

Human Rights Statement

March 2025

Summary & Overview

To better serve our stakeholders, it is important to have a clear vision and strong principles to guide our actions. PNC has long demonstrated a commitment to living our values and to corporate responsibility. That commitment has only deepened as we have grown into one of the leading financial services companies in the country. Our [Values](#), [Code of Business Conduct and Ethics \(Code\)](#), and related policies, convey our areas of focus and serve as the foundation of this Human Rights Statement.

PNC understands the responsibilities that come with being a large financial services provider and adherence to our Code, compliance with laws and regulations, and support of fundamental human rights are cornerstones in conducting business with integrity and the highest ethical standards. PNC strives to make decisions that are grounded in our Values, consistent with our [corporate responsibility commitments](#) and reflective of our commitment to respect the human rights of all of our stakeholders who are impacted by our business operations.

This Human Rights Statement aims to leverage international human rights principles encompassed by the United Nations Universal Declaration of Human Rights and the United Nations Guiding Principles on Business and Human Rights.

Upholding Human Rights Across our Stakeholder Groups

Our Employees

Our products and services, our solutions and, ultimately, our success all come down to one factor: our people.

We strive to keep all aspects of our employees' wellbeing in focus and foster a culture of inclusion. We succeed as a company when our employees feel connected, respected and engaged in collaborative teams. We are focused on growth, not just as a company, but as individuals – ensuring our employees have access to opportunities for lifelong learning, professional development, visibility and access into what's possible for their career at PNC.

PNC has an [equal opportunity policy](#) in compliance with the law, to afford equal opportunity to all applicants and existing employees without regard to race, color, religion, national origin, gender, sexual orientation, gender identity/expression, age, ancestry, marital status, genetic information, family medical history, disability, military or protected veteran status, or any other basis that would be in violation of any applicable ordinance or law. PNC does not permit, condone, or tolerate unlawful discrimination, bias or harassment.

Fostering an inclusive culture where all employees have equal opportunities to succeed starts with ensuring access to tools and resources they need. PNC's Accessibility Office works with all stakeholder groups to set and execute a strategy for doing just that. It includes welcoming and respectfully responding to requests for needed accommodations.

Creating safe places in which to conduct business is essential to our employees, our customers, our company and our brand. That is why we take concrete action to protect our employees and the communities and people we serve.



PNC respects the confidentiality of the personal information of employees. This includes employee medical and personnel records. Access to personal information is only authorized when there is a legitimate and lawful reason, and access is only granted to appropriate personnel.

PNC opposes the use of all forms of forced labor, including prison labor, indentured labor, bonded labor, military labor, modern forms of slavery and any form of human trafficking.

Our Code details the multiple avenues by which employees can contact PNC's Corporate Ethics Office to report ethical concerns, including through an anonymous PNC Business Conduct and Ethics Hotline. PNC encourages all employees to speak up if they are aware of behavior that is inconsistent with our Values, or the ethical principles established by PNC's Code and related policies.

Our Customers

At PNC, we're dedicated to helping our customers progress confidently in their financial journeys, regardless of their current stage. Our comprehensive range of convenient products is tailored to suit every phase of life and every financial aspiration. We firmly believe that even a small step taken today can significantly impact our customers' financial futures for the better.

We know it's vital for our customers to have access to their finances when and where they need it, and that's the goal of [PNC's Business Resiliency program](#). No matter what happens, safeguarding the availability of products and services is essential.

We're also committed to protecting our customers and treating them fairly. In our dealings with customers and the public, we must never take unfair advantage through manipulation, abuses of confidential information, or misrepresentation of material facts.

PNC is committed to protecting confidential information about our customers. Our security and privacy program is designed to ensure that we follow all applicable laws and regulations directed toward privacy and information security. PNC's [Security and Privacy Center](#) provides details on PNC security and privacy practices that secure customer information while protecting individual privacy. In addition, it offers a robust set of guidance and support for how customers can protect themselves from becoming victims of fraud and identity theft.

Empowering stakeholder prosperity means offering accessible products and services. We also partner alongside customers with disabilities to ensure that our products and services are accessible and easy to use. Customer feedback helps us to continually improve experiences with our website, mobile apps and branch locations.

Our Communities

Our customers and employees live and work in the communities we serve, and we recognize the importance of caring for all the places we operate. We believe that being part of the community means more than doing business. That's why working to strengthen and serve our communities is at the heart of our business model. When our communities prosper, so does PNC.

[Our commitment to improving outcomes for communities](#) continues to guide our economic empowerment efforts. We firmly believe that this work must be responsive to the needs of the communities we serve and implemented in collaboration with strategic partners to help build a more equitable future for all. PNC has a long-standing

commitment to help drive impact and bolster economic opportunity for low- and moderate-income (LMI) communities.

The PNC Foundation's priority is to form partnerships with community-based nonprofit organizations to enhance educational opportunities, with an emphasis on early childhood education, and to promote the growth of communities through economic development initiatives.

High-quality early childhood education is the very foundation of a bright and promising future for individuals and society at large. We recognize the significant role educators, caregivers and parents play in early childhood education. That's why we're committed to supporting educators and caregivers in giving children the opportunity to learn and grow. *Grow Up Great®* is PNC's signature charitable program. This initiative was built on the understanding that education is a powerful means for economic and social mobility. This \$500 million, multi-year, bilingual initiative began in 2004, helping to help prepare children from birth to age 5 for success in school and life. As part of this initiative, the PNC Foundation has earmarked funds for grants to nonprofit organizations that work to improve school readiness. By supporting and delivering engaging programs, experiences, and resources – particularly in underserved communities – we are helping to create a world of opportunities for the next generation and beyond.

Our regional presidents live and work in the markets they serve. These leaders and their market teams are personally invested in the success of the community and forge deep relationships with their clients, partners, and neighbors. Decisions are made at a local level with a focus on the local impact. In addition, our regional presidents are responsible for upholding our commitment to corporate responsibility, delivering on each of our strategic priorities while looking out for the best interests of all our stakeholders.

Supplier Management and Engagement

PNC is strongly committed to business ethics and integrity. [Our Supplier Code of Conduct \(Supplier Code\)](#) outlines principles that are consistent with the bank's Code of Business Conduct and Ethics and core Values, including regarding legal and regulatory compliance, ethical business practices, human rights, and environmental and social responsibility. Suppliers are expected to understand and implement the requirements of this Supplier Code, to operate in accordance with its principles, and to stay up to date on any changes. Additional information can be found on the [PNC Supplier Self Service Center](#).

PNC is committed to a positive, safe, and healthy workplace environment, which fosters respect and inclusiveness among team members, and expects the same of our Suppliers. As such, Suppliers should provide an inclusive and supportive working environment, free of harassment and discrimination, in which all employees are valued and empowered to succeed. PNC also encourages Suppliers to share in our commitment to providing accessible digital experiences to our customers, including through embracing accessibility guidelines and standards, such as the [Web Content Accessibility Guidelines \(WCAG\)](#).

Human Rights Related to the Provision of Financial Services

PNC strives to make lending decisions that balance the needs of our customers and prospective customers with the interests of our other stakeholders, and to integrate stakeholder considerations across our value chain. PNC's Responsible Banking Practices outlines our multi-layered framework, providing transparency into the practices we employ when making business decisions, in compliance with all laws and regulations.

We do not discriminate against any lawful industry. From a responsible banking perspective, we may focus on human rights risks; environmental risks; reputational risks; alignment with PNC's Values and compliance with internal guidance, policies and external commitments.

Our Anti-Money Laundering (AML) program is designed to safeguard our communities, company and country from financial crime, money laundering and terrorist financing. PNC's Bank Secrecy Act (BSA) / AML and Sanctions Program sets forth minimum BSA/AML and sanctions standards designed to ensure that PNC is providing compliant products and services and conducting business activities in compliance with applicable laws, rules and regulatory guidance. Our enterprise policies address anti-bribery, anti-corruption, money laundering terrorist financing, economic sanctions, and import/export controls. All employees can report suspicious activity through established channels. To learn more about PNC's AML program visit [Compliance Program | PNC](#).

In accordance with the Organization for Economic Co-operation and Development (OECD) Principles on Artificial Intelligence (AI), PNC strives to ensure the responsible use of AI and Machine Learning (ML) through the adherence to six principles: accountability; transparency, explainability and accuracy; diversity and inclusion; fairness; reliability and security; and privacy.

In alignment with our commitment to corporate responsibility, we are committed to combatting modern slavery, including slavery, servitude, forced labor and human trafficking. We strongly support the United Kingdom Modern Slavery Act, which aims to eradicate modern slavery in U.K. commercial organizations with operations in the U.K. See [PNC's UK Modern Slavery Act statement](#) for more information.

Our Progress

At PNC, we're committed to doing the right thing for our customers, communities, employees and shareholders. We do this work because it helps our stakeholders succeed, and because it helps our business succeed, and we continuously refine our strategies to address the changing needs of the various constituencies we serve. We align our disclosures to industry standards and frameworks such as the Global Reporting Initiative (GRI), the Sustainability Accounting Standards Board (SASB) and the Task Force on Climate-related Financial Disclosures (TCFD) recommendations.

Additional information about our corporate responsibility efforts, including important legal disclosures and information, is available on our [Corporate Responsibility website](#).

This Human Rights Statement was reviewed and approved by the Responsible Business Strategies (RBS) Committee, a management committee that reports to PNC's Management Executive Committee and approves voluntary corporate responsibility public disclosures, new commitments or goals, and new signatory relationships produced by or on behalf of the Corporate Responsibility Group.