible, allowing for necessary course corrections in response to regulatory, political and technological developments as we go.

The strategy highlights four areas for immediate action:

- Engaging our employees
- Collaborating for long-term solutions
- Understanding and supporting our customers' transition plans
- Executing on our own ambitious operational sustainability goals

We're also focused on the foundational work necessary to begin aligning our portfolio with the goals of the Paris Agreement. Initial steps in this “+1” category include calculating and disclosing our financed emissions according to the Partnership for Carbon Accounting Financials (PCAF) methodology and integrating climate risk into our Enterprise Risk Management framework as an amplifier across all risk areas.

For more information about PNC's climate strategy, vision and progress, please see our most recent TCFD Report at www.pnc.com/csr.

ACTIVELY MANAGING OUR OWN INTERNAL OPERATIONS

We are committed to making our operations more sustainable and enhancing operational efficiency to achieve greater energy reduction and cost savings through an aggressive real estate portfolio management process and comprehensive energy



4+1 CLIMATE ACTION STRATEGY



Collaborate for long-term solutions

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



Execute on ambitious operational sustainability goals

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



Engage our employees

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



Understand and support our customers' transition plans

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



Align our portfolio with the emissions reduction goals of the Paris Agreement

PNC is committed to finding ways to align our portfolio with the goals of the Paris Agreement over time, relying on the four pillars above to inform our approach.

TARGET	TARGET YEAR
Achieve 100% renewable purchased electricity	2025
Reduce carbon emissions and energy use by 75% <i>Compared to a 2009 baseline</i>	2035
Reduce water use by 50% <i>Compared to a 2012 baseline</i>	2035

REDUCTION SINCE 2009



and sustainability program. We take a holistic approach to good environmental stewardship by increasing procurement of energy from renewable sources, leveraging state-of-the-art intelligent building design, automation and green building standards, while also improving resource efficiency and indoor air quality for our employees and customers.

PNC has been working toward aggressive, science-informed environmental targets for reducing carbon emissions, energy and water use since 2017. Additionally, in May 2019 we established an ambitious renewable energy target. Due to the increase in PNC's operational footprint with the recent integration of BBVA USA in October 2021, we are evaluating the operational impact that the additional footprint of more than 600 buildings has on our environmental initiatives and will set new targets and baselines accordingly.

INCREASING RENEWABLE ENERGY USE

In 2019, PNC Bank committed to [RE100](#), a global renewable energy initiative, to source 100 percent renewable purchased electricity by 2025. We will reach this goal through a multi-faceted approach inclusive of power purchase agreements, renewable energy credits and on-site generation. We are currently purchasing bundled renewable energy credits (RECs) for our Leadership in Energy and Environmental Design (LEED®) certified projects and electric procurement supply contracts in deregulated markets. In 2021, PNC purchased approximately 150 million kilowatt-hours (kWh)

of green power, which is enough green power to meet 46 percent of the company's purchased electricity use.

EPA Green Power Partnership

In early 2022, PNC became a member of the U.S. Environmental Protection Agency's [Green Power Partnership](#). PNC joins more than 700 partners voluntarily using nearly 70 billion kilowatt-hours of green power annually. Green power is a subset of renewable energy sources that provides the most benefit, including electricity produced from solar, wind, geothermal, biogas, eligible biomass and low-impact small hydroelectric sources. By choosing green power, PNC Bank is helping advance the American market for green power and the development of those sources as a way to reduce air pollution and other environmental impacts associated with electricity use.

INNOVATION & BUILDING OPTIMIZATION

Intelligent Buildings Project

To achieve greater operational efficiency within our buildings, PNC leverages an intelligent building software platform across all PNC facilities to save energy and improve building performance. The intelligent building project applies real-time advanced energy analytics and reporting to better manage facilities, identify cost-saving opportunities and support the prioritization of capital investments throughout PNC's buildings.

In 2021, PNC digitalized the process for conducting on-site energy assessments, completing more than 20 virtual site visits through this platform and



*This is only including PNC employees for 2021. We used the number 59,426, which was in the 2021 Form 10-K report, and subtracted out the 9,000 BBVA USA employees mentioned in the 10-K.

1 With the exception of water, which is measured against a 2012 baseline, PNC measures its environmental performance against 2009 baseline metrics. In 2009, PNC acquired National City, which doubled the size of our company. For the purposes of this report, only data for PNC Legacy properties was included, and the additional footprint of BBVA USA (acquired in October 2021) was excluded.

2 Paper data includes all internal white copy paper.

3 Includes both LEED- and ENERGY STAR-certified projects.

4 As a result of an increase in jet fuel use due to employee travel, which was much higher than in 2020 when more travel restrictions were in effect.

5 Due to an increase in travel (especially by air and rental cars within the new BBVA USA footprint). 2020 levels were much lower because of restrictions on travel. The difference for Scope 3 comes from a decrease in employee commuting from 2020 to 2021 as in 2020 we could assume almost a full quarter of normal employee commuting for all employees that significantly changed and did not go back to normal in 2021.

PNC'S ENVIRONMENTAL PERFORMANCE¹

	2009	2019	2020	2021
GENERAL INFORMATION				
Employees				
Real estate (square feet, thousands)	55,820	51,918	51,257	50,426*
Annual revenue (\$MM)	30,000	24,440	23,723	22,903
	16,228	17,827	16,901	19,211
INTERNAL PAPER USE²				
8.5 x 11 sheets (thousands)	680,000	214,380	114,580	115,151
Sheets per employee	12,182	4,129	2,235	2,284
FACILITIES				
LEED-certified projects				
New construction	68	302	303	324
Commercial interiors	66	167	167	185
ENERGY STAR-certified buildings	2	135	136	139
Space certified (square feet, thousands) ³	—	220	243	261
Portfolio certified ³	1,016	8,916	9,130	10,369
	3.4%	36%	38%	45%
EMISSIONS (METRIC TONS CO₂e)				
Direct emissions (Scope 1)				
Natural gas	48,962	30,286	23,767	27,799 ⁴
Jet fuel	26,425	20,933	18,074	18,301
Other direct sources	4,014	4,433	1,543	4,746
	18,523	4,920	4,150	4,752
Indirect emissions (Scope 2)				
Electricity	431,243	181,932	146,807	133,719
Other indirect sources	428,061	178,228	143,521	130,312
	3,182	3,704	3,286	3,407
Other emissions (Scope 3)				
Business air travel	172,533	68,137	16,467	4,903 ⁵
Rental cars	9,877	11,156	2,525	1,938
Other sources	4,626	6,496	2,766	4,399
	158,030	50,485	11,176	-1,434
Target emissions (Scopes 1-2)				
Target emissions (metric tons CO ₂ e) per 1,000 square feet	480,205	212,218	170,574	161,518
Target emissions (metric tons CO ₂ e) per employee	16.01	8.68	7.19	7.05
	8.60	4.09	3.33	3.20
Target emissions (metric tons CO ₂ e) per million \$ revenue	29.59	11.90	10.09	8.41
BUILDING ENERGY CONSUMPTION (MWh)				
Total building energy consumption				
Electricity	888,353	514,096	445,170	445,393
Natural gas	730,054	381,538	330,454	328,306
Steam	124,066	115,289	99,542	100,986
Other	10,498	14,230	13,142	13,038
	5,735	3,038	2,032	3,062
Energy use (kWh) per square foot				
Energy use (kWh) per employee	28	21.03	18.77	19.45
	15,139	9,902	8,685	8,833
Energy use (kWh) per million \$ revenue	54,742	28,838	26,340	23,184
GREEN POWER (MWh)				
Purchased Renewable Energy Credits (RECs)	—	1,497	81,097	149,685
WATER CONSUMPTION				
Purchased water (gallons, thousands)	416,068	269,600	203,356	201,129

In recent months, we published our first [Environmental and Social Policy Guidance for Responsible Lending](#), which reflects our integrated approach to Environmental and Social Risk Management (ESRM). This disclosure provides greater transparency on the Environmental, Social and Governance (ESG) practices we employ in making business decisions.

further diagnosing the operational and energy problems within our major energy-consuming buildings through detailed energy-use breakdowns. PNC's Energy & Innovation Group has been working on projects and successful case studies relating to intelligent buildings for eight years with Pittsburgh-based universities, innovative startups and industry partners.

LED Lighting Projects

Since 2010, PNC has been working to install enhanced LED lighting across our facilities to provide optimal lighting for customers and employees, standardize lighting systems, enhance energy efficiency and realize cost savings. In 2021, PNC completed more than 50 lighting projects throughout our portfolio, including a full interior and exterior lighting upgrade at Firstside Center, a 650,000-square-foot multi-use office building in Downtown Pittsburgh. As our footprint continues to grow, PNC plans to focus on optimizing the lighting fixtures in former BBVA USA buildings in the coming years.

Green Building Certifications

Since 2000, PNC has prioritized the environmental performance of our buildings. Top-performing buildings are recognized through the LEED and ENERGY STAR® certification programs. PNC continues to pursue LEED certification in all new ground-up construction projects and major renovation projects.

In June 2021, the former headquarters building, One PNC Plaza, achieved LEED certification version 4 for Operations and Maintenance: Existing Buildings (EBOM). The certification was achieved

through enhancements in energy efficiency and workplace design, purchasing of renewable energy credits, enhanced indoor air quality strategies, and green cleaning products and policies.

Indoor Air Quality

Preserving occupant comfort and safety within our buildings has been and will continue to be a top priority for PNC. To ensure health and safety within our buildings, PNC's operations staff within Realty Services implemented a COVID-19 response plan to proactively measure and enhance indoor air quality. The three-pronged approach includes: improved air filtration, dilution of indoor air by increased outdoor fresh air intake and electronic air and surface cleaning, including UV-C, bi-polar ionization and photocatalytic oxidation equipment installed in HVAC systems. In 2021, 78 projects were completed in major buildings and an additional 750 in retail to incorporate advanced indoor air quality strategies and technologies.

MANAGING CAPITAL FOR OUR CLIENTS IN RESPONSIBLE WAYS

At the pace of change facing our world, managing capital for our clients in responsible ways, which includes considering our collective impact on future generations, has become even more critical. By changing the dynamic between investors, businesses and the public, responsible investing (RI) can help ensure that today's innovations are sustainable.

We define RI as an investment strategy that:

- Proactively supports certain values or causes

- Excludes or restricts portfolio exposures that may conflict with those values
- Defines a specific, targeted impact and allocates capital toward that objective

In 2021, we increased our RI assets under management across PNC Capital Advisors (PCA), PNC Private Bank and PNC Institutional Asset Management from \$3.4 billion in 2020 to \$3.9 billion in 2021, representing a 17 percent increase from 2020.

In 2021, the Asset Management Group's Investment Office added new initiatives to further align our clients' portfolios with responsible investment opportunities. The Office launched four new thematic index strategies: Catholic Values, Sharia-Aligned (Islamic values), Animal Welfare, and Tobacco, Alcohol and Gambling (TAG) exclusion. These strategies screen for certain exposures for investors looking to align their portfolios with our themes, while replicating the characteristics of the S&P 500 as closely as possible.

The RI group's partnership with our manager due diligence team allows us to integrate diversity and inclusion into our investment process, and we kicked off our work to support our clients interested in investing in climate change resiliency, expanding the suite of investment solutions.

We will continue using a data-forward approach to expand advantage in the marketplace by enhancing our due diligence process and improving communications, allowing us to develop RI tools and investment solutions that will help our clients achieve their goals.

ADVANCING RISK MANAGEMENT CAPABILITIES TO INCORPORATE ESG

PNC strives to make financing decisions that balance the needs of our current and prospective customers with the interests of our other stakeholders, including investors, communities and employees. We recognize that these decisions must also take into account evolving environmental,

social, human rights and reputational risk considerations.

Our Environmental and Social Risk Management (ESRM) framework is the process PNC uses to recognize how climate, human rights and other environmental and social risks could drive financial, legal and/or reputational risks to PNC.

The ESRM framework leverages a multi-layered process including a Rapid Risk Screen that subjects every Corporate & Institutional Banking transaction to a baseline environmental and human rights risk assessment. This assessment is industry-agnostic and is applied to every transaction — no matter the size. It is designed to be modular, so that as PNC's business changes, the company can quickly develop and communicate enhancements to the tool. Such changes could occur when PNC enters new markets or new industries or, as the external risk landscape shifts, to ensure that our practices continue to take into consideration pertinent risks, including emerging risks.

We also incorporate feedback from our Commercial Background Research Process (COBRA) when evaluating new client relationships to help mitigate risks associated with litigation, negative public perception and international sanctions.

PNC's board of directors reviews the ESRM framework to ensure that it continues to be appropriate for PNC's expanding business, the shifting risk landscape, and heightened environmental, social and reputational risk considerations.

More information on PNC's ESRM framework can be found in our [Environmental and Social Policy Guidance for Responsible Lending](#). Additional information on our enterprise risk management framework is available in our 10-K (part II, item 7).

CLIMATE RISK

In 2021, PNC published its first TCFD Report. As we prepared for that disclosure, we conducted several assessments to evaluate our exposure to various physical and climate transition risks:



In 2021, PNC invested more than **\$900M** into renewable energy projects

\$875M in 10 solar tax equity partnerships, which developed more than 2,000 MW of new solar assets

\$54M loan to a new solar portfolio, which will develop 362 MW of solar assets

In 2021, PNC was hired by Forbright Bank to help issue its first green bond and establish their Green Financing Framework, which will guide the selection and management of projects funded by net proceeds from the green bond offering.



- We developed a carbon intensity score, designed to provide a top-down indication of where climate risk resides within our loan portfolio. The intended use of these scores is to conduct high-level benchmarking and assess portfolio trends.
- We analyzed the effect that rising sea levels and chronic flooding could have on our residential real estate portfolio through scenario analysis. Evaluating similar scenarios will enable us to better prepare for the possibility of these risks taking shape.
- We have started to integrate climate change-related risks into our existing Risk Governance Framework, which enables us to consider how climate change drives risk or accelerates risks across PNC's Risk Taxonomy.

More information about PNC's ongoing efforts in this area can be found in our [TCFD Report](#).

HELPING OUR CLIENTS FINANCE THEIR SUSTAINABLE OPERATIONS

Our commitment to enabling our clients' sustainable operations takes the form of providing financing and underwriting debt with environmentally and/or socially beneficial use of proceeds.

Following our inaugural green bond issuance in 2019, PNC created its sustainable finance practice and named its first head of sustainable finance in 2020. The practice is focused on counseling clients through their own climate transition strategies, goals and approaches, and curates bespoke banking products to support clients' corporate ESG efforts.

The sustainable finance practice works across lines of business at PNC to assist with structuring loans and debt issuances that incorporate preferential pricing tied to a green or social use of proceeds, or the achievement of a client's environmental or social key performance indicators.

PNC also launched informal sustainable finance training to client-facing teams across the

organization and expanded the team to enable specific and in-depth ESG expertise appropriate for our clients at all stages along their ESG journey.

PROGRESS TOWARD OUR \$20 BILLION ENVIRONMENTAL FINANCE PLEDGE

In 2021, PNC committed to mobilize \$20 billion in environmental financing. We are positioned to reach this goal within our five-year time frame, having achieved nearly 47 percent of our commitment just one year into our plan, as a result of a 70 percent year-over-year increase in sustainable finance activity. Areas of focus for PNC's environmental finance commitment include green buildings, renewable energy, clean transportation, and environmental sustainability-linked bonds and loans.

Our progress includes more than \$900 million in investments in renewable energy projects, including \$875 million in 10 solar tax equity partnerships, which developed more than 2,000 MW of new solar assets, as well as a \$54 million loan to a new solar portfolio, which will develop 362 MW of solar assets.

In addition, we've helped raise capital for our clients to reach their own ESG goals. In 2021, PNC Capital Markets LLC helped to raise over \$5 billion in green and sustainable financing. In addition, PNC Capital Markets LLC was an active bookrunner on the \$1 billion green bond offering for PacifiCorp, who used the proceeds to fund their \$3 billion Energy Vision 2020 initiative. This program is designed to develop low-cost renewable energy and a more robust transmission system, for its customers, including more than 1,150 MW of wind generation assets.

We are also working to quantify PNC's commitments to electric and hybrid vehicle loans, which are expected to retroactively increase 2021 totals and contribute to even greater momentum in coming years.

PNC'S INAUGURAL SOCIAL BOND

In August 2021, PNC issued its inaugural social bond, the proceeds of which will be used to finance or re-finance eligible social projects that promote

positive social outcomes and that benefit LMI individuals and communities, majority-minority census tracts, and/or vulnerable or underserved populations.

This sustainable debt issuance follows our successful 2019 green bond issuance and is complementary to our \$88 billion Community Benefits Plan in that use of proceeds focus on affordable housing, access to essential services, and socioeconomic advancement and empowerment. PNC Capital Markets LLC led the issuance, joined by four diverse-owned brokers acting as co-managers.

PNC's green and social bonds were underwritten and issued under the International Capital Markets Association's [Green and Social Bond Principles](#), of which PNC is a registered member.

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

PARTNERING FOR PROGRESS

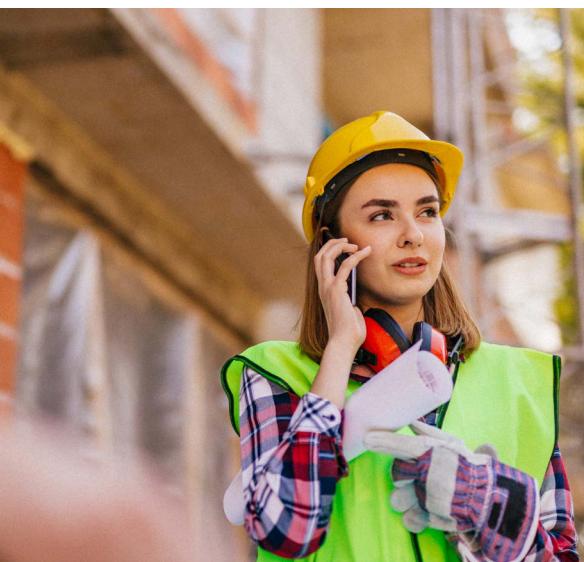
We believe that hard problems require conversation and collaboration. We're committed to being active, engaged participants in the industry coalitions, working groups and movements that are advancing sustainability principles.

In 2021, PNC joined the Partnership for Carbon Accounting Financials (PCAF), a global partnership of financial institutions that work together to develop and implement a harmonized approach to assess and disclose the greenhouse gas emissions associated with their loans and investments. This harmonized approach provides financial institutions with the starting point required to align their portfolios with the Paris Agreement — a goal PNC is working toward through its "4+1" Climate Action Strategy.

For more information about PNC's ESG-focused partnerships, please see the [Stakeholder Engagement Overview](#) on page 28 of this report.

STAKEHOLDER ENGAGEMENT

- 28** Stakeholder Engagement Overview
- 28** Industry Groups and Coalitions
- 29** Stakeholder Engagement Table



STAKEHOLDER ENGAGEMENT OVERVIEW

Our success largely depends on strong relationships with our stakeholders. To develop and maintain these relationships, we must build trust and engage in two-way communication with our stakeholder groups. We must be transparent in our words and actions and actively listen and respond to their questions and concerns. The table that follows provides a few examples of how PNC communicates with, receives feedback from and responds to stakeholders. In addition to actively communicating with our stakeholders, we regularly monitor PNC and financial industry media coverage and social media conversations, and track the overall health of our brand, all of which allows us to better gauge PNC's reputation and visibility in the regions where we operate.

INDUSTRY GROUPS AND COALITIONS

While the nature of our engagement varies by organization, PNC strategically supports and affiliates itself with groups and coalitions that share a similar vision and set of values. As a company focused on diversity and inclusion, for example, we strongly believe in the Human Rights Campaign's (HRC) mission and joined the HRC's Business Coalition for Equality Act and signed the Business Statement on Anti-LGBTQ State Legislation.

PNC's work with the Partnership for Carbon Accounting Financials (PCAF) signals our commitment to work together with our peers and other industry partners to develop and implement a harmonized approach to assess and disclose the greenhouse gas emissions associated with our loans and investments.

In 2021, PNC received a 100 percent score on the Disability Equality Index, was included on the Bloomberg Gender-Equality Index and was recognized as one of the Best Places to Work for LGBTQ Equality for the tenth consecutive year.

Our commitments to our employees, customers and communities are mutually beneficial, as they leverage PNC's unique resources to help drive positive impact while introducing us to valuable connections and best practices. In alignment with our commitment to strengthen our communities and better support our employees and customers, PNC holds a governance position in, and/or provides funding to, various industry groups and coalitions, including but not limited to:

- American Bankers Association Climate Task Force
- American Bankers Association ESG Working Group
- American Bankers Association Fair Access Working Group
- Association of African American Financial Advisors
- BAI ESG Roundtable
- Bank Policy Institute
- Business for Social Responsibility (BSR)
- Ceres
- Commercial Real Estate Finance Council
- Corporate America Supports You / VetJobs
- Forté Foundation
- Human Rights Campaign
- International Association of Credit Portfolio Managers
- Military Officer Job Opportunities (MOJO)
- National Center for Women & Information Technology
- Onward to Opportunity
- Out & Equal Workplace Advocates
- Partnership for Carbon Accounting Financials
- Pittsburgh Hires Veterans
- Pennsylvania National Guard Associations (PNGAS)
- Recruit Military
- Risk Management Association
- Student Veterans of America (SVA)
- Travis Manion
- U.S. Chamber of Commerce Corporate Citizenship Center
- U.S. Green Building Council
- VetsinTech
- Wounded Warrior Project

Each year, we strive to respond to our stakeholders' concerns. The following table shows some of the ways that PNC has responded to our stakeholders.

STAKEHOLDER ENGAGEMENT TABLE						
	EMPLOYEES	CUSTOMERS	COMMUNITIES	SHAREHOLDERS	GOVERNMENT	SUPPLIERS
CHANNELS AND FREQUENCY	<ul style="list-style-type: none"> > Employee engagement surveys, including VoiceEX, which measure an employee's likelihood of recommending PNC as an employer > Daily articles, regular videos and employee polls published on PNC News Online (intranet) and Just for Managers (an intranet page dedicated to managers), both of which allow readers to rate content and provide a link for submitting feedback > PNC News Online feedback mailbox > PNC's online collaboration network, which includes forums, microblogging, wikis, communities and file sharing > Annual surveys through PNC's priority issues analysis > PNC's 40 Regional Diversity and Inclusion Councils to identify and act on business opportunities that result from changing community demographics > The "Act" phase of our Listen, Learn, Act program > Second annual Black Leaders Forum > PNC Unidos > Employee Business Resource Groups > First Gen Inclusion Circle 	<ul style="list-style-type: none"> > Interactions with Customer Service > Daily interactions with Sales & Service employees > Relationship, transaction and panel surveys > Closed loop calls on select survey feedback to learn more about a customer's experience > Feedback link on pnc.com > Interactions on social media (Facebook, Twitter, LinkedIn, Instagram) > Measurement and improvement of the experience through our Net Promoter Score and Net Promoter System program > PNC's 40 Regional Diversity and Inclusion Councils to identify and act on business opportunities that result from changing community demographics > Local community forums conducted by Regional Presidents' offices 	<ul style="list-style-type: none"> > Daily emails and phone calls > Interactions on social media (Facebook, Twitter, LinkedIn) > Regular meetings > Dedicated websites for various community programs (e.g., PNC Grow Up Great) > Highlights of community partners and initiatives on PNC social media channels > Regular evaluations to identify program successes and areas for improvement > Focus groups to help research and develop educational materials, messages and strategies e.g., 10 virtual community listening sessions held between PNC, the National Community Reinvestment Coalition (NCRC) and representatives from more than 150 NCRC member organizations > PNC's 40 Regional Diversity and Inclusion Councils to identify and act on business opportunities that result from changing community demographics > PNC's Foundation website > PNC employees' service on community boards of directors and committees > On-going communication with community partners and grantees > Community Development Banking Local Advisory Council meetings 	<ul style="list-style-type: none"> > Quarterly earnings materials and conference calls > Investor conferences and presentations > Annual meeting of shareholders > SEC filings > Investor outreach > PNC's Investor Relations website 	<ul style="list-style-type: none"> > Ongoing dialogue between senior leaders, regulators and federal, state and local government officials > Regular interactions through Government Relations and Regulatory Affairs teams > Participation in government-sponsored events and initiatives > Regular communication between PNC's Executive Committee and Regional Presidents and government officials > Participation in government outreach activities arranged by industry groups, including the American Bankers Association 	<ul style="list-style-type: none"> > Daily emails and phone calls > Quarterly, annual and biannual meetings during which PNC business leaders and executives meet with our largest suppliers > PNC's priority issues analysis > PNC's 40 Regional Diversity and Inclusion Councils to identify and act on business opportunities that result from changing community demographics
KEY TOPICS AND CONCERNs	<ul style="list-style-type: none"> > Ethics and compliance > Total Rewards philosophy that provides pay and benefits to support employees' physical, mental and financial health > Talent management and engagement e.g., talent and workplace strategies that drive engagement, retention, promotion and development of our employees > Talent acquisition > Progress and transparency around diversity and inclusion (D&I) 	<ul style="list-style-type: none"> > Opportunities to improve specific product and service customer experiences > Opportunities to improve experiences with employees or digital channels > Better self-serve and in-person support when the customer needs help with products and services > Customer privacy > Financial access and inclusion measures > Ethics and compliance > Information security 	<ul style="list-style-type: none"> > Volunteering activities > Financial access and inclusion activities and opportunities > Initiatives for unbanked or underbanked populations > Products and services for low- and moderate-income (LMI) communities > Retail branch closures and consolidations in LMI communities 	<ul style="list-style-type: none"> > ESG risk management > Information security > Progress and transparency around D&I > Talent management and engagement > Corporate governance > Interest rates and financial markets > Economic environment > Government regulation and policy > Competition > Expansion to new markets and digital platforms > Loan growth > Expense management > Capital and liquidity management > Credit quality > Sustainable investing and finance 	<ul style="list-style-type: none"> > Information security > Ethics and compliance > Financial access and inclusion > Products and services for LMI communities > Corporate governance > Capital and financial strength > Compliance with laws and regulations, including the laws governing money laundering and terrorist financing > ESG risk management 	<ul style="list-style-type: none"> > Legal terms and conditions and due diligence e.g., ongoing monitoring activities suppliers must complete prior to and while working with PNC > Opportunities for diverse suppliers
RESPONSE TO TOPICS AND CONCERNs	<p>Ethics and compliance</p> <ul style="list-style-type: none"> > All PNC employees completed annual ethics training > Regularly evaluated the effectiveness of the ethics program through the employee survey > Maintained a robust, enterprise-wide fair lending, Bank Secrecy Act, anti-money laundering, sanctions and consumer compliance programs <p>For more information, see the 'Ethics and Compliance' section of this report.</p> <p>Total rewards: Compensation and benefits</p> <ul style="list-style-type: none"> > Did not increase employee contributions for medical benefits for 2022 > Raised minimum base pay rate to \$18 per hour > Introduced fertility coverage and family-building support > Introduced voluntary pet, home and auto insurance coverage > Introduced Paid Family Leave for eligible employees to care for seriously ill immediate family members > Introduced paid time off for cultural observances for all employees > Established a flexible work model with remote and hybrid approaches for many employees, with some employees in on-site/office roles > Conducted two pay equity analyses 	<p>Customer experience</p> <ul style="list-style-type: none"> > Provided enterprise training through "The Experience Counts" to support employee focus on customers and their experiences > Continued building Listen, Learn, Act tools and resources > Enhanced the CARES framework to make a difference in every customer interaction > Provided clearer direction to all employees regarding their role in living the PNC Customer Focus value > Introduced the Problem Prevention & Resolution framework to improve problem resolution experiences <p>Customer privacy + Information security</p> <ul style="list-style-type: none"> > Integrated with the Akoya Data Access Network, enabling more than nine million PNC customers to securely share their financial data with fintechs and data aggregators with enhanced security through the application programming interface (API)-based network 	<p>Volunteering activities</p> <ul style="list-style-type: none"> > Provided volunteer assistance and financial resources > Volunteered 30,400 hours through PNC's volunteerism program in 2021 > Expanded the list of nearly 30 approved organizations to include PNC Grow Up Great and organizations dedicated to racial and social justice under the Paid Volunteerism Policy <p>For more information, see the 'Our Employees' section of this report.</p> <p>Grants, commitments and partnerships</p> <ul style="list-style-type: none"> > Partnered with non-profits across our markets such as, the Children's Museum Houston, Para los Niños program, the Museum of Discovery and Science and organizations representing BIPOC and LMI communities > Accelerated women's financial equality by supporting initiatives focused on gender equity such as Project 257, SheEO and Women's Business Advocates 	<p>Progress and transparency</p> <ul style="list-style-type: none"> > Provided public and frequent written and verbal shareholder communication to understand and address our shareholder's interests and concerns <p>ESG risk management</p> <p><i>Advancing Risk Management Capabilities to Incorporate ESG' section of this report.</i></p> <p>Information security</p> <p>For more information, see the Customer Privacy + Information security section within the Customers section of this table and the 'Information Security' and 'Our Customers' sections of this report.</p> <p>D&I</p> <p>For more information, see the D&I section within the Employees section of this table and the 'Our Employees' section of this report.</p> <p>Products and services for LMI communities</p> <ul style="list-style-type: none"> > Maintained an "Outstanding" Community Reinvestment Act (CRA) rating as it has consistently done following the creation of CRA in 1977 <p>Corporate governance</p> <p>For more information, see the 'Our Commitment to Corporate Responsibility' and 'Our Progress' sections of this report.</p>	<p>Information security</p> <p>For more information, see the Customer Privacy + Information security section within the Customers section of this table and the 'Information Security' and 'Our Customers' sections of this report.</p> <p>Financial access and inclusion</p> <p><i>'Our Customers' section of this report.</i></p> <p>Products and services for LMI communities</p> <ul style="list-style-type: none"> > Maintained an "Outstanding" Community Reinvestment Act (CRA) rating as it has consistently done following the creation of CRA in 1977 <p>Corporate governance</p> <p>For more information, see the 'Our Commitment to Corporate Responsibility' and 'Our Progress' sections of this report.</p>	<p>Legal terms and conditions and due diligence</p> <ul style="list-style-type: none"> > Created a short-form agreement to address lower-risk and lower-spend engagements and due diligence activities > Required, and continue to require, all suppliers to uphold our Supplier Code of Conduct <p>Opportunities for diverse suppliers</p> <ul style="list-style-type: none"> > Announced goal to increase spending with diverse suppliers by at least 20% by the end of 2025 <p>For more information, see the 'Supplier Management and Engagement' section of this report.</p>

STAKEHOLDER ENGAGEMENT TABLE (continued)

RESPONSE TO TOPICS AND CONCERNs

EMPLOYEES	CUSTOMERS	COMMUNITIES	SHAREHOLDERS	GOVERNMENT	SUPPLIERS
<p>Talent management and engagement</p> <ul style="list-style-type: none"> Provided the Managing At PNC tool (MAP tool) and iLEAD tools to help new and existing managers on both tactical and behavioral leadership responsibilities Provided programs to develop talent at all levels e.g., PartnerUp, Carnegie Mellon University's Certificate in Strategy & Innovation and Black Leaders Forum <p>Talent acquisition</p> <ul style="list-style-type: none"> Developed a diverse internship pipeline <p>D&I</p> <ul style="list-style-type: none"> Exceeded our goal of ensuring at least 50 percent of new hires to PNC's early career development program are made up of diverse candidates Started developing a dashboard that measures participation rates in our D&I programming Increased accountability for D&I outcomes Provided our employees with opportunities to share their feedback, concerns and suggestions on how PNC can be a more inclusive organization for all Added an INCLUDES Intentionally category to measure inclusive behaviors Incorporated a module focused on non-apparent disabilities and expanded the PNC Disability Etiquette guide in our All Access Learning Journey Established our Diversity and Inclusion Key Communicators Network Continued the use of the Talent and Diversity Trends Tool (TDTT) Committed to releasing EEO-1 data annually Created an enterprise D&I communication strategy Included diverse thought leadership to History and Heritage strategy Maintained members of more than 14,800 in our EBRGs Continued to develop an inclusive corporate culture through ACTION activities, e.g., cultural agility pathways in iLearn and culture of Inclusion training <p>Career development</p> <ul style="list-style-type: none"> Developed early career and talent development programs such as the Diverse Leader Forum to foster a diverse internal and external talent pipeline offerings from PNC University and iLearn, our online learning and skill-building platform that includes thousands of resources <p>For more information on our benefits, talent management and engagement practices, talent acquisition practices, career development practices and D&I efforts, see the 'Our Employees' section of this report.</p>	<p>> Ensured compliance with requirements in a variety of privacy laws through our personal data rights program</p> <ul style="list-style-type: none"> Enhanced processes with machine learning Utilized Data Privacy Impact Assessments (DPIA) at the beginning phase of new projects <p>Financial access and inclusion</p> <ul style="list-style-type: none"> Supported more than 51,000 participants in more than 840 financial education classes focused on LMI individuals and communities Provided live interpretation and translation services to customers Introduced Low Cash Mode to help customers avoid overdraft fees Offered two Bank On certified products, PNC's Foundation Checking account and our <i>SmartAccess®</i> Prepaid Visa® Card <p>For more information, see the 'Our Customers' section of this report.</p> <p>Ethics and compliance</p> <p>For more information, see the 'Ethics and Compliance' section within the Employees section of this table and the 'Ethics and Compliance' section of this report.</p>	<ul style="list-style-type: none"> Announced our \$88 billion Community Benefits Plan <ul style="list-style-type: none"> \$1.5 billion for the economic empowerment of Black Americans and LMI communities \$400 million for community development financial institutions (CDFIs) that help meet the financial service needs of underserved communities \$500 million in charitable giving 20 new branches, 10 mobile banking units and 25 remote ATMs in LMI communities <p>For more information on our Community Benefits Plan, see the 'Our Communities' section of this report.</p> <p>Products and services for LMI communities</p> <p>For more information, see the 'Our Communities' and 'Our Customers' sections of this report.</p>	<p>Talent management and engagement</p> <p>For more information, see the Talent Management and Engagement section within the Employees section of this table and the 'Our Employees' section of this report.</p> <p>Corporate governance</p> <ul style="list-style-type: none"> Enhanced our governance by assigning specific oversight responsibility for elements of PNC's ESG efforts to each of our board committees. <p>For more information, see the 'Our Commitment to Corporate Responsibility' and 'Our Progress' sections of this report.</p> <p>Sustainable investing and finance</p> <ul style="list-style-type: none"> Published Sustainable Financing Bond Framework Published our first TCFD report Published Environmental and Social Policy Guidance for Responsible Lending in early 2022 Formalized our "4+1" Climate Action Strategy to finance the transition to a low-carbon economy Increased our responsible investing assets under management Added new initiatives to further align our clients' portfolios with responsible investment opportunities Launched four new thematic index strategies to screen for certain exposures for investors looking to align their portfolios with our themes Maintained partnership with PNC's manager due diligence team to integrate diversity and inclusion into our investment process Hired by Forbright Bank to help issue its first Green Bond and establish their Green Financing Framework Helped clients raise capital to reach their ESG goals Pledged \$20 billion in environmental finance over five years, starting January 2021 <p>For more information, see topics under the 'Building a Sustainable Future' section of this report.</p>	<p>Capital and financial strength</p> <ul style="list-style-type: none"> PNC is a coast-to-coast franchise with an extensive retail branch network and a presence in all the country's 30 largest markets. Converted BBVA USA, including approximately 2.6 million customers, 9,000 employees and over 600 branches across seven states <p>For more information, see the 'Our Communities' section of this report.</p> <p>ESG risk management</p> <p>For more information, see the 'Advancing Risk Management Capabilities to Incorporate ESG' section of this report.</p>	

ADDITIONAL RESOURCES

- 32** GRI Index
- 35** SASB Index
- 38** ESG Scorecard
- 41** About This Report / Contact Us

GRI INDEX*

STATEMENT OF USE	The PNC Financial Services Group, Inc. has reported in accordance with the GRI Standards for the period January 1, 2021 through December 31, 2021.	
GRI 1 USED	GRI 1: Foundation 2021	
APPLICABLE GRI SECTOR STANDARD(S)	None	
GRI STANDARD / OTHER SOURCE	DISCLOSURE	LOCATION
GENERAL DISCLOSURES		
GRI 2: General Disclosures 2021	2-1 Organizational details	About PNC, p.7-9 Corporate Profile webpage
	2-2 Entities included in the organization's sustainability reporting	The reporting entities for the sustainability and financial report are the same.
	2-3 Reporting period, frequency and contact point	About this Report, p. 41 For questions about this report, please email ESG@pnc.com For customer inquiries, please call 1-888-PNC-BANK (1-888-762-2265) For registered shareholder services, please call 800-982-7652 For investor inquiries, please email investor.relations@pnc.com For community inquiries, please email community.development@pnc.com For media inquiries, please call 412-762-4550 or email media.relations@pnc.com You also can find us on Facebook, Twitter and LinkedIn: Facebook: PNC Twitter: @PNCNews , @PNCBank and @PNCBank_Help LinkedIn: PNC Instagram: @PNCBank
	2-4 Restatements of information	There have been no restatements of information in this reporting period.
	2-5 External assurance	Keramida, an accredited California Lead GHG Verifier, provided limited assurance of PNC's GHG emissions inventory, energy and water consumption data.
	2-6 Activities, value chain and other business relationships	About PNC, Our company, p. 7 Corporate Profile webpage PNC 2021 10-K, Business Segment Review, pp. 49-57
	2-7 Employees	Workforce Diversity 2021 table, p. 20 PNC completed the acquisition of BBVA USA in 2021.
	2-8 Workers who are not employees	This information is confidential.
	2-9 Governance structure and composition	Managing Responsibly, Corporate governance, pp. 11-12
	2-10 Nomination and selection of the highest governance body	Managing Responsibly, Corporate governance, pp. 11-12 Corporate Governance Guidelines
	2-11 Chair of the highest governance body	PNC's Chairman, William S. Demchak, is also our chief executive officer. He holds both positions in order to serve as a liaison between the organization and the board. The Chair follows the same procedures as other board members in the prevention or mitigation of conflicts of interest. Per the Corporate Governance Guidelines , "The board considers its leadership each year and discusses whether to separate the Chair and CEO positions as necessary or appropriate, in its judgment, including, but not limited to, when selecting a new CEO."
	2-12 Role of the highest governance body in overseeing the management of impacts	Corporate Governance Guidelines
	2-13 Delegation of responsibility for managing impacts	Managing Responsibility, Corporate Responsibility Oversight and Leadership, p. 11 Managing Responsibly, Corporate governance, pp. 11-12 The board is briefed quarterly on material ESG topics.
	2-14 Role of the highest governance body in sustainability reporting	The ESG Executive Steering Group reviews the CR Report before it is published. The board of directors also see the CR Report before its publication.
	2-15 Conflicts of interest	Directors receive Profile Questionnaires to report on possible conflicts of interest quarterly. The results are reviewed by the Office of the Corporate Secretary for possible conflicts of interest. Directors are also reminded of pre-clearance and notification requirements by the Corporate Secretary at quarterly board meetings.
	2-16 Communication of critical concerns	Corporate Governance Guidelines
	2-17 Collective knowledge of the highest governance body	Our Board receives quarterly updates on ESG progress and priorities, which includes information on broader trends and developments. Corporate Governance Guidelines

GRI INDEX*

GRI STANDARD / OTHER SOURCE	DISCLOSURE	LOCATION
GENERAL DISCLOSURES		
GRI 2: General Disclosures 2021	2-18 Evaluation of the performance of the highest governance body	Corporate Governance Guidelines
	2-19 Remuneration policies	PNC 2022 Proxy Statement , pp. 39–47
	2-20 Process to determine remuneration	PNC 2022 Proxy Statement , pp. 39–47
	2-21 Annual total compensation ratio	PNC 2022 Proxy Statement , p. 78
	2-22 Statement on sustainable development strategy	Introduction, Message from our CEO , p. 4
	2-23 Policy commitments	Code of Business Conduct and Ethics Supplier Code of Conduct Environmental and Social Policy Guidance for Responsible Lending Privacy Policy
	2-24 Embedding policy commitments	About PNC, Our Commitment to Corporate Responsibility , p.7 Managing Responsibly, Corporate Governance , pp. 11–12 Managing Responsibly, Ethics and Compliance , p. 12 Managing Responsibly, Supplier Management and Engagement , p. 13 Building a Sustainable Future, Advancing Risk Management Capabilities to Incorporate ESG , p. 25
	2-25 Processes to remediate negative impacts	PNC Code of Business Conduct and Ethics Supplier Code of Conduct Consumer Complaint Database webpage
	2-26 Mechanisms for seeking advice and raising concerns	PNC Code of Business Conduct and Ethics
	2-27 Compliance with laws and regulations	PNC's products and services are reviewed for compliance with applicable laws and regulations.
	2-28 Membership associations	Stakeholder Engagement, Industry Groups and Coalitions , p. 28
	2-29 Approach to stakeholder engagement	Stakeholder Engagement Overview , p. 28
	2-30 Collective bargaining agreements	None of PNC's employees are covered by collective bargaining agreements.
MATERIAL TOPICS		
GRI 3: Material Topics 2021	3-1 Process to determine material topics	Our Priority Topics , p. 8 Stakeholder Engagement Table , p. 29
	3-2 List of material topics	Our Priority Topics , p. 8
INFORMATION SECURITY¹		
GRI 3: Material Topics 2021	3-3 Management of material topics	Managing Responsibly, Corporate Governance , p. 11 Managing Responsibly, Information Security , p. 13
DIVERSITY AND INCLUSION		
GRI 3: Material Topics 2021	3-3 Management of material topics	Delivering for Our Stakeholders, Our Employees , p. 18
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Workforce Diversity 2021 table , p. 20 Delivering for Our Stakeholders, Our Employees, Promoting diversity and inclusion , p. 18
GRI 406: Non-Discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	PNC considers this information to be confidential.

*PNC's 2021 Corporate Responsibility Report applies the 2021 and 2016 versions of the GRI Standards; "2021" and/or "2016" refers to the Standards issue date, not the date of information presented in this report.

¹ Priority issue does not map to an applicable topic-specific disclosure.

The PNC Financial Services Group, Inc. has reported in accordance with the GRI Standards for the period January 1, 2021 through December 31, 2021.

GRI INDEX*

GRI STANDARD / OTHER SOURCE	DISCLOSURE	LOCATION
TALENT MANAGEMENT AND ENGAGEMENT		
GRI 3: Material Topics 2021	3-3 Management of material topics	Delivering for Our Stakeholders, Our Employees, pp. 18–21 Workforce Diversity 2021 table, p. 20 2021 EEO-1 Report
ESG RISK MANAGEMENT¹		
GRI 3: Material Topics 2021	3-3 Management of material topics	Building a Sustainable Future, pp. 23–26 Environmental and Social Policy Guidance for Responsible Lending TCFD Report
GRI 302: Energy 2016	302-1 Energy consumption within the organization	Building a Sustainable Future, PNC's Environmental Performance, Total Building Energy Consumption , p. 24
GRI 305: Emissions 2016	305-1 Direct (Scope1) GHG emissions	Building a Sustainable Future, PNC's Environmental Performance, Direct emissions (Scope 1) , p. 24
	305-2 Energy indirect (Scope 2) GHG emissions	Building a Sustainable Future, PNC's Environmental Performance, Indirect emissions (Scope 2) , p. 24
	305-3 Other indirect (Scope 3) GHG emissions	Building a Sustainable Future, PNC's Environmental Performance, Other emissions (Scope 3) , p. 24
CUSTOMER PRIVACY		
GRI 3: Material Topics 2021	3-3 Management of material topics	Delivering for Our Stakeholders, Our Customers, p. 15 Security and Privacy Center PNC Privacy Policy
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	PNC experienced no reports of data breaches, malicious systems intrusions, and/or hacking in 2021.
ETHICS AND COMPLIANCE		
GRI 3: Material Topics 2021	3-3 Management of material topics	Managing Responsibly, Ethics and Compliance, p. 12 PNC Code of Business Conduct and Ethics
GRI 205: Anti-Corruption 2016	205-1 Operations assessed for risks related to corruption	PNC Code of Business Conduct and Ethics All of PNC's businesses are assessed for risks related to corruption.
GRI 206: Anti-Competitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust and monopoly practices	PNC faced no legal actions for anti-competitive behavior, anti-trust and monopoly practices in 2021.
FINANCIAL SERVICES SECTOR		
GRI 3: Material Topics 2021	3-3 Management of material topics	Delivering for Our Stakeholders, Our Communities, Supporting Our Communities, pp. 16–18 Delivering for Our Stakeholders, Our Employees, Engaging Our Employees, pp. 21 Delivering for Our Stakeholders, Our Communities, pp. 16–18
GRI G4: Financial Services Sector	G4-FS14 Initiatives to improve access to financial services for disadvantaged people	Delivering for Our Stakeholders, Our Customers, Promoting Financial Access, p. 15 Delivering for Our Stakeholders, Our Communities, Driving Community Benefits, pp. 16–18 Accessibility Officer webpage

*PNC's 2021 Corporate Responsibility Report applies the 2021 and 2016 versions of the GRI Standards; "2021" and/or "2016" refers to the Standards issue date, not the date of information presented in this report.

¹ Priority issue does not map to an applicable topic-specific disclosure.

SASB INDEX*

TOPIC	ACCOUNTING METRIC	SASB CODE	RESPONSE
DISCLOSURES IN MULTIPLE STANDARDS			
Data Security	(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), and (3) number of account holders affected	FN-CB-230a.1 FN-CF-230a.1	See the Security and Privacy Policy on our website; and the Risk Factors section of our 2021 Form 10-K , pp. 23–24.
	Description of approach to identifying and addressing data security risks	FN-CF-230a.3 FN-CB-230a.2	See the Security and Privacy Policy on our website; and the Risk Factors section of our 2021 Form 10-K , pp. 23–24.
Business Ethics	Total amount of monetary losses as a result of legal proceedings associated with fraud, insider trading, anti-trust, anti-competitive behavior, market manipulation, malpractice, or other related financial industry laws or regulations	FN-CB-510a.1 FN-AC-510a.1	Legal proceedings are discussed in Item 8, Note 21 Legal Proceedings of our 2021 Form 10-K . Updated information can be found in our subsequent 10-Q filings.
	Description of whistleblower policies and procedures	FN-CB-510a.2 FN-AC-510a.2	Content related to whistleblower policies and procedures can be found on pp. 6–7 of our Code of Business Conduct and Ethics .
COMMERCIAL BANKS			
Financial Inclusion & Capacity Building	(1) Number and (2) amount of loans outstanding qualified to programs designed to promote small business and community development	FN-CB-240a.1	For the year ended December 31, 2021, the number of CRA-eligible loans to small business and small farms was 63,946, with a total value of \$4.030 billion. The number of CRA-eligible loans for community development was 512, with a total value of \$2.094 billion
	Number of participants in financial literacy initiatives for unbanked, underbanked, or underserved customers	FN-CB-240a.4	In 2021, 51,210 participants were served through PNC's Financial Education programs with a focus on LMI individuals and communities. We also provide additional financial education resources to all our customers. Information on our financial literacy resources can be found on our "Products & Services" section of our website or see Delivering for Our Stakeholders, Our Customers, Promoting Financial Access , p. 15 of this report.
Incorporation of Environmental, Social, and Governance Factors in Credit Analysis	Commercial and industrial credit exposure, by industry	FN-CB-410a.1	See the Risk Management Section, p. 62, of our 2021 Form 10-K for commercial loans by industry classification.
	Description of approach to incorporation of environmental, social, and governance (ESG) factors in credit analysis	FN-CB-410a.2	This information is in this report's section Building a Sustainable Future, Advancing Risk Management Capabilities to Incorporate ESG on p. 25 and Environmental and Social Policy Guidance for Responsible Lending . For additional details not in this report on our approach to incorporating ESG factors into our risk management activities, refer our 2021 Form 10-K , p. 61; and most recent TCFD disclosure .
Systemic Risk Management	Global Systemically Important Bank (G-SIB) score, by category	FN-CB-550a.1	PNC's current G-SIB score is 38.
	Description of approach to incorporation of results of mandatory and voluntary stress tests into capital adequacy planning, long-term corporate strategy, and other business activities	FN-CB-550a.2	PNC's Dodd-Frank Act stress test disclosures can be found on the Regulatory Disclosures page of our Investor Relations website . Details of how PNC's stress testing influences capital adequacy planning, and standardized risk-weighted assets and capital ratio tables, are provided on pp. 5–7 of our 4Q21 Basel III Pillar 3 report.
Activity Metrics	(1) Number and (2) value of checking and savings accounts by segment: (a) personal and (b) small business	FN-CB-000.A	As of December 31, 2021, PNC had 20.1 million consumer checking and savings accounts with a balance of \$197 billion (excluding SmartAccess® accounts), and 1.1 million small business checking and savings accounts with a balance of \$48.5 billion.
	Number and value of loans by segment: (a) personal, (b) small business, and (c) corporate	FN-CB-000.B	As of December 31, 2021, PNC had 1.54 million personal loan accounts with a balance of \$28.6 billion (excluding, HELOCs, PLOCs, mortgages, and credit cards), and 77,512 small business accounts with a balance of \$3.5 billion. For detail on corporate loan figures, see the Corporate & Institutional Banking Business Segment Review section of Item 7 – MD&A in our 2021 Form 10-K , and further references within.

*PNC's 2021 Corporate Responsibility Report applies the 2018 version of the SASB Standards; "2018" refers to the Standards issue date, not the date of information presented in this report.

SASB INDEX*

TOPIC	ACCOUNTING METRIC	SASB CODE	RESPONSE
CONSUMER FINANCE			
Customer Privacy	Number of account holders whose information is used for secondary purposes	FN-CF-220a.1	Details on how we collect, use and share customer information, and their rights as customers, are found in the PNC Privacy Policy . Our expectations of our third parties around customer data privacy, and our employee's responsibilities are provided in the PNC Supplier Code of Conduct and PNC Code of Business Conduct and Ethics . Additional information on our privacy policies and data security is located in the Security section of the Security and Privacy Center and the Information Security Risk section of our 2021 Form 10-K .
	Total amount of monetary losses as a result of legal proceedings associated with customer privacy	FN-CF-220a.2	Legal proceedings are discussed in Item 8, Note 21 Legal Proceedings of our 2021 Form 10-K . Updated information can be found in our subsequent 10-Q filings.
Data Security	Card-related fraud losses from (1) card-notpresent fraud and (2) card-present and other fraud	FN-CF-230a.2	PNC does not publicly disclose this information.
Selling Practices	Approval rate for (1) credit and (2) pre-paid products for applicants with FICO scores above and below 660	FN-CF-270a.2	Details including FICO score ranges can be found in the Credit Quality section of Note 4 Loans and Related Allowance for Credit Losses in our 2021 Form 10-K .
	(1) Average fees from add-on products, (2) average APR, (3) average age of accounts, (4) average number of trade lines, and (5) average annual fees for pre-paid products, for customers with FICO scores above and below 660	FN-CF-270a.3	Details including FICO score ranges can be found in the Credit Quality section of Note 4 Loans and Related Allowance for Credit Losses in our 2021 Form 10-K .
	(1) Number of complaints filed with the Consumer Financial Protection Bureau (CFPB), (2) percentage with monetary or nonmonetary relief, (3) percentage disputed by consumer, (4) percentage that resulted in investigation by the CFPB	FN-CF-270a.4	In 2021, there were 37,608 complaints filed through the CFPB's Consumer Complaint Database for PNC Bank N.A.
Activity Metrics	Total amount of monetary losses as a result of legal proceedings associated with selling and servicing of products	FN-CF-270a.5	Legal proceedings are discussed in Item 8, Note 21 Legal Proceedings of our 2021 Form 10-K . Updated information can be found in our subsequent 10-Q filings.
	Number of (1) credit card accounts and (2) pre-paid debit card accounts	FN-CF-000.B	As of December 31, 2021, PNC had 3.44 million consumer credit card accounts and 269,577 SmartAccess accounts.
ASSET MANAGEMENT & CUSTODY ACTIVITIES			
Transparent Information & Fair Advice for Customers	(1) Number and (2) percentage of covered employees with a record of investment-related investigations, consumer-initiated complaints, private civil litigations, or other regulatory proceedings	FN-AC-270a.1	Legal proceedings are discussed in Item 8, Note 21 Legal Proceedings of our 2021 Form 10-K . Updated information can be found in our subsequent 10-Q filing
	Total amount of monetary losses as a result of legal proceedings associated with marketing and communication of financial product-related information to new and returning customers	FN-AC-270a.2	Legal proceedings are discussed in Item 8, Note 21 Legal Proceedings of our 2021 Form 10-K . Updated information can be found in our subsequent 10-Q filing.
	Description of approach to informing customers about products and services	FN-AC-270a.3	For information on PNC's approach to informing customers and products and services, visit the "Product and Services" section of our website and Delivering for Our Stakeholders , pp.14-23 in this report.
Employee Diversity & Inclusion	Percentage of gender and racial/ethnic group representation for (1) executive management, (2) non-executive management, (3) professionals, and (4) all other employees	FN-AC-330a.1	Workforce Diversity 2021 table , p. 20 For more information on PNC's policies and programs for fostering equitable employee representation across our operations see pp. 12-13 of our 2021 Form 10-K and Delivering for Our Stakeholders , pp.14-23.

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SASB INDEX*

TOPIC	ACCOUNTING METRIC	SASB CODE	RESPONSE
ASSET MANAGEMENT & CUSTODY ACTIVITIES			
Incorporation of Environmental, Social, and Governance Factors in Investment Management & Advisory	Amount of assets under management, by asset class, that employ (1) integration of environmental, social, and governance (ESG) issues, (2) sustainability themed investing, and (3) screening	FN-AC-410a.1	ESG Integration: \$760,911,365 Sustainability Themed Investing: \$99,912,486 Sustainability Screening: \$3,109,711,299 Total: \$3,970,535,150
	Description of approach to incorporation of environmental, social, and governance (ESG) factors in investment and/or wealth management processes and strategies	FN-AC-410a.2	Building a Sustainable Future, Managing Capital for Our Clients in Responsible Ways, p. 25-27
	Description of proxy voting and investee engagement policies and procedures	FN-AC-410a.3	Clients of PNC's Asset Management Group (AMG), which includes PNC Private Bank and PNC Institutional Asset Management, typically delegate authority to AMG to vote proxies on their behalf. In accordance with its Fiduciary Duty, AMG's proxy voting practice seeks to align the investment objective of (1) an investment portfolio or (2) an investment strategy, with proxy voting on shareholder resolutions. AMG accesses research and recommendations from Glass Lewis to determine appropriate voting practices. For matters over which Glass Lewis has a conflict or is otherwise unable to vote, AMG's proxy voting committee will have the authority to vote proxies in accordance with its proxy voting policies and procedures.
Activity Metrics	(1) Total registered and (2) total unregistered assets under management (AUM)	FN-AC-000.A	Excluding brokerage account client assets, PNC's Asset Management Group had \$192 billion in assets under management (all unregistered) and \$175 billion in assets under administration for a total of \$367 billion as of December 31, 2021. Refer to the Asset Management Group table in the Business Segments Review section of our 2021 Form 10-K for additional detail.
	Total assets under custody and supervision	FN-AC-000.B	Excluding brokerage account client assets, PNC's Asset Management Group had \$192 billion in assets under management (all unregistered) and \$175 billion in assets under administration for a total of \$367 billion as of December 31, 2021. Refer to the Asset Management Group table in the Business Segments Review section of our 2021 Form 10-K for additional detail.
MORTGAGE FINANCE			
Lending Practices	(1) Number and (2) value of residential mortgages of the following types: (a) Hybrid or Option Adjustable-rate Mortgages (ARM), (b) Prepayment Penalty, (c) Higher Rate, (d) Total, by FICO scores above or below 660	FN-MF-270a.1	'For details on our residential mortgage loans see Note 4 Loans and Related Allowance for Credit Losses in our 2021 Form 10-K .
	(1) Number and (2) value of (a) residential mortgage modifications, (b) foreclosures, and (c) short sales or deeds in lieu of foreclosure, by FICO scores above and below 660	FN-MF-270a.2	For details on our residential mortgage loans see Note 4 Loans and Related Allowance for Credit Losses in our 2021 Form 10-K .
	Total amount of monetary losses as a result of legal proceedings associated with communications to customers or remuneration of loan originators	FN-MF-270a.3	Legal proceedings are discussed in Item 8, Note 21 Legal Proceedings of our 2021 Form 10-K . Updated information can be found in our subsequent 10-Q filings.
Discriminatory Lending	(1) Number, (2) value, and (3) weighted average Loan-to-Value (LTV) ratio of mortgages issued to (a) minority and (b) all other borrowers, by FICO scores above and below 660	FN-MF-270b.1	For details on the LTV and FICO score details of our residential mortgage loans see Note 4 Loans and Related Allowance for Credit Losses in our 2021 Form 10-K .
	Total amount of monetary losses as a result of legal proceedings associated with discriminatory mortgage lending	FN-MF-270b.2	Legal proceedings are discussed in Item 8, Note 21 Legal Proceedings of our 2021 Form 10-K . Updated information can be found in our subsequent 10-Q filings.
Environmental Risk to Mortgaged Properties	Description of how climate change and other environmental risks are incorporated into mortgage origination and underwriting	FN-MF-450a.3	For information on climate change and other environmental risks, see p.21 of the Risks Related to the Economy and Other External Factors, Including Regulation section of our 2021 Form 10-K .
Activity Metrics	(1) Number and (2) value of mortgages originated by category: (a) residential and (b) commercial	FN-MF-000.A	PNC originated 55,000 residential mortgage loans with a total principal balance of \$24.8 billion in 2021. For additional detail about residential mortgage data see our 2021 Form 10-K, p. 51

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SUSTAINABLE DEVELOPMENT GOALS

ESG SCORECARD

METRIC	2019	2020	2021	OBJECTIVES FOR 2021 AND BEYOND	SDGs
BANK RESPONSIBLY					
GOVERNANCE					
Percent women among independent board directors	33%	33%	35.7%*	At least 30% of PNC's independent board directors will be women	
Percent racial/ethnic diversity among independent board directors	25%	25%	28.5%*	Maintain or improve racial/ethnic diversity among independent board directors year-over-year	5 5. Gender Equality
SUSTAINABLE FINANCE					
Environmental finance	— ¹	— ¹	\$9 billion	Mobilize \$20 billion in environmental finance over five years, starting January 2021 ²	7 7. Affordable and Clean Energy 11 11. Sustainable Cities and Communities 13 13. Climate Action
Responsible investing assets under management (AUM)	\$2.6 billion	\$3.4 billion	\$3.9 billion	Year-over-year increase	5 5. Gender Equality 7 7. Affordable and Clean Energy 8 8. Decent Work and Economic Growth 9 9. Industry, Innovation and Infrastructure 12 12. Responsible Consumption and Production 13 13. Climate Action
ETHICAL CONDUCT					
Percent of employees (both part-time and full-time) completing annual ethics training	100%	100%	100%	100% of part- and full-time employees will complete annual ethics training	
New coal, oil, natural gas, fossil fuel power generation and nuclear power generation clients subject to enhanced ESG due diligence	24	4	52		13 13. Climate Action
Existing coal, oil, natural gas, fossil fuel power generation and nuclear power generation clients subject to enhanced ESG due diligence	246	249	268		
SUSTAINABLE OPERATIONS³					
Scope 1 and 2 GHG emissions	-56%	-65%	-66%	75% reduction by 2035, compared to a 2009 baseline	
Energy consumption	-42%	-50%	-50%	75% reduction by 2035, compared to a 2009 baseline	
Total water consumption	-40%	-55%	-55%	50% reduction by 2035, compared to a 2012 baseline	7 7. Affordable and Clean Energy 11 11. Sustainable Cities and Communities 12 12. Responsible Consumption and Production 13 13. Climate Action
LEED square footage	21%	21%	27%		
ENERGY STAR-certified buildings	220	243	261		
Internal paper consumption ⁴	-10%	-47%	1%	Year-over-year decrease ⁵	
Renewable energy	1%	25%	46%	Achieve 100% renewable purchased electricity by 2025	

*Our board diversity data is most current at the time of publication of this report, and does not reflect 2021 percentages.

¹PNC's environmental finance commitment was announced in 2021.

²Environmental finance objective is new, and previous data reported does not correspond to this new objective.

³With the exception of water, which is measured against a 2012 baseline, PNC measures its environmental performance against 2009 baseline metrics. In 2009, PNC acquired National City, which doubled the size of our company. For the purposes of this report, only data for PNC Legacy properties was included and the additional footprint of BBVA USA (acquired in October 2021) was excluded.

⁴Paper data includes all internal white copy paper.

⁵With such a drastic decrease in paper consumption in 2020 with employees working remotely, the decrease in paper consumption year-over-year for 2021 was not possible. Employees began to return to the office in 2021, so there was a slight increase in paper usage (115,151) as compared to 2020 (114,580). Though, if we compare it to 2019 (214,380), the decrease is pretty substantial, close to 50%.

SUSTAINABLE DEVELOPMENT GOALS

ESG SCORECARD

METRIC	2019	2020	2021	OBJECTIVES FOR 2021 AND BEYOND	SDGs
BUILD A TALENT-FOCUSED CULTURE					
ATTRACTING, DEVELOPING AND RETAINING A DIVERSE TEAM					
Percent of workforce, women	60.0%	58.9%	59.2%		
Percent of people managers, women	50.0%	50.3%	50.3%		
Percent of workforce, racial/ethnic minorities	28.3%	29.1%	33.6%		5. Gender Equality
Percent of people managers, racial/ethnic minorities	21.1%	21.8%	25.5%		8. Decent Work and Economic Growth
Diversity of early talent development program	63.8%	60.7%	76.9%	At least 50% of new hires to PNC's early career development program to be made up of diverse ¹ candidates	10. Reduced Inequalities
Voluntary retention rate	84.7%	87.2%	81.3%		
EMPLOYEE ENGAGEMENT AND WELLNESS					
401(k) plan participation	91%	92%	92%		
Total Health Savings Account funds committed	\$49.3+ million	\$28.5+ million	35.4+ million		
Value of pension benefits	\$115 million	\$115 million	\$122 million		
Percent of unique PNC employees who are members of Employee Business Resource Groups ²	35%	35%	25%		3. Good Health and Well-being
Number of Employee Business Resource Groups	90	96	106		8. Decent Work and Economic Growth
Change in employee engagement score	8 point increase year-over-year	4 point increase year-over-year	3 point decrease year-over-year	Year-to-year increase ³	
Total employee training hours	2.4 million hours	2.8 million hours	3.8 million hours		
STRENGTHEN OUR COMMUNITIES					
COMMUNITY ENGAGEMENT					
Philanthropic giving	\$80.8 million	\$93.7 million	\$98.1 million	\$500 million in charitable support, including sponsorships and grants, over a four-year period beginning January 1, 2022	4. Quality Education
PNC's volunteerism program / volunteer hours	123,540 hours	24,427 hours ⁴	30,400 hours ⁴		10. Reduced Inequalities
COMMUNITY DEVELOPMENT BANKING					
Participants in PNC financial education classes focused on LMI individuals and communities ⁵	— ⁵	— ⁵	843 classes and 51,210 participants		5. Gender Equality
Community Reinvestment Act rating	Outstanding	Outstanding	Outstanding	Maintain "Outstanding" CRA rating	8. Decent Work and Economic Growth
Microlending to small businesses	\$249+ million	\$334+ million	\$506+ million		9. Industry, Innovation and Infrastructure
Small business loans	\$6.7 billion	\$11.5 billion	\$8.6 billion		10. Reduced Inequalities
					11. Sustainable Cities and Communities

¹ Diverse includes: women, people of color, veterans, persons with disabilities and LGBTQ+ individuals.² Numbers reported in previous years included double counting, and 2021 data is the percent of unique PNC employees who are members of Employee Business Resource Groups.³ Employee engagement at PNC remains relatively steady despite the slight decline in engagement levels within the broader U.S. workforce (as noted by a Gallup survey, among others). Stress factors related to the pandemic, the changing nature of work and PNC's acquisition of BBVA USA in 2021 are expected to lessen in 2022.⁴ The COVID-19 pandemic necessitated a temporary pause in in-person volunteering.⁵ This metric was updated in 2021, and previous data reported does not correspond to this new metric.

SUSTAINABLE DEVELOPMENT GOALS

ESG SCORECARD

METRIC	2019	2020	2021	OBJECTIVES FOR 2021 AND BEYOND	SDGs
SUPPLIER DIVERSITY					
Spending with diverse suppliers	— ¹	— ¹	6.4%	Increase spending with diverse suppliers by at least 20% by the end of 2025 ¹	5 5. Gender Equality 8 8. Decent Work and Economic Growth 9 9. Industry, Innovation and Infrastructure 10 10. Reduced Inequalities
DELIVER AN EXCEPTIONAL CUSTOMER EXPERIENCE					
CUSTOMER RELATIONS					
Retail Net Promoter Score	2 point increase year-over-year	No change year-over-year	3 point increase year-over-year		9 9. Industry, Innovation and Infrastructure
Corporate & Institutional Net Promoter Score	9 point increase year-over-year	2 point increase year-over-year	4 point increase year-over-year		
Total bankers certified as Women's Business Advocates	2,552	3,159	3,659	Year-over-year increase	5 5. Gender Equality 10 10. Reduced Inequalities
INNOVATION					
Percent of customers who use non-branch channels for the majority of their transactions	71%	77%	79%		9 9. Industry, Innovation and Infrastructure

¹ Previous reports included the percent of eligible spend going to small business, diverse and disadvantaged-owned business enterprises. The new metric in this report focuses exclusively on diverse suppliers.

ABOUT THIS REPORT

REPORT SCOPE

PNC publishes an annual Corporate Responsibility (CR) Report. This, our sixth full GRI-based report, has been prepared in accordance with the GRI Universal Standards. We also disclose metrics in alignment with the Sustainability Accounting Standards Board's (SASB) Commercial Banks, Consumer Finance, Asset Management and Custody Activities, and Mortgage Finance sector standards.

PNC's 2021 CR Report covers the period of January 1 through December 31, 2021. Our most recent CR Report was published in June 2022. In addition to all of PNC's CR Reports, additional information about the company's CR efforts is available on our [Corporate Responsibility website](#).

CONTACT US

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