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