



2022 Corporate Social Responsibility Report

# Growing

OUR COMMUNITY

**Fulton Bank**

CSR REPORT 2022 /

## INTRODUCTION

### Message From Our CEO

Fulton Bank continues to be driven by our purpose: to **change lives for the better**. Our 3,300 team members are focused on providing the best experience for our customers and strengthening the communities we serve.

Through their efforts, we performed well in 2022. It is because of that solid performance that we were able to advance our environmental, social and governance (ESG) efforts. In short, at Fulton Bank, we perform well so that we can do good. We've outlined our work in this second Corporate Social Responsibility (CSR) report.

#### Our Performance

Thanks to our customer-focused team, 2022 saw record-setting financial performance and strong growth. We reported **record operating earnings** of \$1.76 per share and \$1.67 per share on a GAAP basis. We also delivered **record revenues**. Additionally, in July, we acquired Philadelphia-based Prudential Bancorp, Inc., expanding our presence in the region with seven additional financial centers.

#### Our Environmental Impact

As responsible stewards, we strive to reduce the environmental impact of our activities. In 2022, we developed the Climate Impact Working Group, which is made up of senior leaders, to further understand the climate-related impact and the opportunities to make a difference in our business.

We continue to drive environmental sustainability by using alternative energy sources, increasing energy efficiency and reducing our physical footprint. We also continue to improve on our waste management programs.

#### Our Social Contributions

This report highlights our commitment to the people and communities we serve. The Fulton Forward® program serves as the foundation for our efforts and is focused on four pillars: affordable housing and home ownership, job training and workforce development, financial education and economic empowerment, and diversity, equity and inclusion. You'll find that the theme of diversity, equity and inclusion is woven throughout this report, as it's part of our culture and our Fulton Forward® pillars.

Through a concerted effort to give back to our local communities, we volunteered more than **13,500 hours** and provided **\$6.6 million** in charitable contributions. Additionally, we recently announced that in 2023, we'll surpass **\$1 billion in loans to low- and moderate-income homebuyers** under a closing cost assistance program that began in 2016.

You will see that our company is growing and making an impact by doing what matters most: helping people become first-time homeowners, educating customers about money, empowering community members to make good financial decisions, and making financial services available for people and small businesses in underbanked and underserved communities.

#### Our Governance Efforts

We do what's right — it's part of our value system. Governance starts at the top, but it is lived every day by every team member through adherence to our values and Code of Conduct. We have strong governance systems in place and a diverse and engaged Board overseeing our activities. The Board has defined Committees to ensure adequate oversight of specific areas of importance to our business. We have a prudent, long-term risk management culture.

#### Our 2022 Report

This year's enhancements to our CSR report include more highlights of how Fulton aligns with the Sustainability Accounting Standards Board (SASB) standards and provides information about our progress compared to the United Nations Sustainable Development Goals (SDGs).

Thank you for your interest in how Fulton Bank continues to change lives for the better.

GRATEFULLY,



Curtis J. Myers  
CHAIRMAN, PRESIDENT AND CEO





INTRODUCTION



HELPING OUR  
COMMUNITIES



SERVING OUR  
CUSTOMERS



SUPPORTING  
OUR TEAMS



PROTECTING OUR  
ENVIRONMENT



GOVERNANCE

WE ARE FULTON BANK:

*"Changing Lives for the Better"*

BY THE NUMBERS



**26,391**

Employee Volunteer Hours From 2021 to 2022



**24%**

of Our Diversified Workforce  
Are People Of Color



**66%**

of Our Diversified Workforce Are Women



**\$3.8M**

in Closing Cost Assistance Program Grants  
Disbursed From 2020 to 2022



**\$10.8M**

in Charitable Contributions And Donations  
Via Fulton Bank From 2021 to 2022



**\$1B**

in Loans To Low- And Moderate-Income  
Homebuyers Through Partnership  
With Operation HOPE Since 2016



**\$137M**

in Small Business Administration Loans  
Financed From 2020 to 2022



**1,599**

HomeReady® Mortgage Plus Loans  
Through Fulton Mortgage Company For  
Low-To-Moderate Buyers Totaling  
**\$296M** From 2020 to 2022.

HomeReady® is a registered trademark of Fannie Mae.



**OUTSTANDING**

Maintained a Community Reinvestment Act  
(CRA) Lending Rating of **"Outstanding"**

## Our Purpose and Vision

What drives us to deliver for our customers and communities every day is that each team member fully embraces that our purpose is to change lives for the better.

We understand that financial journeys are not one-size-fits-all propositions. That's why we aim to provide our customers with the best personalized tools and resources that match their needs to help them attain their financial goals, whether it is first-time homebuying or starting a small business in their community.

**Our vision is that we will be the bank of choice because of who we are and how we operate.**

When our customers and our communities thrive, we thrive.



### OUR COMMITMENT TO DIVERSITY, EQUITY & INCLUSION

Our commitment to promoting diversity, equity and inclusion is at the heart of Fulton's values. When we respect and value each other's differences — and embrace the qualities and skills each and every one of us brings to the table — we create a supportive environment and strengthen our ability to empower our customers and communities.



### OPERATING ETHICALLY AND WITH INTEGRITY

We pride ourselves on being ethical and operating with integrity at all times. When working with our customers, we put their best interests at the forefront as they make life-changing financial decisions. By operating ethically and with integrity, we are a catalyst for our customers' financial successes.

## About This Report

This report incorporates Fulton Bank's corporate social responsibility (CSR) strategy, activities, progress, metrics and performance for the fiscal year ended December 31, 2022, unless otherwise noted.

We disclose metrics aligned to the SASB Standards for commercial banks. We also have indicated how our company's efforts align with the U.N. SDGs.

## Our Approach to ESG



### Doing what is right ...

is a core value at Fulton. Our approach to Environmental Social Governance (ESG) is not about "checking a box" to say that we've met a standard. Instead, we focus on activities that meaningfully **change lives for the better**.



### When it comes to the environment,

Fulton is committed to practicing environmental stewardship in our everyday operations through measures like waste reduction and smart energy usage. We also look for opportunities to finance sustainable projects.



### A strong company relies on a strong community.

We serve our communities, as this is just as important as being part of them. We live and work here, and we want to see our communities thrive. We also recognize our neighbors contribute greatly to our success and we want to give back.





## Ensuring a positive and engaging work environment for our employees —

One that enables them to grow, learn and be themselves — is essential, because it is our team members who connect with customers and the community to truly **change lives for the better**.



## Our customers are at the center of everything we do.

We are honored that so many people and companies trust us for the support and guidance they need to achieve their financial goals.



## Fulton governs with integrity.

Our Code of Conduct (Code), along with our core values, guides us to act ethically in all we do.



## Our approach to our work is always forward-thinking ...

and we continue to look for ways to expand our customer base and immerse ourselves in the communities across our footprint. We look forward to sharing the steps we took over the past year to progress along our ESG journey.

## The United Nations Sustainable Development Goals

According to the U.N. Department of Economic and Social Affairs, the core element of the 2030 Agenda for Sustainable Development lies in the 17 SDGs. The agenda “provides a shared blueprint for peace and prosperity for people and the planet, now and into the future.”

Fulton has identified six SDGs that best exemplify the work that we do in **changing lives for the better** and the continued goals we are working toward that intersect with global aspirations.

The following SDGs highlighted throughout this report include:



### SDG 1. No Poverty

A key part of Fulton's mission is to serve low- and moderate-income individuals, minorities and small businesses in underbanked and underserved areas. Through our Fulton Forward® program, we help build vibrant communities with programs, products and services focused on affordable housing and homeownership, workforce development and financial education. From teaching how to manage finances to providing programs and resources that lead to home ownership and employment, we enable future generations to be more economically prepared and set the stage for leaving poverty behind.



### SDG 4. Quality Education

An inclusive and quality education offers all of us the chance to develop relevant career skills and enjoy lifelong learning opportunities. Fulton Forward® helps students, individuals and companies by participating in job training and workforce development programs while our Small Business Center supports local small business owners with technology, coaching and meeting spaces. We also support Tec Centro in Lancaster, Pennsylvania, which provides bilingual education and state-of-the-art workforce training, career counseling and placement assistance to empower generations and enrich the community. Fulton offers educational assistance to all employees for general banking courses, language courses and career-relevant courses taken at an accredited college or university.



## SDG 5. Gender Equality

Our Diversity, Equity and Inclusion strategy focuses on offering diverse and inclusive opportunities at all levels of our organization. We operate a full slate of programs to hire, retain and promote diverse talent. Fulton's Office of the CEO (OCEO) is now 60% female, our Enterprise Leadership Team is now 40% female, and diverse talent cascades through all levels of the organization. We believe our dedication to economic inclusion, diversity and equity in our workforce and supply chain will continue to reduce inequalities in our workplace, for our customers, and in our communities.



## SDG 8. Decent Work and Economic Growth

We promote inclusive, sustainable economic growth and productive employment by supporting programs and policies that encourage job, business and community development. Our Fulton Forward® program advances job training and workforce development with skills training, job placements and job searches. We support entrepreneurs with a Small Business Center that provides local small-business owners with technology, coaching and meeting space. We financially support programs that remove barriers to career advancement through adult education, job readiness workshops, employment services, case management, bilingual training and multiple career pathways.



## SDG 12. Responsible Consumption and Production

We continually strive to decrease our environmental footprint and sustainably manage resources. We've established specific corporate recycling goals, seek to incorporate green building standards and are on track toward diverting 30% of our waste from landfills by 2027. Our working group of senior leaders supports Fulton in striving to find new ways to reduce our environmental impact.



## SDG 16. Peace, Justice and Strong Institutions

Our policies promote the operation of an effective, accountable and inclusive institution at all levels. Our core values and Code require us to demonstrate the highest professional and ethical standards in all we do. All employees receive initial and annual ethics and compliance training in topics including insider trading, bank secrecy and fair and responsible banking practices. Mandatory compliance training, including anti-corruption and anti-bribery training, is assigned annually to employees based on role, responsibilities and accountabilities.

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## HELPING OUR COMMUNITIES

### Social Capital

A key part of Fulton's mission is to serve low- and moderate-income individuals, minorities, and small businesses operating in underbanked and underserved areas.

**28.7%**

of Our Communities Are  
Low-to-Moderate Income

**59.2%**

of Our Communities Are  
Moderate-to-Middle Income

### Fulton Forward®:

### A Commitment To Cultivate Communities

Begun in 2016 as an umbrella program for Fulton Bank's community service work, Fulton Forward® has evolved to be the touchstone for all of our efforts to improve our communities through stewardship, volunteering and other endeavors.

**Along with our entire Fulton family, we're proud of the Fulton Forward® program and our contributions toward building vibrant communities with programs, products and services focused on four key areas:**



Affordable housing and home ownership



Job training and workforce development



Financial education and economic empowerment



Diversity, equity and inclusion (DE&I)

Fulton periodically reviews its products and when appropriate, makes enhancements or introduces new products and programs that will enable us to reach underserved and underbanked communities more effectively across our footprint.



## Fulton Forward® Foundation Grant Review Committee (GRC)

The Fulton Forward® Foundation GRC was formed in September 2022 with a purpose of serving as the initial vetting entity and application review point for all impact grants awarded by the Fulton Forward® Foundation. The GRC provides general oversight and funding recommendations to the Foundation's Board of Directors, and ensures that the grant recipients exemplify one or more Fulton Forward® pillars.

FULTON FORWARD® FOUNDATION

# \$525,584

Awarded Towards Overall  
Impact Grant Commitments  
(2021-2022)

## Respect For All: Diversity, Equity & Inclusion

A healthy community needs a healthy bank. That means putting our communities at the core of how we think, promoting DE&I and using that powerful combination to change lives for the better.

A key pillar of the Fulton Forward® initiative is embracing and advancing the concepts of DE&I in all aspects of our work. We believe that embracing the differences of **all** individuals makes **us** stronger. Respect and inclusion are a powerful foundation for all we do. Because when everyone is valued, we thrive as a community.



# 13.6%

Lending to Majority-Minority Individuals

# 5.5%

Lending to Hispanic Individuals

# 29.6%

Lending to Low- and  
Moderate-Income Individuals

## Opening Doors: Affordable Housing & Home Ownership

It all starts with our communities. Affordable housing and homeownership are the foundation of our efforts. We help potential homeowners who are faced with challenging economic or personal situations to successfully overcome these issues and realize their dream of owning a home.

Fulton offers several unique mortgage programs especially for first-time homebuyers and regularly hosts homebuying seminars that help explain the process and what customers can expect. This information helps customers avoid surprises and become more confident in their decisions.

The Fulton Bank team also gets hands-on in their support of affordable housing. In 2022, in partnership with Habitat for Humanity, a nonprofit that helps families build and improve their homes, Fulton Bank employees helped construct three homes in Richmond, Virginia.



## Community Reinvestment Act

Our Community Reinvestment Act mortgage loan officers and team of Operation HOPE financial wellness coaches teach people of all ages how to manage their finances, enabling future generations to be more economically prepared than previous ones, empowering them with tools for success such as budgeting, understanding credit and saving for the future.

We have secured several long-term strategic partnerships with multiple community colleges and K-12 public schools across the footprint — including Harrisburg Area Community College - Lancaster Campus, York College in Pennsylvania and Hagerstown Community College in Maryland — to deliver ongoing young adult financial literacy programs. Topics offered to the students include how to bank, budget, and save for a home, college or retirement.

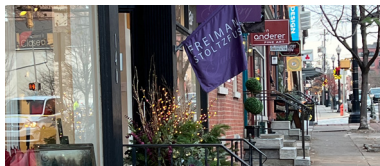
Community outreach officers, as well as commercial and consumer business lines, have implemented proactive business development plans focused on fostering additional relationships with community development partners such as affordable housing groups, nonprofit community development corporations and community development financial institutions, credit counseling, and financial literacy organizations.

Fulton works to address CRA compliance through policies, procedures, monitoring and testing of controls to self-identify and self-correct any potential weaknesses. This helps to ensure that we are meeting the credit needs of the communities we serve.



### CLOSING COST ASSISTANCE PROGRAM

In partnership with Operation HOPE — a nationally recognized financial dignity and financial coaching organization — our closing cost assistance program makes homeownership more accessible. Eligible borrowers can receive up to \$2,500 in grants toward their closing costs. Our cumulative Closing Cost Assistance Program grants from 2016 to 2022 surpassed \$8 million.



### COMMERCIAL COMMUNITY DEVELOPMENT LENDING

Affordable housing and economic development depend on investment, and our Commercial Community Development Lending team helps make that happen. We work to help finance construction projects and ventures that support community development.

We invest in the construction of affordable and accessible housing. We also help finance economic development projects that will stabilize or revitalize low- to moderate-income neighborhoods.



### COMMUNITY DEVELOPMENT INVESTING

Our Community Development Investing team supports economic development activities, with a focus on activities that enhance employment, housing, and service opportunities for low- to moderate-income households and individuals.

## Empowering Our Future: Job Training & Workforce Development

Changing lives for the better means helping our neighbors. As part of Fulton Forward®, we contribute to job training and workforce development programs that enable individuals to reach their full potential through partnerships with organizations such as Tec Centro and Humanim.

### Tec Centro

Tec Centro in Lancaster, Pennsylvania, provides bilingual education and vocational skills training to low-income individuals. It provides integrated support services to remove barriers that may inhibit career advancement by offering adult education completion, job readiness workshops, employment services, case management, bilingual training and multiple career pathways. Enabling a family to be self-sufficient helps them rise out of poverty, empowers generations onward and enriches the entire community.

#### 2021-2023 Tec Centro Highlights

<b>2,044</b> Individuals served	<b>315</b> Job placements	<b>83%</b> Workforce programs
<b>7,393</b> Services provided	<b>297</b> Micro-credentials attained	graduation rate



### Humanim

Humanim's mission is to support and empower individuals who face social or economic challenges by building pathways to economic equity, opportunity and independence. They do this through over 35 programs in the areas of human services, youth services, workforce development and social enterprise throughout Maryland. The organization was founded on the belief that every human being has potential, and that work is transformative.

**8** Fulton Bank Team Members volunteered for **10+ hours** to conduct mock interviews with graduates.



## A Valuable Investment: Financial Education & Economic Empowerment

Teaching people of all ages how to manage their finances enables future generations to be more economically prepared than previous ones, empowering them with tools for success such as budgeting, understanding credit and saving for the future.

**4,131**

Participants Attended Financial Education Initiatives For Unbanked, Underbanked or Underserved Customers From 2021 to 2022



### **Mastery Pickett High School/VISA™ Financial Football**

Through our partnership with VISA™, Fulton Bank helped organize and staff the “VISA™ Financial Literacy Football Event” in Philadelphia. As part of the in-person event, the students answered questions about banking, credit, insurance and money management to play the football game and advance down the field.



### **Network for Teaching Entrepreneurship**

In 2022, the Fulton Forward® Foundation announced a \$125,000 commitment to the Network for Teaching Entrepreneurship, a global educational nonprofit focused on bringing the power of entrepreneurship to youth in low-income communities.

*Operation HOPE*

We have a long-standing relationship with Operation HOPE, a nationally recognized financial dignity and financial coaching organization. The organization recognized Fulton last year at its 9th Annual HOPE Global Forums in Atlanta for providing nearly \$1 billion in loans to low- and moderate-income homebuyers. In 2016, Fulton Bank began collaborating with Operation HOPE on financial literacy and economic inclusion initiatives. Fulton Bank participates in the Closing Cost Assistance Program, which provides grants to buyers to help with the up-front costs of purchasing a home. Fulton also sponsors Operation HOPE financial wellness coaches in eight locations throughout its footprint. The coaches provide free education to consumers, focusing on improving their credit and preparing them for the financial aspects of home ownership. Fulton Bank has helped facilitate more than \$968 million in loans to more than 5,700 homebuyers under the Closing Cost Assistance Program, and that cumulative total is on track to hit \$1 billion in loans in 2023. In addition to homebuyer loans, the bank has donated more than \$8 million in grants to make purchasing a home more affordable for low- and moderate-income buyers.

#### **OPERATION HOPE PARTNERSHIP METRICS\***

**2,039+**

Clients Served With 8,000 Financial Empowerment Services

**\$41,485**

Average Annual Household Income

**66%**

of Clients Served Increased Their Credit Score By an Average of 36 Points

**4.3**

Average Services Per Client

**85%**

of Total Clients Served Considered Low- and Moderate-Income



## It's Who We Are: Philanthropy & Volunteerism

Volunteering is a key part of how we support our communities. We believe in giving back, and we offer our team members the ability to take paid time off for volunteering. Fulton employees are driven to give back and to fully integrate our company into our communities. We do this because we want to make a positive social impact, which helps us all.



### Delaware

#### Georgetown

Team members partnered with First State Community Action Agency (FSCAA) in Georgetown for its backpack drive. FSCAA was the first, and remains the only, Community Action Agency in the state of Delaware. FSCAA offers 20+ programs that target the root causes of poverty and provides families and communities with the knowledge and tools needed to thrive.

- \$2,400 donation by Fulton Bank for supplies
- 500+ book bags packed
- 420+ students served



### Maryland

#### Baltimore

Fulton Bank team members volunteered with Baltimore City YouthWorks at various organizations across Baltimore City including the 29th Street Community Center, We Rise, Banner Neighborhoods, Youth Advocate Program and The Be. Org's Be. Virtual program to provide financial literacy and workplace education to hundreds of students.



### New Jersey

#### Atlantic City

Fulton Bank awarded \$1 million in grants as part of the New Jersey Department of Community Affairs Neighborhood Revitalization Tax Credit Program. This funding will support two critical revitalization efforts in Atlantic County to establish regular neighborhood cleanups and attract new businesses and create new job opportunities, and to help diversify the local economy.

#### Trenton

We committed \$100,000 over a five-year period to the African American Chamber of Commerce of New Jersey. The funds will be used to support existing programs and initiatives, such as The Village Program, an initiative that provides financial literacy training for low- and moderate-income families in underserved communities; and the Technical Assistance for Small Businesses initiative to help entrepreneurs and minority businesses in need of micro loan funding for COVID-19/pandemic relief, recovery and business expansion.



### Pennsylvania

#### Chester County

We supported the YMCA of Greater Brandywine's 13th Annual Chester County Corporate Golf Championship with a \$10,000 champion level sponsorship. The donation will benefit the YMCA's Seventh Grade Initiative and engagement program designed to cultivate and connect with youth during a crucial time in their development. Through this initiative, the YMCA offers complimentary one-year memberships to more than 1,500 seventh grade students throughout Chester County each year.

#### Lehigh Valley

Our long-standing support of the Greater Valley YMCA saw us commit \$25,000 over five years toward the organization in support of its Nazareth Capital Campaign to improve its Nazareth, Pennsylvania, facility. Planned renovations include Americans with Disabilities Act improvements to ensure accessibility to all people and construction of new classrooms and a commercial kitchen to provide care and meals for up to 100 preschool-aged children.

#### Statewide

As part of the Pennsylvania Educational Improvement Tax Credit program, Fulton Bank donated more than \$725,000 to educational organizations across the state in December 2022.



## Virginia

### Richmond

In November 2022, we partnered with the law firm Williams Mullen to provide rehabilitation work on three single-family homes through Habitat for Humanity.

Fulton partnered with Fahrenheit Advisors to celebrate Juneteenth with a historical program that honored Dr. Ronald A. Crutcher, the first African American president at the University of Richmond and a distinguished classical musician. The celebration also featured the art of Dr. Eugene Vango, a retired educator, who has participated in over 30 one-person art shows and over 60 group shows. A musical perspective highlighting the journey of Black music was presented by Dr. Karen Savage, Dr. Betty Neal Crutcher, Dr. Eugene Vango and Retired Sergeant Major William Carter. Fulton made a donation to the endowment held by the Crutcher family at the University of Richmond.



## Across Markets

Nearly \$400,000 in housing grants from the Fulton Forward® initiative were split between 71 organizations throughout the Philadelphia, Lancaster, Maryland, Washington, D.C., and Virginia markets in December 2022 to support sustainable housing and affordable homeownership efforts moving forward.

# 26,391

Employee Volunteer Hours (2021 to 2022)



### Featherstone Foundation

#### Baltimore

The William & Lanaea C. Featherstone Foundation of Maryland is an award-winning nonprofit that advances the economic outcomes of immigrant families. In our partnership, we assist with intake interviews for program participants and have previously provided permanent employment opportunities for foundation mentees.

Over the past four years, the Featherstone Foundation and Fulton Bank have collaborated on several initiatives to provide access to outreach opportunities to multilingual communities. As part of our Diversity Scholarship Program, which offers financial support to those looking to continue their education and gain employment experience at Fulton Bank, the foundation matches Fulton Bank's \$1,500 scholarship across the Baltimore market.

Our strong partnership with the Featherstone Foundation enabled the nonprofit to provide 30 Baltimore-area students with a scholarship in the amount of \$3,000 each through a \$90,000 fund in 2022.



### Cristo Rey Philadelphia High School

#### Philadelphia

Cristo Rey's work-study program provides motivated and talented students from Philadelphia the opportunity to gain a quality education and invaluable work experience in preparation for college. Team members from various Fulton lines of business worked with students to provide them with hands-on work experience and career skills.



### Fulton Forward® Foundation Impact Grants

#### Philadelphia

In connection with the acquisition of Prudential Bancorp, Inc. and its subsidiary, Prudential Bank, Fulton Bank made a \$2 million contribution to the Fulton Forward® Foundation designated to provide impact grant gifts in support of nonprofit community organizations in Philadelphia that are focused on advancing economic empowerment, particularly in underserved communities.

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## SERVING OUR CUSTOMERS

### Helping Customers Bank Wisely

Our customers are the driving force behind every decision we make. We put customers first every time by developing products, services and solutions that meet their needs and help change their lives for the better.

Here are a few recent highlights:



Eliminated account-to-account transfer, non-sufficient funds and extended overdraft fees



Launched CashPlease®, a small dollar, short-term loan product where customers can borrow up to \$1,000, based on eligibility, that can be available within 48 hours. Customers can apply online for a CashPlease® loan 24 hours a day, seven days a week, with no credit report review. *CashPlease® is a registered trademark of Velocity Borrower Logic, LLC.*



Introduced Xpress Account, a “checkless” account that includes a debit card and access to a range of online and mobile services to help underserved and underbanked communities and to promote financial inclusion and capacity building.



Fulton Bank Community Combo (FBCC) – Allows income-qualifying customers to finance up to 100% of the cost of a home (80% first mortgage combined with up to a 20% second mortgage).

**2022 Friendliest Place to Bank**  
**2021 Favorite Place to Bank, Friendliest Place to Bank**

LancasterOnline Readers’  
Choice Awards 2022

**2022 No. 1 Bank/Credit Union**

Lancaster County Magazine  
Best of Lancaster 2022



Fulton Mortgage offers first-time homebuyer and income-based products to help make the dream of homeownership possible. These products, in conjunction with our educational seminars and partnerships with local housing agencies, make an impact in all of the communities within our lending footprint.

Our proprietary loan offerings, down payment assistance (DPA) programs and government insured products together help change lives for the better by offering flexibility to each individual situation and need.

Product Line Data	2020	2021	2022
<b>Fulton Forward®</b>			
Homebuyer Advantage Plus	\$39MM / 243-units	\$26MM / 139-units	\$26MM / 139-units
HomeReady® Mortgage Plus	\$158MM / 856-units	\$107MM / 578-units	\$31MM / 165-units
Fulton Bank Community Combo (Total)		\$59MM / 550-units	\$40MM / 364-units
Closing Cost Assistance Program	\$1.5MM	\$1.4MM	\$860K
Other Down Payment and Closing Cost Assistance Programs	\$1.3MM	\$973K	\$323K
Government Lending Programs*	\$132MM / 583-units	\$96MM / 408-units	\$63MM / 245-units
State Agency Programs**	\$26MM / 133-units	\$34MM / 209-units	\$24MM / 178-units

\* Government insured programs consisting of VA, FHA and USDA loans for Veterans, Low-to-Moderate Income (LMI) individuals/families and LMI individuals/families in rural areas, respectively.

\*\* State Housing Agency programs for LMI families designed to cater to residents of each of our states within our footprint plus the District of Columbia (includes DPA provided by the agencies).

The downward trend line for these product types aligns with the industry. 2020 was a record year for the industry due to historically low-interest rates and refinance activity. While refinancing continued in 2021, it was to a much lesser extent and finally declined in 2022. Another factor that explains this trend is affordability issues due to home price appreciation, which became a challenge in 2020 and exacerbated in 2021 and 2022.

## Empowering Small Businesses

Small businesses are the backbone of the American economy and our communities. That's why Fulton focuses on helping build their financial success. We work hard to understand each of our small-business customers so we can tailor our products and services to address their unique needs.



### SMALL BUSINESS ADMINISTRATION

Through specialized government programs, we have connected future entrepreneurs with funding so they can start or buy their own businesses. These programs enable us to help others who previously could not be helped.



### FULTON FINANCIAL CENTERS

Across five states, Fulton operates 209 financial centers, which serve as hubs of activity where residents and businesses can do their banking, access helpful information and connect with knowledgeable and trusted advisors who can help them achieve financial success.



### AGRICULTURAL LOANS

We remain committed to our hardworking agricultural communities, which have been our cornerstone since Fulton Bank's founding in 1882. Fulton's Ag Lending Group has seasoned experts in farming and agribusiness financing who understand the unique business needs and cyclical nature of this segment.

**\$46.2 MILLION**

in Small Business Administration  
Loans Originated (2022)

**209**

Financial Centers Across **5 States**

The American Bankers Association®  
ranked Fulton **20th in the nation**  
and **first in the Northeast U.S.** for  
agricultural loans based on Federal  
Deposit Insurance Corporation data.

## Supporting Commercial Customers

Many commercial customers value the ability to bank locally with a financial institution that understands and can meet their complex needs. Fulton is ready to help with an array of world-class products, convenient tools and innovative solutions.

**\$627 MILLION**

in CRA-Qualified Community Development  
Originations (2021-22)

**589**

Affordable Housing Units Financed (2021-22)



### SPECIALIZED LENDING

Our Specialized Banking team serves agricultural businesses, automotive dealerships, retirement communities and commercial real estate entities, life sciences and health care practices — doctors, dentists and veterinarians — and we recently launched a government services unit this year.



### COMMERCIAL REAL ESTATE

Fulton Bank's dedicated Real Estate Group helps those who are looking to acquire property, need construction-to-permanent financing, or need specific financing expertise for their next project. Our dedicated team offers a wide range of commercial real estate financing solutions, including those for land development, investment properties, residential builders, small businesses, manufacturing businesses and commercial construction.



### ROCK LITITZ CAMPUS

In 2022, Fulton financed its largest solar installation to date. The project consisted of 10,556 solar panels that provide 6,322 MWh of power annually to the Rock Lititz Campus in Lititz, Pennsylvania. This production will meet 100% of the average electricity needs of the campus, which is home to dozens of businesses and hundreds of employees who all support the live entertainment industry.

## Responsible Investment Management

Fulton is committed to helping customers invest responsibly by providing financial guidance and advice to a wide range of customers in our market area. Our tenured and experienced wealth management team members hold a variety of financial licenses and certifications and are equipped with a wide variety of financial tools, products and services to assist their clients with meeting expressed financial and personal goals.



## Supporting Customers' Goals with ESG Investment Products

Our Fulton Financial Advisors (FFA) / Fulton Private Bank (FPB) — which are divisions of Fulton Bank — and Nonprofit Services business offer investment products which include Socially Responsible Investment portfolios (SRI), and ESG factor solutions for our individual and institutional clients when requested. We use multiple third-party provided screens to eliminate specific SRI securities that do not align with the values of the investor.



## Fulton Financial Advisors

Fulton Financial Advisors, which operates through Fulton Bank, N.A., provides nonprofit services that help many organizations to support and create financial well-being to underprivileged communities. FFA's services also include personalized financial and investment advice to thousands of employees of retirement plan clients, as well as educational tools and solutions that will enable them to prepare for their family's financial security.

*Investments and insurance products recommended or sold by FFA are not deposits or other obligations of any insured depository institution, including Fulton Bank, N.A., and are not insured by the FDIC, the Federal Reserve Board or any other state or federal governmental agency.*

## Data Security and Customer Privacy

No matter where our customers choose to engage with us, Fulton Bank is there to protect their financial assets and information with highly secure digital and physical product innovations.

We prioritize investment in cybersecurity-related technology to protect the privacy and confidentiality of all customer data. Information security techniques include a variety of industry recognized standards and methods. Our layered security model provides a defense in depth approach against different forms of cyber and digital attacks. IT develops and implements an incident management procedure to address events and incidents which may occur and impact our systems and corporate operations. Our cybersecurity professionals use innovative technology to detect, prevent and mitigate cybersecurity threats, and we have streamlined our internal risk management processes for speed and agility without compromising security. Fulton's team members are well trained on how to protect confidential customer information through ongoing cybersecurity education and awareness efforts.

To help ensure the privacy and security of customer financial information, Fulton Bank strictly adheres to the privacy provisions as laid out in the Gramm-Leach-Bliley Act, which requires that financial institutions and their service providers implement administrative, technical and physical safeguards designed to:



**Ensure** the security and confidentiality of nonpublic personal information (NPPI) in their possession



**Protect** against anticipated threats or hazards to the security or integrity of NPPI data



**Deter** unauthorized access to or use of such NPPI information that could result in substantial harm or inconvenience to the owner of such information

Fulton also complies with Regulation P, also collectively referred to as the "Privacy Rule," as well as sections 603 and 624 of the Fair Credit Reporting Act, which are referred to as the "Affiliate Sharing Rules." We also comply with state privacy laws and provisions, wherever applicable.

## 6

Data Security Courses Required Per Employee

## Consumer Compliance Program

Fulton maintains a compliance management system that focuses on compliance with federal consumer financial protection laws, rules and regulations. Under the direction of our Chief Compliance Officer, we maintain a consumer compliance program, which is subject to oversight by, and reporting to, the Risk Committee of the board of directors. The program includes regular risk assessments, policy updates, compliance monitoring, compliance officer involvement in new product and significant project initiatives across the company, regulatory change management, independent audit testing and a compliance training program administered by Fulton's Center for Learning and Talent Development. Fulton's compliance management system also includes monitoring of customer feedback and complaints.

## Selling Practices and Product Labeling

As a financial institution, we believe that it's important for us to have sound selling practices and clear product labeling. Our marketing initiatives are developed with the goal of treating customers fairly and communicating clearly while following applicable regulations. Our advertising efforts are reviewed by compliance staff who help direct our efforts towards adhering to fair and responsible product marketing practices.

We also have a customer-centric learning and development program that teaches sales professionals to be trusted advisors and provides solutions specific to customer needs. This program includes annual compliance assignments, a trusted advisor sales onboarding roadmap, sales leadership development and ongoing reinforcement. This customer-focused, trusted-advisor approach supports compliance and regulations, and promotes ethical standards among our sales professionals.

## Supporting Diverse Businesses & Advancing Financial Inclusion

Fulton is committed to supporting diverse entrepreneurs in our communities by providing them with the resources and tools they need to grow and succeed in their business endeavors.





## Neighborhood Progress Fund

Fulton Bank took the lead on working with a group of banks in the Philadelphia region to provide the Neighborhood Progress Fund, an emerging Community Development Financial Institution, with a loan to assist Black- and Brown-owned small businesses in the North Philadelphia community. This loan will help approximately 30-60 minority-owned businesses.



## Winners Circle

Jarryd Carver, a young minority business owner, sought to join the 6% of minority-owned auto dealerships by starting Winners Circle Automotive Group in Virginia. Fulton Bank provided an initial loan for floor plan financing in 2019, and the dealership has achieved the highest level of Customer Experience Recognition by FCA (Fiat Chrysler Automobiles) and was certified by J.D. Power for 2020's Customer First Award for Excellence.



## Diverse Business Banking

Minority-owned businesses often lack access to capital and other banking services needed for growth. At Fulton Bank, we're making a concerted effort to change that.

In 2022, we created a steering committee to oversee the development of a program aimed at advancing diverse businesses. We also hired a new director-level team member to build relationships with businesses owned by people of color, women, LGBTQ+ and veterans. That position reports directly to the EVP and Director of Fair & Responsible Banking.

We also put together a team of bankers to work on products, promotions and programs to support diverse business banking. One team is working on creating a Special Purpose Credit Program (SPCP). A separate team is working to train our bankers on the needs of diverse business owners, along with new solutions and outreach methods to inform this segment about new opportunities.

Our Certified Diverse Business Advocates play an integral role in helping minority-owned businesses become equipped with the right educational resources, networking opportunities and products and solutions that meet their specific needs. Our advocates have completed a rigorous certification program and have a successful track record of helping businesses grow.

While this program will launch in 2023, a significant amount of work to develop the program has taken place in 2022. We look forward to piloting the program in one of our major cities and then rolling it out across our footprint in 2023.



## Innovate Capital Growth Fund

Fulton Bank seeks opportunities to partner with outside entities to deliver on our strategy. This includes investing in venture funds that align with our objectives.

In December 2022, Fulton Bank invested \$1 million in Innovate Capital Growth Fund, LP. The fund is a Small Business Investment Company that is licensed and regulated by the Small Business Administration. The fund's objective is to provide equity capital to minority- and women-owned lower middle market companies (revenues of \$2 million to \$10 million) located in the mid-Atlantic region.

We are excited to make this investment that will enable minority- and women-owned businesses to create jobs and uplift communities.



## Small Business Development Office (SBDO)

Fulton's SBDO team supports the unique needs of diverse business owners. Through outreach, one-on-one meetings and our understanding of the entrepreneurial ecosystem, we are able to connect business owners with solutions tailored to their unique situations. Currently, four SBDO team members are assigned to key market areas within Fulton's footprint.

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## SUPPORTING OUR TEAMS

### Human Capital

At Fulton Bank, our values define us and our culture inspires us to **change lives for the better**. Our employees are the heart and soul of Fulton Bank, as they demonstrate our values and culture every day and every success we experience begins with them. We are one company with many voices, which is why we champion a culture of continuous learning, work-life integration and inclusion. We are also committed to making positive impacts in our local communities and promoting a digitally enabled work environment to continuously enhance the experiences of our employees and customers.

**3,376**

Employees

**112**

Part-Time Employees

**3,264**

Full-Time Employees

### The Fulton Experience

The success of the Fulton Experience is dependent on the enthusiasm and engagement of our employees. Fulton's Culture Action Team is committed to providing our volunteer Culture Champions with guidance and the resources to develop fresh ideas that will help keep our culture energized every day – no matter the circumstance.

**387**

Volunteer Culture Champions



Ensuring that our employees are heard and that their commitment and work is recognized is also a key component of the Fulton Experience. Our system of recognition badges enables our employees to provide positive feedback and reinforcement across the entire company.

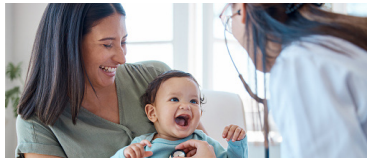
**26,239**

Recognition Badges Presented



## We Do What Is Right: Supporting Our Team's Health & Well-being

No asset is more valuable than people, which is why our commitments to our employees are comprehensive. At Fulton Bank, we embrace concepts of doing what is right by treating employees fairly, creating a safe and inclusive work environment, and helping them to ensure their health and safety. This means we support our people in every possible way, including through the benefits we provide to them.



### HEALTH BENEFITS

Our health benefits include medical, dental and vision plans, prescription drug plans, health savings accounts, flexible spending accounts and access to telehealth. These are available to employees and their eligible family members, including domestic partners.



### WELLNESS BENEFITS

Our wellness benefits include a wellness reimbursement program for stress management, weight reduction and other wellness programs; wellness and financial fitness resources; short- and long-term disability; life insurance; business travel insurance; and workers' compensation.



### RETIREMENT, INVESTMENT & OTHER BENEFITS

These benefits include 401(k) plans, employee stock purchase plans, paid time off, bereavement leave, holidays, parental leave, military leave, banking benefits, an employee recognition program, an employee referral program and scholarship awards for qualifying children of employees.



### EverFi

EverFi delivers online financial literacy programs to all Fulton employees and their immediate family members as an employee benefit. We are undertaking an analysis to help determine how this online digital technology program can be tailored for external customers.



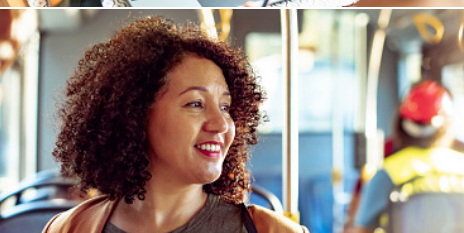
### Employee Experience Council

Begun in 2020 to enhance the Fulton Experience and improve workplace challenges identified by employees, the Employee Experience Council includes leaders who can have an impact on an employee's journey, addressing everything from technology and culture to policies and facilities.



### Remote & Hybrid Work

To foster an ideal work-life balance according to each employee's needs, we offer remote and hybrid work options, based on the unique characteristics and duties of each role.



### Transit & Parking Reimbursement Accounts

These accounts allow employees to set aside pre-tax money for qualified commuter and parking expenses they incur while traveling to and from work or parking at work.



### Employee Assistance Program

To support employees and their families during difficult times, we offer this program at no cost to employees and immediate family members. It includes assistance in coping with issues such as marital relationships, grief/loss, adoption, substance abuse, stress management and more. We offer programs promoting mental wellness, family leave access and domestic partner benefits. We have strict policies protecting employees against harassment and discrimination.

## Investing In Our Best: Employee Training, Development & Engagement

Fulton Bank fosters a continuous learning culture at all levels, so our employees can refine their professional and personal skills in service of their colleagues and customers. By continuing to improve ourselves, we can **increase our ability to change lives for the better**.

**162,587**

Total Training Hours

**48**

Average Training Hours per Employee



### Develop U

As we seek innovative ways to foster employee career growth, we empower all employees to own their professional development through Develop U, an internal employee learning portal launched in 2021. The portal allows employees to nurture skills and knowledge critical to their current and future roles.



### Deep Dive Wednesday

This initiative encourages team members to set aside time on one Wednesday each month to focus on their priorities and opportunities to learn and grow their skills.

## Employee Engagement

When we live the Fulton Experience, we create a more appealing, productive and cooperative working environment, and our customers can feel the difference.



During **onboarding**, new hires are presented with the Fulton Experience as part of our new hire orientation.



**Culture conversations** are part of our monthly team meeting agendas to provide new and creative development opportunities.



Our **Culture Action Team** provides leadership and resources for 387 volunteer Culture Champions who “champion” our culture and keep it alive every day.



We provide **training** with a two-day leadership course and an online class and video for other employees.



We use **recognition badges** to allow for positive feedback and reinforcement from co-workers.

In 2016, Fulton Bank initiated an annual engagement survey of all employees. In the survey's second year, we received the Employee Voice Award for most improved engagement from survey vendor Quantum Workplace. Fulton conducts this survey annually, and uses the results to improve our employee experience for continuous improvement.

**74.2%**

Favorable Responses for Employee Engagement Score

**77.5%**

Engagement Survey Response Rate





## Center for Learning & Talent Development

Since 2015, our Center for Learning & Talent Development has been dedicated to developing a higher level of learning maturity across the company, while building a leadership pipeline through sustainable talent management practices. We strive to develop a skilled, creative and engaged workforce that places our customers first and supports our communities.

**453**

Leadership Training Participants

**18**

Program Mentors in 2022

**18**

Program Mentees in 2022



## Tuition Support

This program aids employees in obtaining a degree at an accredited college or university in an area of education that will impact their career growth at Fulton. Full-time employees who have completed their introductory period and actively work at least 80 hours per pay period are eligible for 80% reimbursement.

**\$590,871**

in Tuition Reimbursement from 2021 to 2022

**1.85%**

Employees in Tuition Reimbursement Program from 2021 to 2022



## Internship Program

With higher education partnerships across our five-state footprint, Fulton's interns receive insight and exposure to careers and banking. To advance diversity across our organization, we awarded 13 diversity scholarships to participants, with nine recipients ultimately being hired by Fulton.

## Talent Attraction & Management

Fulton Bank is built on the character of its people and is deeply committed to nurturing a talent pipeline to not only support future growth but also to support individuals committed to professional development and improving their community. We are diverse and inclusive in our talent attraction programs by having active partnerships with 12 historically Black colleges and universities, and we seek forward-looking individuals who understand that relationships are the core of our business.

### 2022 NEW HIRES

**852** New Hires

**61%** Of Our New Hires Are Women

**39%** Of Our New Hires Are People of Color

## Differences Make a Positive Difference: Diversity, Equity & Inclusion (DE&I)

At Fulton Bank, our values define us and our culture inspires us to **change lives for the better**.

### Our Definitions:

#### DIVERSITY

This relates to any way in which employees may differ from one another. This includes, but is not limited to, the legally protected characteristics — as well as broader individual characteristics — such as perspectives and viewpoints, life experiences, education, skills, cultural background, communication style, and socio-economic background.

#### EQUITY

This means we're ensuring our internal systems, policies, and practices are creating opportunities for everyone to perform at their very best each day, and enabling them to receive equitable compensation, be recognized and have opportunities for advancement.

#### INCLUSION

This is a process to create and maintain an environment where everyone has a sense of belonging and where they are comfortable bringing their true self to work every day. We show appreciation for our unique characteristics so that all can reach their potential and maximize their contribution to the organization.

Our ongoing commitment to question all we do — with the goal of continuous improvement — has propelled us on our DE&I mission, including delivering an Allyship Development Program for all employees.

We host a companywide annual Black History Month Program that features virtual events on history, celebrations, entertainment, leadership, art and guest speakers. During our annual Hispanic Heritage Month Program, we also host virtual events, live cooking demos, Hispanic business leaders, and a lunch with live music.

#### EMPLOYEE DIVERSITY

**66%**

Women

**60%**

of Fulton's Office of the Chief Executive Officer are Women

**40%**

of Fulton's Enterprise Leadership Team are Women

**24%**

Racial/Ethnic Minorities



#### Equitable Hiring Practices

We are transparent with salary ranges during the interview process. Salary offers are based on a candidate's qualifications, competitive benchmark information and internal pay equity.



#### Equitable Pay Review

We comply with applicable federal, state and local equal pay laws and continue to refine our recruiting, hiring, pay and performance review policies and processes to ensure that employees are paid fairly and equitably based on qualifications, job duties and performance. We undertake an annual pay equity study to identify anomalies and take corrective actions.



#### Allyship Development Program

This program is designed to create a common language around DE&I and the business case for advancing DE&I. The program deepens employees' understanding of the ways that bias affects every person and creates barriers to DE&I. The program seeks to increase commitment and skills related to cultural competence and allyship, while building dialogue skills that bolster inclusivity and allyship.



#### Inclusive Leadership Series

We launched this series to engage in DE&I conversations using candor, compassion and courage, while developing listening skills to be more inclusive leaders who champion DE&I within their teams and across the enterprise. The series articulates the importance of Fulton's business case for DE&I and how it aligns with functional areas and teams.

#### DE&I Responsibilities & Governance

- The **Fulton Board of Directors** is responsible for promoting and overseeing diversity, equity and inclusion efforts throughout the organization.
- Our **Human Resources (HR) Committee** is responsible for review and approval of our DE&I policy.
- **Senior Leaders** are responsible for overseeing the effective implementation of this policy and performing all duties delegated by the Board of Directors in accordance with this policy.
- Fulton's **Chief Diversity Officer** is responsible for overseeing diversity, equity and inclusion programs and activities and for reporting on results of diversity, equity and inclusion activities and programs to Senior Leaders, Fulton Board of Directors and the Fulton HR Committee on an annual basis.
- In partnership with the Human Resources Department, the **Legal Department** is responsible for ensuring that this policy is aligned with regulatory guidance. At the direction of Senior Leaders and/or the FFC Board of Directors or the Bank Board of Directors, assists with matters related to this policy, including but not limited to investigations of non-compliance.
- The **Human Resources Department** – in conjunction with hiring managers – is responsible for recruiting, hiring, retaining and promoting a diverse and inclusive workforce and for providing training to foster awareness and create a culture of DE&I.

# Employee Resource Groups

Our five Employee Resource Groups (ERGs) provide opportunities for groups of employees to enhance their professional experience, serve a business purpose, and support and model Fulton's commitment to DE&I within our workforce and communities.

**11%**

of Employees Participate in ERGs



## FULTON FUTURE ERG

This ERG's mission is to enhance the visibility of newer professionals to foster innovation toward a modern workforce, develop and secure successful talent and enrich the communities we serve. In collaboration with the Women in Technology ERG, Fulton Future sponsored and participated in a Girls on the Run community event.



## PEOPLE OF COLOR EXPERIENCE ERG

This forward-thinking ERG supports the career and life advancements of employees of color at Fulton. People of Color Experience members serve as a conduit for professional development, mentoring and advancement opportunities. In 2022, this ERG coordinated and participated in the Lancaster YWCA's Race Against Racism. It also sponsored students to attend Mark 1 — a leadership development program — with the Urban Financial Services Coalition.



## FULTON PRIDE ERG

The mission of this ERG is to celebrate and connect the LGBTQ+ community and their allies at Fulton Bank, and work to ensure that Fulton provides a welcoming and inclusive workplace for lesbian, gay, bisexual, transgender, nonbinary and queer employees. In June 2022, Fulton Pride sponsored community pride events in Pennsylvania and Delaware and inspired the redesign of employee name badges to include gender pronouns.



## VETERANS' ERG

The Veterans' ERG is designed to improve talent acquisition, retention and engagement of veterans by sharing experiences, connecting employees, supporting effective transitions from the military and leading volunteer and outreach activities. This ERG led a virtual company remembrance for Memorial Day.



## WOMEN IN TECHNOLOGY ERG

The mission of this ERG is to empower Fulton Women in Technology by engaging a diverse network of professionals to inspire, educate and connect women working on both the technical and business sides of technology. This group organized a fundraiser for Girls Who Code, the international nonprofit that aims to support and increase the number of women in computer science.



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## PROTECTING OUR ENVIRONMENT

We are aware of the environmental footprint we leave behind, and we consistently look for ways to reduce our impact — whether that's through energy usage, waste disposal or land management.

**30,148 LBS.**

of E-Waste\* Recycled From 2021 to 2022

\* Computers, cell phones and other electronic devices that have reached the end of their useful lives

### Our Environmental Focus

- Implement an energy and sustainability management program to monitor the consumption of electricity, natural gas and other utilities, while looking for opportunities for conservation
- Track scope 1 and 2 greenhouse gas emissions
- Calculate a baseline and annual enterprise carbon footprint

#### LANDFILL DIVERSION ACHIEVEMENTS

**15.2%** Diversion in 2022  
(Improved from 10% in 2021)

**30%** Landfill Diversion  
Target by 2027  
(Office trash and recycling)

## Climate Impact Working Group

At Fulton we believe our purpose – changing lives for the better – is a strong guide for our climate impact strategy. Our purpose requires that we work to be good environmental stewards for the communities in which we live and work. As responsible stewards, we strive to reduce the environmental impact of our activities.

The Climate Impact Working Group (CIWG) is made up of senior leaders from different departments across the company. It was formed in 2022 to further understand the climate-related opportunities and risks in our business.

**The working group, which reports to the CSR Leadership Committee, supports Fulton in:**



Being aware of, and actively seeking ways to reduce, our operational impact on the environment



Incorporating climate-related risk management in our business practices



Ensuring we have financial products and services that support our clients' sustainability journeys



Engaging our suppliers on sustainability



## Helping Agricultural Customers Navigate Climate Risks

The climate crisis affects us all, but our local farmers are especially at risk. Even though farmers are working to advance sustainable practices, climate change presents them with additional risk factors — from floods and wildfires to shifting energy policies and consumer preferences.

In our home base of Lancaster County, Pennsylvania, agriculture is an important industry, and we want to help our many agricultural customers navigate climate risks to minimize financial risks, economic consequences and environmental impact.

**To that end, we help customers reduce exposure to climate risks with the following services:**



### Best Management Practices (BMPs)

We have financed various projects that use BMPs — clean water manure storage, no-till equipment and renewable energy projects — to reduce carbon impact. Our Trusted Advisor program advises customers about BMPs, while informing them of industry trends and financial benchmarking.

Fulton Bank provided primary funding for a methane digester project by AR Joy Farm, a multi-generational dairy farm in Chester County, Pennsylvania, through the use of a capital lease along with purchasing investment tax credits totaling more than \$700,000. The goal of the methane digester system is to stabilize the farm's costs while simultaneously diverting food waste from the landfill and improving manure odors and runoff. The digester generates more than 2,100 metric tons of carbon credits and renewable energy credits annually that are sold to improve revenues.



### Financial Planning Assistance

Our team members guide borrowers to programs that allow them to adopt sustainable practices with credit enhancements, such as farm service agencies, economic development corporations and national resources conservation services. We also have developed programs that support startup farms and ranches, and offer bridge loans for construction periods and various borrowing cycles.



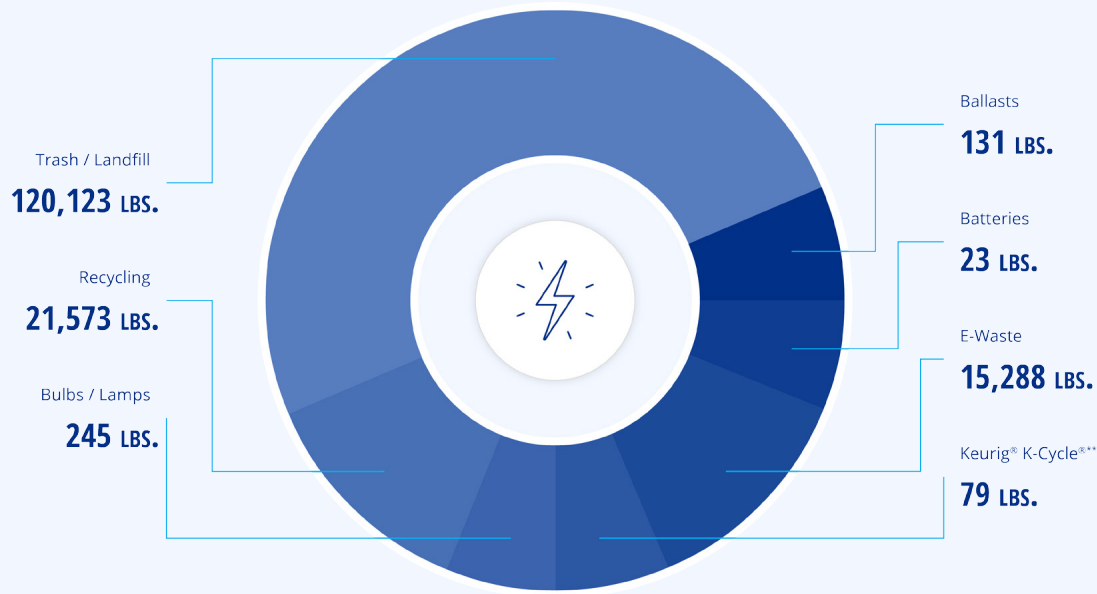
### Partnerships, Seminars And Events

The Fulton Agricultural Group hosts an annual seminar in partnership with Penn State Extension that features notable speakers to demonstrate sustainable agriculture, as well as new industry events for customers and clients. We have also partnered with the Pennsylvania No-Till Alliance, farm service agencies, national resources conservation services and more to sponsor various public educational seminars, and collaborated with the Lancaster Farmland Trust to protect our native farmland from development.

# Environmental Impact and Energy Management

As part of our ongoing efforts to reduce our environmental impact, we actively work to divert various forms of waste from the landfill. These items are recycled and/or reprocessed such that parts and components can be reused and leave a smaller footprint from our operations.

## WASTE STREAM DIVERSIONS\*



\* Waste diverted or redirected from landfills/traditional disposal throughout 2022  
\*\* A specialty waste diversion program through Keurig's K-Cycle® Recycling Program.



## Lighting Upgrades

We continue to upgrade our lighting systems, as we renovate and update our office spaces, to ensure that we use energy more efficiently. The installation of solar panels at our Mount Laurel, New Jersey, hub location was completed in January 2022.



## Green Roof

The green roof atop our 23 E. King Street building in downtown Lancaster helps us conserve energy, reduce stormwater runoff and increase biodiversity with plants that thrive in an urban environment. Essentially a layer of vegetation planted over a waterproofing system on top of the roof, the green roof brings a little nature back to Lancaster City, while delivering energy savings and environmental benefits.

# Paper & Waste Management

70.6 TONS  
of Paper Recycled

## Strategic Sourcing & Procurement

### Operations & Change Management Plan

Fulton Bank is actively building out its Sourcing and Procurement operational plan to support a smart purchasing strategy.

**In partnership with Fulton’s senior leaders, our Chief Procurement Officer is focused on generating value for the company and seeks suppliers who can help us:**

- **Align** with our needs and contribute to our organizational goals
- **Enhance** our commitment to DE&I
- **Minimize** risks to our customers
- **Lower** our environmental footprint
- **Maximize** value related to our third-party expenditures
- **Share** our commitment to the highest standards of business conduct, integrity and value creation



### Supply Chain Management and Human Rights

In 2022, Fulton Bank established a corporate membership with the National Minority Supplier Development Council to help build connections and capabilities as we evolve and mature our supplier diversity program.

Fulton’s success and reputation is built on trust that was earned in the communities we serve. In 2023, Fulton’s Sourcing and Procurement organization intends to formalize a Supplier Code of Conduct. The code will outline responsible business practices, responsible treatment of workers, and responsible use of information, systems or other assets.

# Supplier Diversity Commitment

Fulton Bank is committed to increasing opportunities for certified diverse suppliers in meeting the needs of our customers. We view our supplier diversity strategy as a solid investment in the communities where we live and work. We are building our program to create awareness and provide additional opportunities to small and minority-owned businesses for the products and services they need.

Our goal is not to just create sourcing opportunities but also to provide financial solutions and education to our diverse supplier partners that will enable them to grow and become competitive in the markets we serve and beyond. Fulton is committed to identifying customers that may be eligible for Supplier Diversity Advisory Council certification and assisting them in obtaining it.



We recognize qualified diverse suppliers that are at least 51% owned, operated and controlled by one or more of the following groups who are either U.S. citizens or lawful permanent residents:

- Minority Groups
- Disabled Individuals
- Lesbian, Gay, Bisexual and Transgender
- Women-Owned
- Veterans and Service-Disabled Veterans

In order to champion diversity in our sourcing opportunities, we partner with a third party to evaluate our spend-by-certification standards and ensure the integrity of our reporting. Certifications we recognize to identify diversity spend opportunities include:

- Disability:IN
- Eastern Minority Supplier Development Council
- National Gay & Lesbian Chamber of Commerce
- National Minority Supplier Development Council
- U.S. Department of Veterans Affairs
- U.S. Small Business Administration
- Women's Business Enterprise National Council
- Women's Business Owners Corporation



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## GOVERNANCE

Governance at Fulton Financial Corporation starts at the top, with our Board of Directors (Board). This includes Fulton's Chairman, President and Chief Executive Officer (CEO). Fulton's Board members are elected annually by shareholders at its shareholder meeting. Thirteen Board members in 2022 also serve on the board of Fulton Bank, along with two other outside directors.

### Governance of ESG

The CSR Leadership Committee — consisting of senior leaders representing a diverse set of ESG perspectives across our organization — has responsibility for overall ESG strategy, reporting annually on our CSR progress and metrics, and providing direct oversight of our Climate Impact Working Group's strategy and work.

This committee provides periodic updates to the Office of the CEO (OCEO), as well the Nominating and Corporate Governance (NCG) Committee of the Board and the full Board. The NCG Committee's charter has direct oversight for Fulton's CSR strategy and reporting. The CSR Leadership Committee also coordinates with the Disclosure Committee and our Chief Audit Executive as it relates to ESG metrics. The Audit Committee also receives periodic updates from the Chief Audit Executive regarding our disclosure of ESG metrics.

The CIWG also meets regularly throughout the year to further its strategic focus and build a more sustainable organization that addresses both climate-related risks and opportunities. This working group includes line-of-business leaders that have direct oversight of the areas highlighted in our climate impact strategy.

With the introduction of this second CSR Report, we have advanced our focus on reporting additional areas of interest from investors and other stakeholders, introducing selected SASB Standards for the first time, monitoring additional ESG metrics that further understanding of our performance, and connecting our impact to the UN SDGs.

This leadership focus and governance of CSR is ultimately about leveraging our purpose to change lives for the better and how we can create positive outcomes and impact for our stakeholders. This second report reflects this commitment to share these results and our ongoing efforts to do so.



## Board Independence & Diversity

In considering a director nominee, Fulton considers a variety of factors, namely: if the candidate is recommended by executive management; the individual's professional and personal qualifications, including business experience, education and community and charitable activities; the individual's familiarity with one or more of the communities in which Fulton is located or is seeking to locate; and the diversity the individual may provide to the Board and its committees. Fulton does not have a separate written policy regarding how diversity is to be considered in the director nominating process.

The Board determined that a structure that includes a Lead Director and a combined Chairman of the Board/CEO is appropriate for Fulton. The Board designates for a term of at least one year the independent, non-employee director who will lead the non-employee directors' executive sessions and preside at all Board meetings at which the Chairman is not present.

**The Lead Director will, as appropriate:**



Serve as a liaison between the Chairman and the independent directors



Approve information sent to the Board



Approve meeting schedules to ensure that there is sufficient time for discussion of all agenda items



Have the authority to call meetings of the independent directors

Fulton's board leadership structure combines the positions of Chairman and CEO. This structure permits the CEO to manage Fulton's daily operations and provides a single voice for Fulton. Fulton believes that the separation of these roles is not necessary because the Lead Director acts to counterbalance the combined Chairman and CEO positions.



## NCG Committee of the Board

Fulton's Governance Guidelines provide that Fulton's Board should be sufficient in size to achieve diversity in business experience, community service and other qualifications among non-employee directors while still facilitating substantive discussions in which each director can participate meaningfully. The NCG Committee is responsible for the Governance Guidelines and for recommending director nominees to the Board. The NCG Committee also considers nominees for director that are recommended by various persons or entities, including, but not limited to, non-management directors, Fulton's Chief Executive Officer, other senior officers and third parties.

The NCG Committee believes there is a balance between seasoned directors with knowledge of and insight into Fulton Financial and Fulton Bank, and new directors who contribute fresh ideas, perspectives and viewpoints to the Board's deliberations. The NCG Committee members and the Board are focused on attracting and maintaining directors that provide increasing contributions to Fulton over time and have routinely considered candidates who first served on the board of directors of a Fulton subsidiary bank. The NCG Committee reviews the composition of the Board at least annually to ensure that the Board reflects the appropriate balance of knowledge, experience, skills, expertise and diversity.



## Board and Committee Evaluations

The Board and its committees, except the Executive Committee, conduct annual self-evaluations. The NCG Committee annually reports to the Board the results of these self-evaluations, and the Board and each committee discuss the respective self-evaluations.

In 2022, the NCG Committee engaged a third-party leadership advisory firm to provide a Board effectiveness review based on extensive interviews with each Board member and certain members of the OCEO and the Enterprise Leadership Team and the third-party's experience in evaluating public company boards.

#### BOARD DIVERSITY, AGE AND TENURE\*

13

Total Board Members

4

Women

3

Underrepresented Minorities

30.8%

Women

23.1%

Underrepresented Minorities

1

Diverse Chairperson

62.5

Average Director Age, in Years

6.8

Average Director Tenure, in Years

76.9%

Independent Board Members

\* as of 2022 Proxy Statement



## Corporate Governance Guidelines

Fulton's Corporate Governance Guidelines address, among other matters, the following: the size of the Board, director qualifications, a majority vote standard, service on other boards and director change in status, meeting attendance and review of meeting materials, director access to management and independent advisors, designation of a Lead Director, executive sessions, Chief Executive Officer evaluation and succession planning, Board and committee evaluations, stock ownership guidelines, communications by interested parties, Board and committee minutes, Code of Conduct and disclosure and update of the Governance Guidelines.

The current Governance Guidelines can be obtained, without cost, by writing to the Corporate Secretary at: Fulton Financial Corporation, Attention: Corporate Secretary, P.O. Box 4887, One Penn Square, Lancaster, Pennsylvania 17604. The Governance Guidelines are available on Fulton's website at [www.fultonbank.com](http://www.fultonbank.com).



## Code of Conduct

While some of the standards set forth in our Code of Conduct are required by law or are necessary to protect our interests, some simply represent doing what is right — one of our company's core values. These standards are indicative of our uncompromising commitment to ethical conduct and integrity in our every endeavor, big or small. Our Code of Conduct is not intended to address every possible ethical issue that may arise in our daily business activities. Rather, it is a set of standards that guides us.

Every employee and every director of Fulton has the responsibility to promptly report actual or suspected Code violations. Fulton does not and will not tolerate retaliation against any employee or director or individual who in good faith reports actual or suspected unlawful or dishonest conduct.



## EthicsPoint

We have a 24/7 hotline reporting service, called EthicsPoint, that can be used to report incidents or complaints of questionable accounting or auditing matters or potential fraudulent financial reporting activities. It also may be used to report harassment, discrimination or Code of Conduct violations.

# Management of Legal & Regulatory Environment

## Regulatory Compliance

Our regulators continuously examine Fulton's compliance with banking regulations and other applicable laws and regulations. Our Corporate Compliance Learning Program is to establish the process for developing, executing and monitoring the compliance training plan. All employees are responsible for complying with the program.

COMPLIANCE TRAINING

**75,292 HOURS**

of Compliance Training  
Completed By Employees



## Audit Committee of the Board

The Audit Committee shares with the Risk Committee a general oversight role in Fulton's risk management process in the context of the Audit Committee's responsibility for financial reporting and its evaluation and assessment of the adequacy of Fulton's internal control structure.



## HR Committee of the Board

Fulton's HR Committee is responsible for establishing and overseeing our executive officers' compensation program in alignment with Fulton's compensation philosophy. Fulton believes that the compensation of the executive officers should reflect Fulton's overall performance as well as the contributions of the executives to that performance. The HR Committee reviews and makes recommendations to the Board with respect to base salaries and other compensation paid to the CEO and other senior executive officers. The independent directors of the Board review and approve these compensation decisions after review and upon recommendation of the HR Committee. The HR Committee also administers Fulton's equity and other compensation plans. The HR Committee's independent compensation consultant, Frederic W. Cook & Co., Inc. provides advice, information and objective opinions to the HR Committee with respect to Fulton's executive compensation programs, policies and practices.



## Fair and Responsible Banking – Management Steering Committee

Fulton's Fair and Responsible Banking - Management Steering Committee serves as the governing body with oversight and decision-making authority with respect to development and execution of fair and responsible banking strategic programs and initiatives designed to meet the needs of consumers, businesses and communities located within all markets of the Corporation's service area. The Committee will provide oversight on such matters to Fulton and our subsidiaries.

An analysis of Community Reinvestment Act and Fair Lending performance for Fulton's assessment areas will be provided by its Compliance Program and Fair and Responsible Banking Directors on a regular basis to the FRB Steering Committee and OCEO and Enterprise Leadership Team, and the Board of Directors or another designated Board Committee on a yearly basis.



## Risk Management: A Comprehensive Approach

While each of Fulton's committees is responsible for overseeing the management of certain risks that are relevant to their committee responsibilities outlined in their charters, Fulton's Risk Committee is primarily responsible for overseeing the management of enterprise risk for Fulton, and the entire Board is regularly informed about such risks through committee reports and review of board committee meeting minutes. The Board and Risk Committee regularly review information regarding Fulton's exposure to strategic risk, reputation risk, credit risk, market risk, liquidity risk, operational risk, legal risk and compliance and regulatory risk, as well as Fulton's strategies to monitor, control and mitigate its exposure to these risks. The Risk Committee evaluates Fulton's established risk appetite and considers emerging risk factors such as ESG in its regular oversight and monitoring of management's risk reporting and analysis. Climate risk factors in the credit and operational risk domains are considered in the risk appetite and monitoring processes.

In addition, the HR Committee is responsible for overseeing the management of risks relating to all of Fulton's compensation plans. The Audit Committee shares with the Risk Committee a general oversight role in Fulton's risk management process in the context of the Audit Committee's responsibility for financial reporting and its evaluation and assessment of the adequacy of Fulton's internal control structure. The NCG Committee manages risks associated with the independence of the Board, potential conflicts of interest and governance matters.

The Board also relies upon Fulton's Chief Risk Officer and other members of Fulton's Enterprise Risk Management Committee, which is Fulton's officer-level risk management committee, to oversee existing and emerging risks and serve as a primary review forum prior to escalation to the Risk Committee and the Board. This officer-level risk management committee provides management-level oversight for Fulton's risk management and compliance programs. In addition, annually, Fulton's Board adopts a formal Risk Appetite Statement that sets forth both the qualitative and quantitative parameters within which Fulton executes its business strategies, and outlines the general framework within which Fulton manages risk in the context of Fulton's core values and its management philosophy, which seeks to balance the risk it assumes in serving its customers and communities with the return it earns for its shareholders.



### Cyber Risk Management

Information technology personnel monitor and review reports and/or alerts produced by information security monitoring systems. In addition, managers perform regular reviews and risk assessments. Fulton has a rigorous third-party vendor risk management process for the purpose of identifying, measuring, monitoring and controlling risks associated with a service contract. Vendors with access to NPPI are contractually obligated to have controls and monitoring procedures in place that limit employee access based on a business need. We also maintain a comprehensive formal cybersecurity incident response plan.

## Enterprise Risk: Three Lines of Defense



### FIRST

Front-line units have primary responsibility for risk management and compliance, and they each drive process deployment, risk identification and management, policies and procedures, training and communication, and reporting. Front-line units encompass lines of business, bank operations, shared services operations, and certain corporate functions.



### SECOND

Independent risk management units have oversight responsibility and define governance requirements for risk management and compliance. These units educate, advise and monitor front-line unit risk and compliance activities in discrete areas.



### THIRD

Fulton's internal audit function independently validates the effectiveness of internal controls and risk management activities within front-line and independent risk management units, and regularly reports its results to management and the Audit Committee.



## How Fulton Uses Data

Fulton regularly collects, processes, transmits and stores significant amounts of confidential information regarding its customers, employees and others, including NPPI. This information is necessary for the conduct of Fulton's business activities. In addition to confidential information regarding its customers, employees and others, Fulton compiles, processes, transmits and stores proprietary, non-public information concerning its own business, operations, plans and strategies. In some cases, this confidential or proprietary information is collected, compiled, processed, transmitted or stored by third parties on behalf of Fulton.



## How Fulton Conducts Business

Fulton will conduct business only with individuals and entities that it reasonably believes to be of good reputation and, through proper and thorough due diligence, have determined do not present unacceptable money laundering and terrorist financing risk.

## FORWARD-LOOKING STATEMENT

This report may contain forward-looking statements with respect to the financial condition, results of operations and business of Fulton Financial Corporation (the "Corporation"). Do not unduly rely on forward-looking statements. Forward-looking statements can be identified by the use of words such as "may," "should," "will," "could," "estimates," "predicts," "potential," "continue," "anticipates," "believes," "plans," "expects," "future," "intends," "projects," the negative of these terms and other comparable terminology. These forward-looking statements may include projections of, or guidance on, the Corporation's future financial performance, expected levels of future expenses, including future credit losses, anticipated growth strategies, descriptions of new business initiatives and anticipated trends in the Corporation's business or financial results.

Forward-looking statements are neither historical facts, nor assurance of future performance. Instead, the statements are based on current beliefs, expectations and assumptions regarding the future of the Corporation's business, future plans and strategies, projections, anticipated events and trends, the economy and other future conditions. Because forward-looking statements relate to the future, the statements are subject to inherent uncertainties, risks and changes in circumstances that are difficult to predict and many of which are outside of the Corporation's control, and actual results and financial condition may differ materially from those indicated in the forward-looking statements. Therefore, you should not unduly rely on any of these forward-looking statements. Any forward-looking statement is based only on information currently available and speaks only as of the date when made. The Corporation undertakes no obligation, other than as required by law, to update or revise any forward-looking statements, whether as a result of new information, future events or otherwise.

A discussion of certain risks and uncertainties affecting the Corporation, and some of the factors that could cause the Corporation's actual results to differ materially from those described in the forward-looking statements, can be found in the sections entitled "Risk Factors" and "Management's Discussion and Analysis of Financial Condition and Results of Operations" in the Corporation's Annual Report on [Form 10-K](#) for the year ended Dec. 31, 2022, and other current and periodic reports, which have been, or will be, filed with the Securities and Exchange Commission and are, or will be, available in the Investor Relations section of the Corporation's website ([www.fultonbank.com](http://www.fultonbank.com)) and on the Securities and Exchange Commission's website ([www.sec.gov](http://www.sec.gov)).

## DISCLOSURE STATEMENT

The corporate social responsibility and environmental, social and governance data, statistics metrics, targets, goals, objectives, commitments and programs contained in this report are disclosed voluntarily, are not necessarily prepared in accordance with generally accepted accounting principles, may be based on assumptions that, while believed to be reasonable at the time of preparation, may be subject to change, and have undergone an internal review process intended to ensure accuracy and completeness, but have not been audited by our independent registered public accounting firm. All data, unless otherwise indicated, reflects information as of Dec. 31, 2022.