



# Our Purpose In Action

2020 ESG REPORT

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# Executive Message

To our fellow shareholders, customers, colleagues, and community members – **Welcome.**

When we published our ESG report last year, we were still in the early stages of a pandemic that, in a matter of months, had produced devastating challenges across the globe. We were then, as we are now, grateful to those who worked selflessly to protect the health and well-being of our citizens, families, friends, and neighbors. We are also grateful to our Huntington colleagues for their ability to live our Purpose and look out for each other and our customers in this extraordinary time. We will share many of those stories with you in this report and explain how this experience has prepared us for even greater resilience and prosperity in the years ahead.

Looking back on a year of disruption for so many, we recognize the opportunity we have to continue to be a catalyst for progress on economic and environmental sustainability and social equity. “Our Purpose in Action” is a reflection of the role we seek to play in the recovery and advancement of communities throughout our footprint – but the journey does not end here.

Throughout Huntington’s 156-year history, the country has experienced booms and busts that have challenged us, but also presented opportunities to overcome. Our ability to collectively weather storms, while at the same time helping those around us, further cements our firm belief in the efficacy of shared values. Doing the right thing is good for business and for each other. While we are pleased to highlight our efforts in 2020, we know there is much more to do, and we embrace the challenge.

## › Supporting Our Customers and Communities

Even as we have grown in size and scale, we have always strived to support the local families, businesses large and small, and cities and towns we serve. This commitment came to the forefront like never before in 2020.





As the nation's largest SBA lender by volume for the third consecutive year\*, we took a leading role in the U.S. government's Paycheck Protection Program (PPP) funding that served as a lifeline for so many small businesses across the nation. Our colleagues worked around the clock in preparation, and we were able to offer much needed relief to existing and new customers. By program end in June 2021, Huntington was a leading provider of PPP loans. The combined PPP round 1 and round 2 commitment of Huntington and legacy TCF distributed approximately 84,000 loans worth nearly \$11.2 billion, which Huntington will continue to service throughout the forgiveness process. We also worked diligently to provide relief to customers in desperate need of additional financial support, including more than \$6.8 billion\*\* in forbearance relief to more than 38,000\*\* customers in the second quarter alone.

We completed our five-year, \$16.1 billion community plan in 2020, more than a year ahead of schedule. Recognizing the need for greater social equity and the increasing gap for relief and recovery, we announced a five-year, \$20 billion community development plan focused on driving meaningful social change and improving the economic vitality and financial security of those we serve.

As part of this commitment, we introduced a pilot program titled Huntington Lift Local Business™, a \$25 million lending program in partnership with Operation HOPE dedicated to minority-, woman-, and veteran-owned businesses. Often overlooked by the financial industry, the businesses in this program can benefit from special credit considerations, low-dollar loans, and no-cost wraparound levels of banking services, business planning, and educational support to transform their opportunities for sustained growth.



## › Unwavering Commitment to Strong Governance

Huntington's strength as a company starts at the Board of Directors level, which comprises seasoned leaders who bring a variety of skills, knowledge, experience, and perspectives. Our Board is also committed to diversity, and we actively seek Board candidates who possess varied gender, race, ethnicity, age, and experience. Always looking to enhance our Board diversity, we believe Board membership should reflect the diversity within the markets in which we do business.

Our Board and Executive Leadership Team have continued to enhance our strategy around ESG opportunities and risks. In addition, we have made several strategic moves to elevate and enhance our leadership on ESG-related issues. These enhancements include elevating our diversity, equity, and inclusion (DEI); environmental sustainability; and cybersecurity functions within our organization to more senior leadership levels.

Our commitment to strong corporate governance is also reflected in our efforts to continually improve our ESG reporting. This is our fifth ESG report, and we are now reporting to the Sustainability Accounting Standards Board (SASB) standards for Commercial Banks and Consumer Finance, and the Task Force on Climate-related Financial Disclosures (TCFD) framework.

## › Culture-Driven at Huntington

On our journey to become a Category of One company in alignment with our vision, purpose, and values, we must "look out for" our colleagues and customers.

At the onset of the pandemic, the health and well-being of our colleagues and their families was our top priority. We were among the first banks in the country to protect our colleagues by shifting to drive-thru service and ultimately putting in place work-from-home policies covering more than 80% of our workforce. We also implemented specific policies to support the mental wellness of colleagues and offered resources to assist with family support challenges such as child and elder care.

As we confronted the very real consequences of social inequity and racial injustice, Huntington issued a public statement denouncing systemic racism and all forms of discrimination, while committing the company to serve as a catalyst for change.

\*SBA loans subject to SBA eligibility. Huntington is the #1 SBA 7(a) lender in the number of loans in the region made up of Illinois, Indiana, Kentucky, Ohio, Michigan, West Virginia, Western Pennsylvania, and Wisconsin. Source: U.S. Small Business Administration (SBA) from October 1, 2008 to September 30, 2020. Huntington is #1 in the nation in number of SBA 7(a) loans for fiscal year ending September 30, 2020.

\*\*This number does not include loans serviced by Huntington while owned by others.



We supported our communities and made it clear that our brand promise of Welcome means equity and fairness for all.

Internally, we took immediate action by reaching out to, and providing support for, all colleagues. We hosted hundreds of virtual sessions with our teams, listening to our colleagues and reaffirming Huntington's allyship with colleagues across gender, race, ethnicity, and sexual orientation. Thousands of colleagues participated in these and other sessions, sharing their personal experiences as well as ideas to create a more inclusive Huntington community. Building on these conversations, we developed our Social Equity Colleague Plan, a new centerpiece of our DEI efforts.

The Social Equity Colleague Plan is based on three key pillars that span the colleague experience: culture and inclusion, development and career advancement, and talent experience. Embedded within each of these pillars are short- and long-term performance indicators that will continue to drive our DEI strategy and efforts in the years to come. We believe the road to achieve social justice and economic inclusion requires action, and we will continue to challenge ourselves to lead and do our part.

## › Our Environmental Progress

Climate change is a critical issue for our country and the world, and Huntington is committed to reducing our carbon footprint and continuously improving our environmental performance. We have made considerable progress on our goals to reduce our greenhouse gas emissions, improve the energy efficiency of our facilities, and reduce our water usage and waste. We have also committed to shifting 50% of our electricity usage to renewable generation by 2035, building on the work we have done with the installation of solar panel arrays at our major Columbus, Ohio, and Akron, Ohio, facilities. We have more to do, and we are committed to achieving our environmental objectives.

As we look to the future, and in alignment with the United Nations Sustainable Development Goals, the Paris Agreement, and the U.S. Climate Finance Working Group, we are formulating an exploratory roadmap regarding a net-zero carbon future. A thoughtful and strategic approach to this effort will take several years, but we acknowledge the value and urgency of this effort and look forward to sharing more about our strategy.

## › Looking Ahead

Closely aligning our corporate strategy to our Purpose of helping others has allowed Huntington to continue to operate from a position of strength. In December 2020, we announced our planned acquisition of TCF Financial Corporation. Upon closing on June 9, 2021, we commenced efforts to create an even stronger market-leading, purpose-driven regional bank for our customers, communities, and colleagues. This acquisition marks another step toward our vision to become the country's leading people-first, digitally powered bank. It is a truly transformational moment, and we are both grateful for, and humbled by, the opportunity.

Times of challenge may test us, but they also present opportunities to lead through action. This is what we are most proud of in 2020: when our customers and communities needed us most, our colleagues answered the call and proved once again that it is good business to do good. Thanks to them, the future for Huntington, and our outlook for how we can continue to meet and exceed the needs of our stakeholders, is stronger than ever.

**Stephen D. Steinour**  
Chairman, President,  
and Chief Executive Officer

**David L. Porteous**  
Lead Director,  
Board of Directors

# 2020 ESG Highlights

**66%**  
total workforce  
diversity

**38%**  
Board diversity

## Driving Economic Impact and Enhancing Our Communities



**\$984 million**

in community development loans and investments

**3,596** families in mortgage distress assisted through the Home Savers Program

Completed our **\$16.1 billion** community development plan a year ahead of schedule and committed to a new five-year, \$20 billion community development plan\*

**90** community development loans supporting affordable housing

**#1** originator of SBA 7(a) loans in the nation\*\*

**23.5%** of branches in low-to-moderate income neighborhoods

## Managing Risk Responsibly



**100%** of colleagues completed risk training

**Consolidated Cybersecurity, Fraud, Physical Security, and related First Line Risk** into one security organization, allowing the bank to realize beneficial intelligence and resource-sharing capabilities

## Unwavering Commitment to Diversity, Equity, and Inclusion



**45%** middle and executive management diversity

**70%** (internal) and **62%** (external) hiring diversity

**98%** average base pay for women colleagues with the same job titles as men

**27%** diverse spend, with an economic impact of **2,353 jobs supported** representing **\$126 million** in supported wages

**99%** average base pay for racially diverse colleagues with the same job titles as non-racially diverse colleagues

**Adopted a Social Equity Colleague Plan** to focus on culture and inclusion, development and career advancement, and talent experience

## Delivering on Our Environmental Commitments



**Established a renewable energy goal:** shifting 50% of our electricity usage to renewable sources by 2035

## OUR ENVIRONMENTAL FOOTPRINT REDUCTION GOALS

Indicator	Target Reduction (vs. 2017 baseline)	Target Year	2020 Percent Reduction (vs. 2017 baseline)***
Greenhouse Gas Emissions	31%	2027	35%
	41%	2037	35%
Water	15%	2022	14%
Landfill Waste	25%	2022	37%
Paper Printing	25%	2022	49%

\*Increased to \$40 billion in 2021. See page 31.

\*\*SBA loans subject to SBA eligibility. Huntington is the #1 SBA 7(a) lender in the number of loans in the region made up of Illinois, Indiana, Kentucky, Ohio, Michigan, West Virginia, Western Pennsylvania, and Wisconsin. Source: U.S. Small Business Administration (SBA) from October 1, 2008 to September 30, 2020. Huntington is #1 in the nation in number of SBA 7(a) loans for fiscal year ending September 30, 2020.

\*\*\*2020 percent reductions were partially driven by our transition to remote work due to the COVID-19 pandemic, as well as our ongoing conservation efforts.

# About This Report



This 2020 ESG report is Huntington's fifth report on our environmental, social, and governance (ESG) commitments, results to date, and aspirations. It covers the period from January 1, 2020, to December 31, 2020, except where noted. Consistent with our past ESG reports, this report takes an expanded view of ESG reporting by incorporating our economic impact for our stakeholders, in addition to reporting on our continuing ESG performance.

In creating this report, we have relied on the results of our 2017 ESG materiality assessment, and we referenced established sustainability/ESG reporting frameworks, ratings, and rankings, such as the Global Reporting Initiative (GRI). In addition, this report marks our first disclosure in alignment with the Sustainability Accounting Standards Board (SASB) standards for the Commercial Banks and Consumer Finance industries, and our second disclosure in alignment with the Task Force on Climate-related Financial Disclosures (TCFD) recommendations. We have incorporated updated programs, enhanced data disclosures (including previous-year comparisons), and renewed and extended commitments throughout this report. Our greenhouse gas emissions reporting for Scope 1, Scope 2, and Scope 3 has been reviewed by a third-party engineering firm, which has verified its accuracy and reliability. For more information on the third-party assurance, see [page 95](#) in the Appendix. The Appendix also contains a comprehensive list of links to our policies and codes.

We would suggest reviewing this report as a companion to our annual report and proxy statement. Together, these reports demonstrate our commitment to transparency and engagement with our stakeholders. We hope you enjoy learning more about our latest ESG efforts and progress, and we welcome your feedback at [corporate.responsibility@huntington.com](mailto:corporate.responsibility@huntington.com).

## › About Huntington\*

Huntington Bancshares Incorporated (Nasdaq: HBAN) is a \$175 billion asset regional bank holding company headquartered in Columbus, Ohio. Founded in 1866, The Huntington National Bank and its affiliates provide consumers, small and middle-market businesses, corporations, municipalities, and other organizations with a comprehensive suite of banking, payments, wealth management, and risk management products and services. Huntington operates more than 1,100 branches in 12 states, with certain businesses operating in extended geographies. Visit [huntington.com](https://www.huntington.com) for more information.

\*as of 6/9/2021

# Our Approach to ESG



At Huntington, we focus on the environmental, social, and governance (ESG) issues most important to our business and our stakeholders.

We approach ESG with a purpose-focused strategy that leverages our economic impact. As a public company, our economic impact begins with our commitment to delivering sustainable, long-term shareholder value through top-tier performance, while maintaining an aggregate moderate-to-low risk appetite and well-capitalized position. As a regional bank, our economic impact includes helping individuals and families reach their goals of financial stability and homeownership; providing businesses, especially small and mid-sized businesses, with the resources to grow; serving and uplifting the underbanked; and working in partnership to create prosperous and resilient communities.

Our enterprise ESG commitment is integrated with our core performance objectives, and our ESG performance management framework ensures our most material ESG considerations are integrated into all relevant Board Committee agendas for meaningful discussion, awareness, and governance actions. The Executive Leadership Team (ELT) is accountable for executing the ESG ambition approved by the Board, including setting and delivering on short- and long-term performance goals made public in our annual ESG report.



**ESG PROGRAM FRAMEWORK**

## ESG GOVERNANCE ORGANIZATION



## › Materiality Assessment Process and Outcomes

We align our reporting with the priorities and opportunities most important to our key stakeholders, as determined by our 2017 materiality assessment. In conducting this assessment, we deliberately chose an integrated approach by directly considering our risk management priorities, overall corporate strategy, and purpose. We focused on evaluating topics based on both their importance to key stakeholders and to Huntington, and our ability to impact those topics. The assessment clearly defines Huntington's most important stakeholder and business priorities as: financial performance; corporate governance

and transparency; enterprise risk management; customer service, satisfaction, and advocacy; diversity and inclusion; ethical practices and purpose-driven culture; data security and customer privacy; and fair and responsible banking. In light of the significant geographic and business expansion associated with our acquisition of TCF Financial Corporation, we plan to reevaluate our ESG materiality topics to ensure they continue to align with stakeholder interests and our business priorities.

Read more about our materiality assessment process and outcomes in our [2018 ESG report](#).

### FOCUSING OUR REPORTING ON MATERIAL TOPICS\*

#### Important

to stakeholders and the business

- Management of legal and regulatory environment
- Impacts from customers we finance and local job creation
- Environmental management system
- Energy efficiency and carbon intensity
- Executive compensation
- Financial education
- Disaster response and business continuity

#### More important

to stakeholders and the business

- Economic inclusion
- Colleague engagement, development, retention, and attraction
- ESG integration in asset management

#### Most important

to stakeholders and the business

- Financial performance
- Corporate governance and transparency
- Enterprise risk management
- Customer service, satisfaction, and advocacy
- Diversity, equity, and inclusion
- Ethical practices and purpose-driven culture
- Data security, customer privacy, and fraud
- Fair and responsible banking

\*Based on 2017 assessment to determine issues of greatest importance to Huntington's stakeholders and importance to the business. In a few cases, the exact wording from the original assessment of certain topics has been adjusted to reflect the latest terminology being used in the company and industry.

## Stakeholder Engagement

Driven by our purpose and guided into action through our core values, we are focused on ensuring top-tier performance and creating long-term value for our stakeholders. At its heart, our strategy is differentiated through our relentless focus on customer experience, supported by a robust risk management culture and a distinguished customer- and community-centric mindset. We believe this approach to responsible growth, delivered by our diverse and highly engaged colleagues, has allowed us to retain and develop deeper relationships with our customers, expand our relationships across our footprint, and reinvest in community development in the markets we serve.

### ENGAGING WITH OUR KEY STAKEHOLDERS

	ENGAGEMENT APPROACH	ESG TOPICS OF PRIMARY INTEREST
<b>Shareholders</b>	Annual meeting, conference calls, in-person meetings, investor conferences, phone inquiries, and via the website	Financial performance; corporate governance and transparency; enterprise risk management; ESG integration in asset management; management of legal and regulatory environment; executive compensation; disaster response and business continuity; human capital, including the health and safety of our colleagues; board diversity; climate change and climate risk
<b>Customers</b>	Qualitative and quantitative research, social media, and via verbal and digital customer interactions	Customer service, satisfaction, and advocacy; data security and customer privacy; fair and responsible banking; economic inclusion; ESG integration in asset management; impacts from customers we finance and local job creation; financial education; disaster response and business continuity
<b>Colleagues</b>	Ongoing colleague engagement, business continuity and training exercises, regular colleague surveys, corporate intranet, in-person meetings, learning programs, regular town halls, interactions with culture champions, and special events	Financial performance; diversity, equity, and inclusion; ethical practices and purpose-driven culture; data security and customer privacy; colleague engagement, development, retention, and attraction; environmental management policy; energy efficiency and carbon intensity; disaster response and business continuity
<b>Communities</b>	Ongoing community outreach, annual community development plan outreach, board and civic engagement, emergency response, philanthropic investments, public/private partnerships, research, social media, via the website, and volunteer opportunities	Customer service, satisfaction, and advocacy; fair and responsible banking; economic inclusion; financial education; environmental management system; environmental equity; energy efficiency and carbon intensity; financial education; disaster response and business continuity

## › Alignment with United Nations Sustainable Development Goals

We have identified five United Nations (UN) Sustainable Development Goals (SDGs) that we believe we can directly impact and influence and that align with our priorities. Our alignment with these goals reflects our intention to demonstrate a mindful, macro-conscious approach to impacting our stakeholders and the world around us. The five goals we are focused on impacting, and our supporting actions, are summarized below:



### 1. No Poverty



Our commitments to financial education, to serving the underbanked, and economic inclusion programs give us a platform to help reduce poverty and drive economic empowerment for all. We have specific programs to put homeownership in reach for many more families, to invest significantly in affordable housing, and to provide microloans as low as \$1,000 to help fledgling entrepreneurs move forward with their plans. We are a leader in engaging our local communities to partner toward growth and resilience.

### 11. Sustainable Cities and Communities



Fair and responsible banking is a critical component of living and working in sustainable cities and communities. We are tireless advocates for our customers and contribute to the vitality of our communities, most notably through our transformative five-year, \$40 billion community development plan launched in 2021, which is designed to distribute targeted investment and philanthropic commitments to help improve financial opportunities for the consumers, businesses, and communities we serve.

### 8. Decent Work and Economic Growth



Effective May 2020, we implemented a bank-wide minimum wage increase from \$16 per hour to \$17 per hour, and we have a strong, ongoing focus on colleague engagement, development, retention, and attraction. For our customers and communities, we work hard every day to promote investments in economic growth and prosperity, most notably through our position as the #1-ranked U.S. Small Business Administration lender in the nation.\*

### 13. Climate Action



Climate change is a serious issue that deserves a proactive response from Huntington. Our Board oversight includes focused discussions on our environmental policies and strategic efforts in the context of climate change. Our ELT is engaged in supporting advancements to positively impact both our direct and indirect role influencing climate change. In 2019, we established our Global Risk Assessment Group, whose responsibilities include conducting a comprehensive review of climate change risk and how it affects our stakeholders. In early 2021, we elevated our Energy Sustainability Director within the Real Estate Management team to the corporate role of Environmental Strategy & Sustainability Director, which strengthens alignment with our ESG executive team. In this new strategic position, the Environmental Strategy & Sustainability Director is responsible for directing Huntington's carbon footprint monitoring and reporting efforts, including monitoring climate risk and managing implementation of climate strategies within the Risk and Facilities teams.

### 10. Reduced Inequalities



We believe our commitments to economic inclusion, diversity, equity, and inclusion in our workforce, and supplier diversity will help reduce inequalities in our workplace, for our customers, and in our communities. Our 27% spend with diverse-owned companies in 2020 far exceeds the financial industry average, and we have outlined clear commitments to expand diversity among our colleagues.

\*Source: U.S. Small Business Administration (SBA) from October 1, 2008 to September 30, 2020. Huntington is #1 in the nation in number of SBA 7(a) loans for fiscal year ending September 30, 2020.

## ESG Data Summary

	METRIC	2018	2019	2020	GOAL (IF APPLICABLE)
OUR COMPANY	Total assets (in millions)	\$108,781	\$109,002	\$123,038	
	Total loans and leases (in millions)	\$74,900	\$75,404	\$81,608	
	Total deposits (in millions)	\$84,774	\$82,347	\$98,948	
	Total equity (in millions)	\$11,102	\$11,795	\$12,993	
	Total revenue (in millions)	\$4,450	\$4,693	\$4,836	
	Net income (in millions)	\$1,393	\$1,411	\$817	
	EPS	\$1.20	\$1.27	\$0.69	
	Total FTE colleagues	15,693	15,664	15,477	
	Branches	954	868	839	
	ATMs	1,774	1,448	1,322	
ECONOMIC	Value of microfinance loans	\$205,400,000	\$693,843,421	\$2,472,616,998*	
	Total community investment	\$4.8 billion	\$5.3 billion	\$3.6 billion	5-year, \$16.1 billion community investment (2016-2020) 5-year, \$20 billion community investment** (2020-2025)
	•Community development loans (in millions)	\$721	\$770	\$714	
	•Community development investments (in millions)	\$265	\$182	\$270	
	Closing costs waived for buyers in low-to-moderate income regions	\$5,100,000	\$6,803,956	\$7,649,380	
	Huntington colleague volunteer hours	32,314	31,500	15,879	
	Financial wellness training hours provided to the community	11,000	12,694	2,126	
	Community Reinvestment Act-qualified financial contributions	\$7,508,433	\$8,720,214	\$10,250,453	
	Board gender diversity	33%	40%	38%	
	Board racial diversity	8%	13%	15%	
GOVERNANCE	Board gender/racial diversity	33%	40%	38%	
	Hours of ethics training completed by colleagues	5,009	6,016	11,887	
	Workforce Data				
	Total workforce gender/racial diversity	67%	66%	66%	
	•Total workforce racially diverse	19%	19%	20%	
	•Total workforce white female	48%	47%	46%	
	•Total workforce white male	33%	34%	34%	
	Middle and executive management gender/racial diversity	43%	43%	45%	50% by 2021
	Average base pay for racially diverse colleagues with the same job titles as non-racially diverse colleagues	98%	98%	99%	
	Average base pay for women colleagues with the same job titles as men	98%	99%	98%	
SOCIAL	Supplier Diversity				
	Total spend with diverse suppliers (in millions)	\$142.9	\$145.3	\$161.9	
	Diversity spend as percentage of total spend	26%	25%	27%	
	Number of diverse suppliers	306	321	239	

\* Includes Paycheck Protection Program loans

\*\*Increased to \$40 billion in 2021. See page 31.

## ESG DATA SUMMARY - CONTINUED

METRIC		2018	2019	2020	GOAL (IF APPLICABLE)
SOCIAL	Engagement, Development, Retention, and Attraction				
	Engagement survey - Engagement	75 <sup>th</sup> percentile	75 <sup>th</sup> percentile	90 <sup>th</sup> percentile	
	Engagement survey - Culture	90 <sup>th</sup> percentile	90 <sup>th</sup> percentile	99 <sup>th</sup> percentile	
	Engagement survey - Trust	90 <sup>th</sup> percentile	90 <sup>th</sup> percentile	90 <sup>th</sup> percentile	
	Number of colleagues participating in high-potential talent development programs	n/a*	n/a*	524	
	Total learning hours	826,282	440,219	429,818	
	Average learning hours per colleague	48	28	28	
	Executive leaders with "ready now" successors	66%	52%	55%	
	Leadership roles filled with internal candidates	67%	67%	71%	
	Voluntary turnover rate	12.3%	12.0%	9.4%	
	90-day external hire retention	94%	96%	94%	
	Diversity of hires (internal)	71%	72%	70%	
	Diversity of hires (external)	67%	63%	62%	
	Scope 1 emissions (MT CO <sub>2</sub> e)	13,828	13,686	11,964	
ENVIRONMENTAL	Scope 2 emissions (MT CO <sub>2</sub> e)	73,172	60,727	48,237	
	Scope 3 emissions (MT CO <sub>2</sub> e)	10,464	10,768	n/a**	
	Percent greenhouse gas emissions reduction (vs. 2017 baseline)	1%	16%	35%	31% reduction by 2027 41% percent reduction by 2037
	Building energy consumption (MWh)	255,869	193,458	167,067	
	ENERGY STAR certified locations	777	698	666	
	Average ENERGY STAR score	57.03	61.55	64.65	
	Average site energy use intensity (kBtu/ft <sup>2</sup> )	99.92	93.03	92.04	
	Average source energy use intensity (kBtu/ft <sup>2</sup> )	272.91	193.91	194.01	
	Water consumption (gallons)	105,326,152	99,539,001	94,100,000	
	Water consumption reduction (vs. 2017 baseline)	6%	9%	14%	15% reduction by 2022
	On-site solar generation (kWh)	729,566	1,331,892	1,331,892	
	Landfill waste reduction (vs. 2017 baseline)	16%	22%	37%	25% reduction by 2022
	Total pages printed	124,601,643	107,848,939	66,720,241	
	Paper printing reduction (vs. 2017 baseline)	4%	17%	49%	25% reduction by 2022

\* Programs were launched in late 2019.

\*\*2020 Scope 3 emissions will be available in our CDP Climate Change 2021 Report, which will be published in the third quarter of this year.

# Our COVID-19 Response



Like nearly all companies, the COVID-19 pandemic has had a significant impact on our operations and stakeholders. Our ongoing response has prioritized meeting the needs of the moment. At the onset, we acted swiftly and with purpose to address the immediate needs of our colleagues and customers. As the pandemic persisted and we better understood its full impact, we implemented several initiatives aimed at providing support and relief for our colleagues, customers, and communities.

## Looking Out for Our Colleagues



- Activated our **Infectious Disease and Pandemic Response Team**, which met regularly to gather statuses, determine impacts, and define next steps.
- Protected the **health and well-being of colleagues and customers** by instituting social distancing and mask protocols, temperature scanners in critical locations, work-from-home policies, additional health care accommodations, and providing customer service at our retail branches exclusively through the drive-thru or by appointment.
- Accelerated the rollout of our **Workplace Flexibility Policy** and “**Dress for Your Day**” philosophy for eligible positions.
- Launched a **pulse survey to check in with colleagues**, collect real-time data, and inform future plans.
- Prioritized mental wellness through **educational resources and professional coaching**.
- Offered **resources to assist with family support challenges** such as child and elder care.
- Provided **paid lunches for our colleagues working in our offices and branches**, which also supported local, small-business restaurants, many of which are Huntington customers.
- Increased **air circulation and ventilation** to help comply with Centers for Disease Control and Prevention (CDC) guidelines.



## Looking Out for Our Customers



- Funded **approximately 84,000 loans** to small and medium-sized businesses **totaling nearly \$11.2 billion** through the federal Paycheck Protection Program. This reflects the combined PPP round 1 and round 2 commitment of Huntington and legacy TCF, which Huntington will continue to service throughout the forgiveness process.
- Collaborated with over **38,000\* customers to provide relief**, including loan deferrals and modifications, resulting in **more than \$6.8 billion\* of forbearance relief**.
- Launched **Huntington Lift Local Business™**, a small business program that provides greater access to credit, business planning services, and educational resources, with a focus on those businesses hit hardest during the pandemic: minority-, woman-, and veteran-owned businesses.
- Established a **customer response team** within the customer advocacy function that reviewed more than 75,000 items of feedback from customers, resulting in 50 measurable actions to improve the customer experience.

## Looking Out for Our Communities



- Launched our **five-year, \$20 billion Huntington community plan** focused on social equity by providing financial opportunity to people, businesses, and communities throughout our footprint.
- Conducted **targeted, strategic outreach to minority-owned businesses, businesses in low-to-moderate income communities, and nonprofit organizations** to provide assistance with the Paycheck Protection Program.
- Partnered with **more than 100 organizations, distributing \$2.2 million** to food banks, pantries, mobile meal delivery, and emergency funds to help address food security.
- Developed new **financial education and protection curriculum** to address COVID-19 fraud prevention and immediately began **direct outreach to senior citizens** in our footprint.



\*This number does not include loans serviced by Huntington while owned by others.

2020

# Awards and Recognition

## Customer Experience and Reputation

### J.D. Power\*

- Ranked highest in Customer Satisfaction with Mobile Banking Apps among regional banks
- Ranked second in Dealer Finance Satisfaction (non-captive regional-prime)
- Ranked second in Online Banking Satisfaction (regional)
- Ranked second in Retail Banking Satisfaction (North Central region)

### 2020 Greenwich Excellence Awards

Excellence Awards for U.S. Small Business Banking

- National:
  - » Overall Satisfaction
  - » Likelihood to Recommend
  - » Cash Management – Overall Satisfaction
  - » Cash Management – Customer Service
  - » Cash Management – Digital Platform Design
  - » Cash Management – Ease of Product Implementation
- Regional:
  - » Midwest – Overall Satisfaction
  - » Midwest – Cash Management – Overall Satisfaction

**“Standout” company** in study of **Digital Preferences** in Commercial Banking

**“Standout” for COVID-19 response** as viewed by Small Business and Middle Market clients

## Workplace

### 2020 Forbes Awards

- *Forbes* Best Employers for Diversity (third consecutive year)
- *Forbes* Best Employers for Women (third consecutive year)
- America’s Best-In-State Employers
- World’s Best Banks

### Fortune Best Workplace in Financial Services and Insurance – Large Companies

### Fortune’s 100 Best Places to Work for Diversity 2020

Received 100% score on the Human Rights Campaign Foundation Corporate Equality Index – 2014-2021

Received 100% score on the Disability Equality Index – 2017-2020



**Best Places to Work for LGBTQ Equality**  
by the Human Rights Campaign Foundation



**2020 Best Places to Work**  
by the Disability Equality Index



**DiversityInc Top Regional Companies 2021**



**Great Place to Work®**  
Certified by Great Place to Work



**Above and Beyond 2020 Employer**  
Support of the U.S. National Guard and Reserve Award



**Training Top 100 Award**  
by Training magazine



**Diversity Best Practices Inclusion Index 2020**

\*Huntington received the highest score among regional banks (\$55B to \$150B in deposits) in the J.D. Power 2019-2021 U.S. Banking Mobile App Satisfaction Studies of customers' satisfaction with their financial institution's mobile applications for banking account management. Visit [jdpower.com/awards](https://jdpower.com/awards) for more details.



# Economic

## › Company Overview and Financial Impact

### **CUSTOMER FOCUS AND IMPACT**

## › Customer Advocacy, Experience, and Satisfaction

### **BUSINESS FOCUS AND IMPACT**


## › Business and Commercial Banking

### **COMMUNITY FOCUS AND IMPACT**

## › Investing in Communities

## › Affordable Housing and Homeownership

## › Community Engagement and Philanthropic Investments



We're making lives better.

# Company Overview and Financial Impact

At Huntington, our business model and approach to generating sustainable returns are anchored by the concept of shared value.

**We are committed to our purpose of making lives better, helping businesses thrive, and strengthening the communities we serve.**

By remaining focused on this pursuit, we are able to achieve long-term financial success and deliver shareholder value.

## › Our Vision

Our Vision is to become the country's leading **people-first, digitally powered bank**. We are creating a sustainable, competitive advantage with focused investment in customer experience, product differentiation, and key growth initiatives. Our goals include:

- Drive organic growth across all business segments;
- Deliver sustainable, top-quartile financial performance and efficiency; and
- Be a source of stability and resilience through enterprise risk management and balance sheet strength.

Every day, our colleagues fulfill our purpose and drive performance by embodying our core values:

- **Can-Do Attitude:** We enthusiastically work and succeed together.
- **Service Heart:** We work with an inclusive spirit, putting ourselves in each other's shoes to better understand how we can help.
- **Forward Thinking:** We are always looking ahead for ways to be the very best.

Our Vision is to become  
the country's leading  
**people-first, digitally  
powered bank**

## › Long-Term Value Creation

To drive sustained shareholder value through economic cycles, we continue to build on several key advantages that differentiate us in our markets:

- Our purpose-driven culture that looks out for people;
- Our talented, diverse colleague base that embodies our purpose and values;
- Our Welcome brand promise that promotes inclusiveness in all that we do;
- Strong relationships with our customers and our ability to provide them with exceptional experiences;
- Our distinguished products and services driven by our innovative mindset;
- Our commitment to community involvement and leadership; and
- Our strong financial position, which allows us to continue to invest in our future.

## › Financial Highlights

The breadth and depth of challenges faced globally in 2020 remain difficult to fully grasp. Despite these unprecedented hardships – and often because of what they required – Huntington was able to deliver solid financial performance in the face of an incredibly challenging operating environment. The fundamental earnings power of the bank remains strong and balance sheet growth was robust, considering the challenges of 2020.

### FINANCIAL HIGHLIGHTS AND TRENDS

(in millions, except per share amounts)

		2018	2019	2020
<b>Balance Sheet</b>	Total Assets	\$108,781	\$109,002	\$123,038
	Total Loans and Leases	\$74,900	\$75,404	\$81,608
	Total Deposits	\$84,774	\$82,347	\$98,948
	Total Equity	\$11,102	\$11,795	\$12,993
<b>Income Statement</b>	Total Revenue*	\$4,540	\$4,693	\$4,836
	Net Income	\$1,393	\$1,411	\$817
	Earnings Per Share	\$1.20	\$1.27	\$0.69

\* fully taxable equivalent

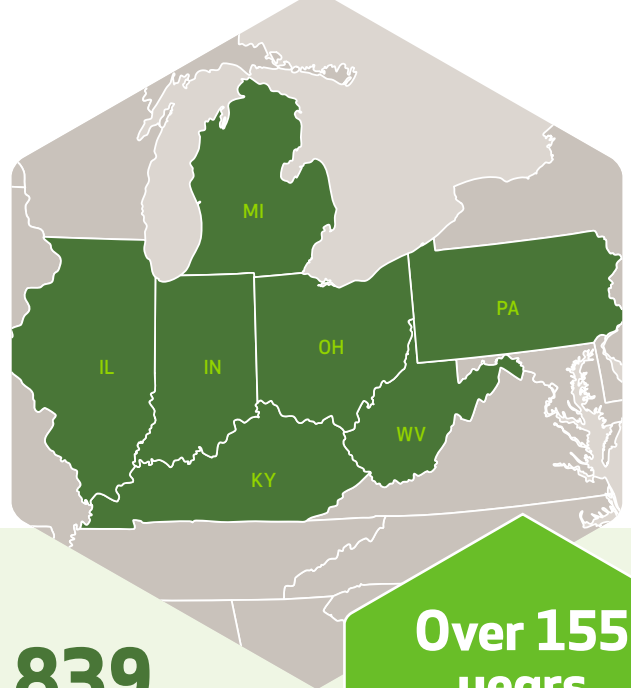


Huntington delivered positive operating leverage for the eighth consecutive year and increased revenue by 7%. The home lending business achieved record mortgage originations for the second consecutive year. Average core deposit growth totaled 11%, in part reflecting the impact of federal stimulus efforts. Average loan growth of 6% reflected strength in auto and RV/marine lending, as well as our considerable involvement in the federal Paycheck Protection Program (PPP). By program end in June 2021, Huntington and legacy TCF distributed approximately 84,000 loans worth nearly \$11.2 billion, which Huntington will continue to service throughout the forgiveness process.

Groundwork laid in the credit culture of the bank and disciplined risk management, as well as actions taken in the first half of the year, proved decisive to maintain overall credit quality. Huntington enters 2021 in a position of strength. We remain prudent with our allocation of capital to ensure we are earning adequate returns and taking appropriate risk, consistent with our aggregate moderate-to-low risk profile. We remain committed to our well-established capital priorities, which include growing the core franchise, supporting the cash dividend, and other uses, including share repurchases.

## › 2020 Market Presence

Our Welcome brand promise centers around our inclusive, relationship-building capabilities designed to best meet each customer's specific needs. Across our seven-state footprint, we serve our customers through a banking network of more than 800 retail branches as well as digital, telephone, and ATM banking capabilities.



## › Our Geographic Footprint

### RETAIL FOOTPRINT PRODUCTS:

- Business Banking
- Commercial
- Consumer
- Insurance
- Trust
- Wealth Management

### EXTENDED FOOTPRINT PRODUCTS:

- Asset Finance
- Auto
- Business Credit
- Corporate
- National Settlements
- Public Capital
- RV and Marine
- Specialty Banking Verticals
- Technology Finance

**15,477**

FTE Colleagues

**839**

Branches<sup>1</sup>

**\$123 billion**

Assets

**1,322**

ATMs<sup>2</sup>

**Over 155 years**

of serving the financial needs of our customers

#### OHIO

Branches: **400**  
Deposits: **\$67.8**  
Loans: **\$43.5**  
ATMs: **726**

#### ILLINOIS

Branches: **35**  
Deposits: **\$2.8**  
Loans: **\$7.8**  
ATMs: **36**

#### MICHIGAN

Branches: **282**  
Deposits: **\$20.4**  
Loans: **\$18.6**  
ATMs: **376**

#### PENNSYLVANIA

Branches: **46**  
Deposits: **\$4.9**  
Loans: **\$7.7**  
ATMs: **63**

#### WEST VIRGINIA

Branches: **25**  
Deposits: **\$2.2**  
Loans: **\$2.1**  
ATMs: **41**

#### INDIANA

Branches: **40**  
Deposits: **\$4.7**  
Loans: **\$6.3**  
ATMs: **67**

#### KENTUCKY

Branches: **10**  
Deposits: **\$0.7**  
Loans: **\$3.0**  
ATMs: **12**

Data as of 12/31/20

Dollar figures in billions

Represents funded and unfunded loan and lease commitments

<sup>1</sup> Includes one branch in Florida

<sup>2</sup> Includes one ATM in Florida



## Delivering Value & Long-Term Growth: Our Acquisition of TCF

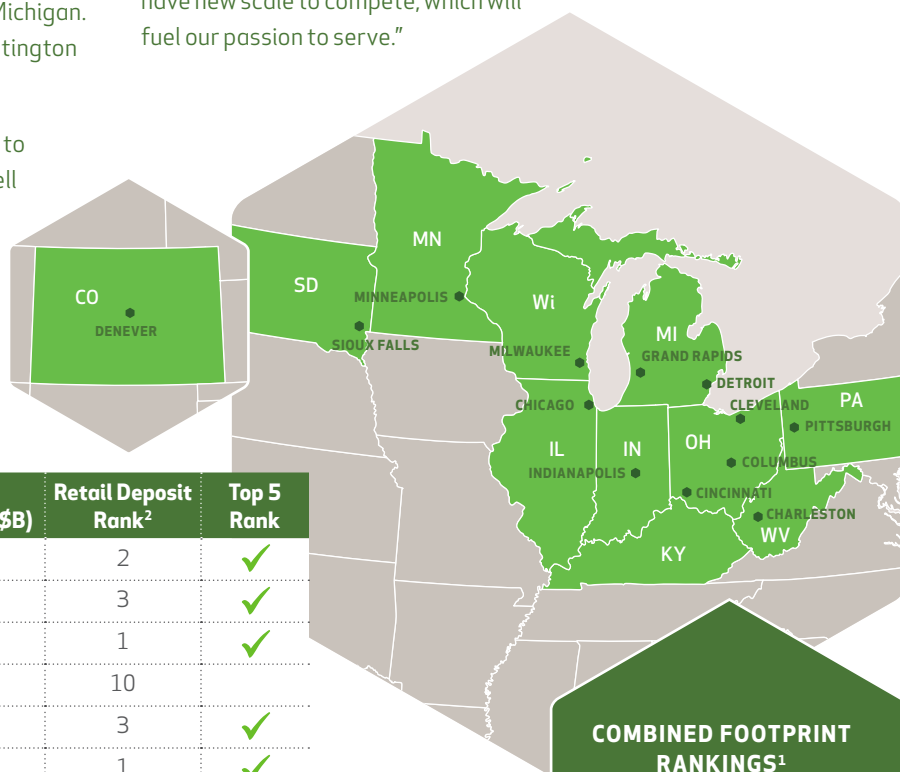
In December 2020, we announced an agreement to acquire Detroit-based TCF Financial Corporation. The transaction closed in June 2021, as this report was being completed. The combined company will have more than \$175 billion in assets\*, creating a top-25 bank holding company in the U.S. and providing expanded access and opportunity for our customers. TCF is a purpose-driven organization with a deep commitment to its customers and communities. The merger will lead to a continued presence in, and increased commitment to, the Twin Cities metro region in Minnesota, where TCF was founded, and Detroit, Michigan. The combined company will operate under the Huntington name and brand.

"This combination will provide scale and resources to drive increased, long-term shareholder value as well as economic growth and prosperity for our

customers and the communities we serve," said Steve Steinour, who is Chairman, President, and Chief Executive Officer of the combined entity.

Gary Torgow, who served as Chairman of TCF's Board of Directors, will serve as Chairman of the bank's Board of Directors. "This partnership will give us the chance to make deeper investments in our communities, better the banking experience for customers, and drive significant opportunities for team members," said Torgow. "As a top regional bank, we will have new scale to compete, which will fuel our passion to serve."

\*Total assets were calculated by adding the corresponding HBAN and TCF Financial Corporation amounts from their 3/31/21 filings and do not include any purchase accounting adjustments.



### Expanding Leadership in Vibrant Markets

#	Market	Presence	Total Deposits (\$B)	Retail Deposit Rank <sup>2</sup>	Top 5 Rank
1.	Columbus		\$28	2	✓
2.	Detroit		18	3	✓
3.	Cleveland		13	1	✓
4.	Chicago		10	10	
5.	Minneapolis		8	3	✓
6.	Grand Rapids		5	1	✓
7.	Akron		5	1	✓
8.	Indianapolis		4	4	✓
9.	Cincinnati		4	6	
10.	Pittsburgh		4	8	
	Ohio		\$66	1	✓
	Michigan		40	1	✓
	Illinois		10	10	
	Minnesota		6	4	✓

COMBINED FOOTPRINT RANKINGS<sup>1</sup>

#1

Total Branches

#2

Retail Deposits<sup>2</sup>

Combined footprint<sup>1</sup> has total population of 60MM and total GDP of \$3.7T, ranking #5 in the world if it were a standalone economy.

Source: S&P Global, The World Bank

Note: Financial data as of most recent quarter. Deposit market share data as of 6/30/20.

<sup>1</sup>Footprint defined as IL, IN, MI, MN, OH, WI, WV, Denver and Pittsburgh.

<sup>2</sup>Excludes all deposits above \$0.5B at any branch (excluded deposits are assumed to include a significant level of commercial deposits or are headquarter branches for direct banks).

## CUSTOMER FOCUS AND IMPACT

# Customer Advocacy, Experience, and Satisfaction



Since our founding in 1866, Huntington has been focused on people – it is the core of our DNA, which has driven our adoption of and adherence to our fundamental purpose and values: to welcome and make the lives of those we serve better. There have been few moments throughout our history when our purpose was more critical than in 2020, when so many customers, colleagues, and communities faced adversity due to the pandemic and the resulting economic challenges. At the same time, the national movement for social equity served as a unifying force for systemic change. Against this backdrop, we strived to support our markets and communities in a responsible manner, helping to stabilize the economic conditions across our region.

## › Foundations of Fair and Responsible Banking

Huntington will not discriminate against any person on the basis of age, race, gender, sexual orientation, religion, national origin, mental or physical disability, or any other protected class. We conduct business only with customers that we reasonably believe to be of good reputation and to have acquired funds through legitimate means (read more in [Appendix](#)). Our policies relating to fair, responsible, and inclusive lending are overseen by our Board of Directors' Community Development and Risk Oversight Committees. These committees review the company's compliance with standards, including Unfair, Deceptive, or Abusive Acts and Practices (UDAAP) requirements. We are committed to transparent banking, financial practices, and prudence in all dealings with our customers.

Our commitment to fair, responsible, and inclusive banking is demonstrated through our focus on these four areas:

#### 1. Product Development & Marketing

- Identify the needs of customers and develop products and tools to meet those needs
- Communicate and market those products so that customers are aware of them and their advantages

#### 2. Sales & Service

- Identify customer needs and look out for them by building optimal customer relationships

#### 3. Customer Advocacy, Experience, and Satisfaction

- Utilize data analytics to identify opportunities for improving customer experience

#### 4. Compliance

- Ensure we adhere to regulations and regulatory expectations using a risk-based approach

While our purpose is the foundation for all our interactions with customers, innovation is the fuel that powers us forward. When our Fair Play philosophy was rolled out more than a decade ago, the focus was to provide no-nonsense, transparent service to customers – providing them greater access to and control of their financial lives. We have continued to grow and expand that philosophy by listening to our customers and bankers, and using those learnings to inform the product development process.

These innovations include distinctive features such as 24-Hour Grace®, Asterisk-Free Checking®, and other tools that look out for customers' financial wellbeing. For example, The Hub provides consumers an unparalleled view of their financial health, and digital messaging platforms such as Huntington Heads Up® are designed to help customers save even more money, manage their spending, and keep financial goals front and center. Additional tools and optimizations will be rolling out to customers in 2021 to enhance our commitment to Fair Play Banking.

### › Our Fair Play Banking Suite of Products

#### 24-Hour Grace®



Expanding our decade-long commitment, all customers now have access to cover any overdrawn account, as long as the customer makes a deposit to resolve the overdraft during the next business day. This is available for free on all consumer, business, and commercial checking, savings, and money market products. Go to [huntington.com/grace](https://huntington.com/grace) to learn more.

#### Money Scout™



The latest evolution of The Hub, Money Scout™ will scan a customer's checking account to find money that can be set aside, allowing customers to build savings automatically. Once the customer enrolls, the tool will analyze spending habits and move amounts between \$5 and \$50 automatically, while notifying consumers and providing options to pause, cancel, or reverse transfers.

#### Increased Online & Mobile Account Openings



Today, Huntington consumers can access more services than ever without entering a branch, including business banking, mortgage, and home equity products, with more on the way.

#### \$50 SAFETY ZONE™



Rollled out in September 2020, \$50 SAFETY ZONE™ provides consumers and businesses with freedom from overdraft fees when accounts are overdrawn by \$50 or less, an increase from the previous limit of \$5\*.

#### Early Pay



Developed in 2020 and rolled out to consumers in 2021, Early Pay is a no-cost service that allows customers with eligible direct deposits to access their payroll or pension income up to two days early. The service comes free on all Huntington consumer checking accounts.

#### STANDBY CASH™



Developed in 2020 and rolled out to consumers in 2021, STANDBY CASH™ gives consumers immediate access to cash with a line of credit based primarily on their checking deposit history, not their credit score. Huntington consumers can qualify for a digital-only \$100 to \$1,000 line of credit, and pay it back over three months. This offering is free when automatic payments are set up. Otherwise, a 1% monthly interest charge (12% APR) applies to outstanding balances. Learn more at [huntington.com/StandbyCash](https://huntington.com/StandbyCash).

\*Your account will be closed if it is negative in any amount for 60 days, including if your account is overdrawn within our \$50 SAFETY ZONE™. Learn more at [huntington.com/SafetyZone](https://huntington.com/SafetyZone).

## Keeping Our Planet in the Forefront of Our Commercial Decisions

Regardless of the business segment, all commercial loans that are secured by real estate assets must have adequate environmental due diligence. When these loans are evaluated, any potential or real environmental risk issues associated with the collateral must be evaluated. Both the Huntington Real Estate Technical Services group and the Environmental Risk Team are involved in evaluating potential environmental concerns, assessing the level of risk, and assisting in risk mitigation.

### › Our Product Development Process Puts Customers First

Throughout every step in our product development lifecycle, we maintain a consistent focus on looking out for our customers and their needs.

**Product Clarity:** Huntington takes great care in deciding what products, services, and benefits we offer to our customers. We work to ensure that our products and services are useful and beneficial to our target markets, that they are not confusing for customers to understand, and that terms are clearly explained and disclosed. All products, whether they are new, modified, or expanded, are carefully reviewed by the Products and Services Risk Committee before release.

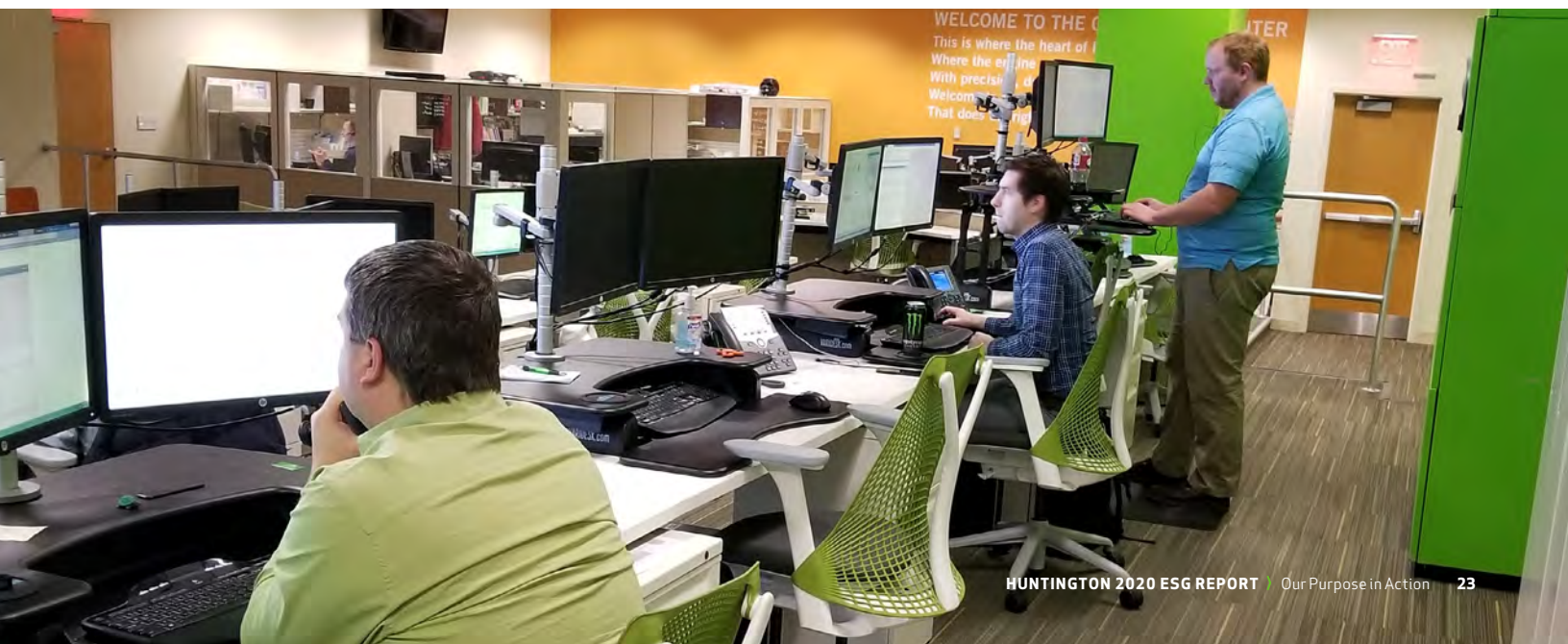
**Fair Pricing:** Offering products and services in a responsible manner requires an initial review of our pricing and fee structures to ensure they are competitive and fair. Evaluating our pricing and fees is a continual process to ensure that what was once fair remains so in light of any changes to the product, expenses, the way it is offered, or the marketplace as a whole.

**Honest Marketing:** We carefully consider how to present our products, services, and benefits to our customers. Advertising content must support our brand promise while also including necessary disclosures. We review all materials to ensure they are fair, honest, and respectful to consumers.

**Responsible Lifecycles:** Sometimes, being fair and responsible means we discontinue a product, service, or benefit, particularly when we determine that the fees we need to charge, based on processing or risks, become prohibitive or excessive to customers. We may also stop offering a product or service when customers are no longer able to reasonably access, utilize, or receive the benefits.

### › Customer Support and Advocacy

Huntington approaches customer experience and service with the same forward-thinking mindset encompassed in our core values. Our goal is to provide superior customer experiences that are viewed as a differentiating competitive factor that can drive top-quartile performance and place Huntington in a Category of One. The Customer Experience Innovation Team seeks opportunities to introduce improved, and entirely new, customer experiences that are aligned with current and anticipated customer needs.



Over the last several years, we have transformed the way we envision new solutions and develop new products for customers. We have refined our customer-focused approach by co-designing certain products and services with our customers. This doesn't happen just in focus groups and surveys, but also in one-on-one conversations around kitchen tables and inside small businesses. We spend time listening to a variety of customers, reviewing potential new solutions, and observing the ways in which current solutions fall short of expectations. These human-centered design principles have allowed us to gain deeper insights and find more innovative and relevant solutions.

## › Listening to Our Community Partners

Huntington believes meaningful, consistent outreach to our customers, colleagues, and communities is critical to developing financial solutions that best serve our stakeholders. Community outreach continues to be a key element in understanding the needs of all potential and current customers in all our markets. Specific sessions have focused on serving racially and ethnically diverse communities. We held enterprise outreach and listening sessions with community development and local nonprofit partners virtually in 2020. Such meetings have resulted in numerous enhancements in our products and services and continue to serve as a feedback loop for product development and execution.

### Targeted Customer Resource Groups Provide Support Where It Is Needed Most

We support economic opportunity for all. This means holding ourselves to high standards that ensure access to quality banking services for all our customers. Our teams provide dedicated outreach, financial wellness training, and specialized products and services to populations in our footprint, including:

- Service members and veterans
- Youth and students
- Aging population
- Those with disabilities
- Those with limited access to financial education
- Under-resourced persons
- Financially distressed customers

For more information about our community outreach and assistance efforts, see the [Community Focus and Impact](#) section of this report.



## › Looking Out for Active-Duty Military Personnel and Veterans

Huntington prides itself on a strong commitment and service to the unique needs of the members of the military. Over the past few years, we have introduced new tools and solutions designed to make their lives easier, including a customized toll-free number for service members, enhanced Veterans Affairs (VA) mortgage loan benefits\*, and waived closing costs on Small Business Administration (SBA) loans up to \$350,000 for qualified veteran-owned businesses.

We are proud to support our active servicemembers and their families through the Servicemembers Civil Relief Act (SCRA), which gives military members a wide range of protections and benefits while on active duty. In 2020, we updated our [SCRA policy](#) to apply interest rate relief to more members of the military than required through the SCRA. This provides a more consistent experience for customers and colleagues.

We recognize the strengths, skills, and valuable experience service members and veterans bring to the workplace. We actively recruit active and retired service members for positions across our organization and aspire to become an employer of choice for military professionals. In collaboration with our Military Business Resource Group, we ensure that service members and their families receive the support they need. For example, we have enhanced our Military Leave Policy to be applicable anytime a colleague goes on military orders, not just during deployment. We also added more flexibility for colleagues to use military paid time off. Colleagues can now elect to use this benefit before or after a period of separation, enabling time off upon return from service to support recovery and reintegration.

\*VA loans require a VA certificate of eligibility. Huntington is not acting on behalf of, or at the direction of, the VA or the Federal Government.

## › Helping Our Customers Throughout the COVID-19 Pandemic

Our commitment to customer and community outreach and communications became even more crucial in 2020 due to significant disruptions caused by the COVID-19 pandemic. We implemented several relief programs for customers, including loan payment deferrals, late fee and overdraft waivers, and suspension of foreclosure and repossessions that were critical in providing economic relief at the onset of the pandemic.

In addition to our immediate and ongoing COVID-19 pandemic relief efforts, we sought to be at the forefront in addressing our customers' needs. The Customer Advocacy and Insights Team established a complaint insight team to analyze changes in consumer habits and develop actionable insights. During 2020, the team received nearly 70,000 customer submissions, which were analyzed and compiled into more than 40 primary themes and 400 secondary themes. These themes were shared with business partners to:

- Identify any gaps in customer communications and allow customer-facing team leaders to better anticipate and respond effectively to changing needs;
- Adjust project priorities in real time if new issues arose due to the ongoing pandemic; and
- Share information and best practices, and form partnerships to identify and respond to customer needs and expectations both pre- and post-pandemic.

The **Customer Advocacy and Insights Team** identified themes across the organization, including those related to loan and payment deferrals, Paycheck Protection Program applications, and needs associated with education about self-service options. These learnings resulted in **50 actions to improve the customer experience**, 49 of which were directly related to impacts of COVID-19. Those actions included:

- Offered 90-day payment deferrals on consumer loans;
- Implemented an overdraft deferral program;
- Enhanced The Hub, including functionality to allow delegated access to accounts;
- Expanded refund policies;
- Enhanced self-service options, including chatbot content;
- Increased frequency of ATM cash replenishment; and
- Enhanced training and coaching of Huntington colleagues to assist distressed customers.

## Investing in the Digital Banking Experience

Huntington has continued to invest time and resources to advance the customer experience on digital platforms and bring banking to our customers however they choose to interact. In 2017, only checking, savings, and credit card accounts could be originated digitally. By 2020, we also provided digital access to mortgages, home equity, business deposits, and business lending. Thanks to increasing investment in IT resources over the last five years, more than a dozen products are capable of digital origination as of 2021.

Beyond the impacts of COVID-19, in 2020, our Customer Advocacy and Insights Team spearheaded numerous innovative approaches to better understand our customers. We completed more than 200 research and analysis projects, collecting feedback from over 250,000 customers to help inform decision-makers across the enterprise. Huntington continued to invest in talent and technology to capture and deliver these insights faster and more efficiently, allowing the company to be more nimble and responsive to our customers.

## › Digital Innovation Improves the Customer Experience

Our continued investment in and refinement of digital technologies continued in 2020. By implementing new technologies, we are better able to improve the customer experience and provide increased security and convenience. Additionally, this increased efficiency allows us to spend more time focused on talking with our customers, understanding their needs, and finding solutions. Among our processes and priorities are the following:

### **Innovation Process**

A defined process is essential to promote adoption and achieve success. We want to drive a deep curiosity within our colleagues and help them focus on new possibilities for expanding our digital capabilities. Our process focuses on three I's: Ideate, Incubate, and Implement. Along this path, we seek to sponsor innovative ideas with the goal of commercialization.

### **Exploring New Technologies**

We are constantly evaluating new and disruptive technologies and business models to understand their feasibility and any potential risks. Whether this leads to forming new teams to investigate innovative technologies or building, buying,

or forging partnerships around them, we work with internal stakeholders to identify priorities and then focus efforts on specific verticals, such as payments and deposits. We support this effort with robust risk management to ensure our goal of enhanced speed and agility is achieved in a disciplined, sound, and safe manner.

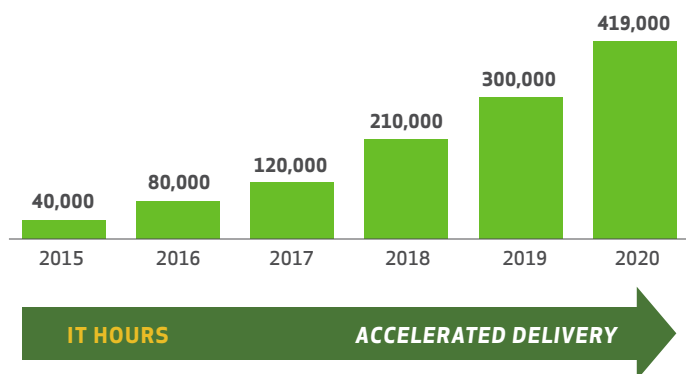
### Enhanced Understanding of Customers

We continue to make significant progress on our path to being a Category of One institution by adding to our understanding of how customers perceive their overall relationship with Huntington. We have continued to build out our capabilities to conduct consumer satisfaction and loyalty surveys. We believe increased surveying capabilities are a huge asset for Huntington, increasing our flexibility and improving our ability to analyze and respond to shifting trends and perceptions. In 2020, we piloted several surveys to our consumer customers, and we intend to expand them to our commercial customers in 2021. Dashboards and scorecards enable us to share the insights from these surveys with business partners so we can assess our progress against our Category of One goals. The data also inform our prioritization of improvement opportunities and serve as the foundation for implementing transformative customer experiences to come.

### Financial Education Partnership

As part of our commitments to look out for customers and further financial education through digital platforms, in 2020, we launched Huntington Money Know-How, in partnership with EVERFI. The technology company's financial education center provides an engaging learning experience through a series of interactive digital learning modules. Users take a brief survey at the start of the learning experience to receive a personalized playlist of digital modules relevant to their financial goals. Each module covers a single topic (e.g., debt management, building emergency savings) through a series of microlearning moments. A Spanish version of the digital financial education center is planned for release in 2021.

### TIME INVESTED IN CUSTOMER EXPERIENCE ENHANCEMENTS



### Factoring ESG into Investment Decisions

Throughout our history, Huntington has been providing socially responsible investing (SRI) options to clients such as faith-based organizations and other SRI-focused investors. This has enabled investors to screen out specific sectors or practices and ensure that they are investing in companies that meet their SRI criteria.

In response to customer demand and as a growth platform for the company, we are expanding our offerings to incorporate a list of ESG-driven investment solutions that include mutual funds and exchange-traded funds offered by industry-leading asset management firms whose investment strategies feature companies engaged in sustainably impactful activities. The basic value proposition is that an ESG focus should help drive companies' financial performance through added efficiency, enhanced competitive positioning, and/or risk reduction. To identify and manage the list of offerings, we are using a variety of qualitative and quantitative ESG indicators, including our own research, third-party ESG rankings, and internal ESG strategy reviews. We have also developed a continuum of portfolios, ranging from aggressive growth to maximum income, and have the ability to create custom ESG portfolios for clients.

Every new investment offering goes through extensive risk management review before it is approved for client use. In addition, the Director of Investment Management and a team of portfolio managers and analysts meet monthly to discuss asset allocation recommendations related to the ESG portfolios.

We recognize and respect the fact that ESG investing may not be appropriate for every investor, but for those who are interested, we are committed to offering a full suite of products and services.

## BUSINESS FOCUS AND IMPACT

# Business & Commercial Banking



Businesses are the engine of growth and prosperity in our communities. Large and small, family-run, minority-owned, or founded by a first-generation entrepreneur, businesses can count on us to provide the resources to grow and make their dreams a reality. We work with businesses to create prosperous and resilient communities.

Executing on this commitment strengthens not only our business, but the markets and livelihoods of people within our footprint. Our products and services are designed to grow and adapt to the needs of each unique entity to offer our customers the most beneficial business solutions.

We originate loans for businesses of all sizes, including capabilities tailored to support small and medium-sized enterprises with lending needs as low as \$1,000. Furthermore, our support for businesses goes well beyond funding. Our array of business banking resources aids them in decision-making and ultimately supports sustainable growth.

## › Supporting Business Owners and Entrepreneurs During the COVID-19 Pandemic

The financial impacts of the COVID-19 pandemic were vast, and even now, it is difficult to fully grasp its effects. Our response to help companies large and small cope with the effects of the pandemic addressed three key stages: Relief, Sustainment, and Recovery.

2020 marked our third straight year as the **nation's largest originator of SBA 7(a) loans by volume** and 12<sup>th</sup> straight year **leading all financial institutions** in our footprint\*.

\*SBA loans subject to SBA eligibility. Huntington is the #1 SBA 7(a) lender in the number of loans in the region made up of Illinois, Indiana, Kentucky, Ohio, Michigan, West Virginia, Western Pennsylvania, and Wisconsin. Source: U.S. Small Business Administration (SBA) from October 1, 2008 to September 30, 2020. Huntington is #1 in the nation in number of SBA 7(a) loans for fiscal year ending September 30, 2020.



### Payment Protection Program (PPP)

Nearly **\$11.2 billion** in relief extended and approximately **84,000 loans** to support businesses and their employees provided by Huntington

**Relief:** As the pandemic reached our markets, it was difficult to remain safe, let alone operate a business. Health and safety mandates impacting the ability for businesses in our region to operate changed on an almost daily basis. Huntington focused on what we could control, which included identifying creative ways to offer immediate relief and support to our customers. We provided more than 10,000 deferments on loans, suspended late fees, and re-amortized payment structures to give customers help and flexibility.

**Sustainment:** We worked with customers to originate and renew business loans as well as originate loans made available through the Small Business Administration (SBA) Paycheck Protection Program (PPP), a lending program established as part of the relief to American consumers and businesses in the Coronavirus Aid, Relief, and Economic Security Act ("CARES Act"). To aid small and medium-sized businesses across our footprint, in total, Huntington and legacy TCF distributed approximately 84,000 loans worth nearly \$11.2 billion, which Huntington will continue to service throughout the forgiveness process.

At one point, more than 1,400 Huntington colleagues from departments across the bank were working to process PPP loans. Section 1112 of the CARES Act also provided for the

payment of principal and interest on SBA-guaranteed loans. These payments reduced the burden of principal and interest due for some of our business clients during this difficult time, allowing them to emerge from the pandemic in a stronger financial position.

Huntington invested in technology and tools to assist loan applicants throughout the process as they navigated the PPP lending application. The toolkits assisted those in need of funds, resulting in an approval for forgiveness rate of more than 85% for Round 1 applications to-date. We also proactively reached out to many of our more than 280,000 small and medium-sized business customers to make them aware of the program, prioritizing those impacted the most by pandemic-related closures. We conducted extensive outreach to assist nonprofit community organizations.

**Recovery:** Looking ahead, we remain focused on fueling prosperity in our communities by supporting businesses large and small, particularly those that have been historically and systemically excluded from economic growth. According to the National Bureau of Economic Research, in 2020, the number of active business owners dropped by 22%, with a significant impact in minority communities. More than 40% of Black-owned small businesses closed in 2020, and Hispanic business owners declined by 32%. Our communities cannot thrive if large segments of the population are not able to sustain their small businesses.

In 2020, we launched **Huntington Lift Local Business™**, a pilot small business program that provides greater access to capital, business-planning services, and educational resources to minority-, woman-, and veteran-owned businesses. Leveraging our position as the nation's #1 SBA 7(a) lender by volume\*, this \$25 million lending program brings relief, recovery, and growth to small businesses across the Midwest.

Huntington colleagues proactively reached out to many of our more than **280,000 small and medium-sized business customers** to make them aware of the Paycheck Protection Program.

\*SBA loans subject to SBA eligibility. Huntington is the #1 SBA 7(a) lender in the number of loans in the region made up of Illinois, Indiana, Kentucky, Ohio, Michigan, West Virginia, Western Pennsylvania, and Wisconsin. Source: U.S. Small Business Administration (SBA) from October 1, 2008 to September 30, 2020. Huntington is #1 in the nation in number of SBA 7(a) loans for fiscal year ending September 30, 2020.

Through Huntington Lift Local Business<sup>SM</sup>, small businesses can secure SBA-guaranteed loans ranging from \$1,000 up to \$150,000. In addition to the loan guarantee, the loan program includes:

- Zero origination fees
- SBA fees paid by Huntington
- Lower credit score requirements
- Free financial education courses
- Checking accounts free from a monthly maintenance fee and with 24-Hour Grace<sup>®</sup> overdraft fee relief
- Flexible, longer-term repayment options

Through a collaboration with Operation HOPE, Huntington Lift Local Business<sup>SM</sup> is also providing free educational programming and financial literacy training to customers who participate in the program. Customers can develop business plans and three-year cash flow projections, as well as a pro-forma balance sheet. The programming and training are critical links to ensuring customers are fully prepared as they secure loans and start or grow their businesses. Entrepreneurs also have access to HOPE in Hand, a new app from Operation HOPE that helps users find financial coaching support and offers real-time consulting and action planning.

**//** Huntington is helping to solve for the challenge of lifting up underserved communities because the moment calls for it, and this new commitment from Huntington is designed for those on their way up.”

– John Hope Bryant, CEO of Operation HOPE

**//** The economic uncertainty sparked by the pandemic has highlighted the need for increased financial opportunity for all people who are starting or growing their small businesses. Our customers are seeking partners who can help them achieve their dreams, and with Huntington Lift Local Business, Huntington can be the advocate they’re looking for.”

– Maggie Ference, Senior Vice President, Business Banking, Credit & Operations Director

## Leading the Way to Greater Credit Access

During the pandemic, Huntington made several decisions we believe are unique to the banking industry that will catalyze significant changes in accessibility to credit for those typically categorized as underbanked or under-resourced.

- **PPP Know Your Customer (KYC)/Customer Identification Process (CIP) rules:** During the pandemic, some financial institutions made the decision to lend only to existing customers to simplify the process around KYC/CIP financial regulations. Huntington elected to build processes into our PPP loan application so that new customers could have access to these critical funds.
- **Credit access for non-violent felons:** Inequities in the criminal justice system and the impacts of decades of institutional racism have resulted in many restored citizens being barred from opportunity. We have amended our language for SBA-guaranteed loans to ensure nonviolent felons have access to this type of lending.

## > Business Solutions and Relationship Manager Teams Play Critical Role in COVID-19 Relief

Launched in 2018, our Business Solutions Service and Dedicated Business Relationship Manager teams have been focused on providing an extra layer of support for new and existing business loan applications. Both teams have provided subject-matter and process expertise to our branch network and concierge-level support to our new and existing customers. As PPP funding rolled out, these teams were in a perfect position to begin handling significant volumes of loans on day one of the program.

**\$5.4 billion**

in lending to small and medium-sized business customers in 2020



## 2020 SMALL BUSINESS LENDING HIGHLIGHTS

Geography	Loan Volume (Total)		Loan Amount (Total)	
	Huntington*	% Market Share	Huntington	Top Competitor Total
Ohio	1,515	59%	\$223,717,900	\$41,749,700
Michigan	878	51%	\$107,667,600	\$50,495,000
Illinois	237	16%	\$50,324,000	\$117,660,100
Indiana	200	22%	\$33,504,000	\$39,311,000
Western Pennsylvania	158	12%	\$31,489,800	\$21,379,600
Wisconsin	15	2%	\$5,173,100	\$55,663,000
Florida	67	3%	\$23,722,600	\$105,166,000
Kentucky	57	16%	\$9,149,700	\$12,755,000
West Virginia	34	3%	\$3,810,900	\$15,014,000

\*SBA loans subject to SBA eligibility. Huntington is the #1 SBA 7(a) lender in the number of loans in the region made up of Illinois, Indiana, Kentucky, Ohio, Michigan, West Virginia, Western Pennsylvania, and Wisconsin. Source: U.S. Small Business Administration (SBA) from October 1, 2008 to September 30, 2020. Huntington is #1 in the nation in number of SBA 7(a) loans for fiscal year ending September 30, 2020.

## ACTIVE MICROFINANCE LOANS IN 2020

Loan Size	Units	Total Value of Loans	Average Loan Size
Less than \$10,000	307	\$2,518,969	\$8,205
\$10K-\$25K	1,703	\$36,513,401	\$21,441
\$25K-\$50K	2,452	\$106,391,162	\$43,390
\$50K-\$75K	829	\$54,052,557	\$65,202
\$75K-\$100K	1,301	\$124,775,954	\$95,908
\$100K-\$250K	2,220	\$394,517,587	\$177,711
<b>NON-PPP SUBTOTAL</b>	<b>8,812</b>	<b>\$718,769,630</b>	<b>\$81,567</b>
Less than \$10,000	6,233	\$36,340,707	\$5,830
\$10K-\$25K	8,631	\$147,535,162	\$17,094
\$25K-\$50K	6,704	\$243,125,660	\$36,266
\$50K-\$75K	3,769	\$232,720,840	\$61,746
\$75K-\$100K	2,442	\$212,452,771	\$86,999
\$100K-\$250K	5,590	\$881,672,228	\$157,723
<b>PPP SUBTOTAL</b>	<b>33,369</b>	<b>\$1,753,847,368</b>	<b>\$52,559</b>
<b>TOTAL</b>	<b>42,181</b>	<b>\$2,472,616,998</b>	<b>\$58,619</b>

## > Balancing Small Business Risk and Opportunity

Huntington's processes, policies, and procedures around small business lending ensure that risk considerations are at the forefront of the decisions in the lending process. We evaluate our lending to ensure it aligns with our organizational risk appetite as well as its appropriateness for our small business customers. Every small business customer goes through an identical fair lending triage process, from application to recommended solutions. Additionally, an added layer of

protection with the federal government exists through Federal Deposit Insurance Corporation protective measures. As the risk profile of our bank changes, the economic environment changes, and our customers evolve, the SBA products we provide shift to adapt to these variations. By providing products that are nimble, supplemental to traditional credit vehicles, and aligned with our risk appetite, we are confident that we are creating relationships for the bank in a way that reduces our overall risk, while helping small businesses thrive.

## COMMUNITY FOCUS AND IMPACT

# Investing in Communities



Huntington has the scale and reach of a super-regional bank, *and* the local commitment and accountability to work closely with the families and neighborhoods we serve. We develop and foster relationships across our footprint – which includes Ohio, Illinois, Indiana, Kentucky, Michigan, Pennsylvania, and West Virginia – to understand and address the most pressing needs in our communities. This can only be done by earning trust, listening, and understanding the unique needs that exist from corner to corner and street to street.

## › Our Industry-Leading Commitment to Our Communities

### 2017 – \$16.1 billion

In 2017, we launched a five-year, \$16.1 billion **Community Development Plan** to enable vibrant communities and drive economic opportunity in the markets we serve. This plan included investments in mortgage lending, the development of affordable housing, transportation, and the support of small and medium-sized businesses – all of which are critical in creating healthy, diverse, and stable communities, including in low-to-moderate income regions.

### 2020 – \$20 billion

In 2020, we exceeded the goals of our \$16.1 billion plan more than a year ahead of schedule. As a result, we announced a five-year, \$20 billion **Community Plan** designed to distribute targeted investment and philanthropic commitments to help improve equity and financial opportunities for the consumers, businesses, and communities we serve.

### 2021 – \$40 billion

Following the acquisition of TCF Financial Corporation, in June 2021, we committed \$40 billion toward a new **Strategic Community Plan**. The plan builds on the goals of our previous community plans, with a focus on affordable housing, small business loans, and increased capital to historically disadvantaged and low-to-moderate income communities. Learn more at [huntington.com/CommunityPlan](https://www.huntington.com/CommunityPlan).

**REACHING A MILESTONE: 2016 FIVE-YEAR COMMUNITY DEVELOPMENT PLAN COMPLETED ONE YEAR AHEAD OF SCHEDULE**

Final Results

5-Year Goal			Progress
<b>\$6.6 billion</b>		Small business lending within low-to-moderate income areas (excluding Paycheck Protection Program).	Year 1: \$2.1 billion Year 2: \$2.1 billion Year 3: \$1.6 billion Final Year*: \$800 million
<b>\$5.7 billion</b>		Single-family mortgage lending in low-to-moderate income areas.	Year 1: \$1.6 billion Year 2: \$1.7 billion Year 3: \$2.3 billion Final Year*: \$1.8 billion
<b>\$3.7 billion</b>		Community growth lending and investment targeting affordable housing and community-based loan funds (excluding Paycheck Protection Program).	Year 1: \$1.1 billion Year 2: \$986 million Year 3: \$1.4 billion Final Year*: \$984 million
<b>\$30 million</b>		Economic impact, including 10 new branches and dedicated community development colleagues in low-to-moderate income and majority-minority areas.	Year 1: \$5.9 million Year 2: \$16.7 million Year 3: \$6.2 million Final Year*: \$7.7 million
<b>\$25 million</b>		Additional grants and philanthropy primarily targeting housing and small-business credit service access.	Year 1: \$5.9 million Year 2: \$5.3 million Year 3: \$8.7 million Final Year*: \$7.1 million
<b>Total Commitment</b>			<b>Total Investment</b>
<b>\$16.1 billion</b>			<b>\$18.6 billion</b>

\*Final year data represent investments made between January 1, 2020, and August 31, 2020, the 2017 Community Plan completion date.

**COMMUNITY DEVELOPMENT LOANS & INVESTMENTS | 2017 - 2020**

<b>2017</b>	184 loans totaling \$863 million 70 investments totaling \$326 million
<b>2018</b>	237 loans totaling \$721 million 63 investments totaling \$265 million
<b>2019</b>	190 loans totaling \$770 million 47 investments totaling \$182 million

**2020**

90 loans totaling  
**\$714 million**  
36 investments totaling  
**\$270 million**

## › A Growing Commitment: Introducing Our \$40 Billion Strategic Community Plan

Guided by our purpose of looking out for people, Huntington is committed to help drive meaningful change and to improve the economic vitality, financial security, and sustainable future for those we serve. Following the acquisition of TCF Financial Corporation, in June 2021, we furthered our investment in our communities by committing \$40 billion toward a new Strategic Community Plan.

Huntington's new Strategic Community Plan builds on the \$20 billion Community Plan announced in 2020 for a total \$40 billion commitment to affordable housing, small business lending, and increased capital to historically disadvantaged and low-to-moderate income communities. This expanded five-year commitment focuses on increasing lending and services throughout our growing footprint to address economic, social, environmental, and racial equity challenges identified by community partners.

The plan represents an increase of approximately \$5 billion of new funding above the historical lending and investing of Huntington and TCF. Both banks have deep-rooted connections in the community, including the National Community Advisory Council that Huntington established in partnership with the National Community Reinvestment Coalition in 2017 to further engage key community organizations in conversations about the critical needs of low-to-moderate income and under-resourced communities.

In the second half of 2021, we will engage in conversations with a cross-section of leaders to develop specific initiatives to address environmental health challenges faced by

under-resourced communities and communities of color, including food insecurity, affordable housing, clean water initiatives, and more. Huntington's sustainability commitments will evolve as we continue to listen and take action to meet the changing needs of our local communities.

Based on feedback from our partners and community listening sessions, we are also implementing and exploring a variety of innovative pathways to community engagement, including:

- Bilingual and multilingual services
- Banking services addressing community needs
- Growth in supplier diversity
- Expanded Diversity, Equity, and Inclusion efforts
- New, diverse community partnerships
- Alternative underwriting and credit scoring approaches
- Second review of denied applications

Throughout the plan, as with all our actions, Huntington will seek to be transparent, responsive, and accountable to our customers and community partners. We are committed to active listening and engagement with our colleagues, communities, and customers to continuously develop and refine ideas and approaches to accelerate our initiatives that will improve people's lives.



## HUNTINGTON'S NEW \$40 BILLION STRATEGIC COMMUNITY PLAN



### Racial & Social Equity

Huntington will place special emphasis on Diversity, Equity, and Inclusion initiatives, including those that support environmental equity, to strengthen customers, businesses, and organizations that represent diverse demographics. To advance meaningful and systemic change, the bank will allocate \$16 billion to minority borrowers and communities. This \$16 billion commitment is embedded in the three areas of need listed below.



### Home & Consumer Lending

Homeownership is a catalyst to help minority and under-resourced communities build assets and increase economic opportunity. Huntington will adopt an affordable housing and consumer lending goal of \$24 billion; \$11 billion of this amount is committed to meeting the needs of minority and under-resourced populations.



### Small Business

At the forefront of Huntington's small business program is the desire to support small businesses throughout their business life cycle – from early start-up to expansion. We will expand our small business lending programs into our new footprint and commit \$10 billion over five years, with \$2 billion dedicated to lending to minority-, woman-, and veteran-owned businesses and to businesses operating in low-to-moderate income areas. We will continue to listen to and support small businesses by developing innovative products and service offerings, including money management products and services, loan programs and products, and financial education, to help businesses achieve their goals.



### Community Development Lending & Investing

Huntington is dedicated to increasing capital available to historically disadvantaged people, businesses, and communities. We will commit \$6.5 billion in loans and investments to establish programs and services that foster equity in areas such as affordable housing, small business financing, and community services that provide food security, financial empowerment, and workforce development; \$2 billion will focus on minority initiatives in these areas. In addition, we will continue our philanthropic giving and other support services as part of the 2021 Strategic Community Plan.

**“** Our purpose of looking out for people guides us to be a catalyst for positive change and to ensure under-resourced consumers and businesses have the access to capital, affordable housing, and other resources to achieve their goals and to pursue their dreams. Our recently completed merger with TCF Financial Corporation enables us to renew and strengthen our commitment to improving the financial stability and quality of life for people in our local communities.”

- Steve Steinour, Huntington CEO

Total Commitment  
**\$40 billion**

## Reinforcing Our Commitment to Detroit and Michigan

The merger between Huntington and TCF creates an even stronger commitment to Detroit, home of the commercial bank headquarters, and throughout Michigan. The collective strength of the combined company allows for greater impact as the bank continues to engage with community partners in this region to determine core needs of the people who live and work in minority communities.

Prior to their merger, Huntington and TCF had pledged \$10 million to Detroit's Strategic Neighborhood Fund. To further its support of Detroit, Huntington is pledging another \$1 billion to Wayne County, which includes the City of Detroit, to reinforce its deep-rooted commitment to Detroit's residents, businesses, and communities.



## > Huntington's National Community Advisory Council

A critical element of our community outreach is the active engagement of our National Community Advisory Council (NCAC). Launched in 2017, our NCAC consists of 18 community partners from across our footprint. The Council represents interests in affordable housing, community development, nonprofit services, and advancing small businesses and economic opportunity for all. The NCAC provides a vital connection between the bank and key members of the communities we serve. The Council is highly engaged, advising on the identification of challenges and opportunities in the marketplace, sharing and refining best practices, and capturing and executing on community development opportunities.

The Council meets regularly and shares its advice and feedback directly with bank leadership. The Council reviews progress on our community plan commitments, provides insight on future strategies, services, products, and emerging issues, and advocates for Huntington's community stakeholders. In 2020, NCAC members played a key role in shaping the development of our 2020 Community Plan, the \$50 SAFETY ZONE<sup>SM</sup>, Huntington Lift Local Business<sup>SM</sup>, STANDBY CASH<sup>SM</sup> programs, and our response to COVID-19.



## › Remaining Connected to the Community in Challenging Times

Huntington has long-valued, trusted relationships with community outreach partners. Developed over time, this foundation took on new importance in 2020 due to lockdown restrictions related to the pandemic. Learning and outreach sessions typically conducted in-person were executed virtually, and outreach to community partners and leaders changed dramatically. For example, COVID-19 restrictions meant some of our nonprofit partners had to work from home, without access to systems and infrastructure to serve their constituencies. In many of these cases, Huntington colleagues helped fill gaps that would have resulted in the loss of critical services and communication.

Another impact of the remote environment was an uptick in the need for fraud prevention. Many senior citizens were targeted for COVID-19 fraud and scams. Huntington colleagues developed new financial education and protection curriculum to address these issues, and we held weekly calls with seniors to discuss how to protect themselves from such scams.

## Advancing Equitable Entrepreneurship Ecosystems

In 2020, Huntington kicked off a year-long engagement with Forward Cities to participate in a learning collaborative supporting equitable entrepreneurship in Ohio. Forward Cities, a national nonprofit equipping communities and regions to grow and sustain more equitable entrepreneurial ecosystems, worked with five mid-sized Ohio cities during the engagement: Akron, Canton, Dayton, Toledo, and Youngstown. The project's focus was to help cities understand their current entrepreneurial economies and to develop strategies to meet the evolving needs of existing and emerging Black-owned and Latino-owned small businesses. The engagement convened representatives from each of the five cities to encourage cross-community collaboration.



## Providing Housing and Other Support for Our Nation's Veterans

Huntington community development loans and investments provided a \$9.2 million equity investment and \$3.6 million construction loan toward the completion of the Hilltop View Apartments. To be completed in February 2022, Hilltop consists of 24 affordable housing units and a community center near downtown Dexter, located about nine miles northwest of downtown Ann Arbor, Michigan. The project includes 15 supportive housing units, with six units specifically intended for veterans. Working in partnership with Housing Access of Washtenaw County, Avalon Housing Inc., Faith in Action, Washtenaw County Community Mental Health, and the U.S. Department of Veterans Affairs, the project will support veterans beyond providing a place to call home. This includes food security assistance, case management for those with persistent mental illness or developmental disabilities, substance abuse care, and financial assistance with expenses such as utilities, holiday support, and back-to-school supplies.



Hilltop View Apartments consists of 24 affordable housing units and a community center near Ann Arbor, Michigan.

## COMMUNITY FOCUS AND IMPACT

# Affordable Housing & Homeownership



The concept of “home” proved to be more important than ever in 2020. Out of concern for the safety of family and friends, our homes became our schools, offices, even our vacation destinations. Huntington is proud of our role in making the dream of homeownership a reality every year, and even more during 2020.

In 2020, with so many people in distress, Huntington worked quickly and effectively with customers and partners, as well as federal, state, and local governments, to maintain the strength and stability of housing. We continued to serve low-to-moderate income areas through active community partnerships and unique lending programs, putting homeownership in reach for more and more people and striving to prevent homelessness.

We offer products for first-time homebuyers, home improvement loans, emergency relief for residents who could use a helping hand, and more. For example, products such as Community Access Mortgage loans are designed to support low-to-moderate income borrowers or those purchasing or refinancing properties in low-to-moderate income areas.

Mortgage Loan Officers across our footprint deliver affordable housing counseling and financial literacy education in cooperation with community partners. Topics covered include down payment assistance, budgeting, how to access various loan programs, credit score requirements, preapproval and appraisal processes, home improvement, methods for reducing property taxes, insurance and utility

During the second quarter of 2020 alone, Huntington provided greater than \$6.8 billion of forbearance to borrowers, much of which was mortgage lending.

costs, and strategies for improving credit scores. In 2020, workshops were conducted at the Community Building Partnership of Stark County (Ohio), Oak Park Regional Housing Center (Illinois), Neighborhood Housing Services of Chicago, Mon Valley Initiative Homebuyers Club (Pennsylvania), and more.

In addition, Huntington's Community Reinvestment Act Loan Officers ensure our Home Lending team remains connected to the community and enable us to address specific community needs that might be missed by traditional mortgage lending practices.

### › Stronger Communities through Homeownership

For those most in need, homeownership can be lifechanging. Through our "Family Not a File" internal campaign, we highlight stories of borrowers and colleagues working together to overcome the variety of obstacles that can thwart the dream of homeownership. We empower each Huntington colleague with the understanding that by working to incorporate our values and purpose, we can make positive impacts on the lives of our customers. Additionally, Huntington Home Savers addresses the needs of customers having difficulty meeting their mortgage obligations. In 2020, Home Savers helped 3,596 customers, many of whom were able to stay in their homes. We also provided 25,000 COVID-19 relief solutions in 2020.

#### HOME SAVERS IMPACT

Year	Customers Impacted
2018	1,655
2019	1,499
2020	3,596

**\$2.5 billion**

Home Saver Modified  
Loan Portfolio since 2009



### Down Payment Assistance Makes Homeownership Possible

Since 2017, we have supported the city of Canton, Ohio's down payment assistance program. While many potential homebuyers have a steady income to make monthly payments, they may not have the means to save for the upfront costs of purchasing a home. This program provides low-to-moderate income first-time homebuyers with down payment and closing cost assistance to make homeownership more affordable.

### › Creating a Second Chance for Home Loans

Our Second Look program reviews applications for home equity loans and mortgages that otherwise would have been denied. We explore alternative avenues to approve an application, which is particularly helpful in creating solutions for low-to-moderate income borrowers and borrowers located in low-to-moderate income areas. In 2020, we helped more than 1,000 families achieve their homeownership goals through the Second Look program.



## COMMUNITY FOCUS AND IMPACT

# Community Engagement and Philanthropic Investments



Huntington believes that investments in homebuyer education, small business and workforce development, and financial education can have significant impacts in our communities. By empowering colleagues to share their time and resources, we can help build and sustain strong, vibrant neighborhoods. Every day, our colleagues embody our Service Heart organizational value by giving generously of their time and energy to make a difference in their local communities and beyond. The majority of 2020 looked significantly different than in previous years, as more outreach and engagement were conducted virtually.

## 2020 COMMUNITY REINVESTMENT ACT-QUALIFIED PHILANTHROPIC COMMITMENTS

**66 donations totaling \$747,650**

supported Affordable Housing programs

**36 donations totaling \$1,423,988**

supported Community Revitalization and Stabilization programs

**390 donations totaling \$6,258,481**

supported Community Services programs

**120 donations totaling \$1,820,334**

supported Economic and Community Development programs

**612 donations**

for a total of

**\$10.3 million**

in Community Reinvestment Act-qualified contributions

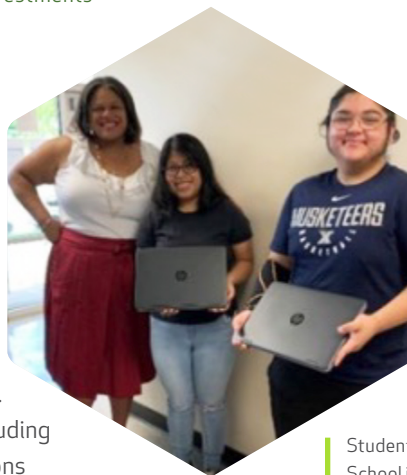
Huntington received, from the Office of the Comptroller of the Currency, an overall **“Outstanding” rating** – the highest rating that can be achieved. An “Outstanding” rating was also received for Lending and Investment Tests. Read the [full report](#).

## › Digital Inclusion

Huntington has been an advocate for digital inclusion, and this issue took center stage in 2020. As many education systems moved online during the pandemic, too many students without reliable access to high-speed internet were left behind. So too were vulnerable portions of our population, including many seniors and veterans who rely on public institutions such as libraries for their connection to the online world.

Huntington provided grant support to the Greater Cleveland Digital Equity Coalition and the Cleveland Metropolitan School District to assist with purchasing mobile hotspots and other devices to close the gap for low-income students and seniors. In Southern Ohio and Kentucky, Huntington deployed 30 refurbished laptops to graduates of DePaul Cristo Rey High School upon the completion of their Graduate Success Program. As these students enroll in college coursework, the laptops allow them to further their education. In Chicago, Huntington hosted a virtual cybersecurity webinar at Stephen T. Mathers and Amundsen high schools for students enrolled in the schools' technical programs. Approximately 80% of the students from these schools are from low-income households. The students learned about methods for identifying cyber fraud and about career pathways in the cyber security industry.

In 2020, Huntington and the Ohio Capital Corporation for Housing (OCCH) announced a partnership to invest \$2.5 million over five years in a fund to advance digital inclusion for low-to-moderate income residents throughout Ohio. The fund supports technology infrastructure and training to further economic mobility through digital access. The first award to improve digital connectivity was made in March 2020 and benefited the residents of Lyons Place II and Twin Towers Place in Dayton, Ohio. The funding allowed St. Mary Development, which operates the two facilities, to provide voice-controlled smart speaker devices and



Students at DePaul Cristo Rey High School in Cincinnati receive refurbished laptops as part of a digital inclusion program supported by Huntington.

free Wi-Fi in 145 resident apartments to boost resident engagement, increase access to services, lower risks of isolation, and decrease resident turnover rates. Overall, more than \$350,000 in digital inclusion funding was distributed to 13 partners in 2020.

## › Delivering Financial Wellness Education

During 2020, Huntington colleagues participated in a variety of volunteer opportunities related to financial wellness, dedicating over 2,100 hours across many organizations despite COVID-19-related limitations on in-person volunteer activities. Our colleagues engaged in meaningful ways with people of all ages, including preschoolers, school-aged children, young adults, adults, and seniors. Huntington strives to empower all people to lead financially fit lives. Programs of note include:

- **Story Time:** For the youngest learners, Huntington colleagues read books from the Junior's Adventures Storytime series to teach kindergarten students about money.
- **Junior Achievement:** Huntington colleagues have assisted thousands of young people across our footprint through Junior Achievement, giving them the opportunity to learn about money management, the importance of saving money and budgeting, the role banks serve in our communities, and the importance of setting financial goals. In 2020, Huntington received the President's Volunteer Service Bronze Award for colleague contributions to Junior Achievement.



Residents of Dayton, Ohio, are now better connected thanks to digital infrastructure improvements.

Huntington colleagues dedicated more than  
**15,000** hours  
to volunteer efforts during  
the pandemic in 2020.

- **Reality Days:** This program introduces students, young adults, and those enrolled in workforce development programs to financial decision-making skills. The lessons focus on career exploration, financial education, and an introduction to credit. The program concludes with a monthly budgeting simulation that encourages participants to practice what they have learned.
- **Student Financial Education:** Huntington collaborates with several colleges and universities to provide financial education to students. A recent investment of \$150,000 over five years will support Columbus State Community College in providing a two-week, six-session financial education course known as “Huntington Nights.”
- **Senior Financial Empowerment:** These programs were enhanced in 2020 to include information on avoiding pandemic fraud schemes.

## › Food Security

Food security has always been an important commitment within Huntington’s philanthropic and community investment strategies. In 2020, we intensified our efforts as part of our response to the COVID-19 pandemic. Huntington partnered with more than 100 organizations to distribute \$2.2 million in food and financial support to food banks, pantries, mobile meal delivery, and emergency funds.

For example, Huntington helped the Urban Mission Food Warehouse provide healthy hot meals and groceries to low-income families in the Steubenville, Ohio, area. The organization also strives to teach individuals about sustainable living practices. The food pantry distributes approximately 1,000 boxes of food to Ohio Valley residents each month and serves 500 hot meals per week.

In addition to financial support, Huntington colleagues give their time by serving on the boards of food security-related organizations, and volunteering to pack, distribute, and deliver food to those in need.



The Chicago region hosted a Cybersecurity Webinar with Junior Achievement for students at Stephen T. Mathers High School and Amundsen High School enrolled in the tech program (pictured here).

## › Workforce Development

Huntington contributes to workforce development initiatives through philanthropic support, volunteerism, and board service. In 2020, colleagues in Chicago supported New Moms' job training program at its social enterprise candle company, Bright Endeavors. The program is designed to support high-risk young mothers by helping them prepare for and obtain permanent, quality employment.

In Cleveland, Huntington supports Youth Opportunities Unlimited and Towards Employment through colleague board representation, philanthropic funding, and delivering Reality Days to program participants on an ongoing basis. In Northwest Ohio, colleagues partner with Pinewood Tabernacle, a local church, to facilitate the “High School Heroes” program, which provides financial empowerment workshops and assists more than 300 students with job training and securing full- and part-time positions.

Colleagues in Pittsburgh partnered with The Challenge Program, Inc. to provide a financial education assembly. The Challenge Program, Inc. contributes to workforce and economic development by bridging business and education to develop a skilled and motivated future workforce. In October 2020, more than 1,000 students were encouraged to develop habits to succeed in high school and their future careers through the program.





# Governance

- › Corporate Governance and Ethics
- › Enterprise Risk Management
- › Cybersecurity and Customer Privacy

# Corporate Governance and Ethics



We are committed to the long-term success of Huntington, as well as those we serve, through strong corporate governance and ethical business practices. Every day, we strive to operate as a disciplined, trustworthy, and moral organization.

## › Corporate Governance Structure

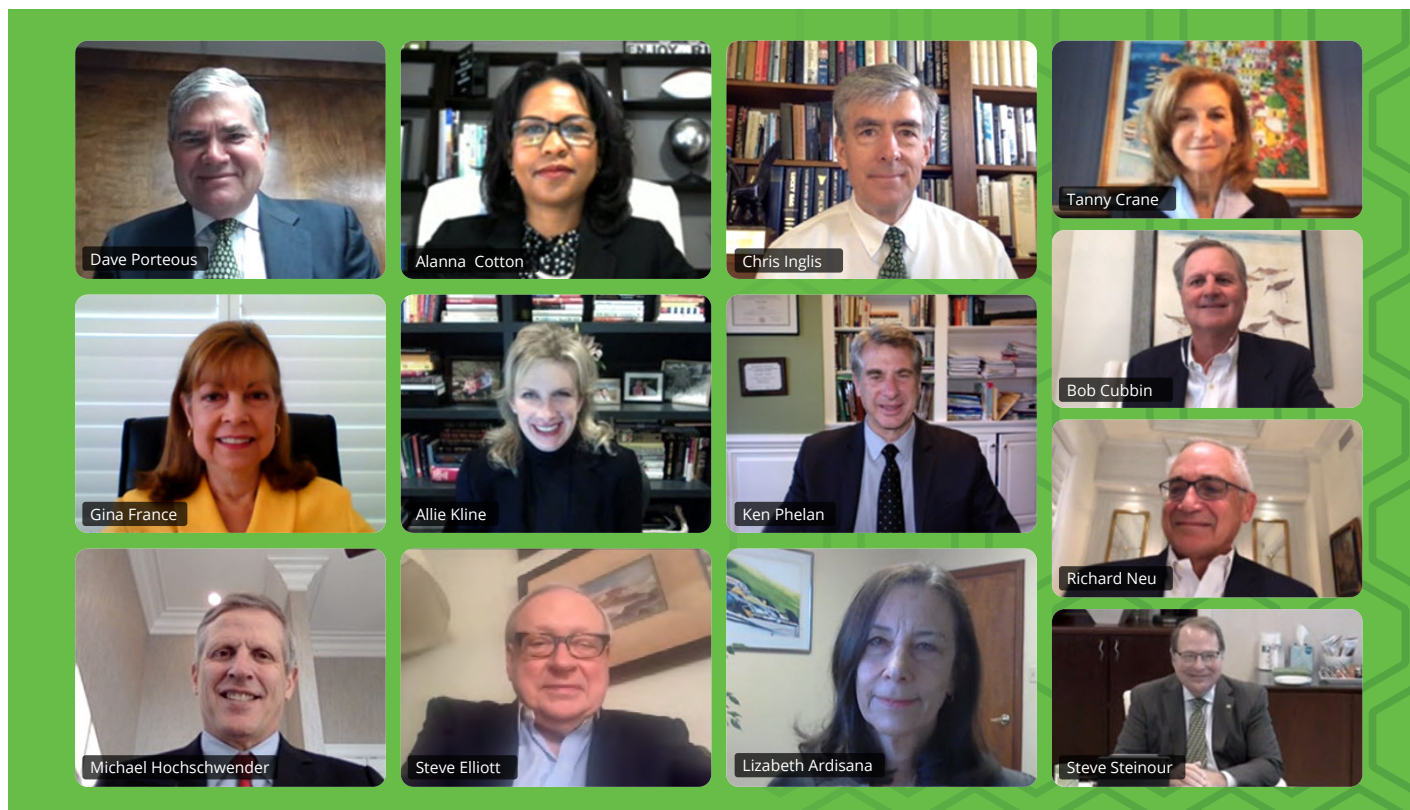
Our Board of Directors and Executive Leadership Team (ELT) are committed to executing on the bank's long-term vision. Our Board members are accomplished leaders from diverse backgrounds, bringing the perspectives, skills, and experience necessary to use independent judgment that will effectively challenge and drive continued success. Our Board members set the strategy, risk appetite, and ethical standards for the entire organization, and our ELT ensures our business and enterprise functions operate with high legal, ethical, and moral standards through clearly stated policies and procedures. Additionally, our leaders set the tone and oversee compliance with our standards, and direct the company's financial reporting and internal controls.

Each year, the Board evaluates our leadership structure and believes that Huntington is well served by having a strong Lead Independent Director and a combined Chairman and Chief Executive Officer (CEO) role, maintaining consistency in the internal and external communication of our strategic and business priorities. The Board has established well-developed authority and duties for the Independent Lead Director position at Huntington, which both offset and harmonize with those of the Chairman and CEO. In addition, the Board conducts succession planning for the CEO and other members of the ELT.

At the end of 2020, our Board consisted of 13 directors, comprised of our Chairman/CEO and 12 independent directors, including our Independent Lead Director. Our key risk and governance committees require at least three directors who are independent and are chaired by an independent director with the knowledge and expertise to lead the committee. As of December 31, 2020, our Board reflects 38% gender diversity and 15% racial diversity.

We have an active and engaged Board of Directors. Following the declaration of the global pandemic, additional meetings were held to proactively communicate with Directors concerning Huntington's evolving response to the COVID-19 pandemic. Impacts to colleagues, customers, and communities

were regular topics of focus, among others. During 2020, our Board held a total of 71 Board and Board Committee meetings. Each Director attended at least 97% of the meetings of the full Board of Directors and the Committees on which he or she served. Average attendance was 99%.



## Our Strategic Approach to Board Refreshment

Huntington's Board of Directors believes that one of its most important responsibilities is identifying, evaluating, and selecting candidates for the Board. Board refreshment is viewed as a significant factor in overall board effectiveness and to assure alignment with our long-term strategy. At least annually, the Nominating and Corporate Governance Committee periodically assesses the size of the Board and reviews the composition of the Board to assure that the appropriate knowledge, skills, and experience are represented in the Committee's judgment. Demonstrating our commitment to board refreshment, eight new independent directors have joined our Board since our 2016 annual meeting, ensuring fresh perspectives.

Diversity is a priority, and the Board and the Nominating and Corporate Governance Committee actively seek candidates who

possess varied gender, race, ethnicity, age, and experience. The Board believes that Board membership should reflect the diversity of the markets in which we do business. The Board also believes it is critical to maintain a range of Board member tenures to ensure sufficient experience for Board leadership positions and to ensure continuity and institutional knowledge through economic cycles and business climates. As of December 31, 2020, the average tenure of our current Board members is six years and the ages of our Board members range from 48 to 74.

### About Our Board Membership

Our Directors are elected annually with a majority vote standard. Biographical details for all Directors are disclosed on our website. Board committee membership, director compensation, and additional information are disclosed in the [annual proxy statement](#).

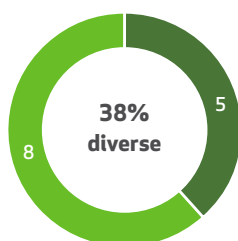
## Board Skills, Experience, and Diversity

A graphic summary of the qualifications and attributes of our Board is presented below.

	L. Ardisana	A. Cotton	A. Crane	R. Cubbin	S. Elliott	G. France	J. Hochschwender	J. Inglis	A. Kline	R. Neu	K. Phelan	D. Porteous	S. Steinour
<b>Skills and Experience</b>													
Audit / Financial Reporting	■	■		■	■	■	■			■		■	■
Client / Consumer Marketing, Branding & Communication	■	■	■						■				■
Compensation & Human Capital Management	■	■	■	■	■	■	■	■	■		■	■	■
ESG	■				■	■			■	■		■	■
Financial Services		■	■	■	■	■				■	■	■	■
Government, Public Policy & Regulatory	■	■	■	■	■	■		■	■	■	■	■	■
Legal				■							■	■	
Payments					■								■
Public Company Executive				■	■				■	■	■		■
Risk Management	■			■	■	■		■		■	■	■	■
Strategic Planning / M&A	■	■	■	■	■	■	■	■	■	■	■	■	■
Technology / Cybersecurity		■			■			■	■		■		■
<b>Demographic Background</b>													
Tenure (years)	4	1	10	4	10	4	4	4	2	11	1	17	12
Age (years)	70	48	64	63	74	62	60	66	49	65	61	68	62
Gender (male/female)	F	F	F	M	M	F	M	M	F	M	M	M	M
<b>Race/Ethnicity</b>													
African American/Black		■											
Hispanic	■												
Caucasian/White			■	■	■	■	■	■	■	■	■	■	■

## Huntington's Board of Directors at a Glance

### GENDER & RACIAL DIVERSITY



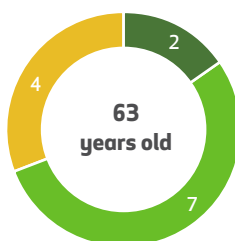
■ Diverse  
■ Other

### AVERAGE TENURE



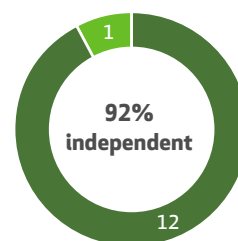
■ 0-5 years  
■ 6-10 years  
■ 11-17 years

### AVERAGE AGE



■ 48-55  
■ 56-65  
■ 66-74

### INDEPENDENCE



■ Independent  
■ Management

## › Board and Leadership Commitment to ESG Priorities

Our Board is engaged and invested in the long-term sustainability of our business and aligned with shareholder interests. Huntington directors and colleagues collectively represent one of the company's 10 largest shareholders, which drives an ownership mentality throughout the organization.

Our compensation philosophy and programs are balanced, risk-appropriate, and demonstrate extensive alignment with long-term, sustained performance and shareholder interests. They provide a competitive and effective program to attract, motivate, and retain the best talent. We require that executives own a significant amount of company stock and approximately 1,500 colleagues have equity subject to hold-to-retirement requirements. Huntington's Directors and Executive Leadership are prohibited from hedging and pledging their company stock. We use a broad, diverse group of incentive metrics across our annual and long-term incentive programs and have a Recoupment/Clawback Policy applicable to all incentive compensation for our colleagues. Each executive has an annual target incentive opportunity under our management incentive plan expressed as a percentage of his or her base salary. The specific threshold, target, and maximum opportunity for each executive is reflective of the executive's role and competitive market practice. Huntington's governance policies also effectively manage incentive plan risk. We monitor our incentive compensation arrangements for colleagues to ensure a balanced approach to measuring success and strive to enhance our risk review based on developing best practices and regulatory changes.

To reinforce the importance of strong people leadership behaviors in building the best place our colleagues will ever work, we introduced the People Leader Quotient (PLQ) in 2020. Our PLQ leverages a combination of quantitative and qualitative measures and is intended to emphasize the actions and behaviors expected of leadership while making Huntington stronger through the development of our most important asset, our people. Dimensions of our PLQ include colleague engagement, culture and trust, development, retention, attraction, and community – all with a strong diversity, equity, and inclusion lens. In 2020, we introduced the PLQ for direct reports to the CEO and the next level of leaders (approximately 200 leaders total). These executive leaders leveraged PLQ aspects as part of discretionary considerations to year-end performance assessments and

incentive decisions. At the start of 2021, PLQ goals were expanded to encompass a broader group of more than 2,000 people managers and leaders.

The underlying behaviors that are core to our ESG journey – strong risk management, serving the needs of our stakeholders, and focusing on the long-term sustainability of our businesses – have been at the forefront of our Board and ELT efforts for many years. Our ESG program is overseen by the Board's Nominating and Corporate Governance Committee, which meets regularly to ensure our ESG efforts are integrated into the strategic priorities of the bank and our ambition to advance the program is reflective of our commitment to sustainability. The Committee oversees Huntington's efforts to effectively communicate with shareholders throughout the year, including through our annual ESG report. The CEO, General Counsel, Chief Technology & Operations Officer, and Chief Risk Officer, or their designees, are responsible for providing the Nominating and Corporate Governance Committee with quarterly environmental sustainability, ESG performance, and climate risk updates. Additionally, our ESG performance management framework ensures ESG considerations that are most material to our stakeholders are integrated into all relevant Board Committee agendas for meaningful discussion, awareness, and governance actions. The ELT is accountable for executing the ESG ambition approved by the Board, including setting and delivering on short- and long-term performance goals made public in our annual ESG report.

### **Executive Leadership-Driven Environmental Governance**

The ELT is responsible for executing an environmental performance management framework that incorporates governance, strategy, and operations grounded in the considerations most material to our stakeholders. The implications for our climate change efforts include regular evaluation of business opportunities to lessen our carbon footprint. The CEO and other members of the ELT provide strategic direction for our environmental footprint reduction programs and drive accountability throughout the organization.

Our General Counsel, Chief Technology & Operations Officer, and Chief Risk Officer, who all report directly to the CEO of Huntington, are responsible for oversight of and guidance on climate-related impacts. These positions oversee the teams that are directly responsible for greenhouse gas emissions reduction targets, reducing our carbon footprint, climate-related risks and opportunities, and our environmental strategy.



Our Chief Risk Officer is responsible for providing regular updates on risk management issues to the Board's Risk Oversight Committee. In 2019, we elevated our strategic approach by establishing our Global Risk Assessment Group, which is led by the Chief Risk Officer. The group is responsible for assessing the potential impacts of the ever-changing landscapes, emerging threats, and broader disruption trends, such as climate risk and other environmental issues (read more in [Enterprise Risk Management](#)).

The Private Client Group & Regional Banking Director oversees investment management, including the development of ESG-focused portfolio offerings. The Commercial Banking Director oversees the Renewable Energy Finance Group, which is responsible for developing customized solutions for businesses innovating in the green technology market.

Read more about our approach to Environmental Governance in [Environmental Strategy](#).

## › Deep Commitment to Ethics and Integrity

We strive to do the right thing and are dedicated to acting with uncompromising integrity in all that we do. We recognize that every decision we make has the potential to impact our stakeholders.

At all levels of the organization, we set the highest standards of honesty, fairness, and accountability – and we strive to live up to them. These standards are ingrained in our purpose, supported by our culture, and serve as the cornerstone for operating in the best interests of our customers, colleagues, shareholders, and communities. How we act as an organization is equally as important as the results we achieve.

Our [Code of Conduct and Ethics](#), which is reviewed and updated on an annual basis, outlines who we are and how we act. It serves as an ethical compass and a powerful guide to decision-making across the organization. The Code provides guidance and resources on the ethical behavior expected of all Huntington colleagues and creates a meaningful connection to our mission, vision, and values. In 2020, we made several ESG-related updates to the Code and expanded our internal communications efforts to reinforce key Code requirements for all colleagues.

Upon hire and on an annual basis, all Huntington colleagues are required to complete online training and certification of the Code. Every colleague must comply with the Code. Except

## Elevating Our Approach to Environmental Governance

In early 2021, we elevated our Energy Sustainability Director, Rebecca Karason, within the Real Estate Management team to the corporate role of Environmental Strategy & Sustainability Director, which strengthens alignment with our ESG executive team. In this new strategic position, the Environmental Strategy & Sustainability Director is responsible for directing Huntington's carbon footprint monitoring and reporting efforts, including monitoring climate risk and managing implementation of climate strategies within the Risk and Facilities teams.



for the provisions of the Code that are specifically applicable only to colleagues, members of the Boards of Directors of Huntington and its affiliates are also bound by the Code. Anyone who violates the Code or otherwise fails to follow our ethical and professional standards may be subject to disciplinary action, up to and including termination of employment or business relationship.

## › Reporting and Addressing Critical Concerns

Our colleagues are empowered to ask questions or report violations of the Code freely and without concern of retaliation. We have an open-door practice that encourages colleagues to approach any member of management or Human Resources with ethical questions or concerns. Colleagues may also report suspected misconduct or concerns to a variety of other internal Huntington resources or call **Huntington's 24/7 Ethics Hotline (866-596-0677)**. To ensure anonymity, the Ethics Hotline is managed exclusively by a third-party vendor. All Ethics Hotline matters are forwarded to the appropriate contacts within Huntington and kept confidential to the extent possible to ensure a prompt and thorough investigation into concerns reported. Based on the results of the investigation, disciplinary action may be taken. Over the last two years, we have investigated approximately 150 cases per year as a result of issues reported via the Ethics Hotline.

# Enterprise Risk Management

Our ability to protect the organization against the risks associated with ever-evolving market conditions is crucial to carrying out Huntington's mission and vision. The risk management job is continuous and owned by everyone – from our Board and ELT, down to our colleagues. Our risk management policies, processes, and procedures span the entire organization to ensure comprehensive identification, measurement, monitoring, controlling, and reporting mechanisms.

Our approach to enterprise risk management relies on effective strategies, policies, frameworks, and procedures, as well as a strong governance structure. Foundational to our approach are our seven enterprise risk pillars, which guide our risk management activity.



In serving the interests of our shareholders, customers, colleagues, and communities, as set forth in our mission and vision, we are necessarily exposed to varying levels of inherent risk across our risk pillars. Annually, our Board reaffirms our commitment to risk management efforts anchored in our through-the-cycle, aggregate moderate-to-low risk appetite.

Huntington's efforts are subject to Board oversight and are updated through enterprise risk assessments. The Board's Risk Oversight Committee is responsible for overseeing the enterprise-wide risk management function, consistent with our strategy and risk appetite. This includes oversight of policies and risk control infrastructure for all risk pillars. In addition, the concept of "everyone owns risk" is deeply rooted in our culture. Through our collaborative and accountable approach, our colleagues are engaged to align their decisions and behaviors with our risk appetite. We protect ourselves from potential risks by structuring our risk management functions across three lines of defense, which operate independently of each other.

### Risk Management Lines of Defense

1

Our individual business segments are accountable for understanding and appropriately managing all the risks associated with their activities.

2

Our Chief Risk Officer, corporate risk management, and credit administration oversee the company's risk-taking activities and assess risk independently of the business units.

3

Our internal audit and credit review process provides assurance that our risk governance framework is appropriate for the complexities of the bank.

### > A Global View of Risk

As the degree of volatility and frequency of risk issues in the markets continue to grow, it is crucial that our efforts appropriately address these rising global concerns. Our Global Risk Assessment Group, which was formed in 2019, serves as our in-house "think tank" and is responsible for assessing the potential impacts of the ever-changing global, national, and regional economic and political landscapes, as well as emerging threats and broader disruption trends.

Through its comprehensive analysis and collaboration with the broader risk teams, this group seeks to understand the global enterprise risk management picture, identifying the "what-ifs," potential risks, vulnerabilities, and associated impacts that are in Huntington's purview. The global risks analyzed and assessed by the group are limited only by their potential impacts on the economy, our industry, and organization. Recent example topics addressed include but are not limited to:

- Artificial intelligence, machine learning, and blockchain
- Availability of natural resources
- Cybersecurity threats
- Domestic and global economic market performance and developments
- Financial markets activity and developments
- Financial services and products competitor developments
- Global central bank monetary policies and sovereign fiscal measures
- Global, national, and regional market issues
- Liquidity and interest rates
- Pandemics
- Political uncertainties and the impact of election cycles
- Regulatory and legislative developments
- Social movements and matters of unrest
- Supply chain and infrastructure disruptions
- Threats posed by terrorism and international conflict
- Other emerging risks or new risk frontiers

We utilize both third-party economic data as well as our own data to identify and develop indicators of sector-specific trends that can be disseminated and integrated across the organization. The team regularly provides an array of meaningful resources to our leadership, including periodic dashboards reflecting economic trends, alerts on emerging issues and the potential risks they represent, as well as deeper dives into evolving political and economic risks.

## › Managing Third-Party Risks

Critical to aligning Huntington's risk profile with our core business strategies and overall risk appetite is the management of our third-party relationships across the organization. We maintain clearly defined third-party standards that are reflective of our culture of reliability and accountability, and regularly conduct initial and ongoing risk evaluations of our third parties. This approach better ensures ethical and legal compliance among our partner base, as well as alignment with industry best practices.

Our Third-Party Risk Management Committee provides centralized oversight and governance associated with third-party relationships to ensure the risks associated with our relationships are within acceptable risk parameters. The committee relies on our relationship managers in each business segment to measure, monitor, and report key risk and performance indicators we require of our third parties. The committee also administers our Third-Party Relationships Risk Management Policy, which sets the guiding principles and requirements applicable to our third-party risk management process.

Our established Third-Party Risk Framework is used to identify, measure, manage, mitigate, and monitor risks associated with third-party relationships. This process includes:

- Planning for the use and ongoing risk assessment/risk management of third-party relationships and alignment with Huntington strategy;
- Approval and/or oversight of the third-party risk framework;
- Due diligence and ongoing monitoring tools and reference materials for the relationships;
- Contract management expectations for executed agreements;
- Performance management and ongoing monitoring;
- Exit strategy and termination processes;
- Reporting structure, including defined exception and escalation process;
- Risk reporting; and
- Independent reviews.

Essential to the success of our third-party risk management efforts is the administration of our dedicated Service Provider Code of Conduct. The Code outlines our expectations for engagement in six key areas:

- Ethical business practices
- Labor and human rights
- Health and safety
- Diversity
- Environmental responsibility
- Privacy and confidentiality

Service providers must abide by all applicable federal, state, and local laws, rules, and regulations while assuring that all services are conducted with a high degree of professionalism and in accordance with the terms and conditions of the relationship. Colleagues and service providers may also call **Huntington's 24-hour Ethics Line (866-596-0677)**, our anonymous, third-party whistleblower hotline, if they believe an affiliate has breached the Code.

### MANAGING RISK THROUGHOUT THE LIFECYCLE OF OUR SERVICE PROVIDERS



# Cybersecurity and Customer Privacy



The safety, security, and privacy of our customers and colleagues are critical areas of focus for Huntington. As the banking landscape continues to evolve, both in physical space and our digital lives, we continue to adapt to and accelerate change, and seek to incorporate industry best practices, new data privacy rights, and forward-thinking innovation and data protections.

## › An Integrated View of Security

In 2020, Huntington completed a restructuring of our corporate security functions, converging the security elements of our bank into one division and consolidating Cybersecurity, Fraud, Physical Security, and related First Line Risk into one security organization under our Chief Security Officer. At a Board level, the Joint Risk Oversight Committee and Joint Technology Committee share oversight of the efforts made to maximize customer safety.

### FRAUD PREVENTION

Fraud prevention utilizes a variety of manual and automated systems, as well as consumer education and support, to stop unauthorized access to banking information.

### PHYSICAL SECURITY

Physical security includes corporate oversight of crime prevention, crisis management, threat management, protective operations, and environmental health and safety.

### CYBERSECURITY

Cybersecurity focuses on protecting the confidentiality, integrity, and availability of Huntington systems, networks, and information from digital attacks.

A combination of factors drove this organizational change, including known industry trends, the significant potential for cross-departmental benefits, our focus on providing customer-centric security, and our forward-thinking culture. We believe this new approach will allow the bank to realize beneficial intelligence and resource-sharing capabilities, which will ultimately benefit customers and colleagues.

“ When you think about our customers, when something goes wrong, they aren’t thinking in terms of cybersecurity or fraud; they just need help. This reorganization will better equip us to look out for customers and maximize our effectiveness.”

– Wayne Hilt, Chief Information Security Officer

Huntington brought several new intelligence resources online in 2020, including the **Huntington Security Threat Dashboard**. The goal of the dashboard is to summarize and assess external cyber and physical threats that can impact, or have impacted, Huntington’s customers, colleagues, business processes, or buildings. The dashboard monitors the threat level to operational areas of the business, as well as geographically relevant risks in the case of physical security. Risks are then ranked on separate scales for both physical and cybersecurity, ranging from low to high, or in the case of cybersecurity, from guarded to critical in nature.

For each level of increased threat, actions are prescribed in several predetermined categories, including:

- Additional levels and coordination of situational monitoring;
- More frequent and data-intensive reporting;
- Increased outreach and coordination with data providers; and
- Potential response actions.

## Elevating Leadership in Security

In 2020, we elevated our Executive Vice President, Technology Risk and Cybersecurity, Amy Geiger, to the role of Chief Security Officer. This new role supports our strategic decision to converge Huntington’s security elements under one organization, enabling us to better serve our customers and colleagues.



## › Our Approach to Cybersecurity

At Huntington, we consider cyber threats and data breaches to be top risks for our organization. We continue to make significant investments in our cybersecurity programs and resources. This enables a proactive approach that allows Huntington to:

- 1. Prioritize our efforts:** We utilize a rigorous prioritization process to evaluate our cybersecurity initiatives relative to the risk reduction they provide, how they fit into our overall domain, and how we can leverage partnerships with our technology and privacy teams to produce the most risk mitigation; and
- 2. Be agile:** We continuously evaluate and adjust our data security activities based on the evolution of the threat environment, and we consider several factors that include the likelihood a given risk will come to fruition, applicability to our technology environment, the mitigation value of various control options, and the most effective application of both our human and technology resources.

We recognize the importance of maintaining strong foundational capabilities, which we balance with the need to continue investing in innovative technologies to ensure we are further positioning ourselves for success in an ever-evolving cyber threat landscape. We have not experienced any material losses or other material consequences relating to technology failure, cyber attacks, or other information or security breaches.

## Supporting Career Development for Women and Minorities in Security and Technology

During 2020, Huntington provided funding and support for several scholarship programs that promote careers in information security fields, including the launch of a new cybersecurity scholarship program with Columbus, Ohio-based EmpoWE-R Women of InfoSec. EmpoWE-R Women of InfoSec is a 501 (c) (3) organization that empowers, encourages, mentors, and supports women in the information security field, with the goal of making it an inclusive environment for all.

Launching in January 2021, the organization's scholarship fund will assist women in InfoSec with continuous learning opportunities, including certifications, tuition assistance, training, and leadership courses. The 2020 donation supports our mission to encourage women in the exploration of STEM fields and support diversity, equity, and inclusion in the information security field.

"We're so proud to support EmpoWE-R Women of InfoSec in its mission to make this field more inclusive and welcoming," said Don Boian, Huntington's Security Outreach Director. "Huntington's commitment to diversity, equity, and inclusion extends far beyond the walls of our bank, and we're happy to contribute to the advancement of these goals in our communities and beyond."

In addition, Huntington provided scholarship funds to the International Consortium of Minority Cyber Professionals' Columbus Chapter. Huntington is an active participant in the Consortium with two seats on the local board. Huntington believes strongly in its mission to achieve consistent representation of women and minorities in cybersecurity through programs designed to foster recruitment, inclusion, and retention – one person at a time.



## › 2020 Cybersecurity Progress and Milestones

Huntington's cybersecurity team continued to make progress on numerous strategic goals through our structural realignment in 2020. Training, development, thought leadership, and industry partnerships with government and trade organizations remained critical priorities for our continued success. 2020 brought significant challenges and opportunities as Huntington moved all non-essential staff to the remote work environment to ensure the safety of colleagues and customers. Activities included the following:

**Business continuity testing** in late 2019 and early 2020, in which we scheduled planned closings of entire buildings and had colleagues work remotely, allowed us to identify gaps in the system and make enhancements before the pandemic hit.

**The Coronavirus Aid, Relief, and Economic Security (CARES) Act and subsequent American Rescue Plan** provided much needed support for businesses and individuals impacted by COVID-19, but also presented opportunity for malicious actors to commit fraud. Huntington dedicated significant time and resources to protect against fraudulent and predatory activities.

**Rollout of a centralized access management strategy** remained on track toward implementation despite the remote environment. Once finalized, it will greatly simplify processes for colleagues and the organization overall.

**Training and development** continued in several virtual formats, including virtual seminars and roundtables. The cybersecurity team also implemented a dedicated weekly time commitment for colleagues to focus on career development and education – a suggestion that came from our employee survey.

**Closing the talent gap** remained a focus in 2020 and will continue going forward. We added several additional scholarships to catalyze technical education and set specific, measurable hiring goals in partnership with our diversity, equity, and inclusion team.

## First 'Forward Think Tank' Event Fosters Collaboration, Creativity for Innovation



In early March 2020, Huntington's Cybersecurity, Enterprise Fraud, and Physical Security team hosted its first Forward Think Tank in Columbus. The all-day event was designed to foster innovation and problem-solving among colleagues working in person and remotely.

Nearly 80 colleagues from different areas within the business segment took part in the event. Teams of five to 10 people were challenged to develop solutions that would either optimize data and technology-centric processes the bank uses to protect itself, or to use data and technology to make more informed security decisions. Winners were chosen based on several criteria, including the value of the idea, how quickly it could be developed, and innovation.

First place was awarded to five colleagues working on a self-serve malware check portal. The portal would enable Huntington colleagues to submit suspicious files for automatic malware scanning and receive the results in minutes. Second place was awarded to a team exploring the use of natural language processing technology to create security and business analytics tools that support customer and colleague relationships.

"These events are important moments for colleagues to be creative, work cross-functionally, and feel free to innovate and create something new," said John Popelka, Huntington Innovation Program Manager. "We hope to continue to create opportunities like this to encourage colleague participation and the acceleration of new ideas."

Despite COVID-related protocols and social distancing requirements, interested teams and individuals were able to continue similar efforts through Idea Drives throughout the remainder of 2020. Idea Drives are virtual events where colleagues ideate, provide feedback, and help move concepts forward. All ideas presented at the Forward Think Tank and Idea Drive events will be considered for further development and closely managed by the Huntington Colleague Innovation Team.

Throughout the month of October 2020, we hosted an expanded Cybersecurity Awareness Month, which included events and programming for Huntington colleagues and customers. As part of a nationwide initiative promoting the tools and awareness needed to keep valuable information safe, we hosted more than 15 public-facing webinars for the purpose of educating the public. Huntington hosted or sponsored seven webinars, two tutorial videos, and seven interactive learning activities. We also grew membership of our Security Yammer online community by 54% in a single week, making it the second-largest online community at the bank. These online communities are important portals for Huntington colleagues to stay connected with each other and abreast of trends in the cybersecurity space.

## > Our Approach to Privacy

Looking out for people includes deepening our understanding of the personal information we have and ensuring accountability to consumers who entrust us with their information. At the center of privacy is trust. To maintain that trust, Huntington is committed to:

- Informing customers about what data we collect, why we collect it, what we do with it, and who we give it to;
- Giving customers meaningful control over the data we collect, such as giving them the opportunity to weigh in on when and how to share or sell their data, or market to them using this information; and
- Informing customers when their data have been compromised.

**“** As we continue to focus on our customers and ensure they have adequate access to, control over, and transparency into the data we hold, customers will be confident that Huntington is a bank they can trust.”

– Shannon Kinross, Chief Privacy Officer

Huntington’s **Chief Privacy Officer** oversees our privacy compliance team. This team is responsible for assessing and enhancing Huntington’s privacy framework and program, as well as working with business partners to implement and continually mature controls. The team also focuses on building relationships across the organization to integrate our privacy efforts with other strategic functions in the organization. As part of the enterprise compliance function, our Chief Privacy Officer and the privacy compliance team report to our Chief Compliance Officer, and their efforts are subject to management-level and board-level risk committee review.

In terms of privacy, Huntington has continued to develop a deeper understanding of data at the individual level, as well as the ability to access and delete information. This includes how personal information is processed across the organization. Huntington continues to integrate ideas related to the ethical use of data into its governance practices to inspire and maintain the trust of our customers.

### PRIVACY & DATA SECURITY

Huntington has programs in place to address both privacy and data security, two related but different domains.

**Privacy** is an individual’s right to control, access, and maintain transparency regarding his or her specific information.

**Data security** is ensuring the confidentiality, integrity, and availability of the information in our possession.

## Our Privacy Commitments

Huntington is committed to the proper use of data. Our policies and notices covering the collection, use, and sharing of data are reviewed regularly and available on our website. These include:

- [U.S. Consumer Privacy Notice](#)
- [Online Privacy Policy](#)
- [State Data Privacy Rights Notice](#)

For a complete listing of our privacy policies, please see the [Appendix](#).

## › 2020 Privacy Progress and Milestones

In 2020, we made meaningful progress toward maturing our processes and overall approach for privacy compliance at Huntington. Driven by Huntington’s customer-first values and the need to more deeply understand the data we collect, we are creating a sustainable and scalable privacy program that is adaptable to the ever-changing regulatory landscape and shift in consumer expectations.

The COVID-19 pandemic presented unique challenges to privacy and data security, requiring our teams to provide immediate and ongoing support. These teams partnered on a work-from-home guide for colleagues. They also advised business partners in real time on customer privacy and data protection best practices during a rapidly changing environment that included the transition to remote work.

## › Recent Legislation Impacting the Industry

The pace of legislative change slowed in 2020 due to the impact of the ongoing pandemic. However, there were several important updates to privacy compliance we continued to monitor. Most notably, the State of California passed the California Privacy Rights Act (CPRA), which will further strengthen efforts undertaken in 2019 through the California Consumer Privacy Act (CCPA). When the CCPA took effect in January 2020, it was the most expansive privacy law in the U.S., mirroring several requirements of the European Union’s General Data Protection Regulation (GDPR).

The CCPA and CPRA target companies that collect and/or sell personal information and provide California residents with privacy rights, enabling them to exercise more control over their personal information. CPRA will take full effect in January 2023, but it is already making an impact on data policy and regulation. New rules within CPRA will 1) expand the rights of people requesting access to information, and the responsibilities for companies to ensure the accuracy of the data; 2) require businesses to minimize use, retention, and sharing of personal information; and 3) create new regulations about notifications from a company seeking to use sensitive, personal information.

Although we do not have a physical footprint in California, we are required to comply with CCPA and CPRA for our customer population that resides in California. We also recognize the changing regulatory landscape and that other states may adopt CCPA-like legislation. Therefore, we have put our own compliance measures in place because of CCPA, and we continue to study industry trends to prepare for the future. Our State Data Privacy Rights Notice augments long-established policies (including our U.S. Consumer Privacy Notice and others in the [Appendix](#) of this report). As with all our policies, we continuously evaluate and update them on an as-needed basis.

### **Ensuring Future Privacy Preparedness**

Although the recent enhancements to traditional data controls have positive impacts on data privacy rights and obligations, continued change is needed to stay ahead of trends. As we look ahead, we will continue to monitor for new legislation and are committed to taking a risk-based approach to prepare for the future. We are dedicated to ensuring sustainable alignment with new and developing privacy laws. In 2021, we will seek to:

1. Ensure continued privacy exam and audit readiness;
2. Successfully manage privacy risk and compliance associated with our TCF Financial Corporation acquisition; and
3. Drive efforts to deepen insights around personal information within our technical environments.



## **› Workplace Safety and Security**

The safety and security of our colleagues and customers are of utmost importance to Huntington. We believe it is the responsibility of all our colleagues to foster this environment. We are focused on maintaining a culture of awareness, preparedness, and safety. We are compliant with the Bank Protection Act of 1968 and 12 CFR 21 Subpart A – Minimum Security Devices and Procedures through the following means:

- Designation of a Chief Physical Security Officer;
- Procedures and training for all colleagues; and
- Security devices and equipment.

Our **Chief Physical Security Officer** is responsible for corporate oversight of physical security, crime prevention, crisis management, threat management, protective operations, environmental health and safety, and security operations center. The officer provides regulatory compliance oversight of opening and closing procedures, asset protection plans, and emergency response plans. The Chief Physical Security Officer reports to the Chief Security Officer.

In 2020, we continued to develop meaningful partnerships and provide industry leadership. We chaired the American Banking Association Physical Security Subcommittee and participated in its ATM task force. We activated and led the Security Response Team (SRT) due to the heightened risk of social justice and election-related protests. Along with our pandemic response, we implemented several key initiatives to keep people safe. This included enhanced emergency communications with a variety of key stakeholders, including key lease and property owners and tenants. The SRT proactively closed locations, adjusted branch hours, coordinated the installation of window and door coverings at eight locations, and coordinated the assessment of damage at 74 locations and 18 ATMs in our footprint. In all, these impacts were minimal to our operations.

## › Procedures and Training for All Colleagues

Safety and security are key parts of colleague training beginning on day one. Online training and Welcome sessions were provided to colleagues throughout 2020. We also continued to provide mandatory, annual colleague training on topics relating to robbery, workplace violence prevention, active shooter situations, emergency preparedness and response, and workplace safety. All branches conduct emergency response plan training. We also offer American Red Cross first aid, cardiopulmonary resuscitation (CPR), and automated external defibrillator (AED) training, and we have provided additional safety and security training to more than 300 designated “safety wardens” across our geographic footprint.

Our processes and procedures include regular tabletop exercises with our crisis and emergency response teams and various public safety agencies, and our facilities hold evacuation and shelter-in-place mandatory drills. 2020 activities included:

- Conducted training and tabletop exercise sessions for the Consumer and Business Banking Branch Leadership and Infectious Disease and Pandemic Response Teams;
- Developed a program overview for the Executive Crisis Team pandemic response; and
- Conducted training and exercises for protest-related activities for the Corporate Crisis Management Response Teams.

We continue to maintain and develop plans, processes, and procedures to assist in the avoidance, mitigation, and recovery from potential hazards, including the following:

- **Branch Incident Response Plan**, which is an “all-hazards” plan following national standards and best practices including the Federal Emergency Management Agency’s (FEMA) Incident Command System (ICS). The plan includes flowcharts and event aids for all incidents and provides the Incident Commander with information to respond to, stabilize, and terminate an emergency.
- **Critical Facility Emergency Response Plan**, which is designed for our non-retail locations and is similar to the Branch Incident Response Plan.

- **Colleague Emergency Preparedness Guide**, which is a convenient flipchart that provides colleagues with vital fire, life safety, security, crime prevention, and emergency preparedness information.
- **Infectious Disease / Pandemic Plan** to prepare for, mitigate, respond to, and recover from a pandemic event, which includes social distancing, proper personal protective equipment (PPE), work from home and coming back to work strategies, and decontamination of work locations. Our plans follow best practices from the Centers for Disease Control and Prevention (CDC) and other benchmarked public health agencies.

## 2020 RESPONSE TRAINING BY THE NUMBERS

**13,626**

colleagues (99.9%)  
trained in emergency  
response procedures

**100%**

of new colleagues trained in  
general safety requirements  
as part of the onboarding  
process

Our Security Operations Center also rolled out several key updates in 2020, including weekly and monthly scorecards for tracking operational metrics and the installation of an automated display system for real-time tracking and enhanced situational awareness on a range of metrics. We also completed several security enhancements across both our branch footprint and office environments.



# Social

- › Colleague Engagement, Development, Retention, and Attraction
- › Diversity, Equity, and Inclusion

# Colleague Engagement, Development, Retention, and Attraction



2020 marked the fourth year of Huntington's continued journey to become a Category of One company – an aspirational goal that recognizes our potential to elevate our culture and performance to an elite level that puts us in a class by ourselves. As with everything we do, our vision for the future is led by our purpose-driven culture and is focused on making our customers and colleagues' lives better, helping businesses thrive, and strengthening the communities we serve.

## › Our Talent Management Strategy

Our business is built on relationships, and thus, our colleagues differentiate us. Driven by our purpose to look out for others, we have identified critical needs and developed partnerships and processes to help us **engage, develop, retain, and attract** the best talent for Huntington.

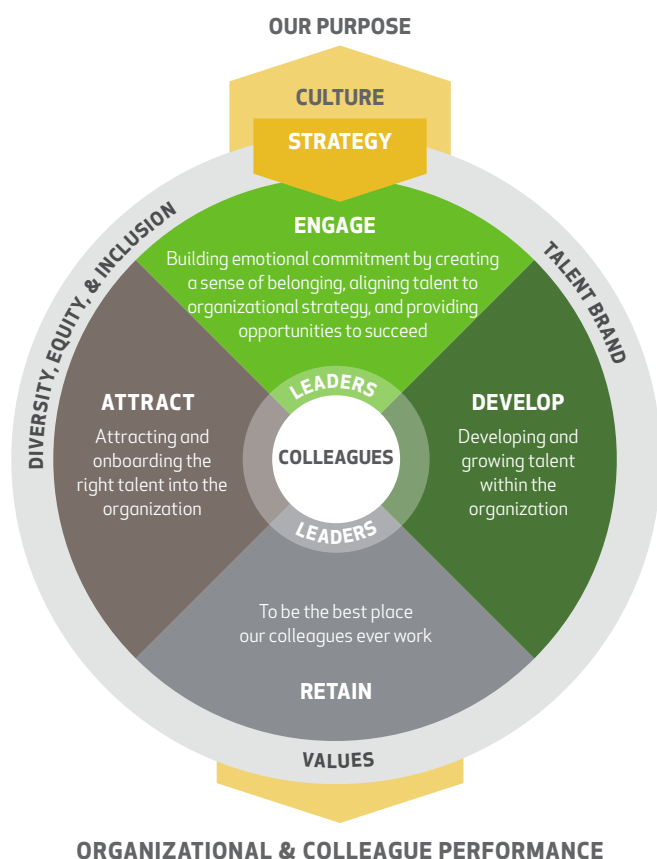
Our colleague-centric approach to talent management supports our purpose, culture, and growth by building engagement, capability, and capacity through integrated talent processes. Our talent management pillars are embedded within our culture and support our forward-looking strategy that seeks to ensure we have the human capital to meet our goals and fulfill our purpose today and in the future.

We have taken steps to look out for our colleagues and prioritize their health and well-being throughout the pandemic. Read more about our COVID-19 response on [page 13](#).

Our [Human Rights Statement](#) ensures we live our values every day and honor our unwavering commitment to the promotion of human rights across all of our business practices.



## › Our Talent Management Strategy



We believe the path to exceptional company performance is an equal balance of “what we do” and “how we do it.” This sentiment is reflected throughout our talent management strategy and in our aspiration to be Category of One.

## › Engaging Our Colleagues

Our purpose-driven culture unites all colleagues through a shared understanding that helps us work collaboratively to achieve our goals. As we have continued our transformational journey to become a Category of One company, we have taken steps to ensure our values, beliefs, and behaviors align with those of current and potential colleagues. Such synergy has proven to positively impact colleague performance and satisfaction.

2020 marked the seventh consecutive year we conducted a companywide engagement survey to measure our colleagues’ experience across a variety of areas, with a strategic focus on culture, trust, and engagement – and the results were reaffirming. In addition to demonstrating

## Driving Culture, Trust, and Engagement

To ensure our purpose-driven culture remains at the forefront of everything we do, our Culture Development Director, Matt Hall, leads our efforts to drive high levels of culture, trust, and engagement throughout Huntington. Finding impactful ways to nurture our culture is a key focus for our Executive Leadership Team and is a central theme as we navigate a post-pandemic work environment.

year-over-year improvement within each metric, we scored in the 90<sup>th</sup> percentile or above in all three categories – including in the 99<sup>th</sup> percentile for culture. In 2020, 89% of colleagues responded as being “engaged” or “highly engaged,” and more than 88% of colleagues responded they would recommend Huntington as a great place to work.

2020 also marked the second consecutive year Huntington earned recognition as a Great Place to Work-Certified™ Company, with 93% of 5,000 randomly surveyed colleagues in agreement that new team members are made to feel welcome when joining the company.

To address the unique challenges surrounding the COVID-19 pandemic, we launched a pulse survey to collect real-time data to inform future plans. In November 2020, we rolled out a new onboarding survey that solicits feedback from colleagues after their first 30, 60, and 90 days at Huntington.

In 2021, the addition of quarterly pulse surveys will enhance our listening strategy and capture sentiment across the colleague life cycle. Collecting and acting on colleague feedback is one of the many ways we can honor our commitment of “always getting better.”

### ANNUAL COLLEAGUE ENGAGEMENT SURVEY METRICS

**89%**  
of colleagues are  
“engaged”

**75%**  
of colleagues are  
“highly-engaged”

**90<sup>TH</sup>**  
percentile or above in all three key indices –  
Culture (99<sup>th</sup> percentile), Trust (90<sup>th</sup> percentile),  
and Engagement (90<sup>th</sup> percentile)

## › Developing and Diversifying the Pipeline

We continue to evolve our approach to building a robust, diverse talent pipeline. We believe our greatest asset in finding the talent we need is the talent we already have, and thus, have made significant investments in supporting colleagues to achieve their full potential and professional goals with Huntington. We have accelerated readiness through focused development, while prioritizing quality over quantity of succession candidates.

Launched in fall 2019, our **High-Potential Talent Development Program** provides opportunities for colleagues to develop and accelerate career growth with designated programs for each stage of their career journey. Our focus is to intentionally develop and progress top talent to become ready for their next level of leadership in a more efficient and intentional manner that is aligned with the vision and values of Huntington. Key objectives include:

- Drive engagement, development, and retention of our high-potential colleagues throughout their leadership journey;
- Provide a differentiated experience to intentionally develop our racially diverse colleagues;
- Develop programs that seamlessly evolve the competencies of our top talent from one level of the program to the next;
- Build relationships and trust across segments by fostering engagement between talent pools; and
- Prepare our top talent for progressively higher levels of responsibility by providing development opportunities to accelerate career growth

Through the end of 2020, 524 colleagues participated in the program. A streamlined effort will be rolled out in 2021 that seeks to increase diverse participation through program consolidation, the refinement of criteria to promote greater equity, and enhanced virtual capabilities – making the program accessible to approximately 1,300 high-potential colleagues.

To support colleagues at key points along the talent pipeline, we have three enterprise-wide talent development program levels:

- **Emerge:** High-performing emerging leaders
- **Accelerate:** High-potential mid-level leaders
- **Drive:** High-potential senior and executive leaders

Our learning culture is reinforced by ongoing companywide and segment-specific training opportunities. In 2020, 100% of colleagues completed 17 training requirements, including content focused on our values and leading a safe, productive,



"Our High-Potential Talent Development Programs provide unique development experiences and opportunities, contribute to increased levels of engagement and retention, and position our high-potential colleagues for future success."

– Clare Miller, Chief Talent Officer

## A Spotlight on Luminate

Huntington's Luminate mentoring program pairs racially diverse, high-performing emerging leaders with senior and executive leader mentors. Launched in April 2020, 26 mentees were paired with mentors based on common goals, interests, and business segment preferences. In addition, mentees met with a talent advocate whose role is to facilitate the preparation needed to accelerate Luminate participants' career growth and increase their exposure to opportunities within Huntington. In 2020, 61 career discussions, 17 shadowing opportunities, and 11 development moves were facilitated by the talent advocate. In 2021, the Luminate program will be expanded to include talent from all high-potential programs. Discussions on building a psychologically safe work environment and mentor programs that focus on finding a career advocate and sponsor will be important foundational elements.



I've been in banking for almost 20 years at several organizations, and the growth and development opportunities I've had at Huntington are incomparable. The tools are customized, purposeful, and have provided me with clear direction on how to leverage my strengths and seek specific experiences that will help me maximize my potential. I am thankful to be part of an organization that puts resources and structure behind its commitment to colleagues."

– Rachel White, Senior Vice President, Service Strategy & Execution Manager

and professional work environment. An additional 38 modules were tailored to specific business segments. On average, each colleague spent 28 hours during the year participating in learning opportunities. Building trust was a central theme of the virtual modules presented in 2020.

## 2020 COLLEAGUE LEARNING HOURS

**429,818**

total learning hours

**28**

average  
hours per colleague

## 2020 KEY TALENT METRICS

**55%**

of executive  
leaders have “ready now”  
successors

**71%**

of leadership  
roles were filled with internal  
candidates

### Transforming Our Succession Pipeline

In 2020, we examined the gap between men and women in executive leadership positions across the industry. This research informed the development of a program to accelerate the integration of our highest-potential women leaders into our succession pipeline. The result was **Transformations**, an Enterprise Talent cohort specifically designed for executive women at Huntington. The cohort started in January 2021 and comprises 23 women representing 10 segments, with 30% racial diversity.

### › Retaining and Supporting Colleagues

We invest significantly in attracting the right talent, and we are committed to creating an environment where colleagues feel valued, supported, and empowered, and, therefore, a place where they want to build their careers. While 2020 was defined by uncertainty and change, Huntington sought to help our colleagues manage external stressors through a variety of initiatives to promote physical and emotional health. Significant actions included:

- Prioritizing mental wellness through **educational resources and professional coaching**;
- Offering **resources to assist with family support challenges** such as child and elder care; and
- Accelerating the rollout of our **Workplace Flexibility Policy** and **“Dress for Your Day” philosophy** for eligible positions.

Our Workforce Flexibility Policy recognizes that no matter where we work, we are part of One Huntington. Our experience during the pandemic proved, even when physically divided, we can be incredibly productive and effective. Recognizing every lifestyle and workstyle are unique, Huntington has assembled

several workplace flexibility options colleagues can consider and discuss with their manager. Workplace flexibility arrangements must not interrupt business operations, team dynamics, or job performance. In addition, with our “Dress for Your Day” philosophy, we encourage, trust, and support colleagues to dress appropriately for their expected work activities for the day. Both initiatives empower colleagues with the flexibility to manage life and work together.

Looking ahead, we are preparing to welcome more than 5,000 colleagues into the Huntington family as we complete the integration of TCF Financial Corporation. We are focused on aligning our cultures and leveraging each other’s strengths, with a goal of coming together as one larger, even stronger company.

### Creating Employment Opportunities with Computer Aid Inc.

In support of creating a workplace that is welcoming to all, Huntington partnered with Computer Aid Inc. (CAI) to launch the Autism2Work program in September 2020. The Autism2Work program provides workforce training and employment opportunities for adults with autism who are eager to enter a work environment that values their contributions.

Led by Huntington’s Talent Acquisition and Information Technology (IT) teams, we have hired three candidates into IT roles through this program. A team lead has also been hired to train the new colleagues and to serve as a liaison between Huntington and CAI. The goal of the program is to convert these individuals to full-time Huntington colleagues after one year of participation.

## A Focus on Colleagues' Well-being

We take a holistic approach to investing in our colleagues' well-being with a focus on four areas:

**Personal Well-being:** We support our colleagues in balancing their work and personal responsibilities and look for ways we can partner with them to address challenges as they arise. Some of our offerings to support personal well-being include family time off (up to four weeks, often used during parental leave or adoption), caregiver leave (one to two weeks off every two years based on length of employment), expanded military benefits, and a scholarship program.

In addition, our Huntington Cares program offers financial relief when our colleagues need it most. Since its inception in 2009, this program has helped more than 1,000 colleagues with grants totaling more than \$1.8 million.

Huntington Cares provides extra assistance to cope with the loss of an immediate family member, personal tragedy, domestic violence, eviction, homelessness, or the impact of a natural disaster. To maintain confidentiality and independence, colleagues apply through a third-party provider for a grant of up to \$3,000 to help with food, shelter, and other basic needs.

**Emotional Well-being and Mental Wellness:** Our "How are you doing, really?" program was launched in 2020 to amplify and enhance our efforts around supporting the emotional well-being and mental wellness of all colleagues. We focus on communicating about personal and family safety, encouraging honest conversations, and acknowledging the challenges of the world around us. Leaders and other champions are empowered to have authentic, empathetic,

and supportive discussions using an array of tools, ideas, and resources. More than ever, it is critical for colleagues to know they are not alone, they are supported, and resources are available to them. Through a regular cadence of communications that combine "real talk," resources, and stories, we seek to remove any stigma surrounding emotional health.

**Physical Well-being:** We strive to provide some of the best physical-wellness benefits in the industry, and in recent years we have made significant enhancements to our health benefits program, including the launch of a new colleague wellness platform. We continue to offer wellness incentive opportunities for colleagues participating in healthy activities and preventive screenings as well as implementing healthy lifestyles. Many of these activities are offered on-site with support from our more than 40 wellness champions. In 2020, we were able to significantly reduce premiums and increase benefit options through our medical plan for participating employees.

**Financial Well-being:** We offer several benefits to help colleagues manage their short-term finances while also providing opportunities for them to save for the long term, including a 401(k) plan with a match of up to 4% (with 96% colleague participation), a minimum pay rate of \$17/hour (effective May 2020), and multiple tiers within our medical plan to scale colleague premiums based on level of pay. We believe pay equity is fundamental to our philosophy of fair and equitable treatment, and as such, we are committed to equal pay for work of equal value. We regularly review and analyze our pay practices to address pay equity for all colleagues. Read more on our pay equity practices in [Diversity, Equity, and Inclusion](#).



## > Attracting the Best Talent

Attracting and hiring the best talent is pivotal to our success. As part of our journey to become a Category of One company, we have embraced a purpose-driven talent acquisition model that strives to ensure every candidate and every hiring manager have an exceptional experience that aligns with our cultural transformation and social equity efforts.

Hiring decisions are based on predicted performance and predictive behaviors. Huntington's approach to hiring for cultural alignment creates a streamlined, repeatable process that promotes equity. Core tenets include:

- **Continuously recruiting:** Identifying great talent regardless of open positions.
- **Predictable journeys:** Creating realistic and specific candidate roadmaps to align expectations for the hiring process.
- **Consistent interviews:** Enabling objective candidate comparisons and consistently great candidate experiences.

In 2020, our Talent Acquisition team led trainings with Huntington hiring managers to educate them on our purpose-driven approach and how to apply this paradigm to their hiring practices. Each colleague had opportunities to practice best-in-class interviewing techniques that focus on a candidate's values, behaviors, and potential.

We also enhanced our ability to attract and hire diverse talent by making strategic investments in the DEI capabilities of our Talent Acquisition team. Over half of our Talent Acquisition Consultants obtained AIRS® Diverse Recruiter certifications in 2020, and we created and filled two DEI Talent Sourcing positions. These investments ensure our Talent Acquisition team is knowledgeable about the latest methods for attracting diverse talent and enhancing our ability to hire outstanding diverse candidates.

This builds on the work we did in 2019 to integrate proactive gender and racial diversity interviewing into our recruitment process. Through this initiative, diverse candidates who have expressed interest in being a part of Huntington meet with a hiring manager in an informational interview setting. This method represents a significant shift in thinking for hiring managers, who have historically only interviewed a candidate when a position was open. As we continue to innovate our diversity recruiting strategy to meet our aggressive corporate goals, a proactive approach remains critical to our success.



### 2020 HIRING HIGHLIGHTS

**94%**

90-day external hire retention

**70%**

gender/racial diversity of hires (internal)

**62%**

gender/racial diversity of hires (external)

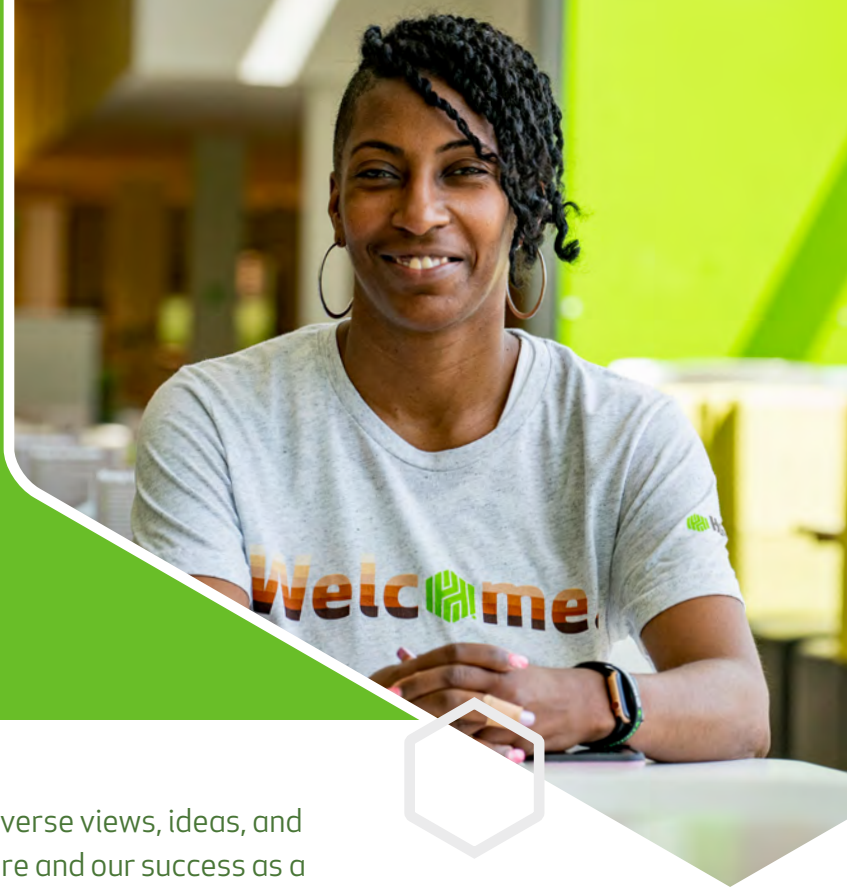


### Building a Pipeline for Top Early Career Talent

Executing a best-in-class internship program to serve as a pipeline for early-career talent is a strategic imperative at Huntington. Starting with a robust welcome session on their first day, our interns participate in numerous programs and events throughout their time with us. In addition, they take on meaningful work and innovation projects that directly impact our business.

Despite the challenges of the COVID-19 pandemic, Huntington remained committed to hosting our internship program, and we did so virtually in 2020. Programming included: a formal 1:1 mentor relationship, Pathway to Success speaker series, Executive Leadership Team roundtables, innovation training, virtual social events, a virtual volunteer opportunity, StrengthsFinder assessment, and an end-of-season celebration. Our 2020 internship class consisted of 76 interns, with 64% gender or racially diverse.

# Diversity, Equity, and Inclusion



At Huntington, embracing and celebrating diverse views, ideas, and opinions is core to our people-centered culture and our success as a business. Our company tagline – **Welcome** – serves as an invitation to all, and that shared belief is reflected in our approach to colleague engagement, customer service, and community involvement. Together, we will demonstrate that Welcome means Welcome to All, always.

Our steadfast commitment to be a purpose-driven company – one that makes people's lives better, helps businesses thrive, and strengthens the communities we serve – is supported by our progress on our diversity, equity, and inclusion (DEI) journey. In 2020, we added equity to highlight our intentional efforts to combat systemic barriers and promote fair, impartial treatment for all throughout the candidate and colleague life cycles.

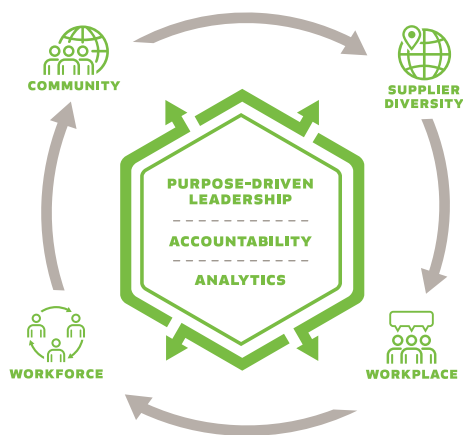
Employing a diverse and inclusive workforce is more than the right thing to do; it is critical to our success and growth. A fundamental component of our strategy is to distinguish ourselves by focusing on the multitude of experiences, dimensions of diversity, and unique talents of our people. Welcome to All requires that we foster an inviting environment where our people can bring their authentic selves to work and feel empowered to grow their careers with Huntington. Colleagues' unique life experiences help us cultivate new ideas and develop innovations, furthering our aspirational goal to become the country's leading people-first, digitally powered bank.

## › Our Commitment to Diversity, Equity, and Inclusion

Our [Diversity, Equity, and Inclusion Policy Statement](#) codifies our commitment to be intentional in how we engage, develop, retain, and attract talent to foster a more inclusive environment that effectively leverages diversity. As "One Huntington," we are embracing diversity as a responsibility shared among all colleagues, bringing our core value of inclusion to life by modeling inclusive behaviors, showing respect, and appreciating differences. We want each colleague to feel valued, respected, and heard because we know that each of our differences adds value to the organization.

Our DEI strategy, which is underpinned by purpose-driven leadership and data-driven accountability, encompasses our strategic focus areas of Workforce Diversity, Workplace Inclusion, Supplier Diversity, and Community Engagement. Each is interdependent of the others, as depicted by the cyclical representation below.

## DEI STRATEGY AND OPERATING PLAN



We have set objective performance measures for workforce and supplier diversity for each business segment as well as for the organization overall. Huntington leadership reviews and evaluates monthly scorecard reports to monitor progress and accountability toward these goals. Additionally, our Board of Directors receives quarterly progress reports on Huntington's DEI performance metrics.

Huntington's corporate Diversity, Equity, and Inclusion Strategic Council (DEISC), consisting of representatives from each business line and internal strategic partners, guides our strategy and business case for inclusion while aligning our talent acquisition and corporate sourcing strategies. It also ensures our DEI initiatives align with Huntington's business goals and corporate values. In 2021, we are increasing the timeliness and transparency of our progress toward our goals by providing actionable data to our Executive Leadership Team.

## Purpose-Driven Leadership

With inclusive leadership support from across the organization, our DEI strategy is led by our Chief Diversity, Equity, and Inclusion Officer (CDEIO), Donald Dennis, who was elevated to this role in 2020, reports to the CEO, and is a member of the bank's Executive Leadership Team.



## › Social Equity Colleague Plan

Our DEI strategy comes to life through our Social Equity Colleague Plan. Launched in 2020, the framework includes the following pillars that span the colleague experience:

- **Culture and Inclusion:** Expand our cultural and educational opportunities to further drive understanding and heighten the colleague experience.
- **Development/Career Advancement:** Enhance our talent management and development programs for all colleagues to improve colleague experience and diversity, equity, and inclusion.
- **Talent Experience:** Huntington will be the "Best Place Our Colleagues Will Ever Work" by being inclusive, innovative, and a leader in the industry.

Short- and long-term actions are embedded within each track to promote progress. Programming to support each focus area is rolling out in 2021, including an additional day of paid time off offered to all colleagues to celebrate a cultural holiday or observance personally meaningful to them. A companywide week of cultural celebration also has been planned for the fall.

## › Growing a Diverse Huntington Workforce

Huntington strives to engage, develop, retain, and attract diverse talent representative of the communities and markets we serve. Partnering with leading universities, we continue to increase diverse participation in our award-winning intern programs and various career paths. We have also made strategic investments in the DEI capabilities of our Talent Acquisition team to enhance our ability to attract and hire diverse talent. As of December 31, 2020, our total workforce was 66% gender or racially diverse. At the middle and executive management level, our workforce is 45% gender or racially diverse, which marks a record as we strive to achieve 50% diversity.

## Listening to and Supporting Our Colleagues

The deaths of George Floyd, Ahmaud Arbery, Breonna Taylor, and others ignited a social and racial justice movement that swept across the country in 2020 and beyond. Driven by our steadfast belief that everyone deserves to be treated equitably, Huntington CEO Steve Steinour issued a public statement denouncing racism and all forms of discrimination, while committing the company to serve as a catalyst for change.

Within Huntington, we took a swift, multichannel approach to reach out to and provide support for all colleagues. Our leaders hosted hundreds of virtual listening sessions with their teams, regional Culture Champions, and Business Resource Group representatives to reaffirm Huntington's allyship. Additional efforts included the creation of a social equity guide to support reflective thought, crucial conversations, and purposeful action, as well as curated personal education modules in the corporate-wide learning management system to provide learnings on racial inequality, anti-racism, and related topics. All colleagues received three hours of paid learning time to dedicate to multicultural reflection, awareness, and education.

A virtual panel discussion focused on the power of inclusion was attended by over 5,000 colleagues. Similar to the listening sessions, colleagues were invited to share their ideas and suggest ways Huntington can make a difference, create a more inclusive workplace, a more understanding community, and a more just world for everyone. More than 100 ideas were submitted, and the input helped construct the Social Equity Colleague Plan and its distinct initiatives and key performance indicators.



Our Talent Acquisition team remains focused on identifying, supporting, and promoting qualified diverse candidates in leadership roles through strategic initiatives. For example, the Luminate mentoring program pairs racially diverse, high-performing emerging leaders with senior and executive mentors. This program, which is expanding in 2021 to encompass Huntington's three enterprise-wide talent development programs, focuses on career growth through networking opportunities and development planning (read more in [Colleague Engagement, Development, Retention, and Attraction](#)).

To further drive accountability for our diversity commitments, we are encouraging colleagues to self-identify as members of diverse populations through our Business Resource Groups, Inclusion Councils, and more. As of December 31, 2020, 225 colleagues have self-identified as part of the U.S. military community, 372 colleagues have self-identified as having a history of a disability, and 399 colleagues have self-identified as part of the LGBTQIA+ community. While this reporting remains voluntary, we have created an ongoing awareness campaign offering colleagues the opportunity to share this information. We believe that having more accurate data will enable us to better understand our colleague population and tailor our programs and benefits to support all colleagues.

### OUR DEI PERFORMANCE GOALS

Our DEI goals for middle and executive management\* are as follows:

Increase combined gender and racial diversity to

**50%**

by the end of 2021

Increase combined gender and racial diversity of new hires to

**50%**

by the end of 2023

Increase combined gender and racial diversity of promotions to

**50%** by the end of 2023

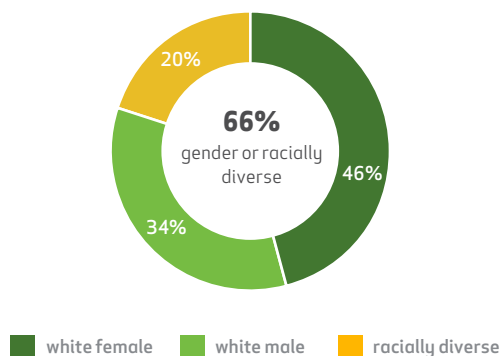
In addition, we have set a goal to increase internal hiring for non-management levels to

**44%** by the end of 2023.

\*Huntington defines middle and executive management at a defined salary grade and above, which encompasses approximately 3,900 colleagues.

## > Huntington's Diversity Data Performance

### 2020 GENDER AND RACIAL DIVERSITY AT A GLANCE<sup>1</sup>



### HUNTINGTON'S TOTAL WORKFORCE<sup>1</sup>

	2018	2019	2020
<b>American Indian or Alaska Native</b>	<b>22</b>	<b>27</b>	<b>28</b>
Female	11	14	17
Male	11	13	11
<b>Asian</b>	<b>506</b>	<b>552</b>	<b>611</b>
Female	291	311	323
Male	215	241	288
<b>Black or African American</b>	<b>1,756</b>	<b>1,703</b>	<b>1,693</b>
Female	1,264	1,222	1,196
Male	492	481	497
<b>Hispanic or Latino</b>	<b>449</b>	<b>479</b>	<b>497</b>
Female	284	313	309
Male	165	166	188
<b>Native Hawaiian or Other Pacific Islander</b>	<b>14</b>	<b>13</b>	<b>12</b>
Female	8	8	8
Male	6	5	4
<b>Two or More Races</b>	<b>250</b>	<b>262</b>	<b>257</b>
Female	168	170	169
Male	82	92	88
<b>White</b>	<b>12,916</b>	<b>12,501</b>	<b>12,450</b>
Female	7,634	7,271	7,180
Male	5,282	5,230	5,270
<b>TOTAL</b>	<b>15,913</b>	<b>15,537</b>	<b>15,548</b>

\* External hires only

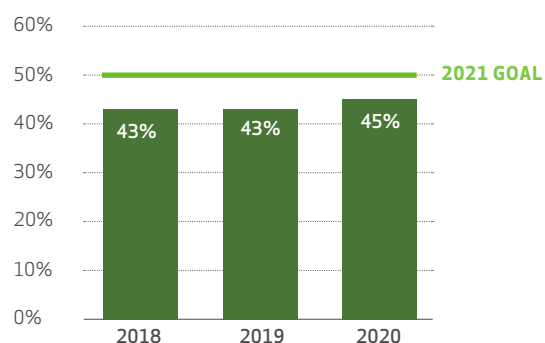
<sup>1</sup> If race was unknown or "did not wish to answer," race defaulted to White.

<sup>2</sup> Huntington defines middle and executive management at a defined salary grade and above, which encompasses approximately 3,900 colleagues. Employees who are considered by Huntington to be middle and executive management employees are represented in these statistics and in our corporate goals.

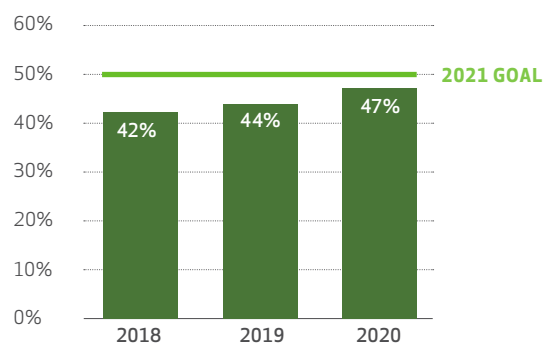
### PROGRESS TOWARD OUR DIVERSITY GOALS FOR MIDDLE AND EXECUTIVE MANAGEMENT<sup>1,2</sup>

(combined gender and racial diversity)

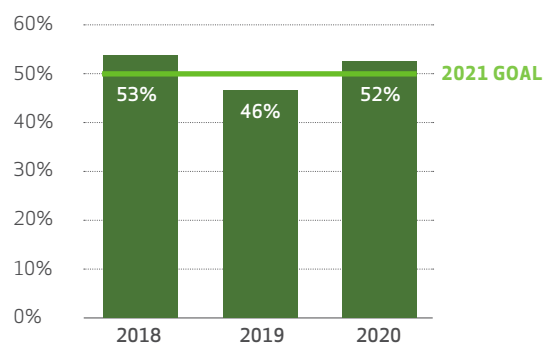
#### Middle and Executive Management



#### Middle and Executive Management Diverse Hires\*



#### Middle and Executive Management Diverse Promotions



ALIGNING WITH THE DIVERSITY OF OUR FOOTPRINT<sup>3</sup>

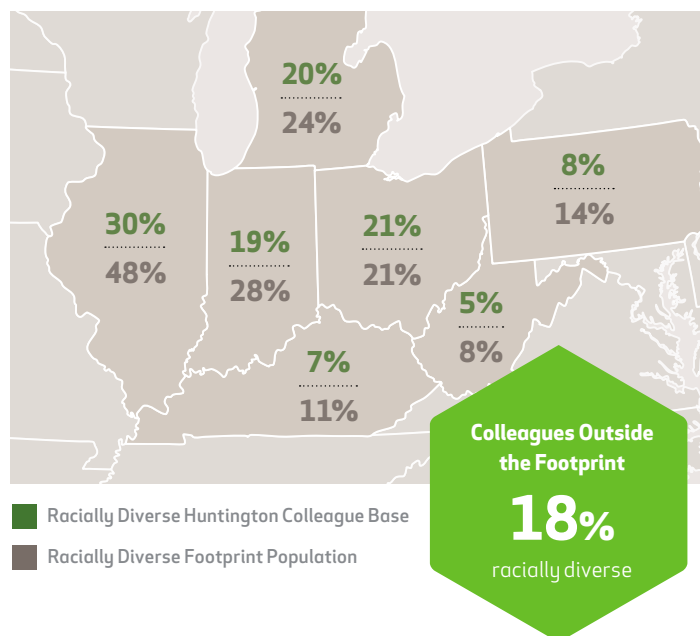
## Huntington Colleague Base Compared with Our Footprint Population (by race)

	2020 Percent Huntington Colleague Base	General Racial Representation Across Footprint Population <sup>4</sup>
American Indian or Alaska Native	<1%	<1%
Asian	4%	3%
Black or African American	11%	14%
Hispanic or Latino	3%	9%
Native Hawaiian or Other Pacific Islander	<1%	<1%
Two or More Races	2%	2%
White	80%	72%

<sup>3</sup> Percentages total more than 100% due to the Hispanic or Latino category also being included within other categories. Please see Census.gov for more details.

<sup>4</sup> Footprint states include Ohio, Michigan, Illinois, Indiana, Pennsylvania, Kentucky, and West Virginia. Data based on 2020 estimated population as provided by Census.gov.

## Huntington Colleague Base Compared with Our Footprint Population (by state)



## Diversity, Equity, and Inclusion Training

Fostering an inclusive work environment is a responsibility shared by all colleagues. Believing positive systemic change starts with education and empathy, we continue to add to our DEI-focused learning opportunities.

To ensure all Huntington colleagues are able to identify the value of, and exhibit, behaviors that drive diversity, equity, and inclusion, we offer year-round training. In 2020, our colleagues collectively completed more than 14,000 hours of DEI training. The following educational sessions and resources help shape our shared understanding of DEI at Huntington:

- **DEI Huddles:** These sessions are intended for managers and their teams to discuss inclusive behaviors, expectations, and how actions align to Huntington values.
- **DEI at Huntington:** This training outlines concepts integral to having a creative, high-performing, and inclusive workplace.
- **DEI Manager Guide:** This guide helps managers understand their role and additional expectations for creating an inclusive culture. We want empathetic leaders who demonstrate the values of accountability, courage, humility, and empowerment.
- **Collaboration: Diversity in the Workplace:** This guide, designed for individual and team use, links to curated content that supports development of collaboration competency around understanding others and diversity in the workplace.

- **Preventing Discrimination and Harassment for Colleagues:** This mandatory training explains the expected behaviors for having a workplace that is free of discrimination and harassment.
- **Cultural Sensitivity and Unconscious Bias Training:** Numerous learning sessions are offered throughout the company related to identifying and understanding the potential impact of unconscious bias. Training is delivered in various ways, including as part of the new colleague onboarding process, for colleagues newly hired into manager roles, and to leaders addressing how unconscious bias can lead to undesirable outcomes.

Huntington maintains a robust catalog of on-demand content through our enterprise-wide learning management system, Pathways. Trainings are organized by skill and level of understanding – foundational, intermediate, and advanced. More than 200 DEI assets are available to explore, and colleagues regularly curate shareable modules that help foster awareness and understanding through cross-functional learning. Our social equity guide – a regularly updated document first released in summer 2020 – is dedicated to sharing resources and facilitating conversations to increase colleagues' understanding of social justice issues and discover ways to serve as an ally to marginalized communities.

## › Empathetic Leaders Demonstrate Inclusive Behaviors



## › Ensuring Pay Equity

Huntington is committed to pay equity so that gender, race, and ethnicity are not determining factors in salaries, bonuses, and stock-based awards. We continue to identify and implement effective practices to promote pay equity, including pay analyses, additional hiring practices that protect pay equity, and training managers on explicit and implicit bias in compensation and promotion decisions. Huntington seeks to maintain approximately 100% pay equity, with a margin for error of plus or minus 2%.

We review recommendations for promotions, with a focus on equitable decision-making. We provide our leaders with guidance and training on making compensation decisions to ensure Huntington's commitment to pay equity is maintained throughout the organization.

### SUMMARY PAY COMPARISONS (AS OF DECEMBER 31, 2020)\*

	Racially diverse colleagues' pay as percentage of that paid to non-racially diverse colleagues	Women's pay as percentage of that paid to men
All non-exempt employees	98%	102%
All exempt employees	99%	97%
All employees	99%	98%

\* These numbers do not consider the impact of legitimate non-discriminatory factors (such as education, experience, and seniority) that affect colleague pay.

## Strengthening Our Talent Pipeline Through Diverse Partnerships

Our diversity initiatives are woven into many of our business and talent management goals. Our university recruiting efforts reflect our desire for diverse talent. In 2020, our recruiting strategy and approach included five Historically Black Colleges and Universities (HBCUs) and engaging diverse student organizations at our partner schools.

In 2020, our Commercial segment leveraged its growing relationship with Central State University in Wilberforce, Ohio, to partner on an event for all majors to learn about Huntington positions. The event featured a panel discussion with Huntington's Commercial colleagues. This partnership enables diverse students an opportunity to gain exposure to career paths in the financial industry.



**4,000+** colleagues participate in our **8 Business Resource Groups** and **8 Inclusion Councils**.

## › Listening to Colleagues Drives DEI Progress

At Huntington, workplace diversity encompasses more than just a diverse colleague base. Our inclusive, people-centered culture is nurtured through actions and learning that enrich the employee experience.

### **Business Resource Groups and Inclusion Councils**

Our **Business Resource Groups (BRGs)** and **Inclusion Councils**, through their networking and skills development programs, enable all colleagues to participate in fostering an inclusive culture. Each of our eight BRGs is aligned with a shared background or interest and serves to elevate the diverse voices of our colleagues. Each colleague-led forum promotes professional and personal growth while helping to create a pipeline of talented, qualified, and diverse individuals for successive senior roles. All BRGs are sponsored by a Huntington senior executive.

**Welcome.**  
AdaptAbility

**Welcome.**  
Women's Network

**Welcome.**  
African American BRG

**Bienvenidos.**  
Hispanic BRG

**Welcome.**  
Asian BRG

**Welcome.**  
Military BRG

**Welcome.**  
LGBTQ Network

**Welcome.**  
Emerging Professionals

Our eight region- and office-specific Inclusion Councils are voluntary, colleague-driven groups located throughout our regional footprint to support the implementation of our inclusion strategy. Each Inclusion Council raises awareness of our DEI efforts within its region, and regularly partners with local BRGs to amplify support for various events and programs.

Huntington's eight Inclusion Councils are located in:

- Akron (Ohio)
- Downtown Columbus (Columbus, Ohio)
- Easton (Columbus, Ohio)
- Gateway (Columbus, Ohio)
- All-Michigan
- Northwest Ohio
- Southern Ohio/Kentucky
- Western Pennsylvania/Ohio Valley



In February 2020, more than 60 Huntington leaders and Inclusion Council and BRG members convened in Cincinnati, Ohio, for a day of reflection and learning at the Nancy and David Wolf Holocaust & Humanity Center and the National Underground Railroad Freedom Center. Colleagues participated in guided tours featuring compelling stories illustrating how the past continues to shape our mindset and experiences related to DEI issues. The trip culminated with an open conversation, which included Huntington CEO Steve Steinour, about bias, discrimination, how to think outside our own experiences, and how colleagues can be powerful catalysts for improved cooperation in society.

The COVID-19 pandemic did not stop our BRGs and Inclusion Councils from safely and responsively engaging colleagues in a variety of initiatives. Combined, the groups hosted 50-plus virtual events during the pandemic. Sessions ranged from skills development to community outreach to cultural celebrations. Specific efforts included writing letters to quarantined nursing home residents and deployed service members, and organizing online donation drives and virtual charity walks in support of important causes. Our Asian BRG shared with colleagues how to celebrate the Indian holiday of Diwali, known as the Festival of Lights, from home. In Ohio, crafty members of the Easton Inclusion Council led a virtual wreath-making session, and the resulting holiday decorations were donated to a local nursing home.

In November 2020, our BRGs teamed up to launch a new speaker series that taps our Board of Directors to share their leadership experience with Huntington colleagues in a virtual format. Presentation topics thus far have included the importance of service and volunteerism, personal effectiveness, mental wellness and resilience, and leading with purpose.

## Colleagues Connecting with Our Communities

Our BRGs and Inclusion Councils continue to serve as hubs for cross-functional collaboration, camaraderie, community service, and shared learning. As the pandemic forced the postponement or cancellation of in-person gatherings, Huntington's affinity groups played an integral role in helping colleagues across our footprint remain connected to one another and the communities where we live and work. 2020 highlights included:

- Our **AdaptAbility BRG** hosted three high school transition programs for worksite visits before the pandemic's onset. The BRG also continued its partnerships with Opportunities for Ohioans with Disabilities, Autism2Work, and Disability: IN.
- Our **African American BRG** helped inform our social justice initiatives by participating in formal and informal conversations, and sharing advice with fellow colleagues on how they can be part of the solution.
- Our **Akron Inclusion Council** hosted a virtual panel discussion featuring Assistant U.S. Attorney for the Northern District of Ohio Marlon A. Primes and the Honorable Jessica E. Price Smith of the District's U.S. Bankruptcy Court. Among the topics discussed were how individuals and small groups can fight back against racism when they see or experience it, and ideas to help diverse colleagues elevate their careers.
- Our **Asian BRG** hosted virtual presentations focused on topics ranging from communication and collaboration to sharing quarantine recipes.
- Our **Gateway Inclusion Council** provided dinner service at the local Ronald McDonald House prior to the pandemic and donated to the local YWCA Family Center during the pandemic.
- Our **LGBTA BRG** hosted a virtual pride event that included a kickoff webinar, videos, and a social media awareness campaign.
- Our **Military BRG** conducted a "You Are Not Forgotten" letter-writing campaign, sending correspondence to over 400 veterans in hospitals, elder care facilities, and senior living communities. The group also partnered with other Columbus-based companies to assist transitioning military members with resume reviews, mock interviews, and job search techniques.
- Our **Women's Network BRG** hosted a "Valiant Women of Huntington" panel discussion focused on career development with several top female leaders.

## Communities of Practice and Culture Champions

Huntington's **Communities of Practice (CoPs)** and **Culture Champions** contribute to our inclusive environment by incorporating a DEI focus within their work. Our CoPs – the Green Team CoP, the Cancer Support CoP, and the Administrative and Support Professionals CoP – are colleague-led, volunteer affinity groups. By sharing information and experiences with fellow members, colleagues learn from each other and have an opportunity to develop personally and professionally.

- The **Green Team CoP** is a cross-functional group of over 200 colleagues who voluntarily come together to educate, inspire, and empower colleagues in environmental sustainability.
- The **Cancer Support CoP** offers a safe place to share experiences, receive support, and provide resources to guide colleagues through the challenges of cancer diagnosis and treatment.
- The **Administrative Support Professionals CoP** engages, shares, and learns about strategies that will support job success, development, resource effectiveness, and build successful relationships across the organization.

Culture Champions partner with segment leaders and regional presidents to continue to drive culture initiatives aligned to our Category of One journey and support the execution of our social equity efforts. They help ensure we live our purpose and values through our actions and behaviors and are champions of diversity, equity, and inclusion.



## Celebrating Our Colleagues

2020 marked Huntington's second annual companywide Diversity, Equity, and Inclusion awards to recognize and celebrate our colleagues' commitment to making a difference in our workplace and championing a welcoming environment for all. Individual and team nominees were honored for epitomizing Huntington's inclusive spirit and desire to help others in the following categories:

- Workforce Diversity
- DEI Leadership
- Supplier Inclusion
- Supplier Diversity Business Impact
- Supplier Diversity Sourcing Excellence

## › Partnering with Diverse Suppliers

Huntington's commitment to diversity extends to our supplier partnerships. In 2020, for the fifth consecutive year, we exceeded our goal of devoting at least 17% of our total spend to working with diverse suppliers.

Our spending with diverse companies in 2020 increased to 26.6%, or by \$18.3 million to \$161.9 million, demonstrating a continued commitment to Huntington's supplier diversity program despite the challenging economic environment.

Our positive momentum continued into 2021 with the appointment of Maria Lepore, Huntington's Chief Procurement Officer, to the National Minority Supplier Development Council's (NMSDC) Board of Directors. NMSDC advances business opportunities for certified minority business enterprises and connects them to corporate members.



**\$161.9 million**  
spent with diverse suppliers  
in 2020, representing 26.6%  
of our total spend

## Diverse Suppliers Deliver During Pandemic

Our diverse suppliers played an integral role in our response to the COVID-19 pandemic and our continued efforts to safeguard the health and well-being of customers, colleagues, and partners while ensuring business continuity.

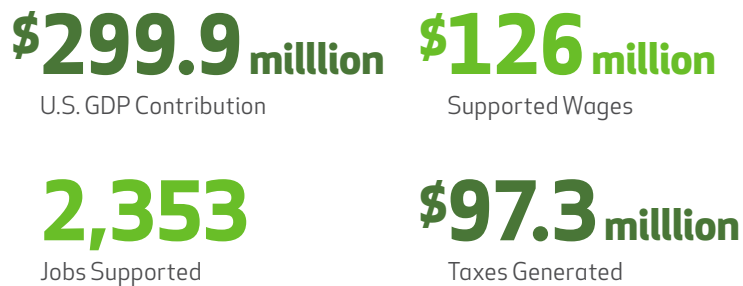
The following examples demonstrate how our suppliers adapted to meet our evolving needs:

- **Commodity Management Services**, an African American-owned enterprise, pivoted to purchase, warehouse, and distribute personal protective equipment to keep our colleagues safe.
- **B&B Maintenance, Inc.** and **CSI International Inc.**, two diverse janitorial firms, performed disinfecting cleaning services to keep Huntington colleagues and customers safe during the pandemic.
- **Stark and Associates**, a woman-owned company, produced Huntington adjustable logo masks for use at our retail branches.

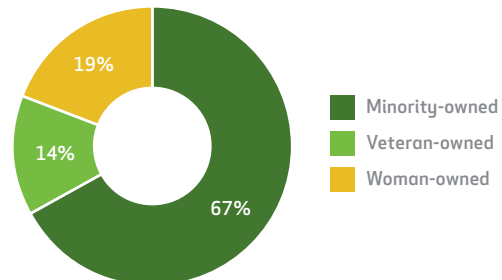
Similar stories exist across our footprint, as we collaborated with these and many other suppliers to meet the challenges of the moment within our communities. We are grateful for their continued partnership.

## > 2020 Supplier Diversity Highlights

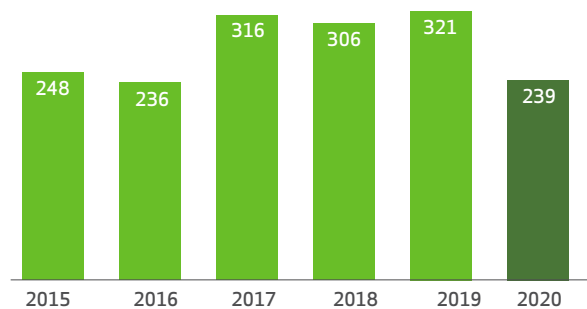
### TOTAL ECONOMIC IMPACT



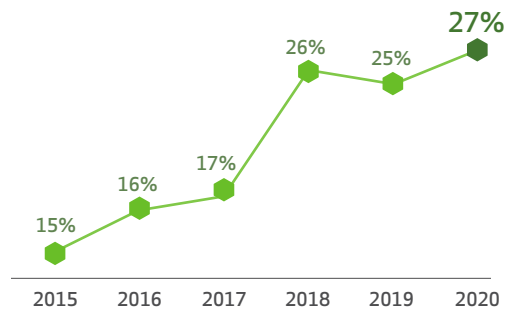
### DIVERSE SUPPLIER SPEND



### NUMER OF DIVERSE SUPPLIERS



### DIVERSE SUPPLIER SPEND



We define a diverse supplier as a company that is at least 51% owned, controlled, and operated by a Minority; Woman; Veteran; Disabled; or Lesbian, Gay, Bisexual, or Transgender person. The business should have a current certification from one of the following: National Minority Development Council (NMSDC); Women's Business Enterprise National Council (WBENC); National Gay Lesbian Chamber of Commerce (NGLCC); National Veteran Owned Business Association (NaVOBA); City, State, or National Government Agency.



# Environmental

## › 2020 Environmental Highlights

### › Environmental Strategy

- Risk Management
- Renewable Energy
- Operational Efficiency
- Environmental Data
- Sustainable Procurement
- Financing for a More Sustainable Future

2020

# Environmental Highlights

Invested over

**\$10 million**  
in environmental  
sustainability-focused  
projects

Implemented

**284**

environmental  
sustainability projects



## ENVIRONMENTAL FOOTPRINT REDUCTION GOALS<sup>1</sup>

Indicator	Target Percent Reduction (vs. 2017 baseline)	Target Year	2020 Percent Reduction (vs. 2017 baseline)
Greenhouse Gas Emissions	31%	2027	35%
	41%	2037	35%
Water	15%	2022	14%
Landfill Waste	25%	2022	37%
Paper Printing	25%	2022	49%

## ENVIRONMENTAL PERFORMANCE SUMMARY<sup>2,3</sup>

Indicator	2017 (baseline)	2018	2019	2020
Scope 1 – Direct Emissions (MT CO <sub>2</sub> e)	14,341	13,828	13,686	11,964
Scope 2 – Indirect Emissions (MT CO <sub>2</sub> e)	77,722	73,172	60,727	48,237
Building Energy Consumption (MWh)	219,601	255,869	193,458	167,067
Water Consumption (gallons)	109,429,769	105,326,152	99,539,001	94,100,000

➤ In October 2020, we advanced our commitment to environmental risk transparency by publishing our **first disclosure under the Task Force on Climate-related Financial Disclosures framework**, which is now incorporated into our annual ESG report.

Established a renewable  
energy goal:

shifting **50%** of  
our electricity usage to  
renewable sources by 2035



**1,331,892 kWh**  
of on-site solar generation  
in 2020

Achieved a **"B"**  
for our CDP Climate  
Change score



Managed **666** active  
sites in the U.S. Environmental  
Protection Agency ENERGY  
STAR program

<sup>1</sup> 2020 percent reductions were partially driven by our transition to remote work due to the COVID-19 pandemic, as well as our ongoing conservation efforts.

<sup>2</sup> 2018 & 2019 GHG data, as reported in our 2018 & 2019 ESG reports, have been updated in this report based on final verification.

<sup>3</sup> 2020 GHG numbers should be considered estimates until verification by CDP is final.

\* eGRID Factors – Lowering Carbon Intensity

The U.S. EPA recently published its 2019 eGRID emissions factors. These factors are used to calculate Huntington's greenhouse gas emissions at individual facilities as well as portfolio-wide. These factors are determined by a comprehensive source of data on the environmental characteristics of each specific region. This data takes into account the different power sources that together comprise the region's utility grid. The most recent set of emissions factors are generally lower than previous factors. This is due largely to the concerted effort to reduce the carbon intensity of power production in this country. Utilities nationwide are replacing high-carbon output energy sources such as coal power with more environmentally friendly options such as renewables and natural gas. As these sources continue to comprise a greater percentage of the total generation mix, particularly renewable energy, emissions factors will continue to decrease.

# Environmental Strategy



Environmental responsibility overall, and climate change and energy conservation in particular, are priorities for Huntington. We embrace high standards for ourselves, often going beyond minimum requirements set by regulation or the marketplace. Climate change is a serious issue that deserves a proactive response from Huntington, which we believe benefits our shareholders, colleagues, customers, and communities. Our environmental strategy incorporates energy efficiency, waste reduction, and other environmental sustainability practices into our day-to-day activities, and we champion efforts for change today, tomorrow, and for years to come.

Huntington believes all people deserve equal access to clean air, water, and a safe and healthy environment. Injustices exist in many forms and the impacts of climate change are largely determined by the population's vulnerability and resilience. As a result, those who suffer social and racial inequalities, including Black, Indigenous, and people of color (BIPOC) populations, are disproportionately impacted by climate change and environmental risks. We are committed to doing more to accelerate meaningful progress by reducing our corporate carbon footprint and addressing the environmental challenges faced by under-resourced communities.

Our environmental stewardship efforts align with and support well-recognized and respected frameworks and guidance, such as the U.N. Sustainable Development Goals, World Economic Forum agenda, and the principles of the Paris Agreement, including its goal of limiting global warming to well below 2°C above pre-industrial levels. We monitor and frame our approach with guidance from the U.S. Climate Finance Working Group, which has set principles intended to provide a framework for financing the transition to a low-carbon economy. We demonstrate our commitment and transparency through our disclosures to CDP and our reporting to the Task Force on Climate-related Financial Disclosures (TCFD) framework. In October 2020, we published our first TCFD report. Beginning with this report, we are integrating our TCFD disclosures into our annual ESG report.

## › Our Approach to Environmental Stewardship

Grounded in our corporate values that drive our everyday actions, we are committed to creating an environmentally sustainable future through focused environmental management efforts and continued colleague engagement. Our approach to environmental sustainability is guided by our [Environmental Policy Statement](#), which outlines our pledge to protect the environment, address climate change, and manage our environmental risks. In early 2021, we enhanced the policy statement to include our commitments to environmental equity, sustainable procurement, and transparency and accountability.

## › Huntington's Governance Structure Drives Environmental Performance

Huntington's CEO and executive leadership team, with Board oversight and monitoring, lead our strategic environmental efforts, while the day-to-day decisions and activities are driven by a dedicated Energy Sustainability Department and our colleagues.

The Senior Vice President of Corporate Real Estate is directly responsible for greenhouse gas emissions reduction targets, reducing our carbon footprint, and energy reduction targets across Huntington's facilities. The achievement and success of these initiatives are directly tied into annual bonuses and merit increases.

In early 2021, we elevated our Energy Sustainability Director within the Real Estate Management team to the corporate role of Environmental Strategy & Sustainability Director, which strengthens alignment with our ESG executive team.

In this new strategic position, the Environmental Strategy & Sustainability Director is responsible for directing Huntington's carbon footprint monitoring and reporting efforts, including monitoring climate risk and managing implementation of climate strategies within the Risk and Facilities teams. The achievement and success of these initiatives are directly tied into annual bonuses and merit increases.

Each level of our organization has distinctive environmental performance responsibilities:

- **Board of Directors:** Monitors stakeholder demands related to climate change and provides oversight of our ambition around ESG program strategy and alignment.
- **CEO and Executive Leadership Team:** Provides strategic direction for our environmental footprint reduction programs and drives accountability throughout the organization.
- **ESG Strategy Team:** Cross-segment team informs overall ESG strategy and goal setting.
- **Environmental Strategy & Sustainability Department:** Develops environmental strategies on direct and indirect greenhouse gas emission efforts.
- **Energy Management Department:** Ensures successful implementation of energy reduction efforts, utilizes industry best practices, and identifies areas of additional opportunity for Huntington.
- **Colleague Engagement:** Provides opportunities for colleagues to be involved in environmental efforts – by joining the Green Team, reducing cafeteria waste and plastic bottle use, and participating in battery disposal and electronics recycling programs.



› Regulatory Compliance Approach

Huntington requires our architectural and engineering contractors to abide by all local, state, and federal codes governing building design and construction. This requirement is built into the “AIA Document A201 – 2017 General Conditions of the Contract for Construction,” which is used for all construction projects. Huntington’s Master Agreement contractual language is used for projects or work not covered in the AIA document.

Our Real Estate Management team is responsible for conducting environmental due diligence for new projects and addressing environmental issues that could impact the health and safety of our colleagues. The team oversees evaluation, reporting, remediation requirements, and remediation services for the following areas:

- Indoor air quality
- Water quality testing
- Refrigerant reclaim/reuse
- Underground storage tank management
- Environmental contractor management

› Defining Our Climate Risks

We believe climate change provides risks and opportunities for our business, and we are acting strategically to integrate climate-related insights into our decision-making and striving to help our stakeholders do the same.

Huntington defines short-, medium-, and long-term risks as follows:

	From (years)	To (years)	Comment
Short term	1	2	Operating Planning Horizon
Medium term	2	5	Strategic Planning Horizon
Long term	5	10+	Scenario Planning Horizon

We consider risks and opportunities with potential financial implications for our business of over \$10 million per year to be substantive.

Types of risk considered in our climate risk assessments include:

- |                       |                    |
|-----------------------|--------------------|
| • Current regulation  | • Market           |
| • Emerging regulation | • Reputation       |
| • Technology          | • Acute physical   |
| • Legal               | • Chronic physical |

Engaging Our Colleagues in Environmental Stewardship

Colleagues play a key role in shaping our environmental stewardship approach and moving our efforts forward. In 2020, approximately 200 colleagues across our locations voluntarily participated in Huntington’s Green Team. The team’s purpose is to educate, inspire, and empower colleagues around environmental sustainability. Despite the challenges of the COVID-19 public health crisis, the team engaged fellow colleagues with activities such as a virtual Earth Day celebration. The team was also instrumental in leading a composting program at our Gateway Center in Columbus, Ohio, which resulted in more than 5,800 pounds of organic material being diverted from the landfill in 2020.

We also continue to distribute monthly sustainability tips to Huntington colleagues. The purpose of these tips is to raise awareness and educate colleagues on what they can do at work and at home to reduce their carbon footprint and be responsible stewards of the environment.



Short-Term Risk Examples

**Monitoring Emerging Costs:** New fuel and/or energy taxes and regulations are likely to be implemented in areas where Huntington operates. Regulations and legislation that put a price on carbon pose a risk of increased utility costs, which could impact our overall operational expense. Ongoing regulatory uncertainty at the state level and Huntington’s exposure to multiple utility partners play a role in cost disparity. While it is difficult to control these costs, we aim to mitigate unexpected increases by monitoring the energy procurement market to ensure we are doing our due diligence with energy contracts. We are also actively exploring ways to mitigate peak electric demand at numerous facilities by studying the feasibility of various on-site generation and

other peak shaving methods through building controls and energy monitoring. For example, we examined the feasibility of installing a Battery Energy Storage System (BESS) at our Gateway Center in Columbus, Ohio. This installation would help mitigate the risk associated with high and potentially rising utility demand charges by utilizing the on-site photovoltaic (PV) cells to reduce the building's peak demand.

**Evaluating Our Energy Efficiency Strategy:** Huntington continually evaluates options to install LED lighting and high-efficiency HVAC in our workplaces and branch locations to manage energy costs and improve our environmental performance. We recognize that the incentives associated with these options help make the business case for these investments. Depreciation of existing equipment also plays a significant role in deciding what projects to pursue.

**Capturing the Highest Quality Foundational Climate Data:** Huntington is conducting an exhaustive review and vetting of available climate data to address climate risk analysis across our portfolios. Key climate-related risk data will subsequently be refined through iterative data analysis to ensure comprehensive, accurate, and effective stratifications of climate-related risk, meaningful business unit and enterprise-level climate risk policy targets, robust climate-related risk management practices, and constructive risk mitigation actions.

### Long-Term Risk Examples

**Managing Severe Weather Impacts:** Severe weather events, and the disruptions associated with them, could cause physical damage to Huntington's facilities and impact employee work schedules. The damage to locations and/or inability to staff locations may result in increased operational costs, and consequently, may pose a potential impact to Huntington's clients.

**Facilitating a Broad-based Climate Impact:** Over time, deeper and richer climate-related data and internal risk management policies will position Huntington to leverage our leadership role in addressing and mitigating climate-related risks by serving as a proactive, consultative resource to inform, educate, and assist our financed emissions customer base in navigating a path toward effective climate change transition risk mitigation planning.

## > Risk Management

As outlined in our [Climate Risk Policy Statement](#), which was developed in 2020, Huntington has taken steps to formalize our climate risk management practices and ensure that they are integrated into our existing, robust risk management program. Our Climate Risk Management Framework is intended to align closely with TCFD's Implementation Path, as well as with the U.S. Climate Finance Working Group's best practices.

We believe the current and future impacts of adverse environmental events on our stakeholders require full institutional engagement in the timely identification, assessment, and management of climate-related risks. In recent years, we have witnessed the devastating toll that climate-related disasters can have on our stakeholders. These disasters include algal blooms in our Great Lakes, inland flooding as U.S. Midwest dams and riverbanks were overwhelmed, and contamination of local water sources in Michigan and West Virginia.

### Climate Risk Framework and Governance

Our Climate Risk Management Framework is intended to align seamlessly with our Enterprise Risk Management structure. This structure includes ongoing assessment of our seven Enterprise Risk Pillars: Operational Risk, Credit Risk, Compliance Risk, Market Risk, Strategic Risk, Liquidity Risk, and Reputation Risk (read more in Enterprise Risk Management). While climate-related risk issues have been an ongoing consideration for Huntington, our integrated Climate Risk Management Framework provides a structured approach to consistently identify, assess, manage, and report climate-related risks and their impact across the enterprise.

In addition to adhering to the TCFD Implementation Guidance, Huntington has incorporated an initial foundational structure that is generally non-technical, more qualitative, and macro-oriented. We believe this initial framework will provide useful baselines, the ability to back-test against historical data, a clear view of directional trends, and a platform for organizational learning. Over time, the framework will migrate to a process that is increasingly technical, more quantitative, granular, and model-driven.

In 2020, we established our climate risk governance and reporting structure, including the formation of a Climate Risk Management Working Group comprised of leaders from our ESG, Legal, Data Analytics, and Risk functions, as well as various

segment leads such as Renewable Energy Finance, Credit Review, and Corporate Strategy. The Working Group's objectives include:

- Meeting regularly as a management-level committee reporting to Huntington's Risk Management Committee;
- Reviewing and approving climate risk policies;
- Establishing the company's strategic direction and risk appetite as it relates to climate risk;
- Monitoring implementation of processes for identifying and managing climate-related risks and opportunities; and
- Monitoring and overseeing progress on relevant goals and targets.

In undertaking the development of the company's proposed Climate Governance Structure, a scalable, agile, and resilient governance structure was a staple consideration for the Climate Risk Working Group that can effectively address:

- Evolving regulatory expectations, disclosure requirements, and climate change analysis scenario assumptions;
- Climate risk roles and responsibilities at the Board and Executive levels and for the company's three lines of defense;
- Optimal direct and indirect Climate Risk Committee Structure;
- Enterprise, Financial, Risk, and Credit Climate Risk Reporting;
- Climate risk processes including risk appetite, risk assessments, product and services risk assessments, and risk escalation; and
- Risk culture and change Management requirements critical to embedding, inculcating, and maintaining an effective climate risk management process.

### Climate Risk Scoring

Upon completion, Huntington's climate risk assessment measures will facilitate a uniform risk assessment score that will be determined primarily by the impact of multiple environmental-related dimensions. The resulting climate risk score (CRS) can then be applied in a uniform and consistent manner across numerous possible segmentations of the data, including: the enterprise, business units, vendors, customers, geographies and markets, strategic initiatives, new products and services, collateral types, and M&A, joint venture, or similar considerations. Once established at the individual item level, each CRS is combined into a composite CRS, facilitating broader and comparative views of climate risk across the company.

At its inception, the framework will utilize several dimensions of climate-related risk to generate a CRS. The primary dimensions include:

**Physical Climate Impacts Dimension (PCID):** The PCID will initially be determined based on projected climate-related costs by geography. This risk dimension may be applied at the regional, state, or county level, and over varying time series, as applicable.

**Emissions Risk Factor Dimension (EFD):** EFDs will be applied on a North American Industry Classification System (NAICS) or sector level. Depending on the sector, greater weight may be applied to either Scope 1, 2, or 3 emissions. Over time, we may also decide to introduce adjustment factors for carbon-intensive, higher-risk sector participants, as well as for green goods and services. We will also look to identify and provide adjustment factors for carbon-intensive firms that have implemented decarbonization transition strategies.

**Event-based Transition Risk Factor Dimension and Climate Scenarios:** Climate scenario outcomes will be heavily influenced by numerous transition risk factors. The potential for near-term transformational change is significant, but it is complicated by the many possible climate change catalysts, including additional U.S. and international regulatory considerations. Therefore, we must have a process that is agile and qualitative in the near term and allows for forward-thinking that may result in more definitive scenario modeling over the longer term.

### Environmental Analysis

Huntington is keenly aware of our exposure to carbon-intensive sectors. We have taken initial steps to determine how our portfolios may be impacting the climate, and at present, we are focused on the sub-portfolios with concentrations of carbon-intensive sectors, the trajectory of these exposures, and the results of preliminary initiatives to reduce carbon intensive sector exposures. This analysis will become more comprehensive overtime, as will the company's goals and objectives. We have procured high-quality, third-party financed emissions data and are reviewing how to best incorporate this data into an analysis of our bank lending portfolio. There is an ongoing effort to position Huntington to accurately calculate and disclose financed emissions within the next two years.

Beyond robust portfolio and sub-portfolio concentration limit policies and comprehensive regulatory portfolio stress tests, embedded credit risk underwriting policies and practices at Huntington require primary and secondary repayment source

sensitivity or scenario analysis. These policies apply for any material risk posed by various externalities, including climate change driven market pricing impacts and potential stranded asset risks, among numerous other potential impacts. Climate-related credit risk underwriting policy and procedure expansion and enhancement are currently being developed to facilitate a more fulsome assessment of climate-related credit risk across all portfolios.

## › Progress on Our Environmental Sustainability Strategy

In 2020, we continued our five-year journey to implement a best-in-class energy and environmental sustainability strategy, and made significant progress against our goals.

Indicator	Target Percent Reduction (vs. 2017 baseline)	Target Year	2020 Percent Reduction (vs. 2017 baseline)*
Greenhouse Gas Emissions	31%	2027	35%
	41%	2037	35%
Water	15%	2022	14%
Landfill Waste	25%	2022	37%
Paper Printing	25%	2022	49%

\*2020 percent reductions were partially driven by our transition to remote work due to the COVID-19 pandemic, as well as our ongoing conservation efforts.



## › Expanding Renewable Energy

In addition to the goals previously outlined, in 2020, we established a renewable energy goal: to shift 50% of our electricity usage to renewable sources by 2035. This goal elevates the focus we have had on renewable energy opportunities within our footprint, including the on-site solar arrays installed at our Easton, Gateway Center, and Akron Operations Center facilities. These represent all our existing, owned corporate office buildings well-suited for such installations, and in 2020, produced 1,331,892 kWh.

It's imperative to have an integrated, comprehensive approach and deploy diverse strategies to ensure our plan provides additional and measurable reductions to carbon emitted to our atmosphere,

resulting in the best outcomes for all our stakeholders and the environment. We plan to deploy the following strategies, influenced by environmental best practices, to achieve this goal:

**1. Continue to reduce our consumption** to ensure the most efficient operational footprint and adhere to energy efficiency and conservation best practices to reduce the total amount of renewable energy needed to achieve our goal. A combination of better-performing buildings and highly efficient operations will result in an optimized real estate footprint.

While we are reducing our consumption, we will investigate and implement site-specific on-site renewable energy systems. These include but are not limited to solar photovoltaics, geothermal, and other advanced energy technologies. In concert with these projects, we will evaluate and install energy storage systems that can help maximize the amount of generated renewable energy used on site.

**2. Evaluate Virtual Power Purchase Agreements (VPPAs) and Power Purchase Agreements (PPAs)**, such as the agreement signed with AEP Energy to provide renewable energy for approximately 20% of our current electric load profile starting in 2023.

**3. Review quality carbon offset opportunities** to address emissions that we are unable to reduce through energy efficiency improvements or other measures.

We will seek opportunities that directly lead to new development, rather than utilizing existing systems that may not result in additional emissions reduction as a direct result of our investment.

## › Operational Efficiency

In 2017, Huntington embarked on a five-year journey to implement a best-in-class energy and sustainability strategy. While we had a sound foundation for energy efficiency initiatives, we recognized the need for a formal strategy, with a focus on low-cost/no-cost opportunities to drive further energy savings. We are continuously identifying and implementing energy reduction projects to further improve our environmental performance. Huntington's commitment to energy efficiency is demonstrated by our focus on strengthening our building and renovation program, standardizing equipment efficiency specifications, and concentrating on our facilities' ENERGY STAR scores.

## A Growing Partnership with Smart Columbus

Huntington was an early supporter of Smart Columbus, a region-wide Smart City initiative co-led by the City of Columbus and the Columbus Partnership. Funded by a grant from the U.S. Department of Transportation, Smart Columbus' vision is focused on the reinvention of mobility throughout Central Ohio. Since 2018, we have contributed to this important effort through our electric vehicle (EV) charging stations initiative. Huntington currently has 39 EV charging station ports across the Columbus region.

In 2020, Huntington led a working group that helped develop the programs and direction for Smart Columbus Energy. Through this power purchase agreement partnership, Huntington will procure energy from wind and solar power projects across Ohio through AEP Energy. Beginning in 2023, the contract is expected to offset approximately 20% of our current electric load profile. Overall, Smart Columbus Energy has the potential to drive \$1 billion in new clean energy infrastructure investment in Ohio, creating jobs and tax revenue. Huntington continuously evaluates opportunities to expand our renewable energy use, and we are proud to be part of the first cohort of companies in this renewable energy initiative.

### Our Energy Efficiency Strategy

The U.S. Environmental Protection Agency's (EPA) ENERGY STAR program drives implementation of energy-efficient practices among organizations nationwide. We began our voluntary participation in 2013, and in 2020, Huntington achieved 75 new ENERGY STAR certifications. In addition, Huntington has a total of 72 bank branches ENERGY STAR certified, comprising 39% of all ENERGY STAR certified bank branches across the country. This certification means these branches perform in the top 25% of similar facilities nationwide for energy efficiency and meet energy efficiency performance levels set by EPA.

For the third consecutive year, we also implemented our internal ENERGY STAR Challenge with the seven facilities teams across our footprint. The challenge encourages each team to pursue low-cost/no-cost energy efficiency strategies and capital energy reduction projects at their respective facilities. At the



Completed

284

environmental sustainability projects, totaling more than

\$10 million

in investment

end of the year, teams that achieve the most progress earn recognition from their Huntington colleagues. As a result of this challenge, in 2020, all regions increased their average ENERGY STAR scores.

In addition, we continued to implement energy efficiency projects across our footprint, including:

- Interior/Exterior LED lighting projects with daylight harvesting controls (56 projects completed)
- High-efficiency HVAC projects (90 projects completed)
- Window replacement projects in various locations (20 projects completed)
- Roof projects in various locations (36 projects completed)
- Elevator modernization projects in various locations (6 projects completed)
- Water filtration projects (3 projects completed)

### Navigating the Impact of the COVID-19 Pandemic

Huntington's low-cost/no-cost management strategy focuses on reducing energy consumption and maintaining efficiency. Despite many of our locations and branches temporarily closing or reducing activity due to the COVID-19 pandemic, the resources and maintenance required to operate our buildings did not significantly decrease. Due to social distancing requirements, many of our buildings continued to operate at full capacity with less occupancy. In particular, our heating, ventilation, and air conditioning (HVAC) systems remained the top user of energy in our buildings. Outside air and fan speeds were also increased to enhance ventilation and comply with Centers for Disease Control and Prevention (CDC) guidelines.

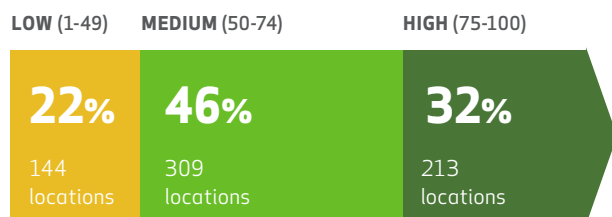
We implemented the following strategies to efficiently run our larger buildings during the pandemic:

- Adjusted daily and setback temperatures to more aggressive temperatures
- Optimized lighting levels in low occupancy or common area spaces
- Maximized the use of HVAC economizer operation
- Reduced heating water supply temperature to improve boiler efficiency

## 2020 Energy Efficiency Performance

We report our ENERGY STAR performance for the current and previous year, as well as the baseline year. We use 2018 as our baseline year due to the fact that EPA changed the standard for how scores are calculated beginning in that year. Huntington has invested in significant personnel and data management resources to enable us to meet the updated criteria while maintaining a high level of transparency.

### 2020 ENERGY STAR SCORING MAKEUP\*



\*Trending toward higher efficiency since 2018 baseline

### AVERAGE ENERGY SCORE (BY REGION)

	2018	2019	2020
Akron & Canton	53.00	60.29	64.34
Central Ohio	53.94	58.28	63.00
Corporate	74.40	72.75	78.25
East	59.38	65.35	69.24
West	50.16	59.24	66.78
Great Lakes	56.73	56.73	60.34
Michigan – Central/East	51.63	58.23	64.06
<b>Total (average)</b>	<b>57.03</b>	<b>61.55</b>	<b>64.65</b>

### AVERAGE SOURCE ENERGY USE INTENSITY (KBTU/FT<sup>2</sup>)

	2018	2019	2020
Akron & Canton	222.91	197.18	181.81
Central Ohio	215.89	198.99	237.59
Corporate	206.72	199.72	191.65
East	188.66	169.48	163.73
West	236.29	204.31	180.47
Great Lakes	195.00	195.99	221.12
Michigan – Central/East	215.54	191.70	173.81
<b>Total (average)</b>	<b>272.91</b>	<b>193.91</b>	<b>194.01</b>

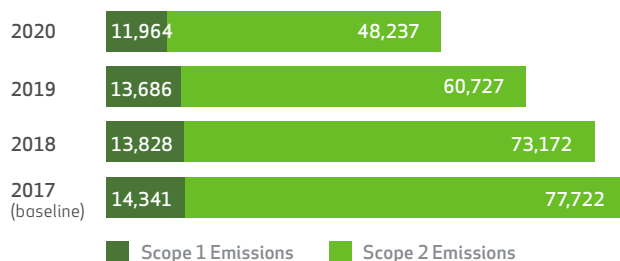
### AVERAGE SITE ENERGY USE INTENSITY (KBTU/FT<sup>2</sup>)

	2018	2019	2020
Akron & Canton	105.33	94.69	87.60
Central Ohio	102.22	94.49	103.53
Corporate	88.68	86.56	82.00
East	87.36	80.02	75.97
West	104.79	93.00	82.37
Great Lakes	99.82	102.01	112.70
Michigan – Central/East	111.24	100.41	89.29
<b>Total (average)</b>	<b>99.92</b>	<b>93.03</b>	<b>92.04</b>

## Greenhouse Gas Emissions Performance

We measure our greenhouse gas (GHG) emissions data to ensure we manage our energy and resources efficiently while identifying opportunities to reduce our impact. We disclose Scope 1, Scope 2, and relevant Scope 3 emissions through CDP. We also receive third-party verification of our GHG emissions data to ensure it is materially correct (read more in the Appendix). Understanding our GHG emissions profile allows us to track and project progress against our long-term GHG emissions reduction goals.

### SCOPE 1 AND SCOPE 2 EMISSIONS (MT CO<sub>2</sub>E)



### SCOPE 3 EMISSIONS (MT CO<sub>2</sub>E)

	2017	2018	2019
Purchased goods and services	269	2,204	3,210
Capital goods	637	4,846	279
Fuel- and energy-related activities	968	218	162
Upstream transportation and distribution	853	1,002	1,289
Waste generated in operations	-	1,253	1,111
Business travel	2,622	941	4,698
Employee commuting	-	-	19
<b>Total</b>	<b>5,349</b>	<b>10,464</b>	<b>10,768</b>

2020 Scope 3 emissions will be available in our CDP Climate Change 2021 Report, which will be published in the third quarter of this year.

**Scope 1 Emissions:** Includes direct emissions from heating, cooling, owned aircraft, and corporate fleet. Huntington's Scope 1 categories include natural gas and fuel.

**Scope 2 Emissions:** Includes indirect emissions from electricity, heating, and cooling. Huntington's Scope 2 categories include electricity, chilled water, and steam.

**Scope 3 Emissions:** Includes other indirect emissions. Huntington's Scope 3 categories include purchased goods and services, capital goods, upstream transportation and distribution, waste generated in operations, business travel, and leased assets.

Huntington is committed to being an active participant in CDP, a global program that allows us to track and submit data toward managing our environmental impact. In 2020, we achieved a “B” for our CDP Climate Change score.

Formulating Our Roadmap to Net-Zero Carbon

In alignment with our consideration of the U.N. Sustainable Development Goals, the Paris Agreement, and the U.S. Climate Finance Working Group, Huntington believes that pursuit of a net-zero-carbon economy is a valuable effort. We are currently formulating an exploratory roadmap regarding a net-zero carbon future, which includes a combination of the following:

- Energy efficiency projects;
- On-site renewable energy projects;
- Clean energy procurement;
- Carbon offset purchases;
- Engagement with service providers to ensure a percentage, by spend, have set GHG emissions reduction or renewable energy targets;
- Reduction of paper use and 100% of paper purchased from certified sources;
- Responsible waste management to reduce amount sent to landfill; and
- Car fleet upgrades to lower emission options.

Over the next year, we intend to evaluate the carbon footprint of the acquired assets from our acquisition of TCF Financial Corporation and determine how to integrate them into legacy Huntington’s carbon footprint. While we acknowledge urgency to develop and implement a plan, we will be strategic in our approach. In addition, we will need one to two years of post-acquisition reporting data to understand our overall footprint and opportunities for improvement. We look forward to sharing more about our net-zero-carbon considerations in future reports.

Engaging Customers in Reducing Paper Usage

We encourage our customers and clients to be more sustainable by leveraging solutions such as paperless statements. Our marketing department supports this effort through direct email campaigns to our customers about the impact of going paperless. Our goal is to help change behavior and drive impact by having all customers engage in paperless activities, which reduce paper consumption and waste.

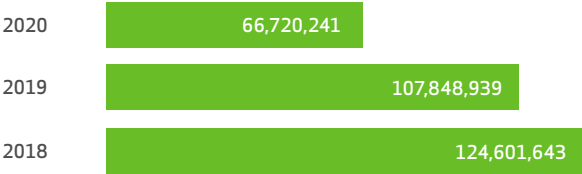
In 2020, we generated 44,392,063 statements across all checking, savings, money market, and mortgage accounts. Of those, 59% of customers received their statements in a digital-only format, with the remainder of customers receiving statements that were printed and mailed. Assuming each statement averages five pages in length, with each page weighing 0.1 pounds, this initiative reduced landfill waste by approximately 4,600 tons/year. We strive to achieve a year-over-year increase in the percentage of customers electing to receive paperless, electronic statements rather than mailed, paper statements.

› Reducing Paper Usage

Project Papercut, which we began in 2012, is Huntington’s signature initiative aimed at reducing paper consumption by encouraging colleagues to print less and offering paperless alternatives to customers. When paperless communications were not an option in 2020, at our Columbus Corporate facilities alone our colleagues recycled 629 tons of paper. Huntington Asset Finance has also rolled out electronic closing capabilities for leases and loans – and reducing the use of paper is one of the primary drivers of this effort.

We also partner with our suppliers for paper with recycled content and source paper from certified forests (as defined by Forest Stewardship Council and Sustainable Forestry Initiative). In 2020, we saw a significant decline in paper usage due in part to the shift to remote work, as well as our ongoing conservation efforts.

PAPER USAGE (corporate offices and branches)



### › Water Stewardship and Improving Water Quality

Huntington actively manages the reduction of our water use with low-flow toilets, water-efficient faucet fixtures, and water-efficient landscaping. We keep our colleagues informed about water usage reduction through sustainability tips sent to their email inboxes. We have established a corporate goal to reduce our water consumption by 15% by 2022, compared with the 2017 baseline. Through 2020, we have achieved a 14% reduction toward our goal.

Recognizing the importance of clean water, we have also taken steps to improve water quality in our buildings by installing filtered water bottle filling stations and filtered water faucet adapters.

### › Reducing Waste

To help us reduce waste to landfill, we have replaced polystyrene foam and plastic serveware products with compostable, biodegradable, and reusable options at all our facilities. In addition, we removed plastic bottled water from our cafeterias, markets, and vending machines, as well as from the supply catalogs offered to our various locations. In 2020, these changes resulted in an estimated 200,000 pieces of polystyrene and 150,000 pieces of petroleum-based, single-use plastic diverted from the waste stream.

We recognize the environmental concerns plastic presents to our environment, particularly to marine life. We are proud to make these changes and educate our colleagues with the hope that they will also utilize these practices in their personal lives.

### › Sustainable Procurement

As part of Huntington's commitment to reducing emissions throughout our footprint, Huntington's Procurement team regularly evaluates potential service providers for their ESG commitments and ability to positively impact our operations. All vendors must acknowledge, and are required to abide by, our [Service Provider Code of Conduct](#). We encourage our service providers to also help to protect their people and the planet in their work and at their facilities.

With respect to our facilities, we continue to increase our use of environmentally sustainable products to ensure we provide safe and healthy spaces for our colleagues and customers. We have integrated greener product selections into our design standards, and we have set energy and water efficiency

## ELECTRONICS RECYCLING PROGRAM IMPACT

**23,414,753 kWh**  
Energy Savings

Equivalent to annual  
power usage for 1,833  
U.S. households

**10,738 kg**  
Hazardous Waste Reduction

Equivalent to  
the weight of 87  
refrigerators

**4,493,518 kg**  
of CO<sub>2</sub> emissions

Greenhouse Gas Reduction

Equivalent to removing  
3,231 cars from the  
road for a year

requirements for building products. Our design standards exceed Seasonal Energy Efficiency Ratio (SEER) ratings.

Other sustainable initiatives led by our Real Estate Management team include:

- Where appropriate, we evaluate reuse of existing structures and infrastructure for reuse as retail branches, compared with demolition and rebuilding. We applied this approach to two new sites in 2020.
- Exterior materials, such as masonry and glass, for retail branches are durable and nontoxic, the majority of which are sourced regionally.
- We use DIRT, a leading technology-driven manufacturer of highly customized sustainable interiors, for portions of interior build-outs, which reduces construction waste and allows for efficient reuse in the future.
- We continue to use LED lighting with our specified controls.

### Green Cleaning

We have chosen a cleaning service provider that shares our same demonstrated commitment to the environment. In partnership with this service provider, we leverage the U.S. Green Building Council's Leadership in Energy and Environmental Design (LEED) green cleaning recommendations to keep our spaces clean while ensuring the health and safety of our colleagues and customers. Our service provider is ISSA Cleaning Industry Management Standard-Green Building Certified with Honors and uses products that meet Green Seal standards.

## Sourcing Sustainable Flooring for New Construction

In 2020, Huntington made the strategic decision to engage Interface, Inc. as our primary provider of retail carpet. Moving forward, Interface's Carbon Neutral Floors™ will be installed in all newly constructed retail branches, and it will be used in remodeling TCF branches as we integrate these locations into the Huntington brand. The product is carbon neutral across its full product life cycle through Interface's third-party verified Carbon Neutral Floors™ program. In 2020, we estimate this product retired from our footprint approximately 91 metric tons of CO<sub>2</sub>e, the equivalent of 20 passenger cars not driven for one year\*.

\*based on US EPA Greenhouse Gas Equivalencies Calculator

## › Renewable Energy Finance: Lending Solutions for 'Green Energy'

As we strive to be a leader in environmental stewardship, we believe it is our responsibility to support our customers and communities in their own journeys to enabling a more sustainable future. Huntington's Renewable Energy Finance (REF) group provides comprehensive, customized solutions for businesses innovating in the green technology market. REF uniquely positions Huntington to grow assets, diversify investments, and monetize tax benefits – all while enhancing Huntington's commitment to the environment – through four specialized offerings:

- **Energy Efficiency Contracting:** Energy efficiency performance contracts that provide customers with a comprehensive set of energy efficiency measures
- **Renewable Energy Project Financing:** Term loans to finance renewable energy projects owned by a third party with a commercial entity, utility, or governmental entity
- **Tax Equity Investments:** Financing backed by tax credits associated with a renewable energy project
- **Federal Agency Energy Financing:** Long-term financing to achieve net reduction in energy and maintenance expenditures for federal buildings

The REF group has its own independent engineer on staff, who reviews and advises our customers on design, engineering, procurement, construction, and operational performance of renewable energy projects. This results in a smoother approval and financing process, better project performance, and overall increased customer satisfaction.

In 2020, Huntington financed **more than 50 renewable energy projects** for customers, accounting for a total capacity of 385 megawatts of electricity.

## Financing for a More Sustainable Future

Collaboration plays an important role in driving a more sustainable future. As we expand our role in renewable energy financing, we are continuously looking out for impactful opportunities. In partnership with one of our customers, Huntington has committed \$100 million of financing for 88 solar photovoltaic (PV) installations on the City of New York's schools and municipal buildings. This installation supports the city's goal to expand solar power on city rooftops to 1,000 megawatts by 2030.

# Appendix



This Appendix is provided as a supplement to Huntington's 2020 Environmental, Social, and Governance (ESG) report. To make sure that the main report and the Appendix can be used together, we have organized both components into five sections: Introduction, Economic, Governance, Social, and Environmental. In general, information that is important to our ESG strategy and how we operate the business is addressed in the respective sections of the main report. Information that satisfies only regulatory requirements and specific requests is addressed in this Appendix. In addition, the Appendix contains links to a wide variety of key policies, charters, guidelines, codes, fact sheets, and other related disclosures and documentation, as well as our SASB and TCFD indices.

## Economic

### › Fair and Responsible Banking

#### Financial Education

- Credit Education
  - » Introduction to Credit Scoring
  - » FICO® Score Basics
  - » How the FICO® Works
  - » Financial Health Management
  - » Credit Inquiries and Their Effect on Your FICO® Score
  - » Myths Concerning FICO® Score
  - » Glossary of Credit Terms
- Small Business Calculators
- Small Business Resources

## › Huntington's Online Guarantee to Our Consumer Customers

In the event a problem arises with any transactions in Online Banking or Bill Pay, we have committed to our consumer customers:

1. We will replace funds that were not authorized to be removed from the customer's account through Huntington Bill Pay when the customer notifies us in a timely manner.
2. We will send our customers' payments on time, every time. If an online banking transfer or bill payment is not sent on the date you've requested, and you are charged a late fee as a result, we'll take care of it for you (as long as you schedule your payments on time with available funds, enter the correct information and comply with the terms of our [Online Services Agreement](#)).

## › Our Approach to Lending

### **Commitment to Serving Our Communities**

Huntington supports the markets and communities it serves in a responsible manner, endeavoring to contribute to an environment of economic stability and purposeful growth. Huntington will not discriminate against any person on a prohibited basis including: race, color, religion, national origin, sex, marital status, age, disability, the fact that applicant's income is derived from public assistance, or the fact that the applicant has in good faith exercised any right under the Consumer Credit Protection Act or any state law upon which an exemption has been granted by a credit bureau. We underwrite all credit applications in an impartial, consistent manner based on the type of credit request, within an aggregate moderate-to-low credit risk appetite.

### **Credit Risk Management**

We recognize the risks and concerns inherent in our lending practices, and that certain portfolios carry higher levels of risk. Huntington has established product and industry concentration limits that are recommended by the Bank's management-level Credit Policy and Strategy Committee and approved by the Board-level Risk Oversight Committee. These concentration limits are designed to create a well-diversified credit portfolio consisting of high-quality Consumer and Commercial loans and are monitored by the Credit Administration team, who ultimately report to the Chief Risk Officer. Product and industry portfolio exposures are measured each quarter and reported to the Board's Risk Oversight Committee to ensure those exposures remain within risk tolerances.

Various colleagues within the Commercial, Consumer and Business Banking, Vehicle Finance, and Private Client Group segments of the Bank meet regularly with Credit Administration to discuss updated industry information or other topical issues related to Huntington's aggregate moderate-to-low risk appetite. Further, emerging risks are closely monitored, representing a standing agenda item for the monthly meeting of the Credit Policy and Strategy Committee. Finally, our colleagues participate in regular training designed to reinforce compliance with our stated aggregate moderate-to-low risk appetite and related rules and regulations.

As part of our risk management process for commercial and business borrowers within certain industries, we utilize industry-specific lending and credit underwriting teams, which have a broad and deep understanding of these industries and their environmental and social impacts. For Consumer borrowers, we utilize a combination of factors to determine ability to repay and the appropriateness of the product for the borrower's circumstances.

Consistent with our enterprise risk management structure, our credit risk management process is built upon three lines of defense. The first line of defense (e.g., relationship managers and other line of business personnel) owns and manages the risks we face in our day-to-day operations, including the application of heightened underwriting standards for certain industries, where applicable.

The second line of defense (e.g., credit executives, BSA/AML personnel) assesses risk and oversees the risk-taking activities of the first line of defense. Second line of defense associates need to concur with the first line's assessment of risk before a transaction can move forward to approval.

The third line of defense (e.g., internal audit and credit review) performs independent reviews and assessments of risk management practices of the first and second lines of defense. Our portfolios are examined on a regular basis to ensure compliance with existing loan and monitoring policies. In the event the third line of defense determines that an action plan must be established to mitigate an identified risk or operational issue, the first and second lines of defense, as appropriate, are tasked with developing and executing the plan within a given timeframe. The third line of defense monitors and audits the actions taken to ensure the risk has been appropriately mitigated.

### Environmental

Regardless of business segment, all commercial loans secured by real estate must procure adequate environmental due diligence that, when evaluated, identifies the environmental risk issues (or the potential thereof) associated with the collateral. Both the Huntington Real Estate Technical Services group and the Environmental Risk Team are involved in evaluating potential environmental concerns, assessing the level of risk, and interpreting the policy to assist in the mitigation of risk. This includes requirements for enhanced due diligence, which can include the completion of an environmental questionnaire, a government records search, or an environmental site assessment. The extent of due diligence required is based on the risks identified during the underwriting process and the loan value.

### Know Your Customer

A banking relationship with Huntington is established after the identity of a potential customer is satisfactorily determined in accordance with the Anti-Money Laundering Program Policy and the Customer Identification Program, including the U.S. Treasury Department's Office of Foreign Assets Control (OFAC) standards. In accordance with our High-Risk Customer Policy, Huntington will conduct business only with customers that it reasonably believes to be of good reputation and through proper and thorough due diligence believes to have acquired their source of funds and will derive ongoing income through legitimate means.

### Consumer Lending Focus

Our consumer lending strategy focuses on prime and super-prime customers. Per our policy, we do not originate subprime loans.

## > Huntington's National Community Advisory Council

- Broderick Williams, The Home Ownership Center of Greater Cincinnati Inc., Cincinnati, OH
- Christopher Alvarado, Slavic Village Development, Cleveland, OH
- Ernest Hogan, Pittsburgh Community Reinvestment Group, Pittsburgh, PA
- Hector Hernandez, Southwest Economic Solutions, Detroit, MI
- Inna Kinney, Economic & Community Development Institute, Columbus, OH
- Jesse Van Tol, National Community Reinvestment Coalition, Washington, DC

- John Taylor, National Community Reinvestment Coalition, Washington, DC
- Kim Dempsey, Housing Partnership Network, Detroit, MI
- Kimberly (Kim) Cutcher, Toledo Local Initiatives Support Corporation, Toledo, OH
- Malcolm J. Costa, Akron Summit Community Action, Inc., Akron, OH
- Mary Skeens, CommunityWorks in West Virginia, Inc., Charleston, WV
- Raul Raymundo, Resurrection Project, Chicago IL
- Ravi Yalamanchi, INFIN, Inc., Detroit, MI
- Broderick (Rick) Williams, The Home Ownership Center of Greater Cincinnati, Inc., Cincinnati, OH
- Stephen Torsell, Homes on the Hill Community Development Corporation, Columbus, OH
- Steven J. Budd, CityWide Development Corporation, Dayton, OH
- Thomas Fitzgibbon, Neighborhood Housing Services of Chicago, Inc., Chicago, IL
- Toree Stokes, Mustard Seed Development Center, Akron, OH
- William Farnsel, NeighborWorks Toledo Region, Toledo, OH

## Governance

### > Corporate Governance

#### Board of Directors

As of December 31, 2020, the [Huntington Bancshares Incorporated Board of Directors](#) consisted of 13 directors, comprised of our Chairman/CEO and 12 independent directors. Directors serve one-year terms, and no person shall be nominated or elected a director after having attained the age of 72 years, subject to waiver in certain exceptional circumstances. Biographical details are disclosed for all directors on our website. Board committee membership, director compensation, and additional information are disclosed in the [annual proxy statement](#).

#### Regulatory Compliance

Critical banking laws that we adhere to, where applicable, include, but are not limited to:

- [National Bank Act of 1864\\*](#)
- [Federal Reserve Act of 1913\\*](#)
- [An Act to Amend the National Banking Laws and the Federal Reserve Act\\*](#)

\*By clicking this link, you will leave huntington.com and go to a site Huntington doesn't control. Different privacy and security practices may apply.

- [Banking Act of 1933\\*](#)
- [Banking Act of 1935\\*](#)
- [Federal Deposit Insurance Act of 1950\\*](#)
- [Bank Holding Company Act of 1956\\*](#)
- [Financial Institutions Supervisory Act of 1966\\*](#)
- [International Banking Act of 1978\\*](#)
- [Financial Institutions Regulatory and Interest Rate Control Act of 1978\\*](#)
- [Depository Institutions Deregulation and Monetary Control Act of 1980\\*](#)
- [Garn-St Germain Depository Institutions Act of 1982\\*](#)
- [Competitive Equality Banking Act of 1987\\*](#)
- [Financial Institutions Reform, Recovery, and Enforcement Act of 1989\\*](#)
- [Crime Control Act of 1990\\*](#)
- [Federal Deposit Insurance Corporation Improvement Act of 1991\\*](#)
- [Housing and Community Development Act of 1992\\*](#)
- [RTC Completion Act\\*](#)
- [Riegle Community Development and Regulatory Improvement Act of 1994\\*](#)
- [Riegle-Neal Interstate Banking and Branching Efficiency Act of 1994\\*](#)
- [Economic Growth and Regulatory Paperwork Reduction Act of 1996\\*](#)
- [Gramm-Leach-Bliley Act of 1999\\*](#)
- [Sarbanes-Oxley Act of 2002\\*](#)
- [The Check Clearing for the 21st Century Act\\*](#)
- [Fair and Accurate Credit Transactions Act of 2003\\*](#)
- [The Federal Deposit Insurance Reform Act of 2005\\*](#)
- [Financial Services Regulatory Relief Act of 2006\\*](#)
- [The Housing and Economic Recovery Act of 2008\\*](#)
- [Emergency Economic Stabilization Act of 2008\\*](#)
- [Helping Families Save Their Homes Act of 2009\\*](#)
- [Dodd-Frank Wall Street Reform and Consumer Protection Act\\*](#)
- [Fair Credit Reporting Act of 2003\\*](#)

### **Code of Business Conduct and Ethics**

[Code of Business Conduct and Ethics](#)

### **Board Committee Charters**

The following Board of Directors' Committee Charters establish the purpose, membership, duties, and responsibilities for each of the Board committees.

- [Audit Committee Charter](#)
- [Community Development Committee Charter](#)
- [Compensation Committee Charter](#)
- [Executive Committee Charter](#)
- [Nominating and Corporate Governance Committee Charter](#)
- [Risk Oversight Committee Charter](#)
- [Technology Committee Charter](#)

### **Corporate Governance Guidelines**

[Corporate Governance Guidelines](#)

### **Financial Code of Ethics for Chief Executive Officer and Senior Financial Officers**

In addition to the Code of Business Conduct and Ethics, the Chief Executive Officer, Chief Financial Officer, Corporate Controller, and Principal Accounting Officer are bound by the additional provisions set forth in our [Financial Code of Ethics](#) relating to ethical conduct, conflicts of interest, and compliance with law. The provisions of the Financial Code of Ethics provide for the full, fair, accurate, timely, and understandable disclosure of financial performance and other material information.

### **Independent Auditor**

[2021 Proxy Statement](#)

Huntington engaged PricewaterhouseCoopers LLC as an independent registered public accounting firm.

Non-Audit Fee Ratio	2020
Non-audit fees	19.07%
Audit fees	\$7,411,313
Audit-related fees	\$446,000
<b>Total auditor fees</b>	<b>\$9,709,310</b>

### **Investor Relations Policy**

Huntington is committed to providing timely, accurate, and complete information consistent with legal and regulatory requirements, to enable orderly and fair trading of its securities in the marketplace. The [IR Disclosure Policy](#) and [Analyst Access Policy](#) sets forth the guiding principles and requirements applicable to Huntington's public disclosures.

\*By clicking this link, you will leave huntington.com and go to a site Huntington doesn't control. Different privacy and security practices may apply.

The policy outlines analyst/investor access standards to company representatives to assure equitable access, as much as is practically possible given company resource constraints, and so that analysts/investors can have realistic expectations regarding the nature, frequency, and breadth of such company representative access.

### **Recoupment/Clawback Policy**

The [Recoupment/Clawback Policy](#) sets forth the guidelines for possible recoupment or clawback of incentive compensation in appropriate situations to the extent permitted (or required) by law and by the company's plans, policies, and agreements. This policy dictates the situations that shall trigger a review, which generally involves behaviors or actions outside the bounds of the company's overall risk appetite and governance structure.

### **Adherence to Federal Laws**

Huntington supports and complies fully with the U.S. Bank Secrecy Act of 1970 and its anti-money laundering provisions. Employees receive anti-money laundering training annually. All employees also are required to undergo training on avoiding facilitation of tax evasion and terrorist financing. The most at-risk employees are required to undergo enhanced training.

Huntington also complies with the requirements of the U.S. Patriot Act of 2001, which requires financial institutions to develop a customer identification program that implements procedures to:

- Collect identifying information about customers opening an account;
- Verify that the customers are who they say they are;
- Maintain record of the information used to verify their identity; and
- Determine whether the customer appears on any list of suspected terrorists or terrorist organizations.

Huntington guards faithfully against customers who might use its services to conduct criminal acts and works diligently to identify clients or beneficial owners who make unusual transactions. The Huntington Bank Secrecy Act and Anti-Money Laundering Group monitors customer transactions to identify suspicious activity and reports any such activity to law enforcement.

Huntington's Customer Due Diligence Program identifies, measures, monitors, controls, and manages customer risk in alignment with the U.S. Bank Secrecy Act and the U.S. Patriot Act. Huntington won't do business with anyone whose funds

it believes have been acquired unlawfully or illegitimately or who it believes has been convicted of a crime involving misappropriation of funds, terrorist activity, drug or human trafficking, or money laundering.

## **> Cybersecurity and Customer Privacy**

### **Commitment to Customer Security and Privacy**

Huntington's commitment to customer security and privacy is reflected in its Online Privacy Policy, which is publicly available and complies with the Cybersecurity Information Sharing Act, and all applicable state laws. Huntington also complies with Title V of the Gramm-Leach-Bliley Act, which requires financial institutions to notify customers of privacy policies and practices, and inform them of the conditions under which their personal information may be disclosed to non-affiliated third parties.

[Privacy & Security](#)

[Telemarketing Policy](#)

[Privacy Notice](#)

[Online Privacy Policy](#)

[Security Commitment](#)

### **Customer Protection Education & Tips**

[Understanding Phishing](#)

[Improving Password Habits](#)

[Online Banking Security](#)

[Debit & Credit Card Security](#)

[Online Safety Tips](#)

[Online Safety Tips for Business](#)

[Common Types of Frauds & Scams](#)

[Sign Up for Fraud Alerts](#)

[How to Monitor Your Accounts & Information](#)

[How to Report Fraud or Suspicious Activity](#)

[What to do if Your Identity is Compromised](#)

[Smartphone Security Tips](#)

[Wire Fraud Scams](#)

[Safe Shopping Tips](#)

## **> Government Relations**

### **Company Contributions**

Huntington does not use corporate funds, either directly or indirectly, for election-related contributions to political candidates, political parties, or candidate committees, including super PACs or independent expenditure committees. Huntington contributes on occasion to local/state issue and levy campaigns

that support the interests of our communities and the company. These contributions are made infrequently, and when made, are publicly reported in alignment with company policy and applicable law, and approved by senior management independent of individual political beliefs. The company's contributions for 2020 totaled \$28,500.

Designation	Political Committee	Cause	Amount
Columbus, OH	Forward Columbus	Support for Issue 2	\$15,000
Columbus, OH	Friends of ADAMH	Mental Health Levy	\$5,000
Cleveland, OH	Citizens for our Children's Future	Cleveland Schools Levy	\$2,500
Toledo, OH	Toledo 2020	Ballot Levy	\$2,500
Wallbridge, OH	Citizens Campaign for Metroparks	Metroparks Levy	\$2,500
Saginaw, MI	Citizens for a Stronger Saginaw County	Tax Levy	\$1,000
<b>Total</b>			<b>\$28,500</b>

### Oversight and Management

All political activities conducted by or on behalf of the company are managed by Huntington's Government Relations department. The group is led by the Chief Public Affairs Officer, who is responsible for the department's policies, activities, and legal compliance; and the group reports to Huntington's Senior Executive Vice President and General Counsel. Moreover, the group is subject to the oversight of the Community Development Committee of the Board of Directors. Huntington maintains policies and processes intended to ensure that all public affairs activities are conducted in accordance with those policies and applicable legal limits. Huntington colleagues are also bound by the bank's Code of Conduct and Ethics, which aligns with the Bank Bribery Amendments Act of 1985 and the U.S. Foreign Corrupt Practices Act. Huntington's Employee Handbook instructs colleagues about the policy, which prohibits employees from giving anything of value to foreign officials or political candidates in order to obtain or keep business. Colleagues are asked to acknowledge their understanding of this policy annually, and the General Counsel reports violations of the policy to the Board annually.

Huntington's practice also aligns with Congressional rules that ban the purchase of all meals, gifts, entertainment, or travel for members of Congress, the Executive Branch, and their staffs. Every January and July, Huntington requires its colleagues to acknowledge the bank's practice for complying with the Honest Leadership and Open Government Act and to make all reports required under the law.

### Political Action Committee Contributions

HBI-PAC, Huntington's political action committee, makes bipartisan campaign contributions in compliance with local, state, and federal election laws. All HBI-PAC funds are voluntary donations from eligible colleagues. No corporate funds are contributed to HBI-PAC. The company's political action committee is overseen by a PAC board of directors, administered by Government Relations department staff, and managed in compliance with applicable local, state, and federal laws, as well as Huntington's mission, vision, and values. HBI-PAC does not use corporate funds, either directly or indirectly, for election-related contributions to political candidates, political parties, or candidate committees, including super PACs or independent expenditure committees. HBI-PAC contributions are publicly available on the [U.S. Federal Election Commission website\\*](#) (Committee ID: C00165589) and on the websites of respective state election authorities. Visit [Huntington's Government Relations webpage](#).

### Corporate Income Taxes

In 2020, Huntington incurred \$151 million of federal, state, and local income taxes, all of which was incurred in the United States.

### Supplier Management

[Supplier Management Policy](#)  
[Service Provider Code of Conduct](#)  
[Purchase Order Terms and Conditions](#)

### Legal Standards for Huntington Suppliers

Huntington endeavors to have suppliers:

- Include in their Huntington contracts to abide by the Office of Foreign Asset Control regulations governing terrorist financing and to follow all other federal laws and regulations that prohibit doing business with entities listed by the U.S. Department of the Treasury as Specially Designated Nationals and Blocked Persons.

\*By clicking this link, you will leave huntington.com and go to a site Huntington doesn't control. Different privacy and security practices may apply.

- Comply with U.S. Immigration laws and rules, regulations, and guidelines in allowing non-U.S. citizen employees to perform work on behalf of the bank. Suppliers must follow all applicable laws governing background and professional reference checks and drug testing, including the Immigration Reform and Control Act of 1986 and the Fair Credit Reporting Act, and rules and regulations under the Office of Foreign Asset Control, the Terrorist Watchlist and the Excluded Parties List System.
- Verify that representatives who work at Huntington facilities or have access to confidential business or customer information have not been convicted of a crime.
- Have a formal training program for those engaged in marketing, sales, delivery, servicing, and providing goods and services, including training in anti-money laundering regulations, the Bank Secrecy Act, the Consumer Financial Protection Act, and other relevant laws and regulations.
- Agree to be subject to federal regulatory oversight specific to the banking industry and to internal operating controls and security processes at any Huntington location where they perform services. They agree to encrypt all sensitive and confidential information that is sent over a public network or transported on an external storage device.
- Have in place a written risk management program associated with outsourcing or subcontracting their work to third parties, including technology service providers and vendors. Huntington does annual risk assessments for high-risk suppliers and every three years for moderate-risk suppliers. Huntington provides an annual third-party risk management report to the board's Operation Risk Committee, the Joint Risk Oversight Committee, and the Joint Technology Committee.

## Social

### › Colleague Experience

[Careers at Huntington](#)

### › 2020 Required Colleague Trainings

#### **All Colleagues**

- BSA/AML Annual Training 2020
- Colleague Handbook Acknowledgment 2020
- Cybersecurity Essentials 2020
- Cybersecurity Podcast – Episode 3 Julie Lucas
- Cybersecurity: Phishing
- Data Protection at Huntington
- Identifying Phishing Emails
- Leading a Safe, Productive, and Professional Work Environment
- Maintaining a Safe, Productive, and Professional Work Environment
- My Role in Emergency Preparedness
- Our Values and Employment Law for Colleagues
- Preventing Discrimination and Harassment for Colleagues 2020
- Preventing Discrimination and Harassment for CT and CA Managers 2020
- Preventing Discrimination and Harassment for CT Colleagues 2020
- Preventing Discrimination and Harassment for IL Colleagues and Managers
- Preventing Discrimination and Harassment for Managers 2020
- Preventing Discrimination and Harassment for NY Colleagues and Managers 2020
- Preventing Workplace Violence
- Reporting Wrongful Conduct Supervisor Edition
- Risk Management at Huntington 2020
- Smishing: Protecting Yourself and Huntington
- Social Media at Huntington
- Vishing: Voice Phishing & How You Can Prevent It

#### **Segment Dependent**

- Advertising Compliance for MLOs
- BSA/AML for AML/OFAC Colleagues
- BSA/AML for Bankers 2019-2020BSA/AML for HIC Colleagues
- BSA/AML for HSI Colleagues
- BSA/AML for Lending Colleagues
- BSA/AML for Tellers
- Complying with Integrated Mortgage Disclosures
- Conflicts of Interest (HIC)
- Consumer Loan Servicing Compliance 2020
- Consumer Reporting: A Regulatory Overview
- Corporate Policies and Standards
- Default Servicing Regulatory Requirements Real Estate Secured
- Deposit Compliance 2020
- Fair and Responsible Banking 2020
- Fair and Responsible Banking for New Colleagues
- Fair Lending at Huntington
- Fiduciary Code of Ethics 2020

- FINRA U4 and Insurance License Updating Requirements 1Q 2020
- FINRA U4 and Insurance License Updating Requirements 3Q 2020
- Funds Movement Overview
- HFA Code of Business Conduct and Ethics Acknowledgment
- HIC Annual Compliance Meeting 2020
- HIC Potential Financial Exploitation Protection
- HIC RIA Regulatory Compliance Manual Acknowledgment
- HIPAA for Business Associates 2020
- HNB Board of Directors Compliance and BSA/AML Training
- Huntington Investment Company - RIA Regulatory Compliance Manual
- Huntington Investment Company - Written Supervisory Procedures
- Loan Compliance 2020
- Loan Compliance for MLOs
- Looking Out for People: Red Flags of Identity Theft
- Operations Compliance Overview Module 1: Living Our Values 2020
- Operations Compliance Overview Module 2: Loan Payments & Credit Report Disputes 2020
- Operations Compliance Overview Module 3: Deposit Accounts 2020
- Overdrafts at Huntington
- Overdrafts at Huntington (Consumer)
- Privacy Primer: Regulatory Requirements
- Real Estate Secured Business Lending: Compliance Requirements 2020
- Regulation B: Notification Requirements
- Regulation BI Care
- Regulation BI Disclosures
- Regulation BI Overview
- Securities-Specific Elder Abuse/Financial Protection Requirements for Indiana and New Mexico
- Servicemembers Civil Relief Act: The Basics
- The Volcker Rule at Huntington: Proprietary Trading & Covered Funds Compliance
- TRID Assessment Centralized Disclosures
- TRID Assessment Closing
- TRID Assessment Consumer
- TRID Assessment HomeSavers
- TRID Assessment Lending Tree
- TRID Assessment MLO

- TRID Assessment Mortgage
- TRID Assessment Post Closing
- TRID Assessment Underwriting

## Environmental

### › Environmental Reporting

Huntington recognizes that a healthy, sustainable future requires environmental stewardship, and commits to increasing our environmental performance and reducing our carbon footprint. Led by the CEO and executive management, we make this commitment as a natural extension of the corporate values our colleagues embody in their everyday actions. Read more in our [Environmental Policy Statement](#).

#### **CDP Public Participation**

Huntington is a committed participant in [CDP\\*](#), a global initiative that allows us to track and submit data toward managing our environmental impact.

#### **Greenhouse Gas Reporting Methodology and Assurance**

To calculate and verify our carbon footprint, Huntington contracted Heapy Engineering, a third-party engineering firm, to calculate our greenhouse gas (GHG) emissions and Energent Solutions, a third-party consulting firm, to validate the findings. Energent Solutions did a thorough review of the final spreadsheet calculations to ensure the spreadsheet was functional. No issues were found that would compromise the integrity of the data.

The following standards were used to calculate Huntington's GHG emissions:

- Defra Voluntary 2017 Reporting Guidelines
- Energy Information Administration 1605B
- IPCC Guidelines for National Greenhouse Gas Inventories, 2006
- The Climate Registry: General Reporting Protocol
- The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard (Revised Edition)
- U.S. EPA Center for Corporate Climate Leadership: Direct Emissions from Stationary Combustion Sources

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## REPORTING STATUS:







Fully reporting	
Partially reporting	
Not reporting	




## Sustainability Accounting Standards Board (SASB) Index



The index below includes SASB standards for the Financial Sector that we have determined to be most relevant for our business: Commercial Banks and Consumer Finance. This is Huntington's first disclosure pursuant to the SASB standards, and as such, our disclosures on these topics will likely evolve over time. (Prior to this time, we used the SASB standards as considerations in our reporting, but we had not formally adopted the SASB standards.) All disclosures are based on Version 2018-10 of the SASB standards. Unless otherwise noted, all data and descriptions apply to our entire enterprise and are as of or for the year ended December 31, 2020.

For additional information about the firm's financial performance, please refer to the firm's quarterly earnings materials as well as quarterly and annual reports on Form 10-Q and Form 10-K, respectively.



Certain information is not disclosed within the index below because that information (i) is not considered material or is privileged or confidential; (ii) could cause a competitive disadvantage to our business if publicly disseminated; or (iii) is not currently collected in a manner wholly correlative with the related SASB metric.

SASB CODE	ACCOUNTING METRIC	REPORTING STATUS	RESPONSE
<b>Commercial Banks</b>			
FN-CB-230a.1	(1) Number of data breaches (2) Percentage involving personally identifiable information (PII) (3) Number of account holders affected		(1) We have not experienced any material losses or other material consequences relating to technology failure, cyber attacks, or other information or security breaches. (2) Not currently disclosed (3) Not currently disclosed
FN-CB-230a.2	Description of approach to identifying and addressing data security risks		2020 ESG Report, pp. 51-56: "Cybersecurity and Customer Privacy" section of this report
FN-CB-240a.1	(1) Number of loans outstanding qualified to programs designed to promote small business and community development (2) Amount of loans outstanding qualified to programs designed to promote small business and community development		2020 ESG Report, p. 30: "2020 Small Business Lending Highlights" and "Active Microfinance Loans in 2020" 2020 ESG Report, p. 32: "Reaching a Milestone: Five-Year Community Development Plan Completed One Year Ahead of Schedule" and "Community Development Loans & Investments" 2020 Form 10-K, p. 23: Overall CRA discussion (including Outstanding rating) Community Reinvestment Act Performance Evaluation: <a href="http://www.huntington-ir.com/main/public_disclosure.pdf">http://www.huntington-ir.com/main/public_disclosure.pdf</a> As of 12/31/20, Huntington's small and medium-sized enterprise loans outstanding were approximately \$5.4 billion.
FN-CB-240a.2	(1) Number and (2) Amount of past due and nonaccrual loans qualified to programs designed to promote small business and community development		(1) Not disclosed (2) Not disclosed
FN-CB-240a.3	Number of no-cost retail checking accounts provided to previously unbanked or underbanked customers		Not disclosed
FN-CB-240.4	Number of participants in financial literacy initiatives for unbanked, underbanked, or underserved customers		In 2019, Huntington community lenders facilitated 174 homebuyer education and financial literacy classes with 62 nonprofits, serving nearly 2,000 potential homeowners. Due to COVID-19 and changes in the program, comparable numbers are not available for 2020.

FN-CB-410a.1	Commercial and industrial credit exposure, by industry		<a href="#">2020 Form 10-K</a> , p 62: Table 8 – Loan and Lease Portfolio by Industry Type
FN-CB-410a.2	Description of approach to incorporation of environmental, social, and governance (ESG) factors in credit analysis		2020 ESG Report, pp. 89-90: “Our Approach to Lending”
FN-CB-510a.1	Total amount of monetary losses as a result of legal proceedings associated with fraud, insider trading, anti-trust, anti-competitive behavior, market manipulation, malpractice, or other related financial industry laws or regulations		<a href="#">2020 Form 10-K</a> , pp. 168-169: Footnote 23 “Commitments and Contingent Liabilities, Litigation and Regulatory Matters”
FN-CB-510a.2	Description of whistleblower policies and procedures		2020 ESG Report, p. 47: “Reporting and Addressing Critical Concerns”
FN-CB-550a.1	Global Systemically Important Bank (G-SIB) score, by category		Not relevant, Federal Reserve has deemed Huntington a Category IV bank (various Fed CCAR disclosures)
FN-CB-550a.2	Description of approach to incorporation of results of mandatory and voluntary stress tests into capital adequacy planning, long-term corporate strategy, and other business activities		<a href="#">2020 Form 10-K</a> , pp. 16-17: “Enhanced Prudential Standards” and “Capital Planning and Stress Testing”  <a href="#">Basel III Regulatory Capital Disclosures</a> , p. 6: “Capital Adequacy”

SASB CODE	ACTIVITY METRIC	REPORTING STATUS	RESPONSE
FN-CB-000.A	(1) Number and (2) Value of checking and savings accounts by segment: (a) personal and (b) small business		<p>(1a) 2,982,371 consumer checking accounts; 1,224,538 consumer savings accounts</p> <p>(1b) 317,618 business banking checking accounts; 24,085 business banking savings accounts</p> <p>(2a) \$15,809,018,071 consumer checking account average balance; \$10,334,899,732 consumer savings account average balance</p> <p>(2b) \$10,661,099,041 business banking checking account average balance; \$399,659,464 business banking savings account average balance</p>
FN-CB-000.B	(1) Number and (2) Value of loans by segment: (a) personal, (b) small business, and (c) corporate		<p>(1a) 1.2 million personal loans</p> <p>(1b) \$39 billion outstanding in personal loans</p> <p>(2a) 96,000 business loans</p> <p>(2b) \$10.9 billion in business loans</p> <p>(1c) 34,000 corporate loans</p> <p>(2c) \$31.7 billion in corporate loans</p>

SASB CODE	ACCOUNTING METRIC	REPORTING STATUS	RESPONSE
<b>Consumer Finance</b>			
Customer Privacy			
FN-CF-220a.1	Number of account holders whose information is used for secondary purposes		2020 ESG Report, p. 55: "Our Privacy Commitments"
FN-CF-220a.2	Total amount of monetary losses as a result of legal proceedings associated with customer privacy		2020 Form 10-K, pp. 168-169: Footnote 23 "Commitments and Contingent Liabilities, Litigation and Regulatory Matters"
Data Security			
FN-CF-230a.1	(1) Number of data breaches (2) Percentage involving personally identifiable information (PII) (3) Number of account holders affected		(1) We have not experienced any material losses or other material consequences relating to technology failure, cyber-attacks, or other information or security breaches. (2) Not currently disclosed (3) Not currently disclosed
FN-CF-230a.2	Card-related fraud losses from (1) Card-not-present fraud and (2) Card-present and other fraud		(1) 2020 ESG Report, pp. 51-56: "Cybersecurity and Customer Privacy" (2) N/A
FN-CF-230a.3	Description of approach to identifying and addressing data security risks		2020 ESG Report, pp. 51-56: "Cybersecurity and Customer Privacy"
Selling Practices			
FN-CF-270a.1	Percentage of total remuneration for covered employees that is variable and linked to the amount of products and services sold		2021 Proxy Statement, pp. 57, 60-61 and 79-80. Code of Business Conduct and Ethics and Recoupment/Clawback Policy: <a href="https://www.huntington.com/About-Us/corporate-governance">https://www.huntington.com/About-Us/corporate-governance</a>
FN-CF-270a.2	Approval rate for (1) Credit and (2) Pre-paid products for applicants with FICO scores above and below 660		Not currently disclosed
FN-CF-270a.3	(1) Average fees from add-on products, (2) Average APR, (3) Average age of accounts, (4) Average number of trade lines, and (5) Average annual fees for pre-paid products, for customers with FICO scores above and below 660		Not currently disclosed
FN-CF-270a.4	(1) Number of complaints filed with the Consumer Financial Protection Bureau (CFPB), (2) percentage with monetary or nonmonetary relief, (3) percentage disputed by consumer, (4) percentage that resulted in investigation by the CFPB		Not currently disclosed
FN-CF-270a.5	Total amount of monetary losses as a result of legal proceedings associated with selling and servicing of products		2020 Form 10-K, pp. 168-169: Footnote 23 "Commitments and Contingent Liabilities, Litigation and Regulatory Matters"

SASB CODE	ACTIVITY METRIC	REPORTING STATUS	RESPONSE
FN-CF-000.A	Number of unique consumers with an active (1) credit card account and (2) pre-paid debit card account		(1) 365,197 (2) N/A
FN-CF-000.B	Number of (1) credit card accounts and (2) pre-paid debit card accounts		(1) 383,184 (2) N/A

## REPORTING STATUS:












Fully reporting	
Partially reporting	
Not reporting	

## Task Force on Climate-related Financial Disclosures (TCFD) Index

This index references Huntington's disclosures in this report pertaining to the Task Force on Climate-related Financial Disclosures (TCFD) recommended disclosure pillars.

Certain information is not disclosed within the index below because that information (i) is not considered material or is

privileged or confidential; (ii) could cause a competitive disadvantage to our business if publicly disseminated; or (iii) is not currently collected in a manner wholly correlative with the related TCFD disclosure.

DISCLOSURE	REPORTING STATUS	RESPONSE
<b>Governance</b>		
Describe the Board's oversight of climate-related risks and opportunities.		p. 46: "Board and Leadership Commitment to ESG Priorities" p. 78: "Huntington's Governance Structure Drives Environmental Performance"
Describe management's role in assessing and managing risks and opportunities.		pp. 46-47: "Executive Leadership-Driven Environmental Governance" and "Elevating Our Approach to Environmental Governance" p. 78: "Huntington's Governance Structure Drives Environmental Performance"
<b>Strategy</b>		
Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term.		pp. 79-80: "Defining Our Climate Risks"
Describe the impact of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning.		pp. 79-80: "Defining Our Climate Risks"
Describe the resilience of the organization's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario.		pp. 79-80: "Defining Our Climate Risks"
<b>Risk Management</b>		
Describe the organization's processes for identifying and assessing climate-related risks.		pp. 80-82: "Risk Management"
Describe the organization's processes for managing climate-related risks.		pp. 80-82: "Risk Management"
Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization's overall risk management.		pp. 80-82: "Risk Management"
<b>Metrics and Targets</b>		
Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process.		p. 84: "2020 Energy Efficiency Performance" p. 84: "Greenhouse Gas Emissions Performance"
Disclose Scope 1, Scope 2, and, if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risks.		p. 84: "Greenhouse Gas Emissions Performance"
Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets.		p. 82: "Progress on Our Environmental Sustainability Strategy"

## › Additional Disclosures



The Huntington National Bank is an Equal Housing Lender and Member FDIC.



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VA loans require a VA certificate of eligibility. Huntington is not acting on behalf of, or at the direction of, the VA, FHA, the USDA, or the Federal Government.

### **Caution Regarding Forward-Looking Statements**

This communication contains certain forward-looking statements, including, but not limited to, certain plans, expectations, goals, projections, and statements, which are not historical facts and are subject to numerous assumptions, risks, and uncertainties. Statements that do not describe historical or current facts, including statements about beliefs and expectations, are forward-looking statements. Forward-looking statements may be identified by words such as expect, anticipate, believe, intend, estimate, plan, target, goal, or similar expressions, or future or conditional verbs such as will, may, might, should, would, could, or similar variations. The forward-looking statements are intended to be subject to the safe harbor provided by Section 27A of the Securities Act of 1933, Section 21E of the Securities Exchange Act of 1934, and the Private Securities Litigation Reform Act of 1995.

While there is no assurance that any list of risks and uncertainties or risk factors is complete, below are certain factors which could cause actual results to differ materially from those contained or implied in the forward-looking statements: changes in general economic, political, or industry conditions; the magnitude and duration of the COVID-19 pandemic and its impact on the global economy and financial market conditions and our business, results of operations, and financial condition; uncertainty in U.S. fiscal and monetary policy, including the interest rate policies of the Federal

Reserve Board; volatility and disruptions in global capital and credit markets; movements in interest rates; reform of LIBOR; competitive pressures on product pricing and services; success, impact, and timing of our business strategies, including market acceptance of any new products or services implementing our “Fair Play” banking philosophy; the nature, extent, timing, and results of governmental actions, examinations, reviews, reforms, regulations, and interpretations, including those related to the Dodd-Frank Wall Street Reform and Consumer Protection Act and the Basel III regulatory capital reforms, as well as those involving the OCC, Federal Reserve, FDIC, and CFPB; and other factors that may affect our future results. Additional factors that could cause results to differ materially from those described above can be found in our 2020 Annual Report on Form 10-K, as well as our subsequent Securities and Exchange Commission (“SEC”) filings, which are on file with the SEC and available in the “Investor Relations” section of our website, <http://www.huntington.com>, under the heading “Publications and Filings.”

All forward-looking statements speak only as of the date they are made and are based on information available at that time. We do not assume any obligation to update forward-looking statements to reflect circumstances or events that occur after the date the forward-looking statements were made or to reflect the occurrence of unanticipated events except as required by federal securities laws. As forward-looking statements involve significant risks and uncertainties, caution should be exercised against placing undue reliance on such statements.



> **Contact Huntington**

**INVESTOR RELATIONS**

[Huntington.Investor.Relations@huntington.com](mailto:Huntington.Investor.Relations@huntington.com)

**ENVIRONMENTAL, SOCIAL, AND GOVERNANCE OFFICE**

[Corporate.Responsibility@huntington.com](mailto:Corporate.Responsibility@huntington.com)

**MEDIA RELATIONS**

[Huntington.Communications@huntington.com](mailto:Huntington.Communications@huntington.com)

**CUSTOMER SERVICE**

1.800.480.BANK (2265)

[Huntington.com](http://Huntington.com)

