



A MESSAGE FROM CHRIS GORMAN

Thank you for your interest
in Key's 2021 Environmental, Social,
and Governance (ESG) Report.

At Key, being a responsible corporate citizen is central to who we are and how we do business. We are committed to delivering value for all of our stakeholders – our clients, colleagues, communities, and shareholders.

We are proud of our strong results and track record in ESG. As such, we are pleased to share this update on the progress we have made, and importantly, the commitments we are making for the path ahead.

In 2021, we delivered strong financial results while also maintaining our deep commitment to affecting positive change in the communities we so proudly serve.

Additionally, we refined our focus on environmental opportunities, integrated ESG programs across the organization, and hired Jennifer Eastes, a highly experienced industry veteran, to lead our ESG efforts. We also expanded disclosures, including issuing our first Sustainability Accounting Standards Board (SASB) Index and Task Force on Climate-Related Financial Disclosures (TCFD) Report.

In 2021, we refreshed our ESG strategy with input from internal and external stakeholders, identifying four major priorities – climate stewardship; financial inclusion; diversity, equity, and inclusion; and data privacy and security.



Climate stewardship

We are deeply committed to doing our part to address climate change. We are taking deliberate actions to build a sustainable business model that manages risks, capitalizes on opportunities, and drives the transition to a low-carbon economy. As a leader in renewable energy financing in North America, Key has world-class proficiency in financing the development of renewable energy at scale, which is essential to the decarbonization of power production and electrification of transportation. Climate change is becoming further integrated in our enterprise risk management program and policies, product development, and corporate strategy. We are also advancing efforts across Key to reduce our own impact on the environment.

Financial inclusion

In 2021, we announced the extension and expansion of the Plan to more than \$40 billion, with commitments to affordable housing, home lending, and philanthropy in low- to moderate-income (LMI) communities as well as renewable energy financing and specific commitments to advance economic, social, and racial equity.

Financial inclusion remains a priority for Key. In 2021, we partnered with the Financial Health Network to help us identify more opportunities to support equitable financial health outcomes. We also introduced a new, senior role focused on increasing banking access for LMI communities.



We received our 10th consecutive “Outstanding” rating from the Office of the Comptroller of the Currency for meeting or exceeding the terms of the Community Reinvestment Act – one of the few banks to reach this milestone. It is a testament to our track record of fairness, access, and equity for every client we serve.

Diversity, equity, and inclusion

We are proud of our award-winning culture that champions diversity, equity, and inclusion – inside and outside our company. Our diversity, equity, and inclusion strategy is focused on three pillars: a diverse workforce; an inclusive workplace; and equity, fairness, and access in our marketplaces for the clients, the suppliers, and the communities we serve.

In 2021, we publicly committed to increasing people of color (POC) representation in our senior leadership ranks by 25% by 2025, and 50% by 2030. I am pleased to report that as of year-end 2021, we are ahead of pace to achieve our goal.

In addition to our representation goal, we launched new training and programs focused on inclusion and allyship. We continue to improve programs that cultivate career paths, leadership skills, and mentoring, as well as increasing spend with diverse suppliers and investing in our relationships with diverse communities.

In 2022, we welcomed a new Chief Diversity, Equity, and Inclusion (DE&I) Officer, Helena Haynes-Carter. Her passion and expertise will help us further advance our long-standing commitment to DE&I.

While we recognize we have more to do, earning our 12th “Top 50” recognition from DiversityInc – and the 23rd spot in their global ranking – is a confirmation of all we have accomplished together.

Data privacy and security

As a digitally progressive bank, we are able to work more efficiently while delivering great experiences for our clients and teammates. Our investments in digital have also helped us to reduce our environmental impact and continuously enhance our information security and privacy programs, policies, and processes.

Keeping the personal and financial information of our clients and teammates protected and secure is a critical priority for our team. Strong data safeguards and controls, in conjunction with continuous monitoring of the threat landscape, helps protect the security and privacy of the information entrusted to Key. As the information security threat landscape continues to evolve, we will remain focused on our ability to align with industry standards to protect information and manage any threats or incidents as they arise.

In conclusion

Our 2021 ESG Report provides details about our governance policies and practices, the steps we are taking to become even more environmentally and socially responsible, and the significant impacts of our efforts.

Our substantive progress is made possible by the expertise, dedication, and commitment of our teammates – 17,000 strong. Additionally, we have a diverse and experienced Board of Directors who have guided both our performance and our path forward. Together, we are focused on our collective purpose: to help our clients, colleagues, and communities thrive while delivering sound, profitable growth for our shareholders.

We look forward to continuing an open and transparent dialogue with you and all of our stakeholders as we work to address needs in – and to create shared value with – our communities, our country, and our world.

Sincerely,

Chris Gorman

Chairman and Chief Executive Officer

April 2022