

# Environmental, Social, and Governance (ESG)

We believe being a bank is about more than providing financial products and services - it's also about being a strong advocate for the individuals, families, businesses and neighborhoods we serve.

## Our Corporate Promises

### To Our Colleagues:

We are committed to a culture of inclusion, respect, teamwork and employee engagement. Each of you is critical to our success and we will invest in your success.

### To Our Customers:

You will receive exemplary service from caring professionals who provide advocacy, stability and knowledge in fulfilling your financial needs.

### To Our Communities:

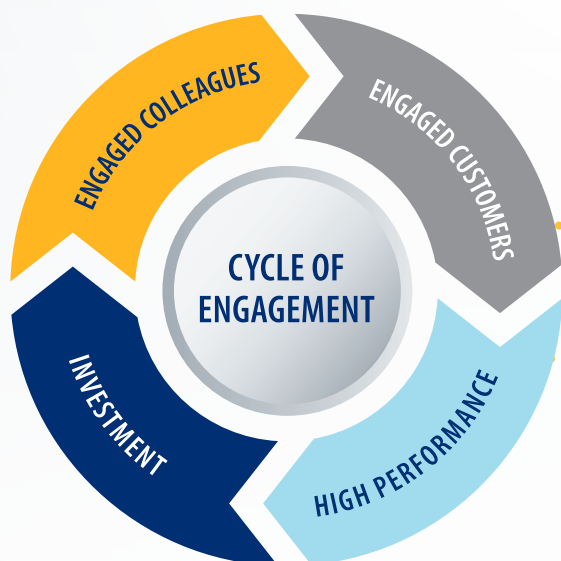
We will strengthen the communities in which we work and live, and build enduring relationships.

### To Our Shareholders:

Each one of us is responsible to help meet or exceed your financial and ethical expectations.

## The Cycle of Engagement

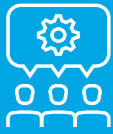
Investing in our colleagues, customers and communities creates long-term and sustainable value for our shareholders. This fundamental belief has been a core element of our culture and corporate strategy for over 115 years.



Engaged employees provide exemplary service to our customers, who reward us with more business, which enables us to reinvest in our colleagues, customers, and communities.

## 2022 ESG Highlights

As of 12.31.22



### Business Ethics Code of Conduct

- ▲ Code of ethics: **Yes**
- ▲ Employee training required: **100%**
- ▲ Frequency: **Annually**



### Customer Satisfaction

- ▲ Ranked **#1** in Customer Satisfaction with Retail Banking in New England according to J.D. Power<sup>1</sup>
- ▲ High Net Promoter Score of **68%** among business and commercial clients<sup>2</sup>



### Data Privacy & Cybersecurity

- ▲ Privacy policy: **Yes**
- ▲ Employee training required: **100%**
- ▲ Frequency: **Annually**



### Human Capital Management

- ▲ Provided nearly **\$200,000** in college tuition assistance to colleagues
- ▲ Named a Top Place to Work by *The Boston Globe* for the past **fourteen** years



### Diversity, Equity & Inclusion

- ▲ Over **60%** of the Company's workforce are women and over **20%** are professionals of color
- ▲ Approximately **30%** of the Board are women and approximately **15%** are professionals of color



### Employee Well-Being

- ▲ Designated by the Human Rights Campaign Foundation as a Best Place to Work for LGBTQ+ Equality for **eight** consecutive years
- ▲ Received the **Silver** Certification for Best Wellness Employer by recognizing wellness initiatives as a strategic priority



### Access to Finance

- ▲ Access to **free checking** accounts with no minimum balance requirements and no monthly fees
- ▲ Provided over **1,100** home mortgage loans to low or moderate-income borrowers
- ▲ Nearly **\$200 million** of commitments in low income housing funds
- ▲ Reached more than **10,000** listeners through our free financial education podcast



### Community Engagement and Impact

- ▲ Provided over **\$3.2 million** in grants and sponsorships to more than **750** local non-profits and community organizations<sup>3</sup>
- ▲ Recorded over **8,600** colleague volunteer hours
- ▲ Participated in more than **50** credit for life fairs
- ▲ Hosted **35** first time home buyer seminars