



# Community

STARTS HERE

**Fulton  
Bank**

2021 CORPORATE SOCIAL RESPONSIBILITY REPORT







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# From Our Leaders

Fulton Bank has always been a purpose-driven bank. Our 3,200 team members are focused on providing the best banking experience for our customers and strengthening the communities we serve. In recent years, we have developed a more formal and strategic approach to these activities, one that enables us to take pride in all that we have accomplished and also to identify opportunities to do even more. As part of this journey forward, we are proud to share our first formal Corporate Social Responsibility Report.

Over nearly a century and a half, Fulton Bank has understood the importance of resilience, of hope and of the power of community. This has been especially true in recent years, as our nation, and the world, adjusted to the ever-changing challenges of a pandemic. While we worked to adapt to new and unusual circumstances, we also took the opportunity to reflect on our approach, seeking to be even more personal and people-driven in everything we do.

We increased our understanding of what employees need and want to be successful, for we know that creating positive relationships with our customers begins with supporting and nurturing our team. We deepened our connections to customers by enhancing our ability to listen to each customer as an individual, understanding what's important to them and tailoring our products and services to meet unique needs.

We also are fulfilling our purpose to change lives for the better in the communities we serve. Through gifts of volunteer time and charitable dollars, and by finding new ways to reach out to previously underserved customers, we have created opportunities for more and more people to thrive.

In short, we continue to make banking personal, and to care about our team, our customers and the communities we serve. And through it all, we remain fully committed to being a leader and a partner in creating a healthy, vibrant and prosperous community.

We invite you to join us in celebrating all that has been done and focusing on the myriad opportunities that lie in the future.



**Curtis J. Myers**  
*Chairman & CEO, Fulton Bank  
President & COO, Fulton Financial Corporation*

**E. Philip Wenger**  
*Chairman & CEO, Fulton Financial Corporation*



# Our Core Values and Guiding Behaviors



## CHANGE

We innovate by **continuously learning and improving** with a spirit of curiosity.

We look for **new ways** to reach our goals.

We encourage each other to **share individual perspectives** on topics.

We strive for **continual learning**.

We quickly adapt to the **ever-changing environment** in the financial services industry and overall.



## COLLABORATION

We work **together**. We win **together**.

We create **trusting, respectful relationships**.

We challenge each other to be **the best**.

We work toward a **common goal**.



## CUSTOMER FOCUS

We care, listen, understand **and deliver**.

We understand and anticipate the **future needs** of our customers.

We consider the **impact** of decisions on customers.

We deliver an **exceptional, personal experience**.



## ETHICS AND INTEGRITY

We do **what is right**.

We demonstrate the **highest** professional and ethical standards.

We deliver on **commitments**.

We are **honest** with people.



## PERFORMANCE

We are driven to **outperform our competitors**. I own my results.

We **know and understand** our objectives.

We **live** our values while we **deliver** results.

We **provide** and **accept** feedback.

We do what needs to be done — **even when it is hard**.

We serve where others **don't**.



## ORGANIZATIONAL HEALTH

We bring positive energy **to all we do**.

We are purpose-driven and **passionate**.

We recognize and celebrate **effort and accomplishment**.

We support **one another**.



## We are Fulton Bank

For nearly 140 years, Fulton Bank has worked to provide the best banking experience to our customers and the best work environment for our team. Our company's focus on changing lives for the better – which is backed by our highly personalized, community-oriented style of banking – forms the foundation for everything we do.

Our team members – 3,200 talented individuals – serve as trusted advisors, collaborating with each other and with our customers to help everyone achieve greater financial literacy and financial success. Our company-wide emphasis on developing a positive and inclusive workplace culture has helped us to create an environment where everyone is welcome, is respected and feels that they belong.

Today, as part of Fulton Financial Corporation, a \$26 billion financial services holding company headquartered in Lancaster, Pennsylvania, Fulton Bank offers a broad array of financial products and services in Pennsylvania, New Jersey, Maryland, Delaware and Virginia. We also provide investment and wealth management services through Fulton Financial Advisors and Fulton Private Bank, and we offer residential mortgage services through Fulton Mortgage Company. We are proud that, in everything we do, we make banking personal, one relationship at a time.

And 140 years after our founding, our company continues to thrive, to support our customers and our team, and to give back to the communities we serve.

*As we grow, we hold fast to our community-oriented banking philosophy that puts people and community first.*

## Our Mission and Vision

In everything we do, we seek to change lives for the better. This begins with the relationships we build with our customers. Every day, our team strives to go beyond expectations, whether it's helping people get on the right financial track or providing businesses with the resources they need to grow.

As a proud community bank, we offer a broad array of financial services. More importantly, we listen to understand each customer's unique financial journey and goals to offer them the best personalized services to help them succeed.

We don't just serve communities; we are also a part of communities. Our Fulton Forward® initiative is how we help build and enrich the vibrant areas we serve. We work with outstanding individuals and partner organizations in our mission to create positive impacts because we win together when we work together.

*We think about banking by thinking about people.*

*Our goal is to help our customers and communities succeed, which means we:*

- **Put customers first**
- **Promote diversity, equity & inclusion**
- **Make a positive difference in people's lives**



# Our Health...Relies on the Health of Our Communities

 **\$11.7M**

in charitable contributions and donations via Fulton Bank and the Fulton Forward® Foundation\*



**Our employees:**

**22%** people of color  
**67%** women

**Making Strides in Diversity, Equity & Inclusion**

4,695 HomeReady® Mortgage Plus loans through Fulton Mortgage Company for low-to-moderate buyers **totaling \$830M since 2016**

**Rated Outstanding** for Community Reinvestment Act (CRA) lending

**\$2.7B+** in Paycheck Protection Program loans distributed

 **\$7.7M**

in closing cost assistance program grants disbursed from 2016 to 2021

 **\$3.6M**

in other down payment and closing cost assistance programs disbursed to 735 families\*

 **\$135M**

in Small Business Administration loans financed\*



**40,950** employee volunteer hours\*



Fulton Forward® Foundation awarded **\$857,667** in grants\*



**7,239** residential mortgage loans totaling **\$1.1B** from 2014 to 2021\*\*

\* reflects total aggregates from 2019 through 2021

\*\* reflects mortgages through our HomeBuyer Advantage Plus®, HomeReady Plus® and Fulton Bank Community Combo programs





*Community*



## *Building vibrant communities*

*We take pride in serving our communities. Fulton Bank first opened our doors in 1882, knowing our ability to be a strong and healthy organization would forever depend upon the strength of the communities in which we operate.*

*We are emotionally invested in the well-being of our customers and our community — that's how we make banking personal.*





## Strengthening Communities Together

### WORKFORCE DEVELOPMENT

#### *Cristo Rey Philadelphia High School — Philadelphia, Pennsylvania*

Cristo Rey's work-study program allows motivated and talented students from underprivileged communities the opportunity to gain a quality education and invaluable work experience in preparation for college. Team members from various Fulton divisions worked with students to provide them with hands-on work experience and other skills.

*All people deserve the resources and opportunities to thrive. We enthusiastically partner with organizations that share this belief.*



*WURD Radio President and CEO Sara Lomax-Reese (left), Philadelphia Councilwoman Chelle Parker (third) and Sharmain Matlock-Turner, Urban Affairs Coalition President and CEO (right), pose with Cristo Rey student Maty Dial (second).*


*Featherstone Foundation founder Lanaea Featherstone (left) poses with Dionne Waldron-McNeal, Fulton Bank Community Outreach Officer for the Baltimore area.*

#### **Featherstone Foundation — Baltimore**

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

Over the past four years, the Featherstone Foundation and Fulton Bank have collaborated on several initiatives to provide access to outreach opportunities to multilingual communities. As part of our Diversity Scholarship Program, the foundation matches Fulton Bank's \$1,500 scholarship.

 **5** program graduates hired by Fulton Bank

 **60** participants from 24 countries who speak 35 languages

 **\$9k - \$24k** more in wages and benefits than they earned before participating in these programs



## DIVERSITY, EQUITY AND INCLUSION

### **Hispanic Heritage Month — Richmond, Virginia**

This Hispanic Heritage Month celebration started as a simple luncheon, and today our relationships with partners such as La Milpa Mexican Restaurant and Southside Community Development and Housing Corporation have enabled us to provide outreach to more Hispanic populations than ever.

### **Women's Leadership Forum — Baltimore**

The WLF provides a transformative experience that elevates the power of women's voices in their communities through networking and collaboration in one safe space. We are proud to have committed \$15,000 in sponsorships over the last two years and to have participated in panel discussions and breakout sessions on women in business.

### **Race Against Racism — Lancaster, Pennsylvania**

The Fulton Forward® Foundation was the leading sponsor of the 2021 Race Against Racism. Employees and the Foundation contributed nearly \$24,000 and awareness to support racial and gender equality.

*"It's a great race with a tremendous cause, one that I strongly believe in."*

— Addison Pumphrey, Risk Management Analyst

*"I like the rainbow of strong, confident, capable, professional, informative, interesting speakers, moderators and women."*

**Women's Leadership Forum attendee**



Karyn Chambers, 12, and her brother Christopher, 11, were awarded \$300 for coming in second place in the WETATI-2021 IDEA Pitch Competition. This contest encourages youth entrepreneurship, and was sponsored by Fulton Bank.

## EDUCATIONAL EQUALITY

### **WETATI — College Park, Maryland**

Women Empowered To Achieve The Impossible & We're Empowered To Achieve The Impossible is a nonprofit organization that educates, trains and empowers low- to moderate-income students. We have partnered with the organization on several key educational initiatives, including the STEM-PRENEUR entrepreneurial education summit the past three years, and were presented with WETATI's Corporate Social Responsibility award in 2020.

 **4** courses available

 **10,000** students

 **650** certificates awarded

### **NC100BW — Philadelphia, Pennsylvania**

National Coalition of 100 Black Women members advocate on behalf of Black women and girls to promote leadership development and gender equity in the areas of health, education and economic empowerment. Fulton Bank has assisted NC100BW with providing scholarships to college students from diverse backgrounds.



SPOTLIGHT

# Volunteering

Volunteering is a key part of how we support our communities. Our team members are driven to give back and to help fully integrate Fulton in the communities where we operate. We do this because we want to make positive social impacts in our communities, which helps us all.



Fulton Bank employees give back to the communities we serve, such as volunteering at the Share Food Program, Philadelphia, in October 2021.

*“Fulton bankers live and work in the communities we serve, and our team members volunteer to share their time, talents and expertise by volunteering at hundreds of organizations, furthering our goal of changing lives for the better.”*

**Curt Myers,**  
**Chairman and CEO,**  
**Fulton Bank**

## HIGHLIGHTS OF RECENT VOLUNTEER EFFORTS

### Baltimore

Fulton team members volunteered with Baltimore City YouthWorks, HeartSmiles, Green Street Academy, Junior Achievement BizTown and the Johns Hopkins Summer Jobs program to provide financial literacy and workplace education to thousands of students.



**50** employers participated in Junior Achievement Inspire event hosted by JA BizTown

**2,000** eighth graders connected with during JA Inspire event

### Delaware

Team members in Delaware partnered with First State Community Action Agency (FSCAA) in Georgetown, Delaware, for its backpack drive.



**390** students filled their backpacks with school supplies donated by Fulton Bank and FSCAA

### Philadelphia

Volunteers provided three days of dedicated local support to Philabundance Community Kitchen in north Philadelphia to create traditional Afghani meals to assist in the city's refugee resettlement. Team members also volunteered for book drives across greater south-central New Jersey and Philadelphia.



**4,500** meals created  
**300** books donated

### Richmond

Volunteers have given their time to various organizations in the Richmond community, including Feed More, Caritas Works and Kiwanis, through meal preparation, book drives, financial literacy sessions and more.



**84** first-time homebuyer sessions delivered since 2017  
**300+** books donated since 2017



## Creating Opportunities for Businesses to Thrive

Businesses are the backbone of each local economy. When they're strong, we're strong. We work to empower tomorrow's business leaders to get started on the right path so they can achieve success and pay it forward.

### **Horizon House**

Fulton Bank provided Horizon House with the necessary financing and banking services to relocate its headquarters to a new community hub where its services were most needed while strengthening its commitment to the revitalization of Philadelphia. Horizon House is a nonprofit organization that serves more than 5,000 adults annually with psychiatric or developmental disabilities, drug and alcohol addictions, and/or homelessness issues. The new headquarters includes a center for quality child care, innovative senior health care and other community-focused services.

**Total financing provided: \$26 million**

### **Blind Industries and Services of Maryland Inc. (BISM)**

BISM is a not-for-profit organization that provides vocational training, employment, rehabilitation services and education to the blind and visually impaired. Fulton Bank participated in financing to facilitate improvements to six buildings in the areas served by BISM and to provide working capital.

**Total financing provided: \$17.4 million**

### **Canine Country Club of the Lake (CCC)**

Like almost all businesses, this company was impacted by COVID, even closing for a period. When the opportunity arose to partner with a veterinary practice to provide full pet-care services, CCC worked with Fulton Bank to finance the renovations needed to create a state-of-the-art facility.

**Total financing provided: \$545,000**

### **Philadelphia Metropolitan Opera House**

We secured \$28 million in financing for the Philly Met's renovation, which provided job creation, eliminated blight and spurred additional investments. We also made a qualifying equity investment of \$9 million in 2018.

**Total financing provided: \$56 million**

### **The Lewis**

We provided \$20 million in credit facilities for The Lewis (formerly Suitland Senior Apartments) in Suitland, Maryland, which helped create safe, decent and affordable housing for those ages 62 years and older.

**Total development costs: \$33.5 million**

### **HCSC Camden**

We partnered with others to secure an \$8 million qualifying equity investment for a new industrial laundry processing facility in Camden, New Jersey, creating 120 quality jobs in a distressed area.

**Total jobs created: 120**


### **Go Philly Fund**

We provided starter funds to help small businesses in and around Philadelphia prosper.

**Total equity commitment: \$2 million**

 **71**  
total full-time  
jobs created

 **137**  
total units created

 **98%**  
of new positions  
created are accessible  
to low-income  
populations



# Fulton Forward®



# Cultivating communities with Fulton Forward<sup>®</sup>

Begun in 2016 as an umbrella program for Fulton Bank's community service work, Fulton Forward<sup>®</sup> has evolved as a way to increase our impact on economic development in all communities, with a particular emphasis on fair and responsible banking.

These pillars form the backbone of our efforts to stimulate economic empowerment, break the cycle of generational poverty and revive underserved communities, forever changing people's lives for the better.

## FOUR PILLARS THAT MOVE FULTON FORWARD



### AFFORDABLE HOUSING AND HOMEOWNERSHIP

Helping people find and keep a safe, stable and affordable place to call their home



### JOB TRAINING AND WORKFORCE DEVELOPMENT

Helping people train for and find gainful employment to support themselves and their families



### FINANCIAL EDUCATION AND ECONOMIC EMPOWERMENT

Helping people manage their finances to reach their goals and change lives for the better



### DIVERSITY, EQUITY & INCLUSION

Helping individuals and groups feel respected, supported, valued and understood



## Creating a Lasting Foundation

In 2019, we created the Fulton Forward® Foundation, an independent, nonprofit 501(c)(3) organization funded by Fulton Bank, to provide financial impact gifts of \$20,000 or more to nonprofit partners that share the company's vision of advancing economic empowerment, particularly in underserved communities.

In April 2020, Fulton Bank made a special, one-time \$500,000 contribution to the Fulton Forward® Foundation to support COVID-19 response programs. The Foundation then awarded grants to 12 organizations in Pennsylvania, New Jersey, Delaware, Maryland and Virginia.

 **\$857,667** in grants from the Fulton Forward® Foundation donated to community and other partner organizations

## Approach to Community Stewardship

As Fulton Bank plans our investments in communities to help them prosper, we are especially interested in opportunities to partner with local groups who are already having an impact in uplifting their communities.

### *Maryland CASH*

The CASH (Creating Assets, Savings and Hope) Campaign of Maryland promotes economic advancement for low- to moderate-income individuals and families in Baltimore and across Maryland. It takes a holistic approach that includes direct service programs and advocacy initiatives to strengthen family economic stability. Among its many offerings is free Volunteer Income Tax Assistance to help low-income individuals and families file tax returns, avoid predatory fees and claim the earned income tax credit.

 **\$8,000** in giving (2019-20)





**St. Francis Neighborhood Center**

St. Francis is the oldest neighborhood center providing enrichment in the Reservoir Hill and Penn North communities in Baltimore. The organization is committed to ending generational poverty through education, inspiring self-esteem and self-improvement, and strengthening connections to the community.

Since 1963, through education, art, mentoring and tutoring, the neighborhood center has provided people with the tools to advance their lives financially and socially, while fostering positive interpersonal and community connections.


*St. Francis shares Fulton Bank's vision to address complex challenges in an effort to break the cycles of urban poverty.*

 **\$6,250**

sponsored to support programming

 **500+**

adults, youth and families served monthly

 **50+**

interns and youth workers educated since 2018

**Affordable Housing and Homeownership**

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

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

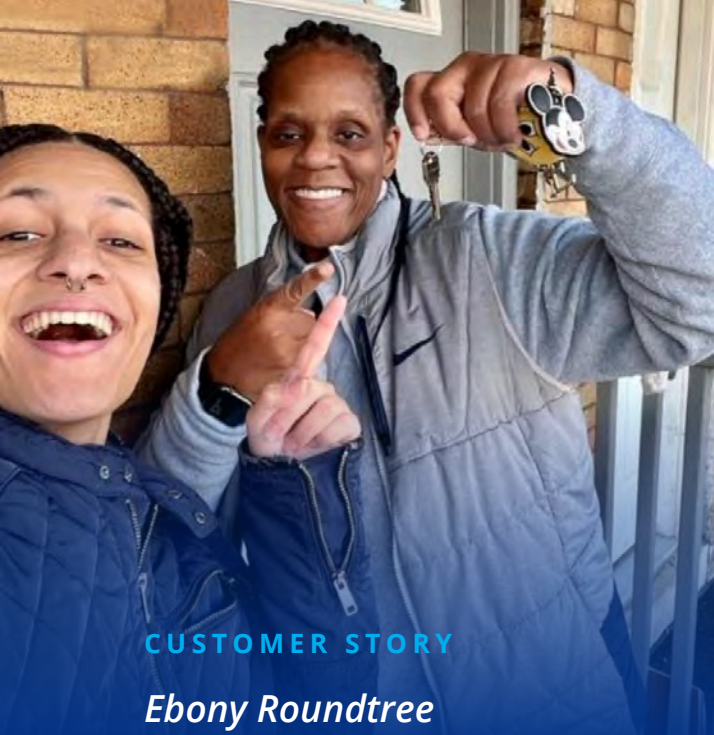
**Making the dream of owning a safe and affordable home a reality is another way that Fulton Forward® is making a difference.**

Fulton Mortgage Company was the first recipient of the AHCOPA (Affordable Housing Centers of Pennsylvania) Community Revitalization Award in 2019 and 2020 for our continued efforts to increase homeownership in low-to moderate-income communities. We originated the most Community Reinvestment Act mortgage loans those years in partnership with AHCOPA in the Philadelphia region.



*Fulton Bank is proud to help our partners expand affordable housing in our communities, including at the North Hills at Armstrong Renaissance redevelopment in Richmond, Virginia.*





**CUSTOMER STORY**

**Ebony Roundtree**

*"I would like to say thank you so much for all your help with the loan process. I really appreciate you. You always were in great communication with me. You quickly responded to emails and phone calls to keep me informed about any information that was needed. And, more importantly, you made me feel like I was important. This purchase has changed me and my kids' lives for the better. I feel like, if I wasn't here anymore, I know my kids will have something to call their own. With things just costing more and more, I will truly be able to rest in peace."*

**Homebuyer Advantage Plus**

This program is for first-time homebuyers.

**1,994** loans totaling **\$291M** since 2014

**HomeReady Mortgage Plus**

This program is for buyers who can't afford a large down payment or who face unique circumstances.

**4,695** loans totaling **\$830M** since 2016

**Fulton Bank Community Combo**

This flexible, affordable option helps those with a limited down payment or those facing unique circumstances and many other financial and family needs.

**275 first liens totaling \$47.5 million**  
**275 second liens totaling \$11.5 million**

**\$59M**  
 550 loans combined in 2021

**Closing Cost Assistance Program**

In partnership with Operation HOPE, this program can make homeownership more accessible. Eligible borrowers can receive up to \$2,500 toward their closing costs. The grant is divided into three parts, and applicants may qualify for one or all three, based upon the property location. For more information on our partnership with Operation HOPE, please check out Page 39.

**\$7.7M**  
 disbursed since 2016

**Commercial Community Development Lending**

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



**We invest in the construction of affordable housing that will be accessible to those who need it.** We also help finance economic development projects that will stabilize or revitalize low- to- moderate-income neighborhoods.



*Greta Harris, President and CEO of the Better Housing Coalition, speaks about the North Hills at Armstrong Renaissance. The Better Housing Coalition is leading sales of the homes at the redevelopment.*





Jose Vasquez takes plumbing courses at Tec Centro, a Lancaster, Pennsylvania-based workforce development center that provides bilingual education and vocational skills training to low-income individuals.

## Job Training and Workforce Development

Our expansion into new urban markets over the past year supported the mission of Fulton Forward® by helping to advance job training and workforce development.

With Fulton's new Financial Center in Philadelphia's Brewerytown — the first bank in that neighborhood in nearly 30 years — we opened our first Small Business Center, providing local small-business owners with technology and meeting space to conduct business and, in partnership with Operation HOPE, offering small-business coaching.

Our first small-business boot camp was completed in 2019, with many of the participants developing and presenting business plans for ventures ranging from home health care to interior design.

### *Tec Centro*

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

*In 2019, the Fulton Forward® Foundation provided a \$250,000 impact grant (\$50,000 per year over five years) to help fund general operations and students' educational expenses.*

The program's impact in 2019-20 alone is clear:

**1,270+** individuals served

**160** enrolled in skills training

**174** job placements

**529** served in job search

**171** participated in adult education

**88%** of attendees increased their income by 40%

**70%** job placement success rate after training



**Work with CDFIs**

To increase access to capital for minority-owned businesses in the Greater Philadelphia region and offer technical support and capacity for local Community Development Financial Institutions (CDFIs), Fulton co-chaired the founding of the Greater Philadelphia Financial Leadership Coalition, which is made up of more than 30 financial services companies in the region. Fulton has committed over \$200,000 in philanthropy to the initiative, along with incremental debt to the emerging CDFIs who have the greatest need for more support.

CDFIs are financial institutions with community development as their primary mission. They have a variety of structures and development lending goals, and they are all market-driven, locally controlled, private-sector organizations.

It's projected that up to 40 financial institutions could ultimately join in funding 11 Philadelphia CDFIs. The local CDFIs, the city of Philadelphia, the Urban Affairs Coalition and the Federal Reserve Bank of Philadelphia also are partnering on the program to ensure the CDFIs have the resources to support businesses receiving the funds.

The \$100 million fund is to be used as a mix of debt and equity, with 80% being debt that CDFIs will use to fund minority-owned businesses.

*“Banks give money to CDFIs all the time. What makes this different is that we are focused on Black- and Brown-owned businesses and we’re doing it together.”*

**Susan Lonergan,  
Director, Middle Market  
and Specialized Commercial  
Lending, Fulton Bank**




*A Fulton Bank volunteer talks with a child during Fulton Bank Community Financial Literacy Day at Baltimore Zoo in November 2021.*

**Financial Education and Economic Empowerment**

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

For the past two years, we have partnered with community stakeholders to provide after-school financial literacy sessions to students in the Richmond, Virginia, area.

 **120+** high school students received additional information about identity fraud, college financing, credit and credit scoring



## FINANCIAL LITERACY

### **Belair-Edison**

We provided the American Bankers Association Teach Children to Save curriculum to 700 students in grades 2 through 8 at the neighborhood school operated by Afya Baltimore Inc. We've also provided financial literacy training to 45 parents in the district, where 100% of students are from low-income families.

### **Philadelphia Office of Homeless Services**

We partnered with this office of Philadelphia city government to provide two "train-the-trainer" workshops to 34 members of the case management staff who work with homeless populations in the city. The financial education helped case managers better serve their target audience by encouraging regular savings, one-on-one coaching and support.



*Fulton Bank provided the American Banking Association's Teach Children to Save curriculum to students at Belair-Edison School in Baltimore in person in 2018 and 2019, and virtually last year.*

*Dionne Waldron-McNeal, Fulton Bank Community Outreach Officer, poses with a Youth Advocate Programs Inc., Baltimore, student-mentor and student.*

### **Youth Advocate Programs Inc.**

Youth Advocate Programs Inc. (YAP) is a social justice nonprofit providing community-based alternatives to youth incarceration, congregate care placements and neighborhood violence. We partner with YAPWORX in Baltimore city to provide financial education to youths ages 14-18 who are displaced from school and home. We also hosted three virtual reality fairs on how to budget for students from multiple states in the YAP footprint.

 **60+** youths educated through YAPWORX





Fulton Financial Corporation team members offer the To Your Credit training program at Harrisburg Area Community College's Lancaster campus.

## FINANCIAL LITERACY COURSES AND EVENTS

### **International Christian High School Financial Literacy Day — Philadelphia, Pennsylvania**

Seven Fulton volunteers instructed 100 students on budgeting, banking and credit at various high schools for underserved and international youth of Philadelphia and surrounding areas.

### **Harrisburg Area Community College — Lancaster Campus, Pennsylvania**

Since 2017, we've partnered with this low-cost community college to provide the "To Your Credit" training program to a large majority of incoming freshmen at the Lancaster campus. More than 800 low-to-moderate income students have completed the course since its inception.

### **Greenwood Elementary School — Henrico County, Virginia**

This school is divided into "house" names, and we sponsor House Taji. In one of the activities we used the ABA Teach Children to Save modules to educate 75 students, and we spoke to 100 fourth graders about the banking industry on career day.

 **175**  
students educated  
on financial literacy  
and banking careers

# Operation HOPE

## **Small-Business Development Story**

Monique wanted to start her own physical therapy business in Baltimore. She enrolled in Operation HOPE's Entrepreneurship Training Program and received one-on-one small-business technical assistance coaching from Tracy Evans. Over the course of eight weeks — and while working full-time and part-time jobs — Monique dedicated her time to writing her business plan and achieving her dream.

***"When I started, I had a new business idea with no formal plan. I now have a business plan and completed a business presentation."* — Monique**

 **90** Entrepreneurship  
Training Program  
graduates

## **Homeownership**

Dolman and his wife wanted to buy a home but didn't understand the process. With the help of their financial well-being coach, Shirley Abreu, who translated on the couple's behalf, they were able to complete the application. The couple now own the Manville, New Jersey, home they formerly rented.

***"I am really grateful for all the help and dedication of Ms. Abreu. She has taken the time to make sure all paperwork has been updated to submit to the loan officer. She has always been there for us!"* — Dolman**

## **A Strong Partnership**

We are proud to have executives who have served or are currently serving on Operation HOPE boards. Fulton Financial Corporation CEO Phil Wenger served on the organization's global Board of Directors, and our Fulton Bank CEO, Curt Myers, currently serves on Operation HOPE's Northeastern board.

## FINANCIAL EDUCATION STORY

*"My client came to HOPE for credit counseling and was seeking counseling to improve her credit score to purchase a home. She was enrolled in the credit and money management program. In the first couple of months, progress was consistent as she began reducing her debts and paying off accounts.*

*"However, along the way, her daughter totaled her car, which created a need to purchase a new one. She had concerns regarding the impact on her credit score. Due to some unforeseen circumstances in 2020, she unfortunately lost her home.*

*"As a result, my client and I met and began resolving the issues with her credit. She has paid off several accounts and opened a new credit card. My client is in the credit counseling process and has increased her credit score by 87 points from 657 to 744! She recently signed a contract to purchase a new home and closed in February, 2021."*

**HOPE Financial Coach  
HOPE Inside — Credit and Money  
Management Client**



SPOTLIGHT

# Operation HOPE

We believe every person deserves access to economic opportunities that help change their life for the better. Helping us to achieve this mission is Operation HOPE, a nonprofit working to disrupt poverty and empower inclusion for low- and moderate-income youth and adults.



*“Fulton Bank understands that financial literacy and empowerment can help people rise above their circumstances and prosper. I am immensely grateful for Fulton’s leadership and partnership on these important issues.”*

**John Hope Bryant,**  
Founder, Chairman, CEO,  
Operation HOPE Inc.

Operation HOPE is a global financial dignity and economic empowerment nonprofit organization. The partnership, established in late 2016, provides free credit and money management counseling, First Time Homebuyers seminars, and funding assistance to underserved individuals and communities to promote and increase homeownership. The partnership also provides free small-business coaching and consultation in hopes of increasing minority small-business ownership.

FOOTPRINT

**7 Financial Wellness Coaches**  
stationed in Fulton Bank  
Financial Centers / Mortgage  
Loan Production Offices

**Homeownership Coaches**  
Reading, PA  
Philadelphia, PA  
Camden, NJ  
Manville, NJ  
Baltimore, MD

**Small-Business Coaches**  
Philadelphia, PA  
Baltimore, MD





OPERATION HOPE

Clients

 **89%**  
of low-to-moderate income clients served\*

 **+23**  
average FICO score increase\*

 **\$40,329**  
average household income for clients\*

 **804**  
average active counseling portfolio\*

Small-Business Cohorts

 **203**  
technical assistance enrollments\*\*

 **362**  
small business services provided\*\*

Unique count of all clients enrolled in counseling. \* reflects averages from 2019 through 2021 \*\* reflects totals from 2020 to 2021





## Helping customers bank wisely

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



**390,000**

customer care calls made by our Financial Centers from April 2020 through June 2020, resulting in contact with **95% of our customer base**



Ashley Williams, Fulton Bank Sales Service Specialist, assists a customer at our Stony Point Financial Center in Richmond, Virginia.



## CUSTOMER STORY

### Richard's New Home

*Richard, a customer since 2019, wanted to buy a new home, and our Homebuyer Advantage Program helped him to become prequalified. Although that property fell through, Richard was able to find another property, but it had credit and income requirements.*

*After a full year paying on his accounts and saving money, Richard was able to become a homeowner late last year.*

### Banking Made Simple and Easy

Banking is personal. Fulton Bank understands that each customer has unique financial needs and goals, so we seek to meet these through every interaction, whether customers choose to bank online, over the phone, at an ATM or visit us at a Financial Center. We work to provide them with a seamless experience. This helps us build the lasting relationships that form the backbone of our company.

*It all begins with the relationships we build with our customers. We work to go beyond expectations and help change lives for the better — every day.*

### PROTECTING CUSTOMERS AND EMPLOYEES DURING COVID

Our primary goal throughout the COVID-19 pandemic has been to keep our employees and our customers safe while continuing to deliver quality services and resources they need during these challenging and unprecedented times.

#### Steps we have taken to protect customers and team members:

- Implemented plexiglass barriers and social distancing markers at all Financial Centers
- Increased our use of virtual interactions via webcam
- Expanded digital forms and disclosure usage
- Adopted online and mobile appointment and lobby concierge services
- Provided assistance via various channels based on customer demand
- Enabled new account openings, loan closings and maintenance events via drive-up settlements
- Provided paid pandemic leave to help team members quarantine, care for children and recover from illness
- Offered paid time off for employees to obtain vaccinations



Fulton Bank team members, such as Jordan Walker, Sales Service Specialist in Richmond, Virginia, take precautions to keep customers and other team members safe during the COVID-19 pandemic.



## BETTER BANKING, TOGETHER

When customers come to a Fulton Financial Center, they deserve the best experience. We work to deliver an outstanding customer experience and the in-person resources they need to become financially empowered. Through this, we have been able to deepen relationships and build higher levels of trust with our customers.

### Trusted Advisor

The Trusted Advisor Program was created to enhance customer relationships through value-added conversations. This program puts the customer at the center by listening to them and asking questions to gather a full view of their needs to achieve more positive outcomes and solutions.

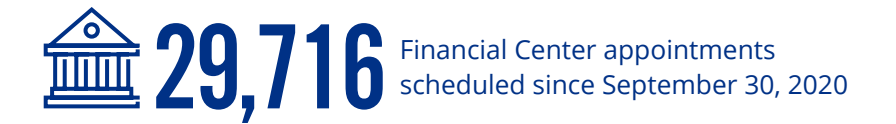


*Based on experiences with a banker in the Financial Center, our customers consistently share their delight with Net Promoter Scores over 80.*



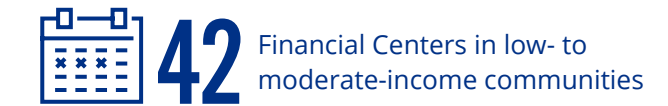
### Appointment Banking

COVID-19 has accelerated the pace at which customers wanted to make individual appointments at Financial Centers. The partnership between outside vendors and Fulton teammates resulted in a scheduling technology solution being implemented within 90 days.



### New Financial Centers

By focusing on Financial Centers in areas with higher low- to moderate-income populations, we've been able to expand our outreach to help more customers satisfy their financial needs and change their lives for the better.





### Opening the Door to Homeownership

While buying a home for the first time is exciting and a significant milestone, we understand the financial and emotional commitment that comes with it.

**\$1.1B** in first-time homebuyer and income-based mortgage loans funded since 2014, helping **7,239 families achieve homeownership**

### Closing Cost Assistance Program

Fulton Bank partners with many local, state and federal programs to provide down payment and closing cost assistance to a broader spectrum of customers. One example is Fulton's participation in the Federal Home Loan Bank's First Front Door program. Fulton is one of the largest participants in the program.

 **735** families have participated in the program since 2019, with **\$3.6 million disbursed**

### Mortgage Products

Fulton has introduced several mortgage products and programs that help low- to moderate-income individuals and families buy their first homes.

**\$291M**  
in Homebuyer Advantage Plus®  
loans funded since 2014

**\$830M**  
in HomeReady Mortgage Plus®  
loans funded since 2016

**\$59M**  
in Fulton Bank Community  
Combo loans funded

*At Fulton, we work with prospective homebuyers throughout the entire process so they feel confident and are able to thrive in their first homes and create memories with their loved ones.*

### AFFORDABLE HOUSING

- Since 1986, the **Women's Community Revitalization Project** has focused on building affordable housing throughout the city of Philadelphia for the ultra-low-income community, which primarily consists of women-of-color head of households with children. Our mortgage company closed preferred lender mortgages for Mamie Nichols Townhomes, an affordable housing development in north Philadelphia.
- In 2020, the **Philadelphia Housing Authority** joined forces with **Mosaic Development Partners, SHIFT Capital**, and Fulton Bank, leading to the development of a 34,000-square-foot mixed-use location with 98 mixed-income rental units (including units for low-income residents) and 45,000 square feet of retail space, including Grocery Outlet, a discount supermarket chain, urgent care facility, restaurant and other retail units, in Philadelphia's Sharswood neighborhood.
- We partnered with the **Maggie Walker Community Land Trust** and the **Piedmont Community Land Trust** to finance 15 homes to provide affordable housing in the Richmond, Virginia area.

*Fulton partners with many organizations across our service area to increase the availability of affordable housing for low- to moderate-income individuals and families.*

*We are a top lender with many community organizations, and we are proud to help with these investments in our communities.*





When small businesses thrive, our communities thrive.

**Empowering Small Businesses**

Small businesses are not only the backbone of the American economy but also a barometer of a community's economic health. We work hard to understand each of our small-business customers so we can tailor our products and services to address their unique needs. To that end, we made significant investments in 2021 to our small-business technologies, including a new online platform and mobile app, as well as account opening and bill pay solutions.

\$\$\$ **16,000+**

customers moved over to our new small-business technology solutions

**Small Business Administration (SBA) Paycheck Protection Program (PPP)**

Fulton provided support to small businesses through the PPP, which was enacted by federal legislation to help small businesses and their employees survive the economic effects of the pandemic. We helped businesses with loan deferrals and processing their loan requests. Additionally, we provided virtual workshops to help small-business owners understand the program.

**\$2.7B**  
in PPP loans funded

**300+**  
business owners participated in virtual "What is PPP?" workshops

**COVID/Pandemic Fee Relief Program**

We provided consumers and small businesses impacted by the COVID-19 pandemic with a program to support fee waivers and payment relief.

**2,670**  
loan deferral requests in 2020-21

**5,299**  
fee waivers and payment relief requests for consumer and small business customers in 2021





## SMALL BUSINESS ADMINISTRATION

Through specialized government programs, we have connected future entrepreneurs with funding so they can start or buy their own businesses.

*These programs enable us to help others who previously could not be helped.*

We have helped with the financing of small and large SBA loans that have helped women, veterans and underserved people and communities. These programs help foster solid relationships and have allowed us to help our communities.

### *For example, we:*

- Loaned **more than \$1 million** in 2019 for the purchase of a bar/concert venue. The owner was the venue manager and, after purchasing the business from her former boss, she was able to retain staff.
- Provided small loans to a woman-owned business that makes high-end notebooks. These loans allowed the business owner to buy a piece of equipment necessary to **increase her production margins**.
- Enabled the purchase of a Richmond retail gift and wellness store. The entrepreneur found the store for sale during the COVID-19 pandemic. This loan allowed her to create her own future and **seize new and exciting opportunities in her life**.
- Financed Charm City Medical Center, a comprehensive urban outpatient medical office center, in Baltimore. CCMC received **\$4.3 million** for construction in 2020 and will serve communities with integrated primary care, behavioral health, substance abuse treatment and community health.
- **Diversified our portfolio** to provide banking for other industries such as child care and select hospitality venues.
- Funded **\$45.21 million** in SBA loan originations in 2021.

### **Small-Business Development Officers**

To better assist small-business owners, we created a role for small-business development officers in targeted communities. These talented professionals work to connect small-business owners with the resources they need to successfully run their businesses. This program is currently active in the Lehigh Valley, Philadelphia, Richmond and Baltimore markets, with future expansion slated in other communities.

**\$1M+**

in 16 new small-business loans booked

**460**

small-business owners' activities logged by SBDO team

### **Workplace Banking**

This value-added benefit is offered to our business customers to help their employees make informed decisions about personal finances. We help business customer employees bank wisely by evaluating their financial wellness and developing a plan based on their specific needs and goals.



*Small-business banking customer Monica Chavez Arteaga talks with Andrew Price, Mortgage Sales Manager at Fulton Mortgage Company, Richmond, Virginia.*



## SUPPORTING COMMERCIAL CUSTOMERS

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

### **Commercial Assistance Program**

In early 2020, our commercial banking team developed a new program that responded to the needs of commercial customers in the face of mandated, pandemic-related lockdowns and disruptions. This program offered commercial customers digital options, at no charge, for a period of 90-plus days so those businesses could remain operational while complying and keeping people safe.



# 283

commercial customers participated



# 70%

of customers were satisfied or extremely satisfied with the program



# < 30

days from concept to deployment

### **FINSYNC Payroll Partnership**

Our partnership with FINSYNC to deliver payroll services to business and commercial customers began in July 2021. The program provides access to payroll expertise and solutions at a cost that is highly competitive and fits almost every budget. This enables business owners to focus on the day-to-day operations of their companies.

### **Product Bundles**

We introduced product bundles for small-business and commercial customers, enabling appropriate online banking placement and the provision of value-added services across multiple segments.

### **Specialized Lending**

We currently support the communities we serve through our Specialized Banking offering, which includes agricultural businesses, automotive dealerships, retirement communities and commercial real estate. To further service the businesses in our communities, we recently expanded our specialized offerings to life sciences and health care companies — doctors, dentists and veterinarians — and will be launching a Government Services vertical in 2022.





CHANGING LIVES FOR THE BETTER

# Economic Empowerment

*With every product and every service, we're seeking to change lives for the better. And we know that better lives begin with economic empowerment.*



*LaToya Christian, Vice President, Central Virginia Market Manager, (left) advises small-business banking customers Martin Gonzalez and Monica Chavez Arteaga at our Stony Point — Richmond, Virginia — Financial Center in December 2021.*

Many in underserved and underbanked communities have never been taught financial education. We seek to change that by helping them to achieve economic empowerment by becoming financially literate. In every community we serve, we seek to advance financial inclusion so that everyone is able to thrive and achieve their personal financial goals, online and in person.

## PARTNERSHIPS INCLUDE:



City of Lancaster, Pennsylvania



City of Newark, Delaware



Virginia Health Services



## DIGITAL AND INNOVATION

The ability to gauge our financial health at any given time is an emotional one. No matter where our customers choose to engage with us, Fulton Bank is there to help them achieve their financial goals with highly secure digital innovations.

### **Cybersecurity Investments**

We prioritize investment in cybersecurity-related technology to protect the privacy and confidentiality of all customer data. Our cybersecurity professionals use innovative technology to detect, prevent and mitigate cybersecurity threats.

### **Enabling the Business**

Fulton is focused on both effectively managing cyber risk and business enablement and safely meeting the needs of our customers. We have collaboratively streamlined our internal risk management processes for speed and agility without compromising security.

### **Ongoing Awareness and Education**

Our team members are well trained on how to protect confidential customer information through ongoing cybersecurity education and awareness efforts. This has mitigated risk by promoting and encouraging good cybersecurity hygiene practices.

### **Privacy and Consumer Choice**

In order to ensure the privacy and security of customer financial information, Fulton Bank strictly adheres to the privacy provisions as laid out in the Gramm-Leach-Bliley Act and Regulation P, also collectively referred to as the "Privacy Rule," as well as sections 603 and 624 of the Fair Credit Reporting Act, which are referred to as the "Affiliate Sharing Rules." Where applicable, we also comply with state privacy laws and provisions.

Our goal at Fulton Bank when providing services and products to consumers is twofold: 1) to earn their trust and confidence that not only will their financial well-being be at the forefront of everything we do, but that the sensitive information they share with us remains secure; and 2) to enable our customers to choose how their sensitive data is used when opting to use our products and services.

*Our team works  
to protect all data  
while improving  
customers'  
digital banking  
experiences.*



# Financial Centers



# Fulton Financial Centers

Across five states, Fulton operates 202 Financial Centers, which serve as hubs of activity where residents and businesses can do their banking, access helpful information and connect with knowledgeable and trusted advisors who can help them achieve financial success.



**202**

Financial Centers  
across five states

As part of our Fulton Forward® initiative to increase our impact on local economic development, we look for areas that have traditionally been underserved by the banking and financial services industry.





## Philadelphia Financial Centers

We opened three Financial Centers in 2019, with our newest in Brewerytown, which had been without a banking presence since 1984. This location contains Fulton's first Small Business Center, where we offer small-business owners and entrepreneurs access to technology and meeting space. In partnership with Operation HOPE, we also deliver financial literacy training, a small-business boot camp and other no-cost financial workshops.

We plan to open two more centers in south Philadelphia in February 2022 and University City in 2023.

- The Brewerytown Financial Center was designated as a **Small Business Center of Excellence**
- All three Financial Centers have **positive net income** through June 30, 2021
- We funded 32 small-business and commercial SBA PPP loans for approximately **\$11 million** through the Brewerytown office

**2,911** consumer households served through July 31, 2021

**693** small-business households served through July 31, 2021



The 2019 grand opening of our Brewerytown Financial Center in Philadelphia marked the first bank for the neighborhood in nearly 30 years, and saw many members of the community come together.

Universal Banker LaToya Watson, Financial Center Manager Philip Allen, and Financial Center Supervisor Sheryl Phelps pose at the grand opening of the Federal Hill, Baltimore, Financial Center in November 2021.

## Baltimore Financial Centers

Since 2019 we have opened three Financial Centers in Baltimore, and we plan to open another in February 2022.

The first opened on North Wolfe Street in 2019, followed by another center at Yard 56 in 2020 and our third office, in Federal Hill, in 2021. We plan to open our Northwood Commons center in February 2022. Much like in Philadelphia, residents of these Baltimore neighborhoods had limited banking options — a factor that hindered their ability to make informed financial choices and limited job and economic growth opportunities. We're excited to invest in the residents and businesses of Baltimore and explore new volunteer opportunities for our local employees.

*“When we’re dancing with the angels, the benefits of this bank will be felt by generations yet unborn.”*

*The late Rep. Elijah Cummings, Maryland congressman, at the opening of Fulton's North Wolfe Street in 2019*





## Standing With Agricultural Communities

We remain committed to our hardworking agricultural communities, which have been our bedrock since Fulton Bank's founding in 1882. Fulton's Ag Lending Group has seasoned experts in farming and agribusiness financing. They understand the unique business needs of this segment, with some of our own employees having personal farming experience.

Not only do we offer financial flexibility and a keen understanding of seasonal, weather and market volatility issues, but we also bring the convenience of local decision-making and processing. We're truly farming's next-door neighbor.

*"The best feeling in the world is helping a young, beginning farmer become established, and then five to six years later see that they're doing really well, they're successful and their family is prospering. That's been the most rewarding part of my career."*

**Michael Firestine, Senior Vice President, Fulton Bank**





## Building the Backbone of Company Success

Our values define us, and our culture inspires us to change lives for the better. Our employees are the heart and soul of our company, and every success we experience begins with them. We hire team members who raise the bar, who are collaborative and inclusive, who build relationships, and who are looking for a long-term career with Fulton.

 **~3,200** employees across our five-state footprint

We strive to promote a culture of work-life balance, to unplug and recharge, and to be your best self, at work and at home.

Jordan Walker, a Fulton Bank Sales Service Specialist, works in our Stony Point, Richmond, Virginia, Financial Center.





## Our Culture Is Woven Into All We Do

For us, banking is as much about relationships and community as it is about dollars and cents. Our employees are inspired to lift up our communities, and we make sure they have the support, resources and training to make it happen.

### **Generating Feedback**

As a purpose-driven company that is intent on changing lives for the better, we know how important it is to listen. Our employees have multiple ways to share their thoughts, whether in person, through surveys or anonymously.

We request feedback from participants in learning and development courses, host new hire roundtables and new leader leadership panels, ask lots of questions in stay interviews, conduct listening tours on matters of importance to employees and operate a Whistleblower Hotline.

We also review all exit, engagement and new hire surveys, data and comments to ensure employees feel they're respected in a safe, supportive environment.

### **Employee Experience Council**

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

#### **Based on employee input, the council:**

- Introduced a digital workplace strategy
- Expanded parking and walking trails
- Created a corporation-wide recycling plan to be rolled out in 2022

*In 2016, Fulton Bank initiated an annual engagement survey of all employees. In the survey's second year, we received the **Employee Voice Award** for most improved engagement from survey vendor Quantum Workplace.*



*Fulton Bank team members Karen Frye, Central Virginia (CVA) Commercial Market Executive, Senior Vice President (left) and Linda Melton, Community Outreach Officer CVA (right), stand with Dennis Winston, a world-renowned artist and instructor at the Virginia Museum of Fine Arts and the Visual Arts Center of Richmond, during the Black History Month event at Richmond Public Schools in February 2019.*

## DIVERSITY, EQUITY & INCLUSION COMMITMENTS

A healthy community bank needs a healthy and prosperous community. That means putting customers at the core of how we think; promoting diversity, equity and inclusion (DE&I); and using that powerful combination to change lives for the better.

Our commitment to question and consider all we do today has propelled us on our DE&I mission, including delivering an Allyship Leadership Development Program for leaders and supporting senior leaders as they conducted Listening Tours on these important topics.

### **Equitable Hiring Practices**

We are transparent with the salary range during the interview process. Salary offers are based on a candidate's qualifications, competitive benchmark information and internal pay equity, not on previous pay history.

### **Equitable Pay Review**

We comply with applicable federal, state and local equal pay laws and continue to refine our recruiting, hiring, pay and performance review policies and processes to ensure that employees are paid fairly and equitably based on qualifications, job duties and performance.

### **Allyship Leadership Development Program**

This development program for our leaders is designed to deepen their understanding of how unconscious biases affect every person and create barriers to DE&I. It increases our leaders' commitments to cultural competency and builds dialogue skills that bolster inclusive leadership and allyship. We are dedicated to continuing to deliver the program and are constantly looking for expansion opportunities.



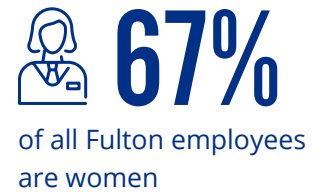
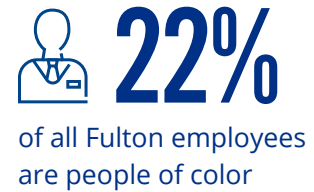
**Looking Inside to Improve DE&I**

To better understand our opportunities, we first needed to measure the current state of commitments to have a baseline. We contracted with SAGE, a Durham, North Carolina-based, woman- and minority-owned leadership and consulting firm with 100-plus years of DE&I experience.

The monthslong effort included interviews with top Fulton managers and executives, multiple surveys and focus groups with diverse participants. Our data collection was designed to explore the diverse experiences and perspectives of current Fulton employees from hiring to departure.

We found our employees strongly supported our DE&I commitments in our culture, application and interview process, relationships with managers and colleagues, and overall company efforts.

*We also learned that we have opportunities to develop more DE&I support across the company, strengthen mentorships and pathways to advancement, and close the gap in divergent employee experiences.*



**A DEEP WELL OF KNOWLEDGE FOR EMPLOYEES**

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

**Center for Learning & Talent Development**

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

**Develop U**

As we seek innovative ways to foster prosperity, we empower all employees to own their professional development through Develop U, an internal employee learning portal launched in 2021. The portal allows employees to nurture skills and knowledge critical to their current and future roles, enabling us to be agents of positive change. The portal offers access to our online learning library, formal training program, internal resource centers and tuition reimbursement program.

*“There are so many different ways to learn a new skill today. Fulton gives us so many choices to stay on top of our profession.”*

**Testimonial from Fulton Bank team member**



### Blended Learning

On trend with our continuous learning culture, we have developed a blended learning environment including self-paced, on-demand tools and instructor-led content. This allows for learning in the flow of everyday work activities, which enhances customer interactions and relationships. The model also fosters learner collaboration so that learning can continue before and after an activity.

Our online learning library courses cover everything from product knowledge to leadership development, and content is available on demand. Because everyone learns differently, we provide several learning formats, including job aides, demonstrations, podcasts and webinars, to make learning relevant and easy.

We send a quarterly newsletter to all employees to provide quick learning content, relevant resources and features on how employees are fostering a culture of learning in their departments.

*"I always look to grow and learn at my job.  
These courses help me do that."  
Testimonial from Fulton Bank team member*

 **\$1.1M**

spent on formal education for employee professional development

 **\$296,582**

tuition reimbursed

 **142,118**

online course completions

### Leadership Development

We have invested in a strong coaching culture at all levels of leadership. Especially important to serving our customers in today's rapidly evolving digital world, we encourage agility in our leaders, poised to support their teams through change and engage effectively with our community. Knowing that leaders are made, not born, we've developed a variety of resources to support their career growth.

#### New Leader Onboarding

The Fulton New Leader Roadmap is an 18-month journey that guides newly hired or promoted leaders through the development expectations of their leadership role. It includes introductions of our core leadership tools and resources, virtual leadership panel and key leadership programs.

Leaders' Toolbox, our online leadership resource center, offers toolkits, books, articles, webinars and newsletters. Toolkit topics include coaching, change leadership, DE&I leadership, leading remotely, performance management and sales management.

 **2,221** times the Leaders' Toolbox was accessed





**COACH**

Our entire leadership development curriculum is aligned with our COACH model (Context, Open Dialogue, Agreement, Commitment, High Note). In addition to our leadership development webinar series, DE&I Leadership Allyship training and the Fulton Experience, our programs include coaching and feedback, empowering performance, acquiring top talent and a coaching-to-lead series. We have many targeted offerings, from leading remotely to developing teams aligned to our goals.

*We earned the MEECO Gold designation: Measuring Employment Sciences™, Executive Coaching and Culture in Organizations, which indicates we have achieved best-in-class levels.*

**95%** of employees agreed they received coaching

**77%** of participants found the program favorable and effective

**68%** of leaders completed the allyship course

**65%** of leaders completed the coaching and feedback course

**56%** of leaders completed the acquiring top talent course

**Enterprise Mentoring Program Pilot**

We offer a professional development cross-departmental mentoring program that provides the foundation for collaborative mentoring relationships based on mutual sharing and learning. Every participant is partnered with a knowledgeable mentor and connected with a group of colleagues in a nine-month program that includes one-on-one meetings and peer group learning sessions.

*Graduates foster continuous learning and growth mindsets, leading to more mentorship opportunities.*

 **76**

participants in 2020-21 Mentoring Program Pilot

 **13%**

of participants were people of color

**48** **31** **17**  
Leaders Mentors Mentees



## Empowering Tomorrow's Leaders

Fulton Bank is built on the character of its people and is deeply committed to nurturing a talent pipeline to support future growth and support individuals who are committed to professional development and improving their community. We are diverse and inclusive in our career exploration programs, and we seek forward-looking individuals who understand that relationships are the core of our business.

### INTERNSHIP DEVELOPMENT & MILITARY INTERNSHIP PROGRAM (2021)



52

total intern hires

27% employees of color

9 total interns hired full time by Fulton

35% female

65% male

### Management Trainee Program

Fulton's Management Trainee Program provides comprehensive exposure to all aspects of the banking and financial services industry. The program is tailored to trainees' interests and career goals, while supporting the various business lines and regions throughout our organization. During the 12- to 15-month program, trainees engage in complex projects, cultivate new relationships and develop leadership skills that will build confidence and jump-start their professional careers.

*After successful completion of the program, trainees will be promoted to an entry-level professional position offering a variety of career paths in Accounting & Finance, Human Resources, Operations, Information Technology, Consumer Banking, Commercial Banking and more.*

### Internship Development Program

Our Internship Development Program provides interns with real-world experience in the banking and financial services industries. These paid internships allow students to learn on the job from experienced professionals, connect with the community and learn about the transition from campus to a corporate environment.

### Military Internship Program

We recognize the unique talents veterans and active military personnel bring to the workplace, and we offer a six-month paid program that provides on-the-job training, networking and professional development opportunities to help veterans transition back into the workforce.

### National Intern Day

In summer 2021, we celebrated 30 motivated individuals who were interning at Fulton to learn and gain real-world, resume-worthy experience in the financial services industry.

### MANAGEMENT TRAINEE PROGRAM (2019-21)

83% retention

23% trainees of color

42% female

14 management trainees hired in 2021



**FULTON BANK INTERNSHIP PROGRAM 2021**

*"I witnessed the professionalism and knowledge that my mentors and managers showed while helping customers apply for forgiveness for their PPP loans during difficult financial times for small-business owners. This commitment to its customers is the reason why I think Fulton Bank is exceedingly sustainable and a remarkable place to work."*

**— A.J. Olszewski, Consumer PPP Intern**

*"I'd recommend an internship at Fulton Bank due to the community, culture and experience that will push me toward my professional and personal goals."*

**— Jonathan Hopkins, IT Enterprise Architecture Intern**

*"Fulton's company culture has created a welcoming community. As an intern, I feel valued as a member of the team."*

**— Madison Fulton, Consumer PPP Intern**

*"The many learning opportunities and the inclusive culture have been the highlights of my internship."*

**— Jake Garland, IT Field Support Military Intern**

*"I am extremely grateful that I have been able to do a lot of hands-on work. One part that is unique to the ag department is the fact that I am able to go out to the customers and interact with them at their farms as well as at customer appreciation events that we held."*

**— Katie Shaak, Commercial Ag Lending Intern**





## Fueling the Future

We support our culture of continuous learning for the young people in our community through scholarship programs, military outreach partnerships, and community and higher education outreach.

### Diversity Scholarship Program

The program not only provides a \$1,500 scholarship to high school seniors with diverse backgrounds but also offers the opportunity for paid summer and holiday break employment, paid internships and eventual full-time employment. Students, who are required to write an essay about how they plan to use this opportunity, are selected through committee interviews.



**13** Diversity Scholarships awarded



Melody Peebles in 2020 was awarded a \$1,500 scholarship through Fulton Bank's Diversity Scholarship Program. She is shown with her parents.

### Military Outreach Partnerships

Since 2019, we have conducted military- and veteran-focused outreach to 55 organizations. Our participation with our military outreach partners includes attendance and support at career events and conferences, providing awareness of career opportunities at Fulton Bank, engaging to promote our intake programs, connecting our Veterans Employee Resource Group members to resources and information, and leveraging professional development opportunities for Fulton Bank employees.

*Our partnership with the Employer Support of the Guard and Reserve was specifically recognized when we were presented the Seven Seals Award in 2019 and the Above and Beyond Award in 2021.*

## SPOTLIGHT

### From Scholarship Recipient to Intern to Employee

*When she was a student at McCaskey High School, Briana Boots heard about Fulton Bank and our community initiatives, including scholarship opportunities. Her application earned her the Fulton Diversity Scholarship, which not only helped Briana get the funds needed for college but also started her relationship with Fulton.*

*Briana is now a valuable member of the Fulton Human Resources team, but her first job with us was actually as an intern. When Briana got to college, she was determined to find full-time employment, so she reached out to the South Duke Street Financial Center and started working as a teller. She spent her five college years working there, and then she transitioned to two different supervisor roles over the span of a few years.*

*That's when Briana became interested in Human Resources. Her supportive managers provided the flexibility she needed to complete her schooling while pursuing the management trainee program, where Fulton provided access to senior management and to professional development opportunities. That brings us to where she is now — in a full-time HR role. Fulton saw the possibilities in Briana, and she has gone full circle to help others in the community just as Fulton helped her.*



## Community & Higher Education Outreach

*Each year, we reach out to diverse community organizations and regional higher education institutions — including a special focus on historically Black colleges and universities — to create awareness of our career and internship opportunities and showcase our culture, with the goal of identifying talented individuals to join our team.*

### **Green Street Academy (GSA) of Maryland**

A powerful force in Baltimore city public education, the charter school focuses on building school-to-college and career learning initiatives for its students. Fulton Bank has previously awarded Diversity Scholarships to two GSA students.

### **NAMMBA**

The National Association of Minority Mortgage Bankers of America is dedicated to the inclusion of minorities and women in the mortgage industry. In our new partnership, we participated in the national conference, held leadership engagements with college outreach and worked to spread the word about the industry.

### **NILG**

The National Industry Liaison Group is a consortium of federal contractors and subcontractors in partnership with regulatory agencies working to achieve equal employment opportunities for all. Our partnership provides leadership, networking, communication and educational opportunities by connecting with government officials and regulators.

### **Future Housing Leaders**

In partnership with Fannie Mae, the program connects college students to potential paid internships and entry-level jobs in the housing industry with employers committed to diversity and inclusion. This newly established partnership aims to expand the talent pipeline, facilitate relationships with new educational institutions and educate students on the industry and opportunities available to them.

### **Incentives for Employee Outreach**

Our employees are energized and committed to helping change lives for the better in our communities. To recognize and encourage their efforts, employees receive paid leave for volunteering.

## HIGHER EDUCATION OUTREACH BY STATE

**39**  
Pennsylvania

**5**  
Delaware

**11**  
New Jersey

**13**  
Maryland

**11**  
Virginia





# Fulton Bank

SPOTLIGHT

## Fulton Employee Resource Groups

Fulton Bank has dedicated 140 years to encouraging growth and inspiration in the communities we call home. We support Employee Resource Groups (ERGs) to recognize the individuality of our employees and increase understanding throughout our workplace.

### EMPLOYEE RESOURCE GROUPS

#### Women in Technology

Since February 2019, the Fulton Women in Technology ERG has inspired, educated and connected women working on the technical and business sides of technology.

- 130 members (and growing)
- Uses insights to deliver value for our customers, assist in talent recruitment, and encourage and support women throughout their careers
- Partnered with Clare House Lancaster for a spring donation drive to help mothers and children get the support needed and start their journeys toward stable lives

#### People of Color

Fulton employees come from all types of experiences, and it's important that this diversity is properly represented. Inspired by calls for national social justice changes, our employees established the People of Color Experience ERG to make their voices heard and inspire conversations that lead to better inclusion.

- 130 members (and growing)
- Promotes life advancement and professional development for our employees of color through mentorship, professional development and advancement opportunities
- Drives inclusion by speaking on panels, establishing relationships with organizations such as the Urban Financial Services Coalition, and leading events on anti-racism and workplace diversity inclusion

#### Veterans

While veterans are often accustomed to working in a collaborative environment, civilian life tends to be more individualistic. In 2021, our veteran employees prioritized making the connection between military life and the civilian workforce by creating the Veterans Employee Resource Group.

- ~50 members
- Helps ease the transition to working at Fulton Bank after leaving the service
- Offers a setting for servicemen and women to share their experiences, skill sets and knowledge
- Hosted a companywide fundraiser for Mission 22, an organization that supports veterans battling PTSD and other post-service challenges, raising \$1,700 in one day

#### Fulton Pride

Our employees understand the importance visibility has for the LGBTQ+ community, which is why they started the Fulton Pride Employee Resource Group in August 2021.

- ~50 members
- Works to ensure Fulton is welcoming of the many intersections of the LGBTQ+ community
- Helps connect our LGBTQ+ employees and allies to raise awareness in the communities we serve

#### Fulton Future

Formed in November 2018, the Fulton Future ERG helps organize information-sharing opportunities to benefit the future of all Fulton employees. The Fulton Future ERG recently completed a rebrand to engage millennials and Gen Z employees as we continue to work toward corporate sustainability through a generational lens.

- ~65 members
- Instrumental in offering the professional development fair, leadership panel discussions and LinkedIn Learning and Skillsoft courses
- Involved in community service throughout the Lancaster area, including fundraising for the local chapter of the American Heart Association, donating to 17 food bank drive programs
- Working toward corporate sustainability by brainstorming tips to make "going green" in the workplace a more attainable goal



OUR VALUES DEFINE US. OUR GOALS...

# Fulton Experience



# Fulton Experience

The Fulton Experience is how we shape and foster a positive culture for all employees to contribute to our success. It is woven into everything we do, from the way we communicate and collaborate with our teammates to how we treat our customers and interact with our communities. It also creates organizational accountability at both individual and team levels.

From internal champions who help us keep our culture alive every day to team activities and recognitions, the Fulton Experience helps us to create a pleasant, productive and cooperative working environment, and our customers can feel the difference.

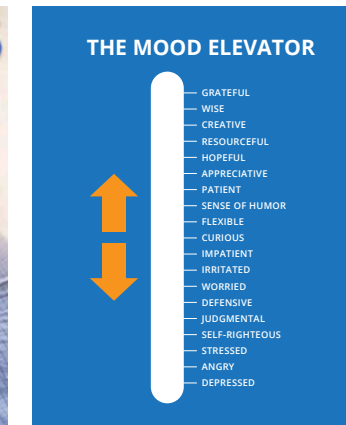
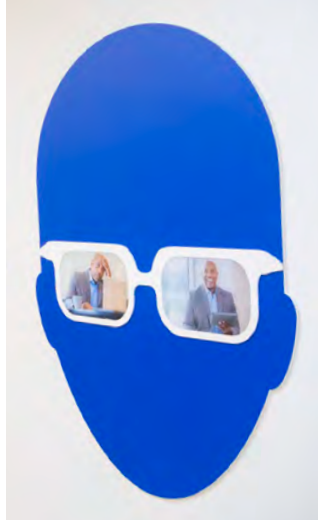
## Poised for Change

An organization's response to change says a lot about how receptive it is to new ideas and innovation. Our employees are empowered to generate new ideas and effectively work through the inevitable setbacks along the way.

It's a tall order to fill, but our Culture Action Team provides leadership and resources for our more than 350 volunteer Culture Champions to help keep our culture alive every day. Our system of recognition badges also allows for positive feedback and reinforcement from colleagues companywide. Annually, we typically have more than 30,000 badges sent by our team of 3,200+ members.

By embracing everyone's differences and similarities, we not only foster innovation, creativity and collaboration, but we grow stronger as a company — together.

The Fulton Experience strengthens each team member's ability to contribute to success.







*Environmental*



# Protecting Our Environment

For nearly 140 years, Fulton Bank has sought to change lives for the better in everything we do, including working to be good environmental stewards.

We are aware of the footprint of our operations in the region and have always looked to develop efficient land and building practices to be mindful of the resources we use in community banking.

## COMMITTED TO SUSTAINABILITY

During the COVID-19 pandemic, we have spent significant time considering additional positive environmental impacts we could make in our operations and our communities beyond our current successes. We have set strong recycling goals, followed green building practices and kept a significant amount of products out of the waste stream. We made progress to contributing toward 30% landfill waste diversion by 2027 through the following:

### 2021 RESULTS



**17,971 LB**

**IT EQUIPMENT**  
*(Printers, Phones, Monitors, Keyboards, and miscellaneous)*



**737,000 LB**

**SHREDDED**



**734 LB**

**LIGHT BULBS**  
*(2,448 bulbs)*





### **Sustainability Improvements**

Despite the COVID-related supply chain and workplace safety challenges, we successfully introduced a number of energy and sustainability initiatives.

We continue to optimize our building footprint by investing in digital tools to support our customers, which contributed to a reduction in portfolio square foot utilization in 2021 of 122,144 square feet. At our multiple office locations, we partnered with JLL, a leader in real estate services, to upgrade lighting with LED bulbs and install HVAC upgrades and controls.

We'll continue energy-saving projects in our large buildings to reduce our carbon footprint.

**\$75,000** in energy cost savings in 2021

### **Solar Energy**

Fulton has scheduled the installation of solar panels for our Mount Laurel, New Jersey, headquarters, which is slated for completion in spring 2022.

We will continue to work with our partners, JLL and OnSwitch Inc., a solar project developer, to find additional opportunities to shift to solar production in our buildings, where feasible.

**187,750 kWh** in energy savings per year (over 15 years)

**\$13,327** in energy cost savings per year (over 15 years)

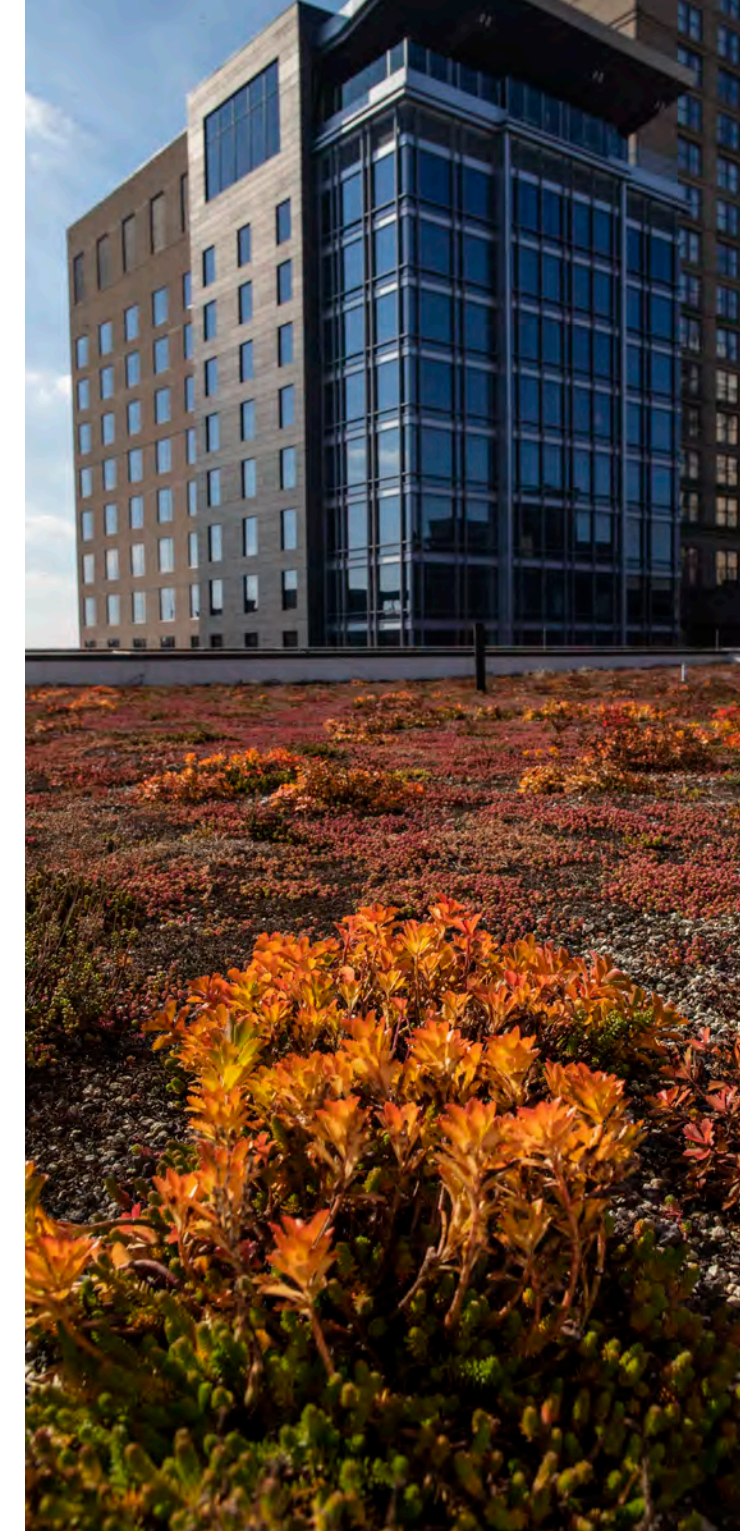
### **Green Roof**

A large part of ensuring we can change lives for the better is for us to serve as good stewards of our natural resources.

When we began the expansion of our headquarters in downtown Lancaster in 2018, we were very deliberate in choosing sustainable design and construction practices to minimize our environmental impact. And we're very excited about the most visible symbol of those choices: our green roof.

Covering nearly 80% percent of the footprint, the roof conserves energy, reduces stormwater runoff and increases biodiversity by having plants that thrive in a city setting. Essentially a layer of vegetation planted over a waterproofing system on top of the roof, it brings a little nature back to the city, while delivering energy savings and environmental benefits.

*We're thrilled that our green roof is a living, breathing part of the city landscape, and it marks a great start to our new sustainability initiatives we've set for the coming year.*





*Over time this will enable progress to better support small and diverse businesses in our communities.*

### **STRATEGIC SOURCING AND PROCUREMENT**

We have created a centralized Strategic Sourcing and Procurement organization. It's not only good for cost management efficiency, but we see benefits for the environment by including sustainability and social responsibility in the activities of our many third-party suppliers.

Fulton's Chief Procurement Officer has spent the past year assessing our operations, and we're in the process of establishing a change-management plan to put our initiatives into action.

This will allow us to ensure a responsible sourcing plan and will give us the tools to understand our partners' sustainability efforts and our vendor diversity.

### **REMOTE AND HYBRID WORK**

Perhaps one of the few positives of the pandemic is that it enabled Fulton to provide opportunities for completely remote and hybrid work.

We do not maintain an official remote work policy but instead provide guidance that helps managers determine the working arrangements that will best meet customer and business needs. Clearly, some roles require in-person interaction. Other roles can be fully accomplished remotely, and sometimes a hybrid role is appropriate.

In response to this broader definition of the Fulton workplace, we developed robust job aids to support managers and employees in transitioning to remote working, and this will continue to serve as our ongoing resource library.

- *Flexible work arrangements attract and keep top talent*
- *Carbon footprint reduced by less driving time*
- *Reduced paper and toner usage*

#### ***Transit and Parking Reimbursement Accounts***

During open enrollment periods for health insurance, benefit-eligible employees can set aside pretax money for qualified commuter and parking expenses they incur that are not reimbursable by the company.



*Governance*



# Approach to Governance

Governance oversight at Fulton Financial Corporation starts at the top with our Board of Directors that includes Fulton Financial Corporation's CEO, Phil Wenger, and Fulton Bank's CEO, Curt Myers. All Fulton Financial Corporation board members are elected annually by shareholders at Fulton Financial Corporation's annual meeting. All of the 14 members of the Board of Directors of Fulton Financial Corporation elected at the May 25, 2021, annual meeting of shareholders also serve on the board of Fulton Bank, along with three other outside directors.

## Operating With Integrity

While some of the standards set forth in our Code of Conduct (Code) are required by law or are necessary to protect the interests of Fulton, some simply represent doing what is right, which is one of our company's core values. All of these standards are indicative of Fulton's uncompromising commitment to ethical conduct and integrity in every business endeavor that is performed, big or small.

Our Code is not intended to address every possible ethical issue that may arise in our daily business activities. Rather, it is a set of standards that guide us. Fulton's policies inform and provide further guidance regarding many of the standards in our Code, and some of these policies are referenced throughout it. Employees and directors are responsible for reading and understanding Fulton's Code and policies, as well as for considerately applying these practices daily.

A violation of our Code provides a basis for disciplinary action, up to and including termination of employment or termination of service as a director. This may also subject a violator to legal action.

*Our core values and guiding behaviors require all of us to demonstrate the highest professional and ethical standards in all of our business activities. Our Code of Conduct sets the professional and ethical standards for employees and directors of Fulton Financial Corporation and Fulton Bank.*

## CORPORATE SOCIAL RESPONSIBILITY LEADERSHIP COMMITTEE

Furthering our commitment to Corporate Social Responsibility, the CSR Leadership Committee was formed in 2021 and is composed of a team of senior leaders representing diverse parts of our company with a direct understanding of and engagement with Corporate Social Responsibility priorities and objectives. This committee was formed by and works closely with Senior Management while providing periodic reports to our Nominating and Corporate Governance (NCG) Committee.

In 2021 the responsibility to provide oversight of Fulton Financial Corporation's Environmental, Social and Governance (ESG) strategy, and our CSR reporting, was added to the NCG Committee charter.

This first CSR Report is just one of the many outcomes our CSR Leadership Committee has been working on this past year. Working closely with Senior Management and our NCG Committee, our CSR Leaders have also been undertaking a process to develop and coordinate the ESG framework and strategy for our organization, which will include an evaluation of options to explore future disclosure of ESG metrics. Ultimately, our focus on CSR and ESG is about leveraging our purpose to change lives for the better and how we can create positive outcomes and impact for our stakeholders. We look forward to sharing more on the results of our efforts in future CSR reports.

*Please go to the Investor Relations section of our website for governance documents and other information including our officers and directors, stock information, credit rating, SEC filings, financial highlights, covering analysts, news and events.*

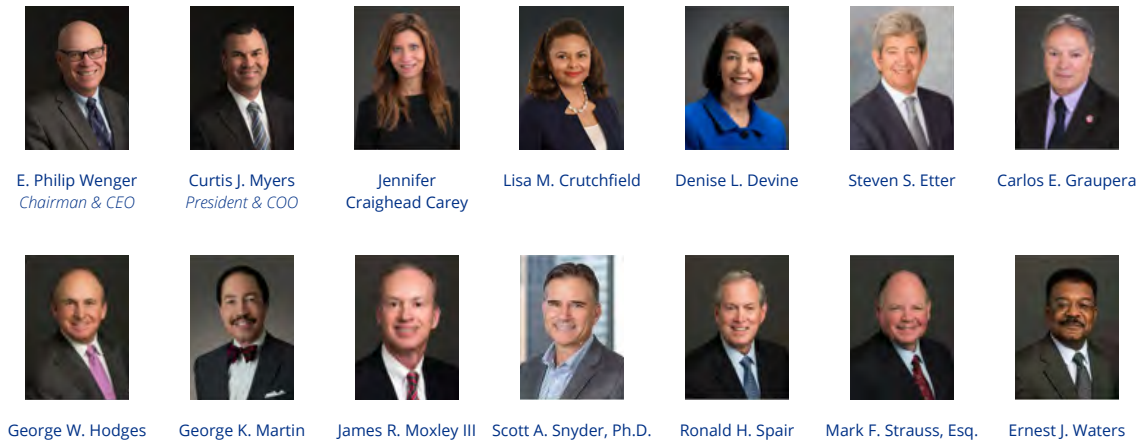




## DIRECTOR ELIGIBILITY

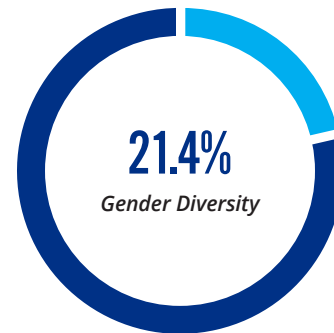
In considering any nominees for membership to the board, Fulton Financial Corporation weighs various factors, such as whether the candidate is recommended by executive management, professional and personal qualifications, the individual's familiarity with one or more of the communities where Fulton is located or is seeking to locate, and the diversity the individual may provide to the board and its committees.

Our Corporate Governance Guidelines provide that the Board of Directors should be of sufficient size to achieve diversity in business experience, community service and other qualifications among non-employee directors, while also facilitating meaningful discussions among directors.

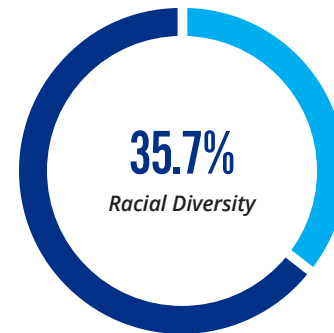


## FULTON FINANCIAL CORPORATION DIRECTOR PROFILE

*Nominees Elected to Board of Directors at the May 2021 Annual Meeting*



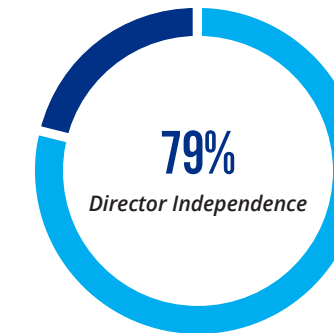
**3 Female**  
**11 Male**



**5 Diverse**  
**9 Non-diverse**



**1 11+ Years**  
**6 6-10 Years**  
**7 0-5 Years**



**11 of 14 directors are independent**  
**without any Fulton holdings**

## CORPORATE PROFILE

Fulton Financial Corporation is a \$26 billion Lancaster, Pennsylvania-based financial holding company with approximately 3,200 employees that operates Financial Centers in Pennsylvania, Maryland, Delaware, New Jersey and Virginia through Fulton Bank, N.A. Fulton Financial Corporation was organized under a reorganization plan adopted by Fulton Bank and implemented on June 30, 1982, when Fulton Bank became a wholly owned subsidiary of Fulton Financial Corporation, and the shareholders of Fulton Bank became shareholders of Fulton Financial Corporation. Since then, Fulton Financial Corporation has acquired other banks, all of which have been merged into Fulton Bank, adopted a national charter and adopted the name Fulton Bank, N.A. Since Fulton Bank opened its doors in Lancaster, Pennsylvania in 1882, we have strived to deliver the best banking experience for our customers. We offer convenience in neighborhoods across the region through over 200 Financial Centers and specialty offices and almost 300 ATMs.

The Board of Fulton Financial Corporation has determined that a structure which includes a Lead Director and a combined Chairman/CEO is appropriate for Fulton Financial Corporation. Pursuant to our Corporate Governance Guidelines, the Board of Directors designates an independent non-employee director who will serve as the Lead Director to lead the non-employee directors' executive sessions and preside at all meetings of the board at which the Chairman is not present. The Corporate Governance Guidelines also require that the Lead Director shall, as appropriate, serve as a liaison between the Chairman and the independent directors, approve information sent to the board, approve meeting schedules, and have the authority to call meetings of the independent directors.

Similar to many public companies, Fulton's leadership structure combines the positions of Chairman and CEO. This allows the CEO to manage Fulton's daily operations and provides a single voice for Fulton Financial Corporation

when needed. Approximately 79% of Fulton Financial Corporation's directors — 11 of 14 — who were elected at the 2021 Annual Meeting were determined to be independent under applicable Nasdaq standards. These independent directors provide an appropriate level of independent oversight at Board of Directors meetings and executive sessions. The charters for the Human Resources Committee, NCG Committee and Audit Committee provide that those committees shall be composed solely of independent directors.



## GOVERNANCE

### **Reporting Violations and Oversight**

We provide an anonymous hotline via “EthicsPoint” for our employees and others to report any suspected legal or ethical violations. The EthicsPoint hotline is operated and managed by an independent company and is available 24 hours a day. EthicsPoint allows employees and directors to report actual, potential or suspected violations of the Code anonymously, if they wish. Whether it is provided anonymously or not, the information provided through EthicsPoint will be forwarded to Fulton’s Human Resources, Audit or the Fraud Risk Management departments for investigation and review, as appropriate. Reports can be filed at [www.EthicsPoint.com](http://www.EthicsPoint.com) or by calling 888.203.2872.

### **Preventing Money Laundering**

Money laundering is the attempt to conceal the ownership or source of funds from the government through the use of financial transactions. Fulton will not permit, or be associated with, this activity.

Fulton has appropriate policies and procedures in place to identify and investigate suspicious activities and transactions for the express purpose of preventing, identifying and reporting possible attempts to launder money. Employees and directors are required to follow these policies and procedures and to immediately report all attempts to launder money or to structure a transaction designed to avoid reporting and all related suspicious activities.

Any employee or director who knowingly or willfully launders money or attempts or assists someone in laundering money (including structuring a transaction to avoid the currency reporting requirements of the Bank Secrecy Act) violates our Code and federal law and is subject to termination of employment and fines, imprisonment or both.

### **Complying With Corruption and Bribery Laws**

The Foreign Corrupt Practices Act (FCPA) prohibits Fulton or any Fulton employee, director, stockholder or agent of Fulton from making payments to foreign government officials to assist in obtaining or retaining business.

In accordance with the Bank Bribery Law, directors and employees may not solicit for themselves or any third party anything of value in return for any business or services of Fulton, nor may they accept anything of value (other than bona fide salary, wages or other bona fide compensation) from anyone in connection with the business of Fulton. Exceptions to the general prohibition on giving/accepting things of value in connection with the business of Fulton include:

- *Gifts, gratuities, amenities or favors based on obvious family or personal relationships where circumstances make clear that the motivation and purpose for the giving/receiving of the gift is personal rather than business related*
- *Meals, entertainment and gifts of reasonable value. Please refer to Part 3(b) and (c) of our Code of Conduct*

## CORPORATE POLICY AND PRACTICE

Fulton Financial Corporation has adopted Corporate Governance Guidelines that cover a range of Governance Principles from the size of the Board of Directors to succession planning.

*Highlights include:*

### **Ethics and our Code**

Fulton Financial Corporation’s Code governs the ethics and conduct of its directors and employees. Fulton’s employees and directors are expected to recognize and avoid conflict-of-interest situations in which personal interest or relationships interfere with, might interfere with or appear to interfere with their responsibilities to Fulton. A current copy of the Code can be obtained, without cost, by writing to the Corporate Secretary at: Fulton Financial Corporation, Attention: Corporate Secretary, P.O. Box 4887, One Penn Square, Lancaster, PA 17604-4887. The current Code, future amendments and any waivers are also posted and available on the Investor Relations section of our website ([www.FultonBank.com](http://www.FultonBank.com)).

### **Regulatory Compliance**

Regulatory agencies periodically examine Fulton’s compliance with banking regulations and other applicable laws and regulations. When interacting with examiners, employees and directors must be honest and responsive and must not knowingly provide information that is false, misleading or materially incomplete or that could lead to mistrust by our regulators.

### **Tenure and Mandatory Retirement**

The NCG Committee believes there is a balance between seasoned directors with knowledge of and insight into Fulton Financial Corporation and Fulton Bank, and new directors who contribute fresh ideas, perspectives and viewpoints to the board’s deliberations. While the board has not established term limits, Fulton has a mandatory retirement age of 72 for directors. The NCG Committee annually reviews each director’s age and continuation of board service at the end of each director’s current term.

### **Governance and Compensation Practices**

- *HR Committee composed exclusively of independent directors*
- *Perform annual say-on-pay advisory vote*
- *Retain an independent executive compensation consultant whose independence is reviewed annually*
- *Link pay to performance with a majority of Fulton’s executives’ compensation being performance-based*

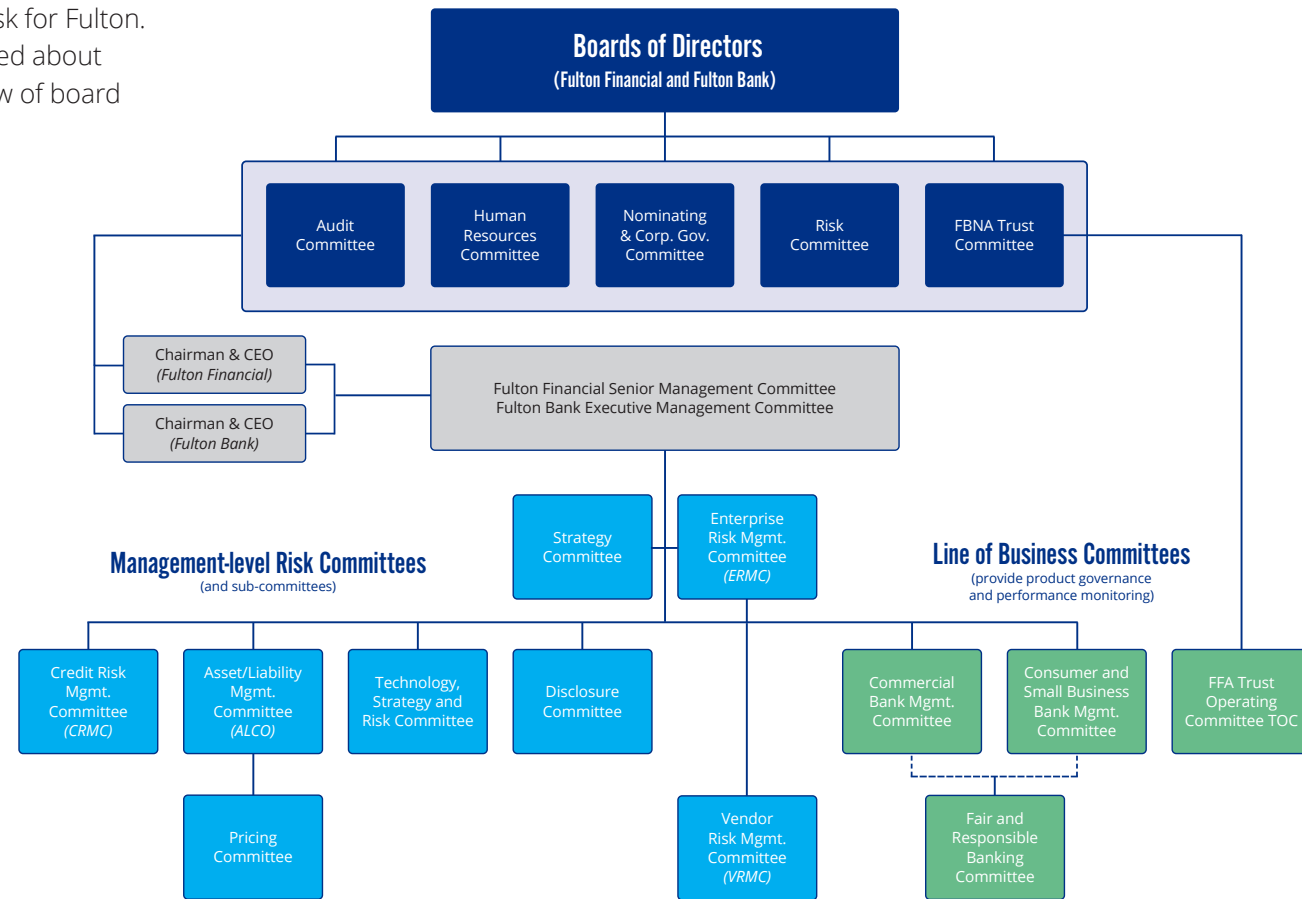
- *Align executive long-term incentive compensation with shareholder returns through performance share units*
- *Maintain stock ownership requirements for senior executives and directors*
- *Comprehensive clawback policy*
- *Insider trading policy, including anti-hedging and anti-pledging provisions for senior executives and directors*
- *Change in Control agreements require a “double trigger” before severance benefits are paid*
- *Cap on incentive compensation payments for the executives, including Fulton’s CEO*
- *Conduct an annual incentive compensation risk assessment, to ensure Fulton’s incentive practices comply with Interagency Guidance on Sound Incentive Compensation Policies*
- *Share utilization under equity compensation plans for Fulton’s directors and officers is reviewed annually*



## ENTERPRISE RISK MANAGEMENT

We operate under a robust board- and management-level risk oversight structure using established practices to ensure broad and consistent understanding, monitoring and communication across the company.

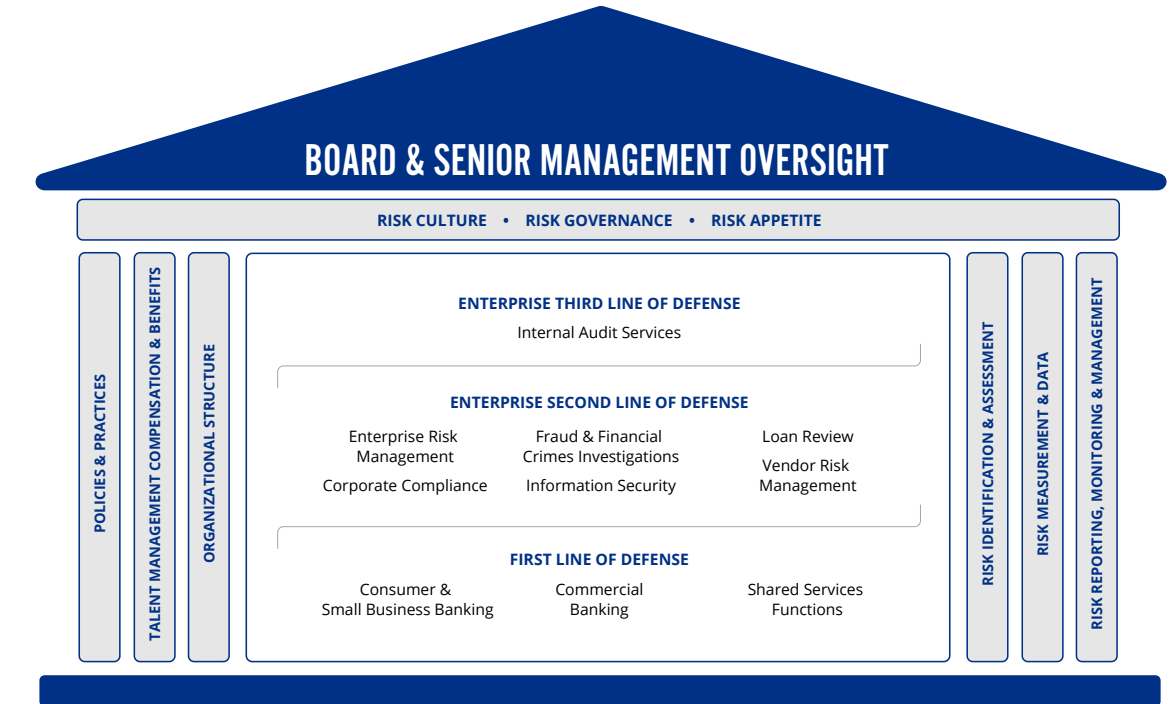
While each Fulton committee is responsible for overseeing the management of certain risks that are germane to its responsibilities outlined in its charter, Fulton's Risk Committee is primarily responsible for overseeing the management of enterprise risk for Fulton. The entire Board of Directors is regularly informed about such risks through committee reports and review of board committee meeting minutes.



## BOARD- AND MANAGEMENT-LEVEL COMMITTEES

Fulton's framework for enterprise risk management consists of three lines of defense:

- Front-line units have primary responsibility for risk management and compliance, and they each drive process deployment, risk identification and management, policies and procedures, training and communication, and reporting. Front-line units encompass lines of business, bank operations, shared services operations and certain corporate functions.
- Independent risk management units have oversight responsibility and define governance requirements for risk management and compliance. These units educate, advise and monitor front-line unit risk and compliance activities in discrete areas.
- Fulton's internal audit function independently validates the effectiveness of internal controls and risk management activities within front-line units and independent risk management units in those areas, and periodically reports results to management and the Board of Directors.







### **Cybersecurity Risk**

Cybersecurity risk is a key consideration in the operational risk management capabilities at Fulton. Under the direction of our Chief Information Security Officer, we maintain a formal information security management program, which is subject to oversight by, and reporting to, the Risk Committee of the Board of Directors. This is considered an enterprise-wide risk and subject to control and monitoring at various levels of management throughout the business.

Our risk management structure helps to limit adverse events and drives risk ownership and accountability to every level of our organization, allowing us to be more confident in our decisions and aware and mindful of the risks involved.

### **Consumer Financial Protection**

Fulton maintains a compliance management system with particular focus on compliance with federal consumer financial protection laws, rules and regulations. Under the direction of our Chief Compliance Officer, we maintain a consumer compliance program, which is subject to oversight by, and reporting to, the Risk Committee of the board of directors. The compliance program includes regular risk assessments, policy updates, compliance monitoring, compliance officer involvement in new product and significant project initiatives across the company, regulatory change management, independent audit testing, and a compliance training program administered by Fulton's Center for Learning and Talent Development. Compliance courses are mandatory and assigned based upon an individual's role in the company, which enables us to develop a compliance mindset at all levels of the company. Fulton's compliance management system also includes monitoring of customer feedback and complaints. By leveraging Fulton's customer advocacy group, we are able to give timely and full resolution of our customer's expression of dissatisfaction. Our compliance management system is subject to review and examination by various regulatory agencies including the Office of the Comptroller of the Currency and the Consumer Financial Protection Bureau.



### **FORWARD-LOOKING STATEMENTS**

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

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

### **SECURITIES AND EXCHANGE COMMISSION FILINGS**

A discussion of certain risks and uncertainties affecting the Corporation, and some of the factors that could cause the Corporation's actual results to differ materially from those described in the forward-looking statements, can be found in the sections entitled "Risk Factors" and "Management's Discussion and Analysis of Financial Condition and Results of Operations" in the Corporation's Annual Report on Form 10-K for the year ended December 31, 2021, and other current and periodic reports, which have been or will be filed with the Securities and Exchange Commission and are or will be available in the Investor Relations section of the Corporation's website ([www.fult.com](http://www.fult.com)) and on the Securities and Exchange Commission's website ([www.sec.gov](http://www.sec.gov)).

### **DISCLOSURE STATEMENT**

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

All data, unless otherwise indicated, reflects information as of December 31, 2021.



FULTON  
BANK

# Fulton Bank

A subsidiary of Fulton Financial Corporation  
(NASDAQ: FULT)

**Customer Service**

1.800.FULTON.4  
(1.800.385.8664)

**Consumer & Business Banking**

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

**Investor Relations**

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

P.O. Box 4887 • One Penn Square • Lancaster, PA 17064-4887

Member  
**FDIC**

