Living our commitment

2017
We pledge to make every community in which we live and do business better — through our products and services, our culture and business practices, and our many forms of philanthropy.
By nurturing our customers, communities, and team members, we realize our commitment to satisfy our customers’ financial needs and help them succeed financially.
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2017 Corporate Social Responsibility performance highlights

$15/hr.

Investing in team members

Raised minimum wage to $15 per hour (effective March 2018) and added four new paid holidays for U.S. team members.

$4.6m | 8,300

Advancing diversity and social inclusion

Awarded $4.6 million through diverse scholarship programs, increasing access to education and employment opportunities. Hired 2,300 military veterans since 2016, for a total of more than 8,300 veteran team members.

$22.5m | $12b

Accelerating clean technology

Donated $22.5 million to support clean technology, environmental education, and strengthening community resiliency. Provided $12 billion in financing for renewable energy, clean technology, and other sustainable businesses.

$286.5m | 15.8k

Supporting communities

Invested $286.5 million and volunteered 2+ million hours in nonprofits in 2017. More than 15,800 LIFT homebuyers have purchased $2 billion in real estate nationally since 2012.

$55m | $1.3b

Empowering diverse businesses

Provided $55 million in grants and capital to grow diverse small businesses since 2015. Spent $1.3 billion with diverse suppliers, or 11.4% of our controllable procurement budget in 2017.

100% | 28%

Reducing our operational impact

Met 100% of our electricity needs with renewable energy. Achieved LEED® certification for 28% of total square footage in buildings.
Wells Fargo’s top priority remains rebuilding trust with all of our stakeholders. In 2017, we made substantial progress in our work to fix problems, make things right for customers, and transform into a better, stronger company. We have more work to do, but we have achieved a lot.

Our board of directors, for example, has made significant changes — adding new members, making changes to the leadership and composition of its committees, and strengthening oversight and reporting. We’re very proud that Betsy Duke, former member of the Federal Reserve Board of Governors, was elected independent board chair, making her the first female board chair of a major U.S. bank. Betsy also leads our new external Stakeholder Advisory Council, which was formed to provide stakeholder perspectives on current and emerging issues.

For more details about our comprehensive effort to rebuild trust, I invite you to read our 2017 Annual Report at wellsfargo.com/about/investor-relations. I also recommend the interactive timeline called Building a better bank: Our progress, which is updated regularly on Wells Fargo Stories at stories.wf.com — our online journal that illustrates the many ways Wells Fargo works with customers and communities.
Living our commitment

While we are working to rebuild trust, I am pleased that in 2017 Wells Fargo continued to make progress on achieving our 2020 goals for corporate social responsibility (page 22). These are organized around three priorities:

• Advancing diversity and social inclusion.
• Creating economic opportunity in underserved communities.
• Accelerating the transition to a low-carbon economy and healthier planet.

You can learn much more about our progress in all of these areas beginning on page 22, and I would like to share a few highlights with you.

First, we have committed to increasing our corporate philanthropy by 40 percent in 2018, and we have set a long-term goal of investing 2 percent of our after-tax profits in corporate philanthropy, beginning in 2019.

I am especially pleased with this commitment because it speaks volumes about the kind of company Wells Fargo is. We’re already one of the largest corporate cash donors in the U.S., contributing $286.5 million to more than 14,500 nonprofits in 2017 to support critical social, economic, and environmental challenges. Looking ahead, we look forward to working with our community partners and other stakeholders to identify additional opportunities for Wells Fargo to invest in economic growth while continuing to execute our business strategies and provide long-term value to stakeholders.

Second, I’m proud that we are doing our part to address climate change and other sustainability issues in the U.S. and around the world. In 2017, we met and surpassed our 2020 carbon-reduction goal of 45 percent three years ahead of schedule, and we met 100 percent of our global electricity needs with renewable energy. As one of the largest financers of renewable energy, clean technology, and energy efficiency in the U.S., we are committed to supporting new growth in this important sector. This includes supporting product innovation and collaboration with multiple
stakeholders, working with nonprofit organizations that focus on bringing renewable energy to underserved communities, and boosting early-stage companies that are focused on sustainability.

Third, and especially meaningful to me, we continue to increase our investment in the Wells Fargo team. For example, in 2017 we raised the minimum wage base range for U.S.-based, entry-level team members to $13.50 per hour — and then to $15 an hour in March 2018. We also enhanced our benefits package (page 30). We added two company holidays to our paid time off program, plus two “personal holidays” that team members can use for religious, family, cultural, patriotic, community, or diversity significance, among other reasons. And in the first quarter of 2018, we granted restricted share rights to about 250,000 team members; these are equivalent to 50 shares of Wells Fargo common stock to eligible full-time employees, and the equivalent of 30 shares to eligible part-time employees, with a two-year vesting period.

In appreciation: Our team members are building “better”

We know that we cannot transform into a better, stronger Wells Fargo without the hard work, talent, and dedication of our more than 260,000 team members, who are our most valuable resource. And during a year of significant challenge and change, our team continued to focus on what matters — supporting our customers, communities, and each other.

In 2017, 91,000 team members — or about one-third of our entire company — participated in business resource groups including Volunteer Chapters, Green Teams, Team Member Networks, and Innovators Club. And our team members volunteered a record 2 million hours, valued at an estimated $48 million¹ to help address the issues, causes, and values most important to them. In addition, they contributed $85 million to 40,000 nonprofit organizations; as a result, our annual workplace giving campaign was named by United Way Worldwide as No. 1 in the U.S. for the ninth consecutive year.

¹ Calculation based on the value of one volunteer hour ($24.12) in 2017, according to Independent Sector.
In 2017, our team members also personally contributed $1.27 million to the Wells Fargo WE Care fund — on top of our corporate donation of $6.5 million — to assist team members affected by disasters or other financial hardships. They also spent countless volunteer hours on activities like assembling emergency kits, blood drives, beach cleanups, fostering displaced pets, and rebuilding homes. A special thanks is due to team members like Chase McKinney (page 7), a business development manager for Wells Fargo Auto in Sugarland, Texas, who used his own boat to rescue neighbors during the flooding caused by Hurricane Harvey. He and many other team members stepped up to help our neighbors and colleagues in the wake of 2017’s devastating hurricanes, wildfires, and other disasters.

In closing

We recognize that achieving our goal to become the financial services leader in corporate citizenship requires a specific, sustainable commitment from leaders and engagement at all levels of the company. It also requires that we consistently look for new ways to take a leadership role in helping address long-term and complex global challenges that are important to our company and stakeholders. I am pleased that we are making progress on both fronts.

Thank you for placing your trust in Wells Fargo and for your support. I believe we have a solid foundation, exceptional businesses, and an outstanding team whose generosity underscores our company’s most important values and inspires our investments in the communities we call home.

Our commitment to you is unwavering as we continue to make the necessary changes for Wells Fargo to become a better, stronger company.
A message from Wells Fargo’s head of Corporate Responsibility

As a global financial services company — and one of the nation’s largest small business lenders, residential mortgage providers, and corporate cash donors — we understand our role as a community partner and the positive impact we can have on society and the environment.

This report reflects the hard work of the Wells Fargo team to fulfill our company’s vision of helping customers succeed financially while also being a leader in corporate citizenship and helping create more equitable, financially self-sufficient, and resilient communities.

As part of our transformation into becoming a better, stronger company, we continue to evolve and enhance our approach to corporate social responsibility (CSR) to ensure we are integrating responsible business practices throughout our global business operations and effectively responding to significant CSR matters. We are building on a strong foundation of investing in our team members, communities, and sustainable business operations, while maximizing our ability to make an impact in ways that benefit Wells Fargo and all of our key stakeholders.

As Wells Fargo President and CEO Tim Sloan addresses in his letter (page 14), we remain committed to achieving our 2020 CSR goals, which you will learn more about in this report. At the same time, we took steps in 2017 to refresh our CSR priorities in light of changes in our business, new board and executive leadership, and heightened stakeholder feedback on current and emerging socioeconomic and environmental trends. Our third CSR materiality assessment (PDF)
As part of our transformation into becoming a better, stronger company, we continue to evolve and enhance our approach to corporate social responsibility (CSR) to ensure we are integrating responsible business practices throughout our global business operations and effectively responding to significant CSR matters.

since 2009 included a series of interviews with internal and external stakeholders who helped us understand and prioritize topics with the highest importance to our business and our stakeholders in the context of today’s environment. The results validated our existing priorities that will continue to comprise our CSR strategy:

• **Diversity and social inclusion**: Help ensure that all people feel valued and respected and have equal access to resources, services, products, and opportunities to succeed.

• **Economic empowerment**: Strengthen financial self-sufficiency and economic opportunities in underserved communities.

• **Environmental sustainability**: Accelerate the transition to a low-carbon economy and help reduce the impacts of climate change.

The assessment also highlighted issues that have increased in impact to our company and stakeholders, including, for example, ethical practices and culture, corporate governance, human rights, and climate change risk management. We take our commitment to continuous improvement seriously and plan to integrate these findings into our work.

The evolution of our CSR strategy is also reflected in our board’s establishment of an external Stakeholder Advisory Council to provide the board and management with stakeholder perspectives on current and emerging issues. The council — which consists of experts and advocates focused on consumer rights, fair lending, the environment, human rights, civil rights, and governance — will help us ensure we are considering social responsibility matters that are important to customers and others in our philanthropy and day-to-day operations. We look forward to benefiting from the council’s diverse perspectives and experiences, which will be instrumental in our efforts to continue enhancing our CSR strategy, programs, policies, and actions.
And because the issues we all face are complex and require long-term solutions, we increasingly recognize the importance of working with others who can help increase our positive impact.

I’m also optimistic about the actions we took in 2017 to more strategically align our products and services, operations, and philanthropy to address social and global challenges. Because these issues are complex and require long-term solutions, we increasingly recognize the importance of working with others who can help maximize the breadth and depth of our reach and impact. In 2017, the Wells Fargo Foundation — in collaboration with business and product groups as well as nonprofits and other stakeholders — launched several multiyear initiatives, including those focused on:

- **American Indian/Alaska Native communities:** The company announced a five-year, $50 million commitment to help address the current needs and challenges facing indigenous communities in the U.S., including community outreach and financial education programs, and efforts to bring renewable energy and clean water to tribal communities (page 12).

- **Building resilient communities:** We launched a four-year, $10 million Resilient Communities program with the National Fish and Wildlife Foundation to help cities enhance and protect natural habitats and prepare for, withstand, and recover from natural disasters associated with changing sea levels, water quantity and quality issues, and longer fire seasons.

- **Employment:** We committed $18 million to United Way Worldwide to help 1 million people find jobs over the next five years. The idea is to expand access to steady employment, which is key to achieving financial self-sufficiency and income mobility.

- **Diverse small businesses:** Wells Fargo will target investing $100 million over three years, beginning in 2018, to expand the Wells Fargo Works for Small Business® Diverse Community Capital program (page 52), which provides capital to Community Development Financial Institutions to increase their lending and technical assistance to diverse small businesses.
I’m especially proud of our partnership with NeighborWorks® America, community-based nonprofits, and city officials to revitalize low- and average-income neighborhoods through NeighborhoodLIFT® and other LIFT programs (page 50). The program, which celebrated its fifth anniversary in 2017, has already delivered $372 million in down payment assistance grants, homebuyer education, and program support to more than 52,500 people—most with average or below-average incomes. And more than 15,800 LIFT program homeowners have purchased more than $2 billion in real estate nationally. Because of the success of this program, which we’ve replicated 57 times across the U.S., we are doubling our investment in NeighborhoodLIFT to $75 million in 2018.

These are just a few examples of how we are collaborating with community organizations and others in the private sector to empower individuals and families to change for the better. I encourage you to read the many other examples throughout this report.

In closing, I want to acknowledge that the past two years have been challenging, but I’m confident that we’ve learned from our mistakes, and we will become a better, stronger Wells Fargo. Looking ahead, we will continue seeking opportunities to further integrate CSR throughout our business and are committed to being transparent with you about our progress.

Thank you to all of the team members, customers, community partners, suppliers, and others who continue to work alongside us as we carry out our commitment to becoming the financial services leader in corporate citizenship while helping to build better, stronger communities.

Jon R. Campbell
Executive Vice President
Corporate Responsibility and Community Relations and Chairman of the Wells Fargo Foundation
Developing the workforce of tomorrow

Good jobs are vital to building healthy families and communities. One of the most important investments we can make to strengthen underserved communities is helping young people and others needing sustainable employment become the business owners, leaders, and Wells Fargo team members of tomorrow.

BANKING ON SUCCESS

Brandon Madrid had tried college, but various obstacles — from financial troubles to ongoing kidney dialysis — kept him from continuing his education. Then one day, he saw an online ad for BankWork$, applied to the program, and enrolled in the fall of 2016. Fast forward to today: Madrid works as a Wells Fargo bank teller and is pursuing a finance degree at Front Range Community College in Westminster, Colorado, with plans to finish up at a four-year university. He plans to become a financial analyst so he can help people with their investments — a career path he would never have thought possible.

Since 2014, Wells Fargo has been working with the founders of BankWork$, the Sheri and Les Biller Family Foundation, and other industry partners to expand the program nationally. Professional training opportunities are limited in many communities — and BankWork$ helps fill that gap. The free program helps prepare unemployed or underemployed members of low-income and minority communities for careers in the financial services industry. Madrid’s success story is one of hard work and incredible initiative. Despite his ongoing health issues, he was a model BankWork$ student. He never arrived late or missed a class. One of his instructors, Candice Sporhase-White, noted that, “He exemplifies everything that the BankWork$ program stands for.
and because he was unwilling to give up, new doors and new opportunities have opened for him.”

Graduates of the program usually move on to roles as bank tellers, customer service representatives, relationship bankers, and personal bankers. Madrid added, “I’m motivated by the desire to demonstrate to others that same love and charity that was shown to me.” Through our support of workforce development programs like BankWork$, Wells Fargo is helping put people like Madrid on a path to success.

Wells Fargo team member Brandon Madrid is one of more than 1,800 BankWork$ graduates who have found successful careers in the financial services industry.

2,600+
BankWork$ graduates in 10 cities

1,800+
graduates found careers within the financial services industry

$1,000,000
in grants to BankWork$ since 2014
She started her journey with the nonprofit as a trainee in an eight-week energy efficiency training and job placement program. At the time, she knew only a little about energy efficiency and even less about energy conservation. The Bay Area native, who was one of seven women in her predominantly male class, learned to provide local residents with the resources to help reduce their energy bills by making their homes more energy efficient. Since 2010, Wells Fargo has supported Rising Sun Energy by supplying team member volunteers and financial investments to improve energy efficiency resources for local families and businesses in need.

Today, Johnson is an administrator at Community Energy Service Corporation (CESC) SmartLight’s program where she helps local businesses become more energy efficient. “I enjoy what we do and knowing that we make a difference,” she said. “We’re all about saving energy and money through education. That’s a key part of what CESC does. Education equals empowerment.”
Building resilient communities

During third quarter 2017, Hurricanes Harvey, Irma, and Maria alone caused considerable damage in several geographic markets where we have significant lending exposure. At Wells Fargo, the allowance for credit losses on Sept. 30, 2017, included $450 million for coverage of our preliminary estimate of potential hurricane-related losses. The long-term success and resiliency of our communities, and our business, depends on our ability to collaborate across the public and private sectors to help communities better prevent, prepare for, and respond to foreseeable and unforeseeable events.

Banking our life savings

As Hurricane Harvey wrought devastation across the Houston area in 2017, Chase McKinney answered a call for help that ultimately saved 146 people. Harris County authorities and the Houston Police had put out an urgent call asking for assistance from anyone with a boat. McKinney, a boat owner and business development manager for Wells Fargo Auto, felt confident in his ability to navigate potentially dangerous waters. He enlisted fellow outdoorsman Israel Lopez to drive the boat while he stood on the bow watching for cars, downed power lines, alligators, and other hazards — all while keeping an eye out for people trapped in or on vehicles, or those already stranded in the water.

Together, McKinney and Lopez rescued 124 people from the flooding in Houston and another 22 in Port Arthur over a three-day period in late August.

More than 300 Wells Fargo team members suffered damage from the floodwaters in Houston alone — including some who were rescued by other civilian boaters.

2017 was another year of extreme weather disasters that affected millions of Wells Fargo customers, as well as many of our own team members across the U.S., Puerto Rico, Bangladesh, India, and Mexico.

Hurricanes, wildfires, floods, and other severe weather events resulted in the costliest year on record for weather-related disasters in the United States.1

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1 U.S. hits record for costly weather disasters: $306 billion, Jan. 8, 2018, https://www.apnews.com/166316c150fe45bd8cac3fa690de100f
Effective disaster response means tailored mobilization

When catastrophic events and other tragedies strike, we respond vigorously to help ensure the safety of our team members, keep our operations running, and help our customers and communities rebuild their homes, schools, and businesses. Wells Fargo’s Community & Customer Disaster Response Team mobilizes immediately to coordinate business continuity, customized funding for relief and recovery activities, and other assistance to help ease hardships and restore communities.

Mobile Response Units (like those pictured to the right) and mobile ATMs on trucks were deployed to help thousands of disaster victims quickly access cash and process insurance claims and loans so they could begin the process of repairing or rebuilding their homes.
Resiliency requires insight and preparedness

Traditionally, underserved and low- and moderate-income communities are often the most vulnerable to natural disasters and other tragedies. We are helping communities become more resilient through new initiatives with the National League of Cities and the National Fish and Wildlife Foundation.

Wells Fargo Foundation

$10.6m
Grants to the American Red Cross and other local nonprofits, including $6.5 million to the WE Care Fund, which provides financial grants to Wells Fargo team members experiencing financial hardships related to disasters or other unexpected events.

Team member donations

$1.25m
Pledged by our team members to the American Red Cross and another $1.27 million donated to the WE Care Fund during our 2017 Community Support Campaign.

Customer donations

$2.1m
Contributed by customers via our digital disaster relief campaigns, including donations at Wells Fargo ATMs across the U.S., and through our rewards-based credit card, Go Far Rewards.

Resiliency requires insight and preparedness

NATIONAL LEAGUE OF CITIES

Race, Equity and Leadership (REAL)

$325k in grant support
Goal: Strengthen the knowledge and capacity of local elected officials to eliminate racial disparities, heal racial divisions, and build more equitable communities.

Leadership in community resilience

$248k to expand 10-city program to 17 cities
Goal: Generate new insights and actions related to the challenges and opportunities associated with local resiliency initiatives.
In 2017, $2 million was provided to eight nonprofits to implement resiliency planning and improve green infrastructure.

RESILIENT COMMUNITIES PROGRAM

In 2017, we launched a four-year, $10 million Resilient Communities program with NFWF to help communities protect natural habitats and build capacity to prepare for, withstand, and more quickly recover from the impact of changing sea levels, water quality issues, and longer fire seasons. The four-year initiative is expected to generate matching contributions from other private and public funds for a total projected conservation impact of $20 million.

So far, $2 million has been provided to eight nonprofits for resiliency planning and green infrastructure. The Museum of Science in Miami, Florida, for example, is partnering with local nonprofits, schools, and municipalities to prepare coastal cities for hurricanes, flooding, and other natural disasters that impact critical coastal infrastructure, as well as the safety and well-being of residents. The $287,000 grant will restore 17 acres of coastal wetland and dune habitats at three different public land sites in Miami-Dade County to help coastal communities better withstand damage.
Theresa Desautel wanted to open a restaurant with healthy eating options on the Colville Native American Reservation in Washington. But she didn’t have the funds to cover the initial food order, equipment, or payroll.

The entrepreneur turned to the Northwest Native Development Fund (NNDF), a Community Development Financial Institution, or CDFI, that provides capital and technical assistance to underserved Native American businesses that may not qualify for conventional bank loans. The nonprofit is one of 56 CDFIs that have been supported through the Wells Fargo Works for Small Business® Diverse Community Capital program (page 52) since it began in 2015 to help launch and grow new businesses.

With support from NNDF, Desautel opened Red Willow Café in 2016 — bringing a fresh, healthy food source to the community that previously only had a small deli in its trading post grocery store.

In addition to Desautel’s café, other recipients of NNDF assistance include a daycare center, a construction company, and a manufacturer of sweet grass shampoos and conditioners. Together, these four businesses have created more than 40 jobs on the reservation.
Expanding our commitment to Native American Governments, Communities, and Indigenous Peoples

American Indian and Alaska Native communities are among the most marginalized groups in our society, with more than 26 percent of their populations living below poverty level. For more than 50 years, Wells Fargo has served tribal members, as well as their governments and businesses, with products, services, and financial education programs. In 2017, we took additional measures to better address this group’s unique economic, social, and environmental needs.

In response to feedback that we received during the construction of the Dakota Access Pipeline in 2016 and 2017, we have strengthened our due diligence in sectors subject to our Environmental and Social Risk Management policies (page 64). This includes more focused research into any impacts on indigenous communities, as well as consultations with the community and stakeholders. We also worked with tribal leaders, indigenous stakeholders, and their representatives to develop an Indigenous Peoples Statement (IPS) that helps guide our decision-making on projects in which proceeds of Wells Fargo financing has the potential to impact Native American, Native Alaskan, or other indigenous communities (page 33).

For project finance transactions where we identify that the use of proceeds from Wells Fargo may impact Indigenous communities, we now require potential customers to demonstrate alignment with the objectives and requirements of International Finance Corporation Performance Standard 7 on Indigenous People, including Free, Prior, and Informed Consent.

Supporting our team members

Established in 2003, Wells Fargo’s Native Peoples Team Member Network encourages team members to engage with and build cultural understanding and support for the American Indian/Alaska Native and Native Hawaiian communities. The network also offers members professional and career development, mentoring and leadership engagement, and opportunities to plan and participate in community outreach and events.

Revitalizing and strengthening underserved communities
Informed Consent. In developing the IPS, Wells Fargo leaders engaged with tribal leaders and other stakeholders to gain a greater understanding of the current needs and challenges facing indigenous communities. This process led Wells Fargo to announce a five-year, $50 million financial commitment to better serve American Indian/Alaska Native communities in collaboration with American Indian/Alaska Native businesses, nonprofits, and tribal governments.

As part of that commitment, we’re expanding our philanthropy and community outreach programs, working to improve products and services that meet the financial and banking needs of tribal communities, bringing clean energy solutions, and helping create a greater awareness of the cultures, history, and contributions of indigenous peoples.

SERVING TRIBAL GOVERNMENTS AND COMMUNITIES

**Solar power**

Since October 2015, we’ve supported the expansion of nonprofit GRID Alternatives’ National Tribal Program, which has brought solar power and job training to 40 tribal communities in nine states. We also supported GRID’s Troops to Solar Native American Veterans Initiative, through which GRID has provided veterans from tribal communities with hands-on training on 13 solar installation projects to date.

**Affordable housing**

Wells Fargo has invested more than $53.8 million in Low Income Housing Tax Credits on tribal lands since 1987, creating 623 low-income housing units in 10 states. In addition, we’ve sponsored $6.2 million in Federal Home Loan Bank Affordable Housing Subsidy Grants for 20 tribal projects with 523 housing units in nine states.

**Community development**

Since 2013, Wells Fargo has financed nearly $22.1 million in New Markets Tax Credit projects for nine tribal projects in four states, including health and wellness centers, education center, community center, buffalo grazing facility, wastewater plant, indoor rainforest butterfly habitat, and a commercial fishing dock.
**Diversity and social inclusion**

<table>
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<tr>
<th>Products and Services</th>
<th>Deliver products and services that meet the needs, values, and preferences of our customers</th>
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<tbody>
<tr>
<td></td>
<td>Invest in emerging technologies and innovative solutions to meet changing customer preferences</td>
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<td></td>
<td>Enhance human rights risk management and reporting</td>
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<tr>
<th>Philanthropy</th>
<th>Provide $100 million to increase our overall giving to critical social needs</th>
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<tr>
<td></td>
<td>Allocation of 2017 giving towards critical and social needs</td>
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<tr>
<td></td>
<td>Achieve 8.5 million team member volunteer hours with 40% team member participation</td>
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**2017**

$11.0 million

**Advance social inclusion**

1.73 million hours

of team member volunteerism to connect with local communities

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<tr>
<th>Culture and Business Practices</th>
<th>Ensure diversity, inclusion, respect, and engagement are fully woven into the fabric of the Wells Fargo culture and business practices</th>
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<tbody>
<tr>
<td></td>
<td>Increase participation in team member volunteer groups by 30%</td>
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<tr>
<td></td>
<td>Increase our veteran team member population to 20,000</td>
</tr>
<tr>
<td></td>
<td>Achieve 15% of procurement spend with diverse suppliers and build capacity through supplier development</td>
</tr>
</tbody>
</table>

8,367 veteran team members

11.9% of total procurement

$1.18 billion spent with diverse suppliers
19 innovations  
* See 4Q17 Quarterly Supplement, slide 39

Expanded our Environmental and Social Risk Management policies to understand how customers are managing risks

<table>
<thead>
<tr>
<th>Year</th>
<th>2016</th>
<th>2017</th>
<th>2020 Goal</th>
</tr>
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<tbody>
<tr>
<td>$36.4 million</td>
<td>$62.6 million</td>
<td>$100 million</td>
<td></td>
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$8.3 million  
*Increase financial capability of diverse consumers*

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<tr>
<th>Year</th>
<th>2017</th>
<th>2020 Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.76 million hours</td>
<td>8.5 million</td>
<td></td>
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</tbody>
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$6.9 million  
*Develop women and diverse leaders*

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<thead>
<tr>
<th>Year</th>
<th>2017</th>
<th>2020 Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>35.4% team member participation</td>
<td>40%</td>
<td></td>
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13% increase  
<table>
<thead>
<tr>
<th>Year</th>
<th>2017</th>
<th>2020 Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016</td>
<td>13% increase</td>
<td>30%</td>
</tr>
<tr>
<td>2017</td>
<td>27% increase</td>
<td>30%</td>
</tr>
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11.4% of total procurement  
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<tr>
<th>Year</th>
<th>2017</th>
<th>2020 Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>$1.27 billion spent with diverse suppliers</td>
<td>15%</td>
<td></td>
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## Economic empowerment

<table>
<thead>
<tr>
<th>Products and Services</th>
<th>Strengthen the economic sustainability of our communities</th>
<th>Philanthropy</th>
<th>Culture and Business Practices</th>
</tr>
</thead>
<tbody>
<tr>
<td>Help 12 million customers better manage their credit scores</td>
<td>$0</td>
<td>$0</td>
<td>0</td>
</tr>
<tr>
<td>Extend $175 million to CDFIs serving diverse small businesses by 2020</td>
<td>$4 million</td>
<td>$0</td>
<td>0</td>
</tr>
<tr>
<td>Originate $150 billion in new purchase loans to minority households¹</td>
<td>$0</td>
<td>$35 billion</td>
<td>0</td>
</tr>
<tr>
<td>Originate $70 billion in new purchase loans to low- and moderate-income households¹</td>
<td>$0</td>
<td>$14 billion</td>
<td>0</td>
</tr>
<tr>
<td>Provide homebuyer education to more than 4,000 lower-income homebuyers</td>
<td>$0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Provide down payment assistance to more than 4,000 lower-income homebuyers</td>
<td>$0</td>
<td>1,207</td>
<td>0</td>
</tr>
<tr>
<td>Provide $500 million to increase our overall giving to critical economic needs</td>
<td>$0</td>
<td>$87.9 million</td>
<td>0</td>
</tr>
<tr>
<td>Allocation of 2017 giving toward critical/economic needs</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Strengthen the financial expertise and knowledge of our team members</td>
<td></td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>Support and administer the WE Care Fund</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Build and improve 1,000 homes for low- and moderate-income households</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

¹ Includes prorated amounts of goals to provide $125 billion in new purchase loans to Hispanic households 2015-2025, and provide $60 billion in new purchase loans to African American households 2017-2027.

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$3.9 million Increase the financial capability of consumers
3,931 grants totaling $5.3 million were awarded for disaster-related hardships in 2017. In 2017, $53.6 million was allocated to strengthen communities and families through sustainable housing. In 2017, 525 homes were completed, while the goal for 2020 was 1,025 homes. The company also aims to help 4,027 families achieve sustainability through 2020. For the year 2017, the company served 8.3 million customers, out of whom 5.3 million were completed. In 2017, the company also allocated $29 billion, which was 20% more than the previous year. The company also aims to complete 5,317 homes by 2020 as part of its commitments. The company also allocated $185 billion for disaster-related hardships, up from $165 billion in the previous year.

The table below shows the progress made by the company in its corporate social responsibilities.

<table>
<thead>
<tr>
<th>Category</th>
<th>2016</th>
<th>2017</th>
<th>2020 Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customers</td>
<td>2,392</td>
<td>4,000</td>
<td>5,317:Completed</td>
</tr>
<tr>
<td>Empower self-reliance through small businesses</td>
<td>$156.0 million</td>
<td>$10.6 million</td>
<td>$53.6 million</td>
</tr>
<tr>
<td>Strengthen communities and families through sustainable housing</td>
<td>$73 billion</td>
<td>$29 billion</td>
<td>$175 million</td>
</tr>
<tr>
<td>3,931 grants totaling $5.3 million were awarded for disaster-related hardships in 2017</td>
<td>$70 billion</td>
<td>4,027:Completed</td>
<td>2020 Goal</td>
</tr>
<tr>
<td>525 homes</td>
<td>$500 million</td>
<td>$10.6 million</td>
<td>$53.6 million</td>
</tr>
<tr>
<td>1,025 homes: Completed</td>
<td></td>
<td></td>
<td>1,000:Completed</td>
</tr>
</tbody>
</table>

*Customers who’ve opted-in for free access to FICO® Credit Scores.
## Environmental sustainability

<table>
<thead>
<tr>
<th>Products and Services</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Accelerate a transition to a low-carbon economy</strong></td>
</tr>
<tr>
<td>Finance environmentally beneficial business opportunities</td>
</tr>
<tr>
<td>Integrate environmental and social risk management into our business practices</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Philanthropy</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Provide $65 million to increase our overall giving to critical environmental needs</strong></td>
</tr>
<tr>
<td>Allocation of 2017 giving toward critical environmental needs</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Culture and Business Practices</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Enhance the environmental performance of our operations</strong></td>
</tr>
<tr>
<td>Purchase renewable electricity to meet 100% of our global operations needs by the close of 2017</td>
</tr>
<tr>
<td>Reduce greenhouse gas emissions 45%</td>
</tr>
<tr>
<td>Increase energy efficiency 40%</td>
</tr>
<tr>
<td>Achieve LEED® status for 35% of buildings (by square foot)</td>
</tr>
<tr>
<td>Increase water efficiency 65%</td>
</tr>
<tr>
<td>Increase waste diversion 65%</td>
</tr>
<tr>
<td>Reduce total waste stream 50% from 2010</td>
</tr>
<tr>
<td>Enhance sustainability of our supply chain</td>
</tr>
<tr>
<td>Achieve 250,000 team member commitments to improving sustainability</td>
</tr>
</tbody>
</table>

1 2016 environmental footprint data has been updated from previous reports reflecting a process improvement that enables us to capture calendar year.
<table>
<thead>
<tr>
<th>2017</th>
<th>2020 Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>$38.1 million</td>
<td>$65 million</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>2017</th>
<th>2020 Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>$12.0 billion</td>
<td>$29.9 billion</td>
</tr>
</tbody>
</table>

For progress, visit our ESRM Statement

Our 2020 goals and progress

**$12.0 billion in sustainable finance**

**$29.9 billion in sustainable finance**

**$38.1 million**

Support environmental education

**$2.9 million**

Foster resilient communities

**$13.6 million**

Met 100% of our global electricity needs with renewable energy

<table>
<thead>
<tr>
<th>Completed in 2017</th>
<th>2016</th>
<th>2017</th>
<th>2020 Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>34%</td>
<td>34%</td>
<td>45%</td>
<td>47%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Completed in 2017</th>
<th>2016</th>
<th>2017</th>
<th>2020 Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>32%</td>
<td>36%</td>
<td>36%</td>
<td>35%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Completed in 2017</th>
<th>2016</th>
<th>2017</th>
<th>2020 Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>24%</td>
<td>28%</td>
<td>28%</td>
<td>35%</td>
</tr>
</tbody>
</table>

33% total waste stream reduction

Identified 210 suppliers, which represent 67% of our 2017 controllable spend, to join the CDP supply chain program beginning in 2018

83,500+ sustainable team member commitments
Diversity and social inclusion

Our priority: Ensure that all people feel valued and respected and have equal access to resources, services, products, and opportunities to succeed.
Prabha Sanjay fulfilled her dream of opening an inclusive preschool. Read more at stories.wf.com/odyssey-preschool-journey/.
Diversity and social inclusion

Our world is an increasingly diverse and connected place. Both individually and as a company, we benefit from collaboration among different perspectives, voices, and backgrounds — and we view our differences as an asset. Our customer base reflects this diversity, and it’s critical to our long-term success that we reflect the varying, evolving needs of our customers around the world.

Wells Fargo is committed to being a leader in promoting dialogue, advocating for inclusion, and creating opportunities for economic equity across our workforce, communities, and supply chain. Our efforts focus on developing and advancing women and other diverse talent, increasing team member engagement and strengthening our workplace culture, growing our diverse supplier base, implementing inclusive policies and practices, and investing in emerging technologies to meet evolving customer preferences.

Supporting our team members

Team members are our greatest assets, and we pride ourselves on providing them with a top-notch professional experience. We provide market-competitive compensation, career development opportunities, strong work-life programs, and a broad array of benefits for them and their families.

In 2017, we continued to increase our investments in the Wells Fargo team. We paid a minimum wage 86 percent above the national average and raised it to $15 per hour for U.S. team members (effective March 2018). In the past year, we have added two company holidays to our paid time off program, plus two “personal holidays” that team members may use to take time off to celebrate days that are of religious, family, cultural, patriotic, community, or diversity significance, among other things. In addition, we announced an award of restricted share rights equivalent to 50 shares of Wells Fargo common stock to eligible full-time employees, and the equivalent of 30 shares to eligible part-time employees, with a two-year vesting period.
In 2017, we paid a minimum wage 86 percent above the national average and raised it to $15 per hour for U.S. team members (effective March 2018).

In July 2017, Wells Fargo CEO Tim Sloan signed the CEO Action for Diversity & Inclusion™ pledge, promising to further advance diversity and inclusion at Wells Fargo by completing specific actions. In doing so, he joined more than 250 other CEOs and executives from large U.S. companies. The pledge states that these leaders will increase equity for all, including African-Americans, Latinos, Asians, Native Americans, members of the LGBTQ community, people with disabilities, veterans, and women.

U.S. Team Member Benefits

Wells Fargo provides comprehensive benefits to help ensure the physical and financial health of all eligible regular and part-time team members and their families:

• Health plans and wellness programs, including competitive medical, dental, and vision benefits
• 401(k) plan, including Wells Fargo contributions that match dollar for dollar up to 6 percent of team member contributions
• Parental and critical caregiving leaves for children, spouse, partner, parent, and/or team member
• Discounts and savings on Wells Fargo products and services and other work-life programs
• Paid time off, including paid volunteer time
• Part-time and flex-time options
• Adoption reimbursement of up to $5,000
• Commuter benefits
• Tuition reimbursement and scholarships for dependent children
• WE Care Fund grants for financial hardships (page 9)
Strengthening and monitoring our culture

To strengthen Wells Fargo’s corporate culture, we are listening to our team members and inviting outside reviewers to help identify enhancements so we can ensure a consistent culture and compelling team member experience across the organization.

We have candid and frequent dialogue with our team members using a variety of channels to obtain their feedback. For example, in 2017 we conducted a company-wide culture assessment to help uncover both the positive attributes and potential weaknesses in our workplace culture.

Also, in response to feedback from our team, we introduced a simpler, more focused booklet, the Vision, Values & Goals of Wells Fargo, to make it easier for all team members to understand what we value the most as a company.

Hiring and developing diverse talent

We are committed to increasing team member diversity and inclusion through inclusive policies and programs that attract, develop, engage, and retain the best talent. In 2017, we continued to focus on building a diverse pipeline of candidates for positions at all levels of the company, including leadership positions, and promoting diversity and inclusion awareness through education and training.

In 2017, Wells Fargo was named the ninth Top Company for Diversity by DiversityInc, and awarded a perfect score of 100 percent by the Human Rights Campaign Corporate Equality Index for the 15th year in a row.
HUMAN RIGHTS

We regularly assess our human rights practices and approaches in light of changing global policies and business practices, as outlined in our Human Rights Statement. To meet our obligations under the U.K. Modern Slavery Act and underscore the important role that businesses like ours can play in addressing this urgent global human rights issue, Wells Fargo published a Modern Slavery Act Statement (PDF) in 2016. This statement affirms our commitment to living our values, respecting the human rights of all people, and detailing the measures we take to prevent modern slavery and human trafficking from occurring in our operations and our supply chain. In early 2017, we published an Indigenous Peoples Statement that was developed in collaboration with stakeholders from indigenous communities and their representatives (page 12).

As of year-end 2017, more than 91 percent of all U.S. team members had completed the first two modules of our diversity and inclusion learning curriculum that includes aspects of human rights. In addition, all managers, supervisors, and Human Resources professionals are required to participate biannually in training that covers Wells Fargo’s policies concerning equal opportunity and affirmative action.

Diverse Leaders Program

Through our Diverse Leaders Program, participants experience a unique opportunity to focus on leadership and professional development from a culturally relevant, sensitive, and segment-specific perspective. The program, which has graduated 4,000 participants since 2004, was expanded in 2017 to include veterans and people with diverse abilities, in addition to Asian and Pacific Islander, Black/African-American, Latino, and LGBTQ team members. The three-day, industry-leading sessions enable team members to expand their internal networks, learn from senior leaders, and practice leadership skills necessary for success in a diverse business environment.

Our workforce

- 263,000+ team members in 42 countries
- 93 percent of team members are in the U.S.
- 43 percent of U.S. workforce is ethnically/racially diverse
- 57 percent of global workforce is female
- 8,300+ of team members self-identify as veterans
A growing number of team members participate in Team Member Networks (TMNs) based on shared backgrounds or interests. TMNs support employee engagement by providing professional development and advocacy opportunities. The groups implement initiatives and programs to build an inclusive environment, leverage our differences to fuel innovation, and promote diversity and inclusion in every aspect of business and at every level of the organization. Members often participate in external advocacy activities, which also help strengthen our brand in our communities.

We encourage our team members to be actively involved in the causes they care about, and provide a variety of opportunities to support community service and volunteerism. More than 40,700 team members actively participate in one of Wells Fargo’s 140 Volunteer Chapters in 45 states and 16 countries. These grassroots community-involvement networks organize volunteer activities from building houses and conserving nature to teaching financial education and reading to elementary school children. And our Volunteer Leave program provides selected team members with

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>23%</td>
<td>Global membership (61,865+ active team members) — On track for 30 percent membership goal</td>
</tr>
<tr>
<td>10</td>
<td>TMNs</td>
</tr>
<tr>
<td>330</td>
<td>Chapters</td>
</tr>
<tr>
<td>33%</td>
<td>Increase in TMN membership since 2014</td>
</tr>
</tbody>
</table>

30 years of pride
Every year, our team members join Pride celebrations by participating in events across the nation. This tradition began with an internal grassroots movement to march in the 1992 San Francisco Pride parade—which led to the formation of Wells Fargo’s first resource group for LGBTQ team members and allies called PRIDE.

June 2017 marked 25 years since that first march and 30 years since our company publicly committed to the LGBTQ community by adding sexual orientation to our nondiscrimination policy. More than 11,000 team members participate in the PRIDE TMN at Wells Fargo.
In 2017, Pooja Naidu was one of 187 team members to be recognized as a Volunteer of the Year for her outstanding community service to the Maruthi Orphanage, a home for girls in Hyderabad, India. Naidu is a project coordinator with Wells Fargo’s Enterprise Information Technology team in Hyderabad and serves on the board of the nonprofit Making a Difference, which helps provide the orphanage with educational services, clean water, and birthday parties for all the children.

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In 2017, our team members volunteered a record 2 million hours, representing an estimated $48 million in volunteer time, according to Independent Sector. In addition, team members reported more than 183,500 hours of board service on nearly 3,700 nonprofit boards.
Developing and engaging diverse suppliers

We recognize that a diverse supplier base enhances our supply chain and generates efficiency and innovation for the benefit of our customers and communities. In 2017, we continued to focus on developing and expanding Wells Fargo’s diverse supplier pipeline through efforts with each line of business and innovative new programs. As a result, our procurement spend with diverse suppliers exceeded $1 billion for the fourth consecutive year. That took us to more than 11.4 percent in 2017, as we work toward our goal of spending 15 percent of our controllable procurement budget with diverse suppliers by 2020.

We also collaborate with external organizations to provide training, access to capital, and other development opportunities to help support the growth of diverse-owned business in our communities. For example, in 2017, we launched the Wells Fargo Scholarship Fund for Diverse Businesses in collaboration with the Tuck School of Business at Dartmouth University, Hanover, New Hampshire. We provided $100,000 to fund 24 scholarships for certified minority, women, veteran, LGBTQ, and
disabled-owned business entrepreneurs to attend the school’s Minority Business Program, which has graduated more than 7,000 business owners since its inception in 1980.

Diverse Chamber Leader Training

We have invested more than $2 million since 2014 in diverse chamber leader training programs through the Chamber Training Institute (CTI). The majority of the funding has gone to establish training for chamber leaders that develop diverse-owned small businesses across the nation. The program develops and empowers diverse chambers of commerce leaders, while providing unique educational opportunities on how to grow and build their chambers for the benefit of the small business community. It also helps diverse-owned small businesses become credit-ready, access credit, and achieve financial success. Since 2010, the CTI has trained more than 1,650 chamber leaders from all over the U.S.

Creating equal access to opportunities for success

In 2017, the Wells Fargo Foundation donated $26.2 million to nonprofits to advance diversity and social inclusion, including key initiatives focused on the development of women and diverse talent, education and vocational training for military veterans and people with disabilities, and other underserved communities and critical social needs.

Investing in higher education

Higher education is one of the most powerful tools for achieving income mobility, which is why we support programs that increase employment and leadership development opportunities for women and diverse young people who wouldn’t otherwise have the financial means.

Los Angeles Latino Chamber of Commerce

We work with the Los Angeles Latino Chamber of Commerce (LALCC) to provide workshops, educational training, and one-on-one business assessments for Latino entrepreneurs. In 2017, LALCC delivered more than 250 hours of one-on-one consulting and technical assistance to more than 130 companies. Based on 2016 research by the Los Angeles Economic Development Corporation, Latino-owned businesses in the area generate $32 billion in revenues. With resources and credit access from Wells Fargo, LALCC expects to meet its goal of doubling Latino business revenues to $64 billion by 2021.
In 2017, we provided $4.6 million in scholarships and programming that specifically benefitted students from lower- and middle-income backgrounds and those who are first-generation college attendees. Partners include:

- American Indian Graduate Center
- Asian Pacific Islander Scholarship Fund
- Hispanic Scholarship Fund
- Point Foundation
- Scholarship America - Wells Fargo Veteran Education Program & Scholarship for People with Disabilities
- Thurgood Marshall College Fund
- United Negro College Fund

In addition, we invested $1.6 million in 2017 in our Team Members’ Dependent Scholarship Program to fund 549 new merit scholarships and 536 scholarship renewals.

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As Erika Rebstock prepared to enter college, she couldn’t find many financial aid options for people with disabilities. Although Rebstock was born with one arm, her disability didn’t qualify her for most programs, which often required a wheelchair or other physical support. She applied for the Wells Fargo Scholarship Program for People with Disabilities, a $1 million, four-year initiative with Scholarship America to help people with disabilities complete the post-secondary education or training they need to succeed in the career path of their choice. Rebstock was one of 38 students to receive a $2,500 scholarship that she used to buy a computer and cover other school expenses.
SOCIAL IMPACT INVESTING

In July 2016, Nelson Capital Management, a wholly-owned asset management subsidiary specializing in Socially Responsible Investment (SRI), was integrated into the Wells Fargo Private Bank in order to better serve client needs. The group was renamed Social Impact Investing (SII) and has expanded its offering across asset classes to offer a broad and flexible investment solution that is exclusive to Wells Fargo Private Bank clients.

As an in-house investment team of experts in responsible investing, the SII team provides clients with investment strategies that blend traditional practices with the integration of Environmental, Social, and Governance (ESG) factors. The combination of proprietary research across fundamental and ESG topics, best practice risk management, the ability to customize targeted strategies to meet client needs, and a beneficial fee structure makes this offering unique in wealth management.

- In the fourth quarter of 2016, the SII team added three team members, expanding its capacity for deeper research and better client support.
- In 2017, the SII team expanded into a third asset class, adding two Real Estate Investment Trust strategies to its existing equity and fixed income strategies.
- The team’s asset base grew by 28 percent, demonstrating continued client interest in investment solutions aligned with their priorities.
- The SII team also published reports on emerging issues such as gender lens investing and sustainability as part of corporate strategy.
- Additionally, the SII team engaged in dialogue with portfolio companies on issues relevant to long-term shareholders, such as climate change risk management, gender diversity and human capital management, and transparency about corporate involvement in the political process.
Economic empowerment

Our priority: Strengthen financial self-sufficiency and economic opportunities in underserved communities.
Army veteran Walter Moody gets a newly renovated home and a fresh start. Read more at stories.wf.com/veteran-enjoys-his-new-home-today-home-tomorrow/.
Economic empowerment

We believe that when our local communities prosper, so do our customers and our business. But such challenges as increasing housing costs and flat wages, especially in low- and moderate-income and underserved communities, make it harder for all of us to achieve that prosperity.

Using the power of Wells Fargo’s core business, expertise, and geographic reach, we’re helping to create economic opportunities in underserved communities by empowering individuals and small businesses with the products, services, knowledge, and tools needed to achieve income mobility, financial independence, and an improved quality of life.

A PATH TO ECONOMIC INCLUSION FOR THE UNBANKED AND UNDERBANKED

There are approximately 33.5 million households in the U.S. that are considered “unbanked” or “underbanked,” which means these individuals may have a basic checking or savings account but may also rely on costly alternative financial products and services outside of the traditional banking system. Throughout 2017, we continued to work with a wide range of community organizations and government agencies to expand economic inclusion in the financial mainstream by increasing access to safe and affordable financial products and services, and improving the financial health and capabilities of low- and moderate-income individuals and families.

For example, in 2017, Wells Fargo committed $1 million over two years (PDF) to the Cities for Financial Empowerment Fund (CFE Fund) to support the national Bank On movement, which is working to help make safe and affordable financial products available at tens of thousands of bank branches across the country.

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With Wells Fargo’s support, CFE Fund launched a new Bank On Fellowship program that is providing technical assistance and funding over two years for full-time leaders at five Bank On coalitions across the U.S. in Houston, Texas; New Haven, Connecticut; Akron, Ohio; Mobile, Alabama; and Tampa, Florida.

Education provided through the program prepares Bank On fellows to engage and build relationships with financial institutions, community service providers, and politicians — all of which are critical to helping local governments improve the financial stability of its residents.

**Expanding access to financial products and services**

Financial health is a challenge for many. Research shows that 57 percent of Americans are struggling financially,¹ and 46 percent say they would not be able to cover a $400 emergency expense without selling something or borrowing money.²

To help more Americans be better prepared for life’s opportunities and challenges, Wells Fargo is providing a growing set of products, services, and tools to make it easier for all customers to know where they stand financially and to make more informed financial decisions based on their specific needs and goals.

**Greenhouse℠**

One of the most significant challenges for people struggling with day-to-day money management is that many have several income sources and/or are being paid infrequently, which can make budgeting a challenge. In 2017, we announced the upcoming Greenhouse℠ experience, a standalone mobile banking app that helps consumers manage day-to-day spending, pay bills on time, spend confidently, and start to build savings. Greenhouse customers will never incur bank overdraft fees when using the new app. Our goal for Greenhouse customers is to never authorize a purchase or payment if the account doesn’t have enough funds. Greenhouse will launch in the Apple App Store in 2018.

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¹ Center for Financial Services Innovation, *Understanding and Improving Consumer Financial Health in America*, March 2015
Overdraft Rewind™, a free Wells Fargo account feature, automatically waives overdrafts on customers’ accounts when direct deposits are received by 9 a.m., local time, the following day. If the direct deposit covers the prior day’s overdraft, the bank will not charge overdraft or insufficient fund fees.

**Greenhouse** provides customers with:

- **Intuitive money management with two accounts that work together:** One weekly spending account tied to a debit card; a second account dedicated to savings and bills. The Greenhouse experience helps customers separate their spending dollars from what they’re saving for monthly expenses (e.g., bills, rent, phone). Customers also have the ability to set a weekly spending budget for their debit card.

- **Immediate access to their Greenhouse accounts:** Real-time debit card use with a mobile wallet. Customers have access to both accounts at more than 13,000 Wells Fargo ATMs and the added convenience of approximately 5,900 retail bank branches.

- **The ability to send and receive payments:** Access to the Zelle™ peer-to-peer payments network offers the ability to receive and send payments to friends, family, and people they know and trust with a U.S. bank account.

- **Personalized insights to help reach their financial goals:** Spending trend visualizations, transaction insights based on an artificial intelligence engine, and key reminders to help customers stay on track are all built into the experience.
We created the Financial Capability Grant Program, a 3-year, $3.5 million commitment to working with nonprofits to expand access to financial capability services, coaching, and counseling for low- and moderate-income, underbanked, and diverse consumers.

**Overdraft Rewind℠**

In 2017, we introduced a new feature that helps avoid overdraft fees when checking accounts are overdrawn right before payday. Overdraft Rewind, a free Wells Fargo account feature, automatically waives overdrafts on customers’ accounts when direct deposits are received by 9 a.m., local time, the following day. If the direct deposit covers the prior day’s overdraft, the bank will not charge overdraft or insufficient fund fees. Customers don’t need to take any action to receive the benefit; the new feature automatically provides a better banking experience for millions nationwide.

**Increasing financial capability**

Many unbanked and underbanked individuals and families also lack the skills necessary for managing cash flow, planning for the future or unexpected emergencies, and effectively using financial services. We recognize there is a growing need for programs and initiatives that effectively help people develop financial capability — the confidence and ability to apply financial knowledge and skills to everyday decisions and exhibit positive behaviors — which is critical to achieving financial security. To address this issue, we created the Financial Capability Grant Program, a 3-year, $3.5 million commitment to working with nonprofits to expand access to financial capability services, coaching, and counseling for low- and moderate-income, underbanked and diverse consumers.

In 2017, Wells Fargo and the United Way completed a 5-year, $5 million [financial coaching program](#) for low- and moderate-income families. The Financial Capability Network created financial coaches in eight communities nationwide to educate people about how to save more, manage their assets and debt, build credit, and take other important steps toward financial stability.

- **1,736** community members were trained as financial coaches
- **27,396** clients received financial coaching
- **5,763** clients increased their savings
- **11,117** individuals increased their income
Hands on Banking®

Hands on Banking, a public service offered by Wells Fargo, is a free, engaging, non-commercial program that provides people with the knowledge and skills to help them take control of their financial future. In 2017, the program was enhanced to include a greater focus on financial capability. For example, the website features new content addressing financial needs in various stages of life, including interactive tools that enable users to practice their skills and gain confidence in their knowledge of a topic.

Available online at handsonbanking.org in English and Spanish, the program offers educational articles on a variety of financial topics, classroom resources for formal and community educators, and self-directed courses for everyone from youth to seniors, to military members and entrepreneurs.

The Hands on Banking program also aligns with Common Core State Standards for English language arts and math that many K-12 school districts follow.

We partner with school districts, government agencies, and nonprofits to drive awareness of the Hands on Banking program, with a focus on reaching underserved communities. For example, in 2017, we expanded our collaboration with the National Council for Negro Women, National Disability Institute, 100 Black Men of America, Thurgood Marshall College Fund, and other organizations to provide workshops and webinars to individuals and entrepreneurs. As a result, participants increased their knowledge of managing expenses by 21.7 percent; 48.7 percent indicated they would begin to save for emergencies; and 40.3 percent reported increased confidence in their ability to gain control of their financial situation.

We also launched a 10-lesson Hands on Banking program with Boys & Girls Clubs of Colorado in 2017. Initial findings indicated that after the training:

80% of students in a 10-lesson Hands on Banking program could create a budget to meet a goal.

1.5m

In 2017, more than 1.5 million people visited handsonbanking.org.
In 2017, more than 4,000 youth participated in the 7th Annual Lemonade Day Alaska, a free program that teaches kids how to start, own, and operate their own business, beginning with a lemonade stand.

As a presenting sponsor for the past five years, Wells Fargo donates $25,000 annually, and in 2017, 154 branches hosted workshops that incorporated lessons from Hands on Banking.

88 percent knew the difference between “needs” and “wants.”

55.5 percent would think about needs and wants before buying something. 100 percent understood how education, skills, and career choices impact income, as well as the benefits of having bank accounts.

Wells Fargo has expanded Hands on Banking to the Philippines through outreach to 1,100 parents and nearly 100 teachers and staff at two public schools in Taguig City. Team member volunteers with our Enterprise Global Services Philippines team are working to expand the program to all 46 schools across the city.

20th anniversary of support

April 2017 marked the 20th anniversary of Wells Fargo’s participation in the American Bankers Association’s (ABA) Teach Children to Save Day program, and team members also volunteered during the ABA’s Get Smart about Credit Day in October. During these campaigns, nearly 3,900 team members visited schools and community groups and hosted in-branch events to educate children and adults about budgeting, saving, and responsible credit management. In 2017, team members volunteered nearly 14,000 hours teaching over 5,100 classes on saving or credit to more than 227,000 children and adults.

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Strengthening underserved communities

Wells Fargo works with a wide range of stakeholders to deliver capital, credit, financial education, and other solutions to low- and moderate-income neighborhoods with limited access to traditional financial services. During 2017, we provided $6.5 billion in community development loans and investments to support economic development, job creation, infrastructure, affordable housing, and other critical community services. In addition, the Wells Fargo Foundation donated more than $68 million to support financial education, sustainable housing, small business, community development, and other critical economic needs.

Sustainable housing and affordable home ownership

We believe in the power of home ownership. It’s a vehicle that enables many people to build wealth and financial stability. We proudly lend more money to individuals and families working to buy a home than any other U.S. financial institution. We’re also the leading home mortgage lender to racially and ethnically diverse homebuyers. And, as home ownership continues to decline in the U.S., we remain steadfast in our commitment to empowering more people to buy a place to call home.

Our affordable home buying program, YourFirst Mortgage®, has helped nearly 42,000 customers buy a home — many of whom represent low- and moderate-income households — and has generated more than $9 billion in loans since its start. We launched the product in May 2016 to meet a major need in the marketplace — a low down payment loan. This helps those returning to homeownership after the hardship of the financial crisis or those who are trying to buy for the very first time. It offers a down payment of as little as 3 percent, lower out-of-pocket costs, expanded credit criteria, and discounted closing costs in exchange for completing a homebuyer education program.
In an effort to reverse the declining homeownership rate among African-Americans, we committed to lend $60 billion to create more than 250,000 African-American homeowners and provide $15 million toward initiatives focused on homebuyer education and counseling by 2027.

To achieve these goals, Wells Fargo is working with the National Association of Real Estate Brokers, the National Urban League, and the National Association for the Advancement of Colored People.

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$68m

$9.7 MILLION TO BOOST BAY AREA HOMEOWNERSHIP

In 2017, Wells Fargo teamed up with NeighborWorks America and its network member, Community Housing Development Corporation, to bring the NeighborhoodLIFT program to the San Francisco Bay Area, one of the highest-cost housing markets in the country. With a $9.7 million commitment, we’re aiming to make home ownership more affordable, achievable, and sustainable in Alameda, Contra Costa, San Francisco, and Solano counties by offering homebuyer education plus $30,000 down payment assistance grants. And as part of the effort we’re providing grants to community organizations to revitalize and beautify local neighborhoods. Through this combination of mortgage financing and education, we expect this innovative collaboration to create 285 homeowners in the Bay Area.

Natasha Jones, center, with her children, Markayla Williams and Damian Jones, in front of their home.
Through collaboration with local and national housing nonprofits, the Wells Fargo Housing Foundation works to revitalize neighborhoods by creating affordable housing for low- and moderate-income households.

<table>
<thead>
<tr>
<th>Program</th>
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<tr>
<td>Priority Markets Program</td>
<td>$6.0m dedicated to neighborhood revitalization efforts with 47 grants to nonprofits through the Priority Markets Program. Since inception in 2009, the program has provided grants totaling more than $48 million and benefiting more than 40,000 people.</td>
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<tr>
<td>NeighborhoodLIFT Program</td>
<td>$35.5m invested in the NeighborhoodLIFT program, creating nearly 3,000 lower- and average-income homeowners in 2017 alone. Since 2012, NeighborhoodLIFT and other LIFT programs have created more than 15,800 homeowners in 57 communities through $372 million in down payment assistance and other support, and 52,500 consumers have received homebuyer education.</td>
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<tr>
<td>Team Member Volunteer Program</td>
<td>$7.5m In the 20th anniversary of the program, team members volunteered more than 58,300 hours to build, renovate, paint, or repair 500 homes for families and individuals in need. The program also awarded $7.5 million to more than 320 organizations.</td>
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Wells Fargo surpassed its goal to build and improve 1,000 homes for low- to moderate-income homeowners by 2020 — more than two years early.

Habitat for Humanity

In 2017, in collaboration with Habitat for Humanity International and its local affiliates in 25 communities nationwide, Wells Fargo donated a $300,000 grant to the 100 Veteran Home Improvement initiative. As part of this effort, team member volunteers work alongside veterans to help improve their homes, including painting, landscaping, and other minor repairs. Projects ranged from repairing water damage in Kent, Washington, and making a walkway safer for an 84-year-old Korean War veteran in Hayward, California, to installing hand rails for a veteran in Susquehanna, Maryland.

In 2017, Wells Fargo and the Wells Fargo Housing Foundation provided a combined $26 million to Habitat for Humanity International and its local affiliates in support of affordable and sustainable housing. This funding included an $18 million gift to Habitat at the end of 2017 to help the nonprofit strengthen its operations and services, including disaster preparedness and ongoing post-disaster rebuilding efforts in Texas, Florida, and Puerto Rico.

7,600 homes and counting

We’re proud to be among the leading providers of volunteers to Habitat for Humanity, Rebuilding Together, and other organizations. Since 1993, Wells Fargo team members have volunteered more than 4.75 million hours to build and improve more than 7,600 homes for low- to moderate-income homeowners, seniors, veterans, and families. And in 2017, we surpassed our goal of building and improving 1,000 homes by 2020 more than two years early.
Helping small business start, grow, and succeed

Vibrant, growing small businesses are vital to creating jobs and strengthening not only local communities, but our national economy. To help keep this important economic engine growing, we’re committed to empowering small business owners in the communities we serve by helping to provide the capital and financial services they need to start, operate, and grow their businesses.

We have relationships with approximately 3 million U.S. small business owners. Our Wells Fargo Works for Small Business® initiative, launched in 2014, provides a wide range of resources, guidance, and services that help entrepreneurs achieve their goals.

Diverse Community Capital

Diverse businesses often lack access to the full spectrum of resources necessary for growth and success. The Wells Fargo Works for Small Business: Diverse Community Capital (DCC) program was established in 2015 to deliver grants and lending capital to Community Development Financial Institutions (CDFIs) serving diverse-owned businesses that may not qualify for conventional bank loans. Since its launch, the DCC program has distributed $55 million in grants and lending capital to 56 CDFIs in 32 states and the District of Columbia, in addition to providing technical assistance, financial services mentoring, and other resources. As part of our increased philanthropy commitment (page 13), beginning in 2018 Wells Fargo will target an investment of an additional $100 million over three years to further support the growth of diverse small businesses.

Deepak Doshi (right) runs Doshi House, a coffeehouse and popular restaurant in Houston’s Third Ward. As a 2017 grand prize winner of the Wells Fargo Works for Small Business® Neighborhood Renovation Program Contest, Doshi will be able to open a mobile coffee and catering cart to reach all Houstonians.
Setting the table for success

Taddesse Haile dreamed of continuing his family’s tradition of working in the restaurant industry and bringing Eritrean and Ethiopian food to his new San Francisco neighborhood. To get his business started, he received a $10,000 loan from Working Solutions, a CDFI that supports San Francisco Bay Area-business owners — especially low-income individuals, women, and minorities. He used the money to renovate, furnish, and open the Oasis Cafe. Working Solutions also reviewed Haile’s lease, helped him develop marketing and business plans, and later provided him with a $45,000 loan to expand his restaurant. Oasis Cafe now has eight part-time employees and it’s still growing. In September 2017, Wells Fargo provided Working Solutions with a $250,000 grant through the DDC program to help the organization expand and help more small business owners like Haile.

Diverse Community

Capital funds are used by Community Development Financial Institutions to:

- Increase lending to diverse small business owners;
- Support initiatives that increase access to capital and resources, including technical assistance, marketing, and outreach; and
- Help more diverse small business owners get the coaching and educational resources they may need to grow their business.
Strengthening opportunities for military veterans

For military veterans, their families, and those who support them, the transition back into civilian life can be difficult. Our goal is to help enable long-lasting, sustainable housing for veterans; help active duty members with career transition; and provide financial education and resources for military families who are facing financial hardships. In 2017, Wells Fargo donated more than $28.3 million to military- and veteran-related nonprofits, for a total of $100 million in monetary and in-kind donations since establishing the Military Affairs program in 2012.

Our investments include:

• Donating more than 350 mortgage-free homes, valued at more than $55 million, to veterans in all 50 states through the Military Home Donation Program.

• Hiring more than 8,000 veterans, and participating in more than 950 military job fairs. Wells Fargo employed more than 8,300 veterans as of Dec. 31, 2017.

• Offering career transition programs such as the Veteran Employment Transition Internship Program, American Corporate Partners mentorships, and scholarships and emergency grants through Scholarship America.

• Enhancing Hands on Banking for Military. This specialized financial education program has been viewed by more than 460,000 people since July 2013, and now offers resources that help service members make informed financial decisions about the Department of Defense’s new Blended Retirement System. The system is expected to help provide retirement benefits for nearly 85 percent of service members whereas previously more than 80 percent of service members left without any retirement benefits.

• Launching ApprenticeshipUSA, a program that offers companies the tools they need to develop a highly skilled workforce and gives veterans the opportunity to earn a salary while learning the skills to succeed in high-demand civilian careers.

Wels Fargo’s 4-year, $2 million initiative with Scholarship America awarded 26 scholarships and 59 emergency grants in 2017 to help veterans succeed in civilian life.
In 2017, Wells Fargo donated more than $28.3 million to nonprofits supporting members of the military, veterans, and their families who have faced financial hardships.

$28.3m

**FROM SOLDIER TO CEO**

During his 15 months in Iraq, Army Capt. Blake Hall became comfortable making difficult decisions in the midst of chaos. Now those skills come in handy as he makes decisions as a civilian business owner. Hall, a former member of the elite Army Rangers, founded ID.me in 2009. This digital wallet enables veterans and others to manage their digital identities via a single login, streamlining the process of applying online for various services. Previously, veterans had to carry a paper document to verify their status and receive benefits. Hall’s platform eliminates the vulnerability that comes from carrying those documents.

ID.me was selected from the 10 veteran-founded technology startups that pitched their technologies at the Veterans Startup Pitch event sponsored by Wells Fargo and national nonprofits Bunker Labs and VetsinTech.

Since 2013, Wells Fargo has supported No Barriers Warriors. It’s a program created by No Barriers USA that empowers veterans and transitioning service members with disabilities – as well as survivors of the fallen – to overcome barriers and unleash their potential by leading and serving others. In 2017, No Barriers Warriors and Wells Fargo hosted the Warriors to Summits experience, which included a group of veterans with disabilities who completed three climbing expeditions – Mount Elbert in Colorado, the Wind River Range in the Rocky Mountains of Wyoming, and their capstone challenge of Mount Brooks in the Denali Range of Alaska.

$28.3m
Our priority:
Accelerate the transition to a low-carbon economy and help reduce the impacts of climate change on our customers and communities.
Since 2012, Wells Fargo and the National Fish and Wildlife Foundation have helped communities become more resilient. Read more at stories.wf.com/national-fish-wildlife-foundation-conservation-today-tomorrow.
At Wells Fargo, we’re committed to creating healthier, more resilient communities by using resources responsibly, advancing cleaner technologies, helping to reduce the effects of climate change, and doing our part to address other environmental challenges facing our planet. In 2017, we continued to strengthen our business processes to improve our environmental performance and build sustainability more deeply into our business, culture, operations, and community engagement.

As outlined in Wells Fargo’s Statement on Climate Change, we support the principles of the Paris Climate Agreement, which aims to strengthen the global response to combating climate change and adapting to its affects. Climate change represents one of the greatest challenges of our time, and we are working diligently through our lines of business, in our operations, and with stakeholders from the private and public sectors, nonprofits, and civil society to develop climate solutions.

We’re committed to following industry best practices in sustainability and actively engage with organizations such as the U.S. Green Building Council (USGBC), eStewards, The Climate Group’s RE100, and others as we continue to build sustainability into our operations. To help guide responsible financing in our lines of business, we are signatories of the Equator Principles, Green Bond Principles, and the UN Principles for Responsible Investing. We report risks and opportunities associated with climate change via the CDP (formerly the Carbon Disclosure Project), and we’re incorporating recommendations provided by the Task Force on Climate-related Financial Disclosures into our efforts.

We measure our performance by how effectively we apply the scale of our operations and the passion of our team members to advance sustainability in three broad areas:

1. Driving business practices and a company culture that enhance the environmental performance of our operations

2. Developing and delivering products and services that advance clean technologies, renewable energy, and other environmental solutions

3. Providing substantial funding to nonprofits and multi-stakeholder
initiatives to support critical environmental needs and advance innovation in clean technology

Starting our commitment at home

As a financial institution with significant reach and resources, we know that our positive impact on the environment can reach far beyond our own walls. But we also believe that we have a responsibility to operate as efficiently as possible and to create a culture that helps our team members do the same. We achieved two prime examples of this in 2017. First, we met our commitment to cover 100 percent of our global electricity needs with renewable energy. In addition, we launched our Greener Every Day initiative, which encourages team members to take sustainable actions at work, at home, and in their communities to advance environmental sustainability.

Meeting our global electricity needs with renewable energy

With 90 million square feet of real estate, including data centers, corporate offices, and branches, more than 90 percent1 of our Scope 1 and Scope 2 greenhouse gas emissions come from purchased electricity. In 2015, we set out to power our operations with 100 percent renewable energy by 2020. We met the first phase of our commitment in 2017 by purchasing more than 2 million MWh of 2017 vintage Renewable Energy Certificates to supplement our own on-site solar generation. This not only helps us operate cleaner, but also drives the overall market for renewable energy.

Our sights are now set on meeting the second part of our renewable energy goal, which is transitioning to long-term contracts that fund new sources of green energy by 2020. We plan to examine a variety of methods that may include additional on-site generation, Directed Power Purchase Agreements, utility-sponsored programs, and other mechanisms. When evaluating renewable energy opportunities, we adhere to the U.S. EPA’s definition of green power — renewable energy resources and technologies that provide the highest environmental benefit.

Our renewable energy strategy helps us to manage costs and risks, set an example for companies of similar size that are also working to operate more sustainably, and advance a culture of sustainability for our customers, suppliers, and team members.

RECS, or Renewable Energy Certificates, are issued when one megawatt-hour (MWh) of electricity is generated and delivered to the electricity grid from a renewable energy source, according to the U.S. Environmental Protection Agency.

In 2017, we met 100% of our global electricity needs with renewable energy and we achieved our 2020 carbon-reduction goal of 45 percent.
We support efforts to increase energy efficiency, reduce energy costs, and improve air and water quality around the world.

Looking to LEED

We have been recognized by the USGBC for our leadership in the financial services industry for implementing Leadership in Energy and Environmental Design (LEED®) standards. LEED is the most widely used green building rating system in the world, providing a framework for creating healthy, highly efficient, and cost-saving green buildings. As of 2017, 28 percent of our total square footage in leased and owned buildings is LEED-certified, keeping us on pace to achieve
Through our philanthropy, we contributed $6 million in corporate philanthropy to advance the commercialization of clean energy solutions, provide renewable energy to low-income individuals and communities, and address critical environmental issues in communities across the U.S. and abroad.

28%

As of 2017, 28 percent of our total square footage in leased and owned buildings is LEED certified, keeping us on pace to achieve 35 percent by 2020.

LEED-certification across 35 percent of our total footprint by 2020.

Also in 2017, we received our first USGBC WELL Building Standard® certification for a 28,000-square-foot floor in San Francisco. WELL is the first international building certification that focuses on the health and well-being of buildings and building occupants. Our project is one of only 51 WELL-certified projects in the world, and one of only 18 silver certified projects completed to date.

Funding a cleaner tomorrow

We support efforts to increase energy efficiency, reduce energy costs, and improve air and water quality around the world. Recognizing that great ideas often come from outside our walls, we’re working to spur new growth in the clean-technology sector. Our efforts include financing promising new green technologies and entrepreneurs, and collaborating with public and private organizations, to helping speed the path to market for early-stage companies focused on energy efficiency and sustainability.

In 2017, we provided $12 billion in financing to support environmentally beneficial businesses, including support for solar and wind projects, clean technology, and green bonds. And we contributed $6 million in corporate philanthropy to advance the commercialization of clean energy solutions, provide renewable energy to low-income individuals and communities, and address critical environmental issues in communities across the U.S. and abroad.

Innovation Incubator

Last year we also announced a $20 million expansion of the Wells Fargo Innovation Incubator (IN²) program to further advance emerging clean technologies and startup companies.

Launched in 2014 with $10 million, the IN² program was developed with our co-administrator, the U.S. Department of Energy’s National Renewable Energy Laboratory (NREL), to speed the path to market for early-stage, clean technologies that provide scalable solutions for reducing the energy impact of commercial buildings.
The expansion will support additional sectors such as transportation, microgrid solutions, and sustainable agriculture.

Companies selected to participate in the IN² program receive up to $250,000 in non-dilutive funding from Wells Fargo, technical support, and validation from experts at NREL’s facilities in Golden, Colorado. In addition, they are given the opportunity to beta test at a Wells Fargo facility or with a strategic program partner.

To date, the program has funded 20 early-stage startups from across the country. Beta tests have been conducted within the Wells Fargo footprint, and the program has attracted national and international interest as a unique and successful model for accelerating the commercialization of environmentally beneficial technologies.

**Environmental sustainability**

Wells Fargo announced a $20 million expansion of the Wells Fargo Innovation Incubator (IN²) program to further support advances in emerging clean technologies and startup companies.

Bringing solar to underserved communities

Wells Fargo has worked with GRID Alternatives, America’s largest nonprofit solar developer, since 2008 to bring solar power and job training to disadvantaged communities. In 2017, the Wells Fargo Foundation committed to a four-year, $2 million grant to expand low-income solar access, building on the more than $4 million we had previously invested. The new grant will continue to seed GRID’s expansion into new areas of the country, support the development of new low-income solar business models, and underwrite an expansion of GRID’s existing Solar Spring Break® program into a National Collegiate Network that will connect college students around the country with careers in the clean energy industry, with a focus on schools that serve diverse populations.

Wells Fargo team members have logged nearly 5,500 volunteer hours on GRID Alternatives installations across the country.
Financing from Wells Fargo helped Kern High School District in California install SunPower® Helix™ Carport solar systems at 25 of its sites. These systems have panels on top that absorb sunlight, produce clean energy, and generate power for 23 schools and two administrative buildings, while also providing shade. The district expects to save $80 million in electricity costs over 25 years, while also conserving energy.

**Sustainable Financing Includes:**

- **Greener Building** – LEED certified buildings, ENERGY STAR, EPA Brownfields Program.

- **Green Power** – electricity produced from solar, wind, geothermal, biogas, eligible biomass, and low-impact small hydroelectric sources.

- **Sustainable Transportation** – hybrid and electric vehicles, public transportation.

- **Energy Efficiency** – projects, companies, and organizations that focus on research, development, production, sales, servicing, or adoption of energy efficiency measures or technologies; or reducing the amount of energy required for the operation of a product or facility.

- **Sustainable Water Management** – projects, companies, and organizations related to water treatment, purification, cleanup, efficiency, or conservation.

- **Sustainable Agriculture** – transactions that meet the USDA definition of sustainable agriculture.

- **Environmental Conservation** – projects, companies, and organizations dedicated to protection, conservation, restoration, or rehabilitation of natural lands, ecosystems, habitats, and species.

- **Closed Loop Resource Management and Environmental Remediation** – projects, companies, and organizations dedicated to industrial, commercial, or household recycling and composting, as well as hazardous waste or spill cleanup, and environmental remediation.

- **Pollution Prevention** – projects, products, and companies or organizations dedicated to reducing harmful byproducts or emissions from existing fuels and technologies.

- **Environmentally Responsible Products** – projects, companies, and organizations exclusively dedicated to greener consumer products, biodegradable, or non-hazardous substitutes for harmful industrial or chemical products, or greener supply chain management. This category includes, but is not limited to, companies whose products have been certified by the USDA’s Biopreferred program or the EPA’s Design for the Environment program.

- **Other Green Business** – encompasses projects, products, and companies/organizations primarily focused on environmental features or that are recipients of another third-party certified green business programs, e.g. B Corps.
Environmental sustainability

Two Shades of Green

A cleaner, more energy-efficient world should be accessible to all. And with a two-year, $500,000 grant to Local Initiatives Support Corporation (LISC) New York City, we’re helping to make that happen.

LISC’s Two Shades of Green program embeds green and healthy upgrades in aging apartment buildings. These upgrades help lower energy costs and reduce asthma triggers, while also providing operational savings that help property owners keep apartments affordable for low-income families.

Since 2016, LISC has worked with nine community development corporations to enroll 19 buildings in the program, including more than 700 units of affordable housing. Property improvements include green cleaning, integrated pest management, installations of energy efficient lighting, appliances, boilers, low-flow water fixtures, and insulation of water pipes.

The new grant from Wells Fargo will help expand the program locally and provide a foundation for three additional sites: Detroit, Michigan; Minneapolis-St. Paul, Minnesota; and Richmond, Virginia.

Managing Environmental and Social Risk

We seek to do business only with customers who demonstrate responsible management of their environmental and social risks. In 2017, we expanded our Environmental and Social Risk Management (ESRM) policies, which supplement our traditional due diligence practices, to help us more deeply understand how customers in certain sectors are managing these risks.

In recent years, ESRM review has become increasingly important to Wells Fargo’s overall approach to managing business risk, particularly among our commercial businesses.
The ESRM team includes experts in assessing environmental and social risk relating to governance, policy and international standards, protocols around environmental and social risks and impacts, human rights, CSR, and transparency.

Our comprehensive policies now apply across all lines of business, including all sub-sectors of the oil and gas industry. In addition, we place a greater emphasis on evaluating a potential customer’s commitment, capacity, and track record with regard to community engagement, to ensure that the financial services we provide don’t facilitate unacceptable impacts on communities or the environment. This approach includes specific triggers for additional due diligence for similarly broad social risk categories.

Beginning in 2017, all transactions subject to ESRM review were evaluated for compliance with our Indigenous Peoples Statement, which was adopted in response to issues that arose as we engaged with stakeholders about Wells Fargo’s role in financing the Dakota Access Pipeline (page 12).

To more deeply integrate ESRM and its expanded scope into business practices across the company, the ESRM team significantly increased their training for internal stakeholders, and tailored information for specific roles and businesses. Also in 2017, ESRM staff began to engage with numerous external stakeholders, providing training to our clients and other audiences on ESRM best practices; the Wells Fargo due diligence process; International Finance Corporation Performance Standards and Sectoral Guidelines; stakeholder engagement; Free, Prior and Informed Consent; and contractor safety records, among others.
Wells Fargo is managed under the direction of our board of directors, which is committed to sound and effective corporate governance principles and practices.
For more information about our comprehensive efforts to rebuild trust, read our interactive timeline Building a better bank: Our progress at stories.wf.com/betterbank/#.
Leadership and governance

Our Corporate Governance Guidelines provide the framework for the governance of the board of directors and our company, including the role of our board and its policies and processes for board composition, leadership, and governance practices.

Board members are identified, evaluated, and recommended by the Governance and Nominating Committee (GNC). Information on our corporate governance structure, overall diversity of the board, director and executive compensation, board committee membership, director independence, the board’s role in risk oversight, and shareholder outreach can be found in our most recent proxy statement, the Environmental, Social, and Governance (ESG) Guide, and each standing board committee’s charter.

2017 GOVERNANCE HIGHLIGHTS

In 2017, the board took a range of actions to enhance its composition, governance, and oversight practices, including:

• Effective Jan. 1, 2018, Elizabeth A. “Betsy” Duke was elected independent chair
• Elected six new board members
• Changed the leadership and composition of board committees
• Enhanced board oversight of risk, including through changes to the board’s corporate governance guidelines and committee charters and oversight responsibilities

Wells Fargo also formed a Stakeholder Advisory Council to provide external insights and feedback to the company’s board of directors and senior management. The council is focused on deepening the company’s understanding of important current and emerging issues relevant to Wells Fargo and its stakeholders, including serving the financial needs of underserved communities, diversity and social inclusion, and environmental sustainability.
Council meetings began in fourth quarter 2017 with Board Chair Duke leading the group and President and CEO Tim Sloan participating as appropriate. The Stakeholder Advisory Council consists of representatives of stakeholder groups especially important to the company, including those focused on consumer rights, fair lending, the environment, human rights, civil rights, and governance.

CSR management and governance

Our CSR efforts are guided by the Vision, Values and Goals of Wells Fargo and our third-party commitments. CSR topics are integrated across our top six company goals.

The board’s Corporate Responsibility Committee (CRC) is a standing committee of the board and has primary oversight responsibility for the company’s policies, programs, and strategies regarding significant CSR matters and the company’s relationships with its stakeholders, as outlined in the committee’s charter (PDF).

The Corporate Responsibility and Community Relations group oversees CSR strategy, goal setting, tracking and monitoring, as well as working to ensure CSR integration across the company.

Senior management is ultimately responsible for driving and leading our role as a leader in corporate citizenship as reflected in our six company goals.

In evaluating executive performance and determining executive compensation, the HRC considers a wide variety of factors, including ethical considerations, diversity and inclusion, executive accountability, and other social responsibility issues.

Several of Wells Fargo’s business functions and product teams have performance metrics that are directly linked to sustainability. For example, environmental performance is considered when assessing the compensation of key leaders in our Supply Chain Management, Corporate Properties, Corporate Responsibility and Community Relations, and clean technology corporate banking groups.

Ethics and integrity

Our team members are expected to adhere to the highest possible standards of ethics and business conduct with customers, each other, shareholders, and the communities we serve. They are also expected to comply
The Vision, Values, and Goals of Wells Fargo is the foundation for how we do business and clearly defines our strategy, values, goals, culture, and principles for conducting business with ethics and integrity. It’s supported by the Wells Fargo Code of Ethics and Business Conduct (the Code) and other policies. The Code describes our policies, expectations, and procedures for ethical behavior. We regularly review and update the Code, as appropriate, and in 2017 we amended it to further strengthen language regarding the EthicsLine. We require all team members, including executive officers, to complete annual training to recertify their compliance and understanding of the Code, our Vision, Values, and Goals, and their responsibilities to adhere to the Code and report any ethical concerns. In 2017, more than 99 percent of team members completed this certification of compliance with the Code.

The Conduct Management Office is an independent organization that includes the former Ethics Oversight, Sales Practices Oversight, Internal Investigations, and Complaints Oversight groups, as well as reporting and administrative functions. The Conduct Management Office’s mandate is to manage conduct risk and drive consistency in the way Wells Fargo receives, researches, resolves, and oversees allegations and customer complaints.

Our efforts in 2017 were focused on making sure that team members feel comfortable raising concerns and know that prompt investigation and appropriate action will be taken when they identify an issue that puts our company or customers at risk. We created new policies and are making improvements to the process for managing team member concerns. For example, we introduced a new Speak up and Nonretaliation Policy that sets expectations for all team members to raise concerns and for managers to help them feel supported.

We have zero tolerance for retaliation against team members for reporting suspected ethical issues, and anyone found to have retaliated will be subject to appropriate corrective action. To enforce our zero tolerance for corrupt behavior, our Anti-Corruption Policy helps ensure compliance with applicable laws related to bribery or
corruption. Anti-Bribery and Corruption training is also required annually to help team members recognize and mitigate bribery and corruption risk.

**Supply chain management**

Well Fargo’s supply chain includes thousands of suppliers all over the world who provide everything from technology solutions to office supplies that help us run our business. We look for suppliers that share our commitment to integrity, customer service, and ethics, and we encourage our suppliers to join us in implementing systems to minimize their impact on the environment.

Our suppliers are aligned to our **Supplier Code of Conduct** through contracts, performance and relationship management, and other communications. In 2017, we integrated our Supplier Code of Conduct into our contracting templates and processes to further ensure consistency and awareness of our expectations. In addition, we are members of the CDP supply chain program and have invited 210 suppliers, representing 67 percent of our controllable spending, to join us beginning in 2018. Visit the ESG Guide to learn more.
About this report

Our 2017 Corporate Social Responsibility Report is one of the ways Wells Fargo & Company voluntarily communicates programs and activities related to supporting and achieving the CSR commitments we’ve made for our customers, business, communities, and key stakeholders. It covers relevant company activities and related data for our global operations during calendar year 2017, unless otherwise noted. Financial data is presented in U.S. dollars.

This report has been prepared in accordance with the Core option of the Global Reporting Initiative (GRI) Standards Sustainability Reporting Guidelines. When available, we have also incorporated elements from the GRI Standards Comprehensive option for added transparency. The report also tracks our efforts to align with the Sustainability Accounting Standards Board standards and the United Nations Sustainable Development Goals.

Wells Fargo issues a full CSR report every two years and a succinct update report in interim years. Our last full report was published in spring 2016, reflecting fiscal year 2015 activities. Previous reports can be found at wellsfargo.com/about/csr/reports.

Any questions or comments about this report may be sent to: SocialResponsibility@wellsfargo.com.
Awards and recognitions

- #9 DiversityInc Top 50; Top 13 Companies for Diversity Councils
- 100 percent Corporate Equality Index Score — Human Rights Campaign, 15 years running
- 100 percent Disability Equality Index Score — U.S. Business Leadership Network/American Association of People with Disabilities
- Designated a Military Friendly® Employer and Military Spouse Friendly® Employer by Military Friendly®
- #13 LatinaStyle 50
- Diversity Best Practices Inclusion Index — Leading Company
- 2017 Champion for Higher Education awarded by American Indian Graduate Center
- G.I. Jobs — Top 100 Military Friendly Employers
- 2017 Outstanding Consumer Financial Information Award Association for Financial Counseling and Planning Education
- CSR Award for Community Development — Hyderabad, India, Software Enterprises Association
- A- CDP

Forward-looking statements

This CSR report contains forward-looking statements about our future activities and expectations. Forward-looking statements can be identified by words such as “anticipates,” “intends,” “plans,” “seeks,” “believes,” “estimates,” “expects,” “target,” “projects,” “outlook,” “forecast,” “goal,” “will,” “may,” “could,” “should,” “can” and similar references to future periods. Forward-looking statements are not based on historical facts, but instead represent our current expectations and assumptions regarding our business, the economy and other future conditions. You are urged to not unduly rely on forward-looking statements as actual results could differ materially from expectations. Forward-looking statements speak only as of the date made, and we do not undertake to update them to reflect changes or events that occur after that date.

For more information about factors that could cause actual results to differ materially from expectations, refer to our reports filed with the Securities and Exchange Commission (SEC), including the discussion under “Forward-Looking Statements” and “Risk Factors” in our Annual Report on Form 10-K for the year ended Dec. 31, 2017.

Securities and Exchange Commission filings

Our annual reports on Form 10-K, quarterly reports on Form 10-Q, current reports on Form 8-K, and amendments to those reports are available free of charge on our website (www.wellsfargo.com) as soon as practical after they are electronically filed with or furnished to the SEC. Those reports and amendments also are available free of charge on the SEC’s website at www.sec.gov.
Wells Fargo’s Vision

We want to satisfy our customers’ financial needs and help them succeed financially.

Our Values

Five primary values guide every action Wells Fargo takes:

• What’s right for customers
• People as a competitive advantage
• Ethics
• Diversity and inclusion
• Leadership

Our Goals

Wells Fargo wants to become the financial services leader in:

• Customer service and advice
• Team member engagement
• Innovation
• Risk management
• Corporate citizenship
• Shareholder value

For more information, visit wells Fargo.com/ourvision