



WELLS FARGO

Wells Fargo Environmental,
Social, and Governance
Goals and Performance Data

Published July 2021

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



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2020 goals and progress




As a leading global financial services company, we have a significant role to play in helping to address social, economic, and environmental challenges. In 2016, we established an integrated, company-wide corporate responsibility strategy to leverage our products and services, culture and business practices, and philanthropy to address these global challenges over a five-year period. As part of that effort, Wells Fargo also established an ambitious set of goals focused on three priorities: diversity and inclusion, economic empowerment, and environmental sustainability.

We are excited to announce that we've achieved nearly all of our 2016-2020 goals, and are now in the process of reevaluating our long-term commitments so we can take an active role in addressing pressing societal challenges.

The chart below reflects our final progress toward each goal as of Dec. 31, 2020.

Category	Goal statement	Results	Progress indicator
Diversity and inclusion			
Products and services	Invest in emerging technologies and innovative solutions to meet changing customer preferences [◊]	We expanded digital access and deployed new tools — including higher limits for mobile deposits and wires, new digital mortgage deferment tools, and expanded e-signature support — to make access easier and safer for customers (2020)	Ongoing 
	Enhance human rights risk management and reporting	Wells Fargo was an instrumental player at the Social Risk Working Group during the Equator Principles update and continued its improvement efforts to address modern slavery. In late 2020, Wells Fargo also initiated a corporate-level Human Rights Impact Assessment (HRIA) to determine the current salient human rights risks across our value chain. Wells Fargo UK Modern Slavery Act Statement (PDF) For additional ESRM content, please see Wells Fargo ESG Report (PDF)	Ongoing 
Philanthropy	Provide \$100 million to increase our overall giving to critical social needs [◊]	Nearly \$173 million allocated to support critical social needs including advancing social inclusion, increasing financial capability of diverse consumers, and developing women and diverse leaders (since Jan. 1, 2016)	Achieved 
	Achieve 8.5 million employee volunteer hours with 40% employee participation [◊]	Approximately 8.3 million volunteer hours (since 2016) and approximately 10% employee participation in volunteer activities (2020)	Not achieved  The ability for Wells Fargo employees to volunteer in 2020 was significantly impacted by the COVID-19 pandemic.






2020 goals and progress (continued)

Category	Goal statement	Results	Progress indicator
Diversity and inclusion (continued)			
Culture and business practices	Increase participation in employee resource groups by 30% [◇]	50% increase in membership rate in Wells Fargo employee resource groups (from 2016 to 2020)	Achieved 
	Strive to increase our veteran employee population to 20,000 [◇]	Nearly 9,000 veteran employees work at Wells Fargo (as of Dec. 31, 2020)	Not achieved  Wells Fargo employs a Military Talent Strategic Sourcing team dedicated to attracting, recruiting, counseling, and advocating for veteran job seekers. We have four hiring programs exclusively for veterans: The Veteran Employment Transition (VET) program, Military Apprenticeship Program, Boots to Banking, and the Student Veteran Teller Program. We also participate in the Corporate Fellowship Program in partnership with the U.S. Chamber of Commerce Foundation's Hiring Our Heroes initiative.
	Strive for 15% of procurement spend with diverse suppliers and build capacity through supplier development [◇]	12% of total controllable spend or \$1.4 billion spent with diverse suppliers (2020) Wells Fargo has steadily increased its annual spending with diverse suppliers from \$824 million in 2013 to nearly \$1.4 billion in 2020. We continue to strive to reach 15% diverse supplier spending and remain committed to supplier development.	Ongoing 

2020 goals and progress (continued)

Category	Goal statement	Results	Progress indicator
Economic empowerment			
Products and services	Help 12 million customers better manage their credit scores [◇]	17.4 million customers received free access to their FICO® Score to help better manage their credit scores (since 2016)	Achieved ✓
	Extend \$175 million to Community Development Financial Institutions (CDFIs) serving diverse small businesses [◇]	\$171.3 million provided in grants and capital to CDFIs serving diverse small businesses through the Diverse Community Capital (DCC) program (since 2015)	Not achieved by end of 2020 ✗ We were very close to meeting this goal, but pivoted our 2020 focus to launching the Open for Business Fund, which includes a \$250 million commitment to support CDFIs. With payment in Q1 2021 of multi-year installments, the \$175 million commitment was met. Additional details may be found in the Small business growth and Open for Business Fund data tables.
	Originate \$150 billion in new purchase loans to minority households [◇]	\$172 billion originated in new purchase loans (since 2016) helping 507,000 minority households purchase a home	Achieved ✓
	Originate \$70 billion in new purchase loans to low- and moderate-income households [◇]	\$73 billion originated in new purchase loans (since 2016) serving more than 425,000 low- to moderate-income households	Achieved ✓
	Provide homebuyer education to more than 4,000 lower-income homebuyers [◇]	More than 12,500 prospective buyers attended NeighborhoodLIFT events to learn about the importance of homebuyer education (2016-2019). Due to COVID-19, the LIFT team did not hold any events in 2020.	Achieved ✓
	Provide down payment assistance to more than 4,000 lower-income homebuyers [◇]	More than 12,700 homeowners received down payment assistance grants via NeighborhoodLIFT (since 2016)	Achieved ✓
Philanthropy	Provide \$500 million to increase our overall giving to critical economic needs [◇]	Nearly \$584 million allocated to support critical economic needs including to underbanked consumers, small businesses, and sustainable housing (since Jan. 1, 2016)	Achieved ✓
Culture and business practices	Support and administer the WE Care Fund	More than 32,000 grants totaling \$43.1 million awarded to employees as a result of disaster and hardship events (since 2017)	Ongoing →
	Build or improve 1,000 homes for low- and moderate-income households	Supported 2,600 home builds and rehabs (since 2016)	Achieved ✓

2020 goals and progress (continued)

Category	Goal statement	Results	Progress indicator
Environmental sustainability			
Products and services	Integrate environmental and social risk management (ESRM) into our business practices	<p>Wells Fargo continues to evaluate its approach to environmental and social risk management in an effort to expand our scope of due diligence and continuously assess emerging risks.</p> <p>Results related to the number of client due diligence reviews conducted in 2020 can be found in the ESRM table of the performance data.</p> <p>ESRM framework</p>	Ongoing 
	Provide \$200 billion in financing to sustainable businesses and projects by 2030; 50% toward low-carbon opportunities	<p>~\$74.6 billion in financing provided to sustainable business and projects, with 71% toward low-carbon opportunities (since 2018)</p> <p>In March 2021, Wells Fargo announced a goal to achieve net-zero greenhouse gas emissions by 2050. One component of the announcement is the launch of an Institute for Sustainable Finance to manage the deployment of \$500 billion in financing to sustainable businesses and projects by 2030.</p>	On track to be met 
Philanthropy	Provide \$65 million to increase our overall giving to critical environmental needs [◇]	Nearly \$128 million allocated to increase giving to critical environmental needs, including clean technology and innovation, environmental education, and resilient communities (since Jan. 1, 2016)	Achieved 
Culture and business practices	Purchase renewable electricity to meet 100% of our global operations needs by the close of 2017 [◇]	<p>100% of the company's global electricity needs have been met with renewable energy including through the purchase of renewable energy certificates (since 2017)</p> <p>Note: Renewable energy sources include on-site solar, long-term contracts that support net new sources of off-site renewable energy, and the purchase of renewable energy certificates (RECs)</p>	Achieved 
	Transition to long-term agreements that fund new sources of green power by 2020 [◇]	<p>Wells Fargo signed multiple renewable energy contracts in 2020, bringing our total contracted energy from net new sources to 26% of our 2020 electricity use.</p> <p>Notable achievements include a contract for a 600-acre, 58-megawatt solar farm planned for North Carolina where Wells Fargo will consume 100% of the solar energy to supply approximately 50% of our electricity needs in the state; and plans in 2021 to install on-site solar assets at nearly 100 Wells Fargo properties across seven states.</p> <p>Wells Fargo achieved carbon neutral operations for scope 1 and scope 2 emissions again in 2020. This is the second year we accomplished carbon neutral operations including through the purchase of carbon offsets.</p>	Ongoing 

2020 goals and progress (continued)

Category	Goal statement	Results	Progress indicator
Environmental sustainability (continued)			
Culture and business practices (continued)	Reduce greenhouse gas emissions 45% [◇]	59% reduction (from 2008 baseline)	Achieved ✓
	Reduce energy consumption 40% [◇]	44% reduction (from 2008 baseline)	Achieved ✓
	Achieve LEED® certification for 35% of buildings (by leased and owned square footage) [◇]	33% LEED-certified square footage (2020)	Not achieved ✗ Wells Fargo has completed 900 LEED certified projects totaling more than 44 million square feet. This stretch goal has enabled Wells Fargo to drive green building requirements into design, construction, and operations thereby improving all buildings in the portfolio, not just the newest buildings.
	Reduce water consumption 65% [◇]	67% reduction (from 2008 baseline)	Achieved ✓
	Reduce total waste stream 50% [◇]	60% reduction (from 2010 baseline)	Achieved ✓
	Enhance sustainability of our supply chain	Nearly 200 suppliers were engaged on sustainability and climate change through surveys, customized training, and one-on-one debriefs (2020)	Ongoing →
	Achieve 250,000 employee commitments to improving sustainability	More than 431,500 employee sustainable commitments (since 2016)	Achieved ✓

Environmental, social, and governance (ESG) performance data

The ESG performance data is designed as part of a reporting suite that incorporates content from Wells Fargo's Social Impact and Sustainability (SIS) Highlights and ESG Report and aligns with the Global Reporting Initiative (GRI) and Sustainability Accounting Standards Board (SASB) index. Further details and context about how Wells Fargo manages its business can be found in these reports on wellsfargo.com.

Unless otherwise stated, data represents calendar year timing.

Corporate governance and ethics | [More information](#) can be found in the [Wells Fargo ESG Report \(PDF\)](#).

Board diversity ¹	Unit	2019	2020	2021
Executive directors ²	# directors	1	1	1
Independent directors ³	# directors (%)	11 of 12 (92%)	11 of 12 (92%)	11 of 12 (92%)
Total number of directors³	# directors	12	12	12
Average tenure of independent director-nominees	# years	3.5	2.6	2.4
Women on Board of Directors	# directors (%)	4 of 12 (33%)	3 of 12 (25%)	3 of 12 (25%)
Racial/ethnic diversity on Board of Directors	# directors (%)	3 of 12 (25%)	3 of 12 (25%)	3 of 12 (25%)
Directors with ESG qualifications/experience	# directors (%)	1 of 12 (8%)	1 of 12 (8%)	1 of 12 (8%)
Directors with financial services risk expertise	# directors (%)	3 of 12 (25%)	5 of 12 (42%)	5 of 12 (42%)

Notes:

1. Data regarding board diversity relates to director-nominees included in Wells Fargo & Company's Proxy Statement for the annual meeting held for the particular year.
2. Executive directors are employees of the company serving in an executive function (e.g., CEO) who also serve on its Board of Directors.
3. Independent directors and director-nominees, as determined by the Board of Directors under the company's Director Independence Standards and NYSE rules.

References:

[Annual Reports and Proxy Statements](#)

Executive compensation	Unit	2018	2019	2020
Annualized total CEO compensation ¹	USD	\$18,426,734	\$36,288,490	\$20,392,046
Median employee annual total compensation (excluding CEO) ²	USD	\$65,191	\$65,931	\$74,416
Pay ratio ^{1,3}		283:1	550:1	274:1

Notes:

1. For 2019, the annualized total compensation of Mr. Scharf, who became our CEO on October 21, 2019, was \$36,288,490. This amount equals Mr. Scharf's compensation as reported in the Summary Compensation Table plus an additional amount that reflects the annualizing of his base salary for 2019 consistent with the applicable SEC guidance. Mr. Scharf's reported compensation included a one-time award of restricted share rights with a grant date fair value of \$28,788,490 granted in connection with his hire (Replacement Award).
2. A more detailed methodology for determining median employee annual total compensation is set forth in Wells Fargo's Proxy Statement.
3. Pay ratio is the annual total CEO compensation divided by the median employee annual total compensation.

References:

[Annual Reports and Proxy Statements](#)

Code of ethics and business conduct¹	Unit	2018	2019	2020
Active learners that completed antibribery and corruption training	%	99.9%	99.8%	100.0%

Notes:

1. Wells Fargo's Code of Ethics and Business Conduct covers the following topics: antibribery and corruption, antitrust, insider dealings, gifts, conflicts of interest, controls, money laundering, discrimination, confidentiality of information, and whistleblowing.

Public policy lobbying and corporate Political Action Committee (PAC) spending	Unit	2019	2020
Spending on federal lobbying activities ¹	USD	\$5,010,000	\$4,424,237
Corporate PAC contributions ²	USD	\$763,250	\$1,010,750

Notes:

1. All federal lobbying activities are disclosed under the Lobbying Disclosure Act (LDA), which requires reports to be filed quarterly with the United States Congress. LDA reports are available for review on the U.S. House website.
2. Contributions to federal and state committees from the employee funded PAC.

References:

[Government Relations and Public Policy](#)

[Wells Fargo Political Action Committees Contributions \(PDF\)](#)

Delivering value to our customers | [More information can be found in the Wells Fargo ESG Report \(PDF\)](#)

Financial health programs	Unit	2018	2019	2020
Enabled customers to better manage their credit by providing free access to their FICO® Score ^{1,2}	# customers (in millions)	4.0	9.2	10.8
Helped customers avoid charges with Overdraft Rewind®	# unique customers (in millions)	Data not available	2.8	2.9

Notes:

- 2018 data shows net new FICO® Score viewers.
- 2019 and 2020 results represent distinct customers who actively viewed their FICO® Score over the last 12 months.

Expanding financial inclusion	Unit	2018	2019	2020
Digital (online and mobile) active customers ¹	# customers (in millions)	29.1	30.3	32.0
Mobile active customers ²	# customers (in millions)	22.8	24.4	26.0

Notes:

- Digital active customers includes all customers that have logged into a Wells Fargo Online platform in the last 90 days, including online, mobile, text banking, financial management software, tablet full site, and tablet app.
- Mobile active customers are all customers that have logged into Wells Fargo Online using a mobile device in the last 90 days.

Supporting business and community development ¹	Unit	2018	2019	2020
Small loans to businesses ²	USD (in billions)	\$22.9	\$21.7	\$25.8
	# loans	448,781	432,227	543,740
Small loans to small businesses ³	USD (in billions)	\$9.2	\$9.2	\$11.4
	# loans	276,842	269,712	376,165
Small loans extended to businesses in low- and moderate-income (LMI) communities ⁴	USD (in billions)	\$5.1	\$4.7	\$5.8
	# loans	92,384	87,926	114,445
Total community development loans	USD (in billions)	\$6.3	\$5.4	\$5.4
	# loans	883	775	664
Total community development investments ⁵	USD (in billions)	\$2.7	\$2.8	\$3.0
	# investments	5,598	15,190	5,212

Notes:

- These results reflect national activity including all 50 states, Washington D.C., and Puerto Rico.
- Wells Fargo uses the Community Reinvestment Act (CRA) definition of small loans to businesses. These are defined as loans whose original amounts are \$1 million or less. The total includes low, moderate, middle, upper, and unclassified income geographies.
- Small loans to small businesses is a subset of the total small loans to businesses. For these results a small business is defined as having a gross annual revenue less than or equal to \$1 million.
- Small loans to businesses in LMI communities is a subset of the total small loans to businesses.
- Community development investment dollars are also included in the total philanthropic giving value reported in the [Philanthropy](#) table.

Investing in our employees | [More information](#) can be found in the [Wells Fargo ESG Report \(PDF\)](#).

Employees by region ¹	Unit	2018	2019	2020
Total U.S. employees	# employees	248,079	245,186	235,642 (88%)
Total international employees	# employees	23,718	25,965	31,234 (12%)
Total global workforce²	# employees	271,797	271,151	266,876

Notes:

1. Data is based on active employee headcount as of Dec. 31 for each calendar year.

2. Numbers may differ from other Wells Fargo reports that count employees based on full-time equivalent methodology (2018-2019) and/or technical timing differences between HR data systems.

Global employees by gender ^{1,2}	Unit	2018	2019	2020
Female	%	55.7%	55.2%	54.1%
Male	%	44.3%	44.8%	45.9%

Notes:

1. Data is based on active employee headcount as of Dec. 31 for each calendar year.

2. Numbers may differ from other Wells Fargo reports that count employees based on full-time equivalent methodology.

Global employees by gender and type ^{1,2}	Unit	2018	2019	2020	
Female	Full-time	# employees	142,142	141,399	138,797 (96.1%)
	Part-time	# employees	8,921	7,980	5,523 (3.8%)
	Flexible ³	# employees	316	234	174 (0.1%)
Total Female	# employees	151,379	149,613	144,494	
Male	Full-time	# employees	117,568	118,971	120,754 (98.7%)
	Part-time	# employees	2,740	2,470	1,568 (1.3%)
	Flexible ³	# employees	110	97	60 (0.0%)
Total Male	# employees	120,418	121,538	122,382	
All	Full-time	# employees	259,710	260,370	259,551 (97.3%)
	Part-time	# employees	11,661	10,450	7,091 (2.7%)
	Flexible ³	# employees	426	331	234 (0.1%)
Total All	# employees	271,797	271,151	266,876	

Notes:

1. Data is based on active employee headcount as of Dec. 31 for each calendar year.

2. Numbers may differ from other Wells Fargo reports that count employees based on full-time equivalent methodology.

3. Flexible work arrangements allow employees to select beginning and ending work times within a range of hours surrounding core operating hours of the business.

Global employees by geographic work location^{1,2,3}	Unit	2018	2019	2020
Canada	%	0.3%	0.3%	0.3%
China	%	0.1%	0.1%	0.0%
Hong Kong	%	0.3%	0.3%	0.3%
India	%	5.5%	6.2%	8.0%
Ireland	%	0.1%	0.1%	0.1%
Philippines	%	1.8%	2.0%	2.2%
United Kingdom	%	0.4%	0.4%	0.5%
United States of America	%	91.3%	90.4%	88.3%

Notes:

1. Data listed above may not equal 100%. In 2020, Wells Fargo also had a small number of employees working in the following countries: Argentina, Australia, Bahamas, Bangladesh, Brazil, Chile, Colombia, Dominican Republic, France, Germany, Israel, Japan, Luxembourg, Netherlands, New Zealand, Singapore, South Korea, Sweden, Taiwan, Thailand, United Arab Emirates, and Vietnam.

2. This data excludes employees on long-term disability (LTD) and/or separation.

3. Numbers may differ from other Wells Fargo reports that count employees based on full-time equivalent methodology.

Global employees by age group^{1,2}	Unit	2018	2019	2020
Silent Generation (born prior to 1946)	%	0.3%	0.3%	0.2%
Boomers (born between 1946-1963)	%	16.0%	14.8%	13.7%
Generation X (born between 1964-1979)	%	34.1%	34.2%	34.3%
Millennial (born between 1980-1997)	%	48.5%	49.0%	49.6%
Next Generation (born in or after 1998)	%	1.1%	1.8%	2.1%

Notes:

1. Numbers may differ from other Wells Fargo reports that count employees based on full-time equivalent methodology.

2. Data may not equal 100% due to rounding.

Global hire rate¹	Unit	2018	2019	2020
Internal — Female	%	62.6%	61.6%	60.2%
Internal — Male	%	37.4%	38.4%	39.8%
External — Female	%	59.2%	56.1%	54.3%
External — Male	%	40.8%	43.9%	45.7%
Total global female hire rate	%	61.1%	59.9%	57.3%
Total global male hire rate	%	38.9%	40.1%	42.7%
Total global hire rate	%	32.3%	33.1%	21.2%
Total U.S. females hired	# females	49,577	49,538	28,602
Total U.S. males hired	# males	31,605	34,238	21,436
Total global positions hired	# positions	88,267	83,776	57,717

Notes:

1. Hire rate is defined as all full-time employees that were hired during the year, excluding contractors.

Global turnover rate¹	Unit	2018	2019	2020
Voluntary — U.S. Female	%	12.5%	12.7%	11.4%
Voluntary — U.S. Male	%	12.0%	11.8%	10.1%
Total voluntary global turnover rate	%	12.3%	12.3%	10.8%
Involuntary — U.S. Female	%	4.0%	4.0%	3.5%
Involuntary — U.S. Male	%	4.0%	4.0%	3.2%
Total involuntary global turnover rate	%	4.0%	4.0%	3.3%
Total U.S. female turnover	%	17.2%	16.9%	14.9%
Total U.S. male turnover	%	16.1%	15.8%	13.3%
Total global turnover rate	%	16.4%	16.1%	13.5%
Total U.S. female turnover	# females	24,714	23,757	20,479
Total U.S. male turnover	# males	17,306	16,658	14,095
Total global turnover	# positions	45,236	44,012	36,830

Notes:

1. Turnover rate is defined as all full-time employees that exited the company during the year, excluding contractors. This includes employees who exited due to retirement or death.

Global employees by line of business ^{1,2,3,4}	Unit	2018	2019	2020
Audit Services	%	0.5%	0.5%	0.5%
Chief Operating Office	%	10.5%	12.3%	15.7%
Commercial Banking ⁵	%	8.5%	8.3%	7.8%
Consumer & Small Business Banking ⁵	%	36.3%	34.5%	30.9%
Consumer Lending ⁵	%	13.0%	12.5%	13.6%
Corporate & Investment Banking ⁵	%	2.8%	2.5%	2.8%
Corporate Risk	%	3.3%	3.9%	3.7%
Enterprise Finance	%	1.7%	1.8%	1.5%
Human Resources	%	1.5%	1.7%	1.6%
Legal	%	0.4%	0.5%	0.5%
Public Affairs	%	0.8%	0.8%	0.3%
Strategy, Digital Platform & Innovation ⁶	%	Not applicable	Not applicable	0.5%
Technology	%	8.6%	9.0%	9.6%
Wealth & Investment Management ⁵	%	12.1%	11.7%	11.1%

Notes:

1. Data is based on active employee headcount as of Dec. 31 for each calendar year.
2. Numbers may differ from other Wells Fargo reports that count employees based on full-time equivalent methodology.
3. Data may not equal 100% due to rounding.
4. In 2020, Wells Fargo also had a small number of employees aligned to Diverse Segments, Representation & Inclusion.
5. In February 2020, Wells Fargo made changes to our business organizational structure through the formation of five principal lines of business. This is one of those five principal lines of business.
6. The Strategy, Digital Platform & Innovation line of business was established in 2020.

Global employees by line of business by gender ^{1,2}		2019	2020
	Unit	Female Male	Female Male
Audit Services	%	46.8% 53.2%	46.3% 53.7%
Chief Operating Office	%	56.6% 43.4%	54.4% 45.6%
Commercial Banking ³	%	54.8% 45.2%	55.4% 44.6%
Consumer & Small Business Banking ³	%	68.3% 31.7%	68.3% 31.7%
Consumer Lending ³	%	58.3% 41.7%	58.7% 41.3%
Corporate & Investment Banking ³	%	38.7% 61.3%	39.7% 60.3%
Corporate Risk	%	49.2% 50.8%	49.5% 50.5%
Diverse Segments, Representation & Inclusion ⁴	%	Not applicable	63.3% 36.7%
Enterprise Finance	%	46.2% 53.8%	46.9% 53.1%
Human Resources	%	74.4% 25.6%	75.0% 25.0%
Legal	%	65.8% 34.2%	66.5% 33.5%
Public Affairs	%	63.7% 36.3%	69.0% 31.0%
Strategy, Digital Platform & Innovation ⁴	%	Not applicable	50.9% 49.1%
Technology	%	33.9% 66.1%	33.6% 66.4%
Wealth & Investment Management ³	%	44.6% 55.4%	44.6% 55.4%

Notes:

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2. Numbers may differ from other Wells Fargo reports that count employees based on full-time equivalent methodology.
3. In February 2020, Wells Fargo made changes to our business organizational structure through the formation of five principal lines of business. This is one of those five principal lines of business.
4. The Diverse Segments, Representation & Inclusion and Strategy, Digital Platform & Innovation lines of business were established in 2020.

Global employees by gender and internal HR levels^{1,2,3}

		2019		2020	
	Unit	Levels 2-4 down from CEO	Levels 5-6 down from CEO	Levels 2-4 down from CEO	Levels 5-6 down from CEO
Female	%	41.0%	40.5%	39.8%	39.6%
Male	%	59.0%	59.5%	60.2%	60.4%

Notes:

1. Results represent individuals in leader roles as defined by Wells Fargo's HR team as of Dec. 31 for each calendar year.
2. Wells Fargo's internal HR level data does not directly correlate to EEOC job category data.
3. The 2019 results may vary slightly from the *CEO: Our commitment to change* press release (6/16/2020) which reflects data as of May 31, 2020.

U.S. employees by race/ethnicity and internal HR levels^{1,2,3}

		2019		2020	
	Unit	Levels 2-4 down from CEO	Levels 5-6 down from CEO	Levels 2-4 down from CEO	Levels 5-6 down from CEO
U.S. white	%	80.0%	77.3%	77.6%	77.0%
U.S. racially/ethnically diverse	%	20.0%	22.7%	22.4%	23.0%

Notes:

1. Results represent individuals in leader roles as defined by Wells Fargo's HR team as of Dec. 31 for each calendar year.
2. Wells Fargo's internal HR level data does not directly correlate to EEOC job category data.
3. The 2019 results may vary slightly from the *CEO: Our commitment to change* press release (6/16/2020) which reflects data as of May 31, 2020.

U.S. employees by gender^{1,2,3}

	Unit	2018	2019	2020
Female	%	57%	57%	56%
Male	%	43%	43%	44%

Notes:

1. Data is based on active employee headcount as of Dec. 31 for each calendar year.
2. Numbers may differ from other Wells Fargo reports that count employees based on full-time equivalent methodology.
3. Data may not equal 100% due to rounding.

U.S. employees by race/ethnicity^{1,2,3}

	Unit	2018	2019	2020
American Indian/Alaskan Native	%	0.5%	0.5%	0.5%
Asian	%	9.1%	9.5%	10.1%
Black or African American	%	12.9%	12.9%	13.4%
Caucasian/White	%	56.0%	55.4%	55.0%
Hispanic or Latino	%	18.0%	18.1%	17.4%
Native Hawaiian or other Pacific Islander	%	0.3%	0.3%	0.3%
Two or more races	%	3.2%	3.2%	3.3%

Notes:

1. Data is based on active employee headcount as of Dec. 31 for each calendar year.
2. Numbers may differ from other Wells Fargo reports that count employees based on full-time equivalent methodology.
3. Data may not equal 100% due to rounding.

U.S. employees by gender and specific EEOC job category^{1,2,3,4}
2019
2020

Job category	Unit	Female	Male	Total	Female	Male	Total
Executive/senior-level officials and managers	# employees	52	95	147	48	98	146
First/mid-level officials and managers	# employees	17,886	14,453	32,339	17,102	15,421	32,523
Professionals	# employees	29,530	34,699	64,229	35,724	46,313	82,037
Technicians	# employees	6,952	14,566	21,518	654	605	1,259
Sales workers	# employees	4,076	5,646	9,722	3,084	4,250	7,334
Administrative support workers	# employees	81,808	36,902	118,710	77,623	37,668	115,291
Operatives ¹	# employees	666	531	1,197	0	0	0
Service workers	# employees	30	46	76	6	13	19
Total	# employees	141,000	106,938	247,938	134,241	104,368	238,609

Notes:

1. Data reflects Wells Fargo jobs (and thus, employees in those roles) aligned to job categories as defined by government job category definitions and descriptions as outlined by the U.S. Equal Employment Opportunity Commission (EEOC). Wells Fargo does not classify or have any employees in Craft Workers or Laborers and Helpers job categories. Therefore, these job categories have been omitted from the table above. Beginning in 2020, Wells Fargo does not classify or have any employees in the Operatives job category.

2. Fluctuation in job category totals may be attributed to adjustments aligning job activities and role responsibilities within Wells Fargo.

3. Data is derived from actual Consolidated EEO-1 numbers from the respective reporting years, which typically reflects Wells Fargo's organization as of Dec. 31 of each calendar year.

4. Numbers may differ from other Wells Fargo reports that count employees based on full-time equivalent methodology. The EEO workforce data is compiled using data from our corporate human resources database where U.S. employee status is listed as active and includes employees on leave and Salary Continuation Leave (SCL).

References:

[U.S. Equal Employment Opportunity Commission*](#)

U.S. employees who self-identify within each race/ethnicity category and held a job in the specific EEOC job category^{1,2,3,4}

Job category	Year	Caucasian/ White	Hispanic/ Latino	Black/ African American	Native Hawaiian/ Other Pacific Islander	Asian	American Indian/ Alaskan Native	Two or more races	Total
Executive/senior-level officials and managers	2020	121	3	8	0	12	2	0	146
	2019	128	2	4	0	11	2	0	147
First/mid-level officials and managers	2020	20,510	5,218	3,031	84	2,732	143	805	32,523
	2019	20,488	5,359	3,123	87	2,335	151	796	32,339
Professionals	2020	55,503	5,177	6,761	125	12,268	262	1,941	82,037
	2019	46,292	4,397	5,366	119	6,410	196	1,449	64,229
Technicians	2020	852	71	105	4	192	5	30	1,259
	2019	12,590	872	1,571	35	5,950	77	423	21,518
Sales workers	2020	4,899	1,070	410	20	677	22	236	7,334
	2019	6,424	1,503	657	21	802	28	287	9,722
Administrative support workers	2020	49,774	29,830	21,506	491	8,204	693	4,793	115,291
	2019	50,827	32,323	21,317	533	8,050	712	4,948	118,710
Operatives ¹	2020	0	0	0	0	0	0	0	0
	2019	713	129	168	6	130	7	44	1,197
Service workers	2020	3	1	14	0	0	1	0	19
	2019	40	8	20	0	2	2	4	76
Total	2020	131,662	41,370	31,835	724	24,085	1,128	7,805	238,609
	2019	137,502	44,593	32,226	801	23,690	1,175	7,951	247,938

Notes:

1. Data reflects Wells Fargo jobs (and thus, employees in those roles) aligned to job categories as defined by government job category definitions and descriptions as outlined by the U.S. Equal Employment Opportunity Commission (EEOC). Wells Fargo does not classify or have any employees in Craft Workers or Laborers and Helpers job categories. Therefore, these job categories have been omitted from the table above. Beginning in 2020, Wells Fargo does not classify or have any employees in the Operatives job category.
2. Fluctuation in job category totals may be attributed to adjustments aligning job activities and role responsibilities within Wells Fargo.
3. Data is derived from actual Consolidated EEO-1 numbers from the respective reporting years, which typically reflects Wells Fargo's organization as of Dec. 31 of each calendar year.
4. Numbers may differ from other Wells Fargo reports that count employees based on full-time equivalent methodology. The EEO workforce data is compiled using data from our corporate human resources database where U.S. employee status is listed as active and includes employees on leave and Salary Continuation Leave (SCL).

References:

[U.S. Equal Employment Opportunity Commission*](#)

U.S. female employees who self-identify within each race/ethnicity category and held a job in the specific EEOC job category^{1,2,3,4}

Job category	Year	Caucasian/ White	Hispanic/ Latina	Black/ African American	Native Hawaiian/ Other Pacific Islander	Asian	American Indian/ Alaskan Native	Two or more races	Total
Executive/senior-level officials and managers	2020	40	1	3	0	4	0	0	48
	2019	46	1	3	0	2	0	0	52
First/mid-level officials and managers	2020	9,943	3,341	1,959	44	1,270	91	454	17,102
	2019	10,409	3,484	2,075	51	1,289	94	484	17,886
Professionals	2020	22,614	2,508	4,023	67	5,554	112	846	35,724
	2019	19,625	2,235	3,409	70	3,404	105	682	29,530
Technicians	2020	439	40	60	4	95	5	11	654
	2019	3,806	237	601	10	2,154	26	118	6,952
Sales workers	2020	1,893	482	185	14	371	10	129	3,084
	2019	2,441	691	318	13	438	18	157	4,076
Administrative support workers	2020	32,111	20,299	15,741	355	5,475	503	3,139	77,623
	2019	34,113	22,142	15,813	389	5,503	523	3,325	81,808
Operatives ¹	2020	0	0	0	0	0	0	0	0
	2019	400	56	104	3	77	6	20	666
Service workers	2020	0	1	4	0	0	1	0	6
	2019	15	5	5	0	1	1	3	30
Total	2020	67,040	26,672	21,975	484	12,769	722	4,579	134,241
	2019	70,855	28,851	22,328	536	12,868	773	4,789	141,000

Notes:

1. Data reflects Wells Fargo jobs (and thus, employees in those roles) aligned to job categories as defined by government job category definitions and descriptions as outlined by the U.S. Equal Employment Opportunity Commission (EEOC). Wells Fargo does not classify or have any employees in Craft Workers or Laborers and Helpers job categories. Therefore, these job categories have been omitted from the table above. Beginning in 2020, Wells Fargo does not classify or have any employees in the Operatives job category.
2. Fluctuation in job category totals may be attributed to adjustments aligning job activities and role responsibilities within Wells Fargo.
3. Data is derived from actual Consolidated EEO-1 numbers from the respective reporting years, which typically reflects Wells Fargo's organization as of Dec. 31 of each calendar year.
4. Numbers may differ from other Wells Fargo reports that count employees based on full-time equivalent methodology. The EEO workforce data is compiled using data from our corporate human resources database where U.S. employee status is listed as active and includes employees on leave and Salary Continuation Leave (SCL).

References:

[U.S. Equal Employment Opportunity Commission*](#)

U.S. male employees who self-identify within each race/ethnicity category and held a job in the specific EEOC job category^{1,2,3,4}

Job category	Year	Caucasian/ White	Hispanic/ Latino	Black/ African American	Native Hawaiian/ Other Pacific Islander	Asian	American Indian/ Alaskan Native	Two or more races	Total
Executive/senior-level officials and managers	2020	81	2	5	0	8	2	0	98
	2019	82	1	1	0	9	2	0	95
First/mid-level officials and managers	2020	10,567	1,877	1,072	40	1,462	52	351	15,421
	2019	10,079	1,875	1,048	36	1,046	57	312	14,453
Professionals	2020	32,889	2,669	2,738	58	6,714	150	1,095	46,313
	2019	26,667	2,162	1,957	49	3,006	91	767	34,699
Technicians	2020	413	31	45	0	97	0	19	605
	2019	8,784	635	970	25	3,796	51	305	14,566
Sales workers	2020	3,006	588	225	6	306	12	107	4,250
	2019	3,983	812	339	8	364	10	130	5,646
Administrative support workers	2020	17,663	9,531	5,765	136	2,729	190	1,654	37,668
	2019	16,714	10,181	5,504	144	2,547	189	1,623	36,902
Operatives ¹	2020	0	0	0	0	0	0	0	0
	2019	313	73	64	3	53	1	24	531
Service workers	2020	3	0	10	0	0	0	0	13
	2019	25	3	15	0	1	1	1	46
Total	2020	64,622	14,698	9,860	240	11,316	406	3,226	104,368
	2019	66,647	15,742	9,898	265	10,822	402	3,162	106,938

Notes:

1. Data reflects Wells Fargo jobs (and thus, employees in those roles) aligned to job categories as defined by government job category definitions and descriptions as outlined by the U.S. Equal Employment Opportunity Commission (EEOC). Wells Fargo does not classify or have any employees in Craft Workers or Laborers and Helpers job categories. Therefore, these job categories have been omitted from the table above. Beginning in 2020, Wells Fargo does not classify or have any employees in the Operatives job category.
2. Fluctuation in job category totals may be attributed to adjustments aligning job activities and role responsibilities within Wells Fargo.
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4. Numbers may differ from other Wells Fargo reports that count employees based on full-time equivalent methodology. The EEO workforce data is compiled using data from our corporate human resources database where U.S. employee status is listed as active and includes employees on leave and Salary Continuation Leave (SCL).

References:

[U.S. Equal Employment Opportunity Commission*](#)

Employee resource networks		Unit	2018	2019	2020
Employee resource networks ¹	# networks		10	10	10
Employees participating in employee resource networks ²	# unique employees		67,230	73,557	74,573

Notes:

1. Wells Fargo has 10 employee resource networks representing diversity dimensions, including Asian Connection, Black & African American Connection, Disability Connection, Generation Connection, Hispanic & Latino Connection, Middle East Connection, Native Peoples Connection, PRIDE Connection, Veterans' Connection, and Women's Connection.

2. Regardless of the number of employee resource networks they are part of, employees are counted only once in this disclosure. There is no limit to the number of employee resource networks an employee may join. Members include global and U.S. employees.

Employees self-identified as having disabilities¹		Unit	2018	2019	2020
U.S. employees who self-identify as having a disability ²	# employees		7,819	10,438	15,351
	% of employees		3.2%	4.3%	6.5%
Active Disability Connection employee resource network chapters	# chapters		20	23	25
Disability Connection employee resource network members	# members		6,437	8,135	9,060

Notes:

1. Chapter counts include global and U.S. chapters. Members include global and U.S. employees.

2. The U.S. Government, via Section 503 of the Rehabilitation Act of 1973, has established a disability representation goal of 7%. Wells Fargo's objective is that 7% of our U.S. employees fall within this diverse segment via our ongoing Affirmative Action, Equal Employment Opportunity, and Diversity Programs.

Employees self-identified as LGBTQ¹		Unit	2018	2019	2020
U.S. employees who self-identify as LGBTQ	# employees		4,568	5,653	6,349
Active PRIDE Connection employee resource network chapters	# chapters		48	53	51
PRIDE Connection employee resource network members	# members		13,657	15,645	16,084

Notes:

1. Chapter counts include global and U.S. chapters. Members include global and U.S. employees.

Employees self-identified as veterans¹		Unit	2018	2019	2020
U.S. employees who self-identify as veterans	# employees		8,271	8,745	8,959
Active Veterans' Connection employee resource network chapters	# chapters		41	47	48
Veterans' Connection employee resource network members	# members		8,210	9,820	10,250

Notes:

1. Chapter counts include global and U.S. chapters. Members include global and U.S. employees.

Training and development	Unit	2018	2019	2020
Total annual investment in employee learning and development	USD (in millions)	~\$259	~\$250	~\$200
Annual investment in employee learning and development per employee ¹	USD	\$997	\$975	\$793
Average hours per employee of learning and development time ¹	# hours	34	44	51
Employee completion of Diversity and inclusion 1: Foundations ²	% of employees	Not available	Not available	69%
Employee completion of Diversity and inclusion 2: Understanding unconscious bias ²	% of employees	Not available	Not available	83%
Employee completion of trainings which contain a focus on discrimination and other topics related to human rights ³	% of employees	99.9%	99.9%	99.5%
Employee and contractor completion of Global Data Protection and Privacy course ⁴	% of employees and contractors	Not available	100.0%	99.4%
Employee completion of Protecting Wells Fargo Information course ⁵	% of employees	Not available	100.0%	99.1%
Employee completion of Anti-Harassment and Discrimination training ^{5,6}	% of employees	Not available	100.0%	99.4%

Notes:

1. Data is based on the number of active, full-time equivalent employees.
2. All employees are offered training on diversity and inclusion. Completion is voluntary. The training courses were updated and released to employees in November 2019 and thus results for these courses are not available for 2018 and 2019.
3. This training is independent of ESRM human rights training, which is reported separately. This training also includes the company's safety training which covers topics such as emergency response and a violence free workplace and is assigned to all employees.
4. This training is assigned to both U.S. and international employees and contractors who handle international data.
5. Data for this course and time period is not available.
6. This training is assigned to all U.S. employees.

Compensation and benefits	Unit	2018	2019	2020
Total U.S. employee-related benefit expenses ¹	USD (in billions)	\$3.39	\$3.11	\$3.56
Annual investment in benefits programs per employee ²	USD	~\$14,400	~\$13,300	~\$15,700
Employees participating in benefits programs	# employees	~234,000	~233,000	~227,000
Total individuals benefitting from health care benefits coverage ³	# individuals	~500,000	~500,000	~500,000
Employees who made contributions to their 401(k) account	%	84%	84%	85%

2020 Pay Equity Review⁴

Female employees earn more than 99 cents for every \$1 earned by their male peers.

U.S. employees who are racially/ethnically diverse continue to earn more than 99 cents for every \$1 earned by Caucasian/white peers.

Notes:

1. Employee-related benefit expenses reflect U.S. employee benefits expenses including profit share and pension/retiree health. It does not include any type of compensation, such as salaries, incentives, or any compensation plans.
2. Benefits investment per employee is based on U.S. benefits eligible employees only. It does not include international/joint venture employees. It does not include paid time away and holidays.
3. Includes Wells Fargo U.S. employees and their dependents.
4. The results of Wells Fargo's most recent pay equity analysis and relevant commentary are available in the company's 2020 Form 10-K. The annual analysis accounts for factors such as role, tenure, and geography. These results have remained consistent since we started publishing the results of our pay equity review in 2017.

References:

[SEC and Other Regulatory Filings](#)

U.S. employee family planning and dependent care	Unit	2018	2019	2020
Weeks of parental leave offered to employees	# weeks	Up to 16	Up to 16	Up to 16
Average number of fully paid weeks taken for parental leave by primary caregivers ¹	# weeks	15.8	15.8	15.3
Average number of fully paid weeks taken for parental leave by secondary caregivers ²	# weeks	3.9	3.9	4
Women who returned from parental leave and remained employed by Wells Fargo for at least 12 months after their return	%	72%	75%	79%

Notes:

1. Wells Fargo provides primary caregivers the opportunity to take up to 16 weeks of paid parental leave.
2. Wells Fargo provides secondary caregivers the opportunity to take up to 4 weeks of paid parental leave.

Collective bargaining	Unit	2018	2019	2020
U.S. employees covered by collective bargaining agreement	%	0%	0%	0%

Dealing fairly and ethically with our suppliers | [More information](#) can be found in the [Wells Fargo ESG Report \(PDF\)](#).

Supplier diversity	Unit	2018	2019	2020
Controllable spend with diverse suppliers ¹	USD (in billions)	\$1.36	\$1.30	\$1.40
	%	11.7%	11.3%	12.0%

Notes:

1. Controllable spend at Wells Fargo is defined as enterprise procurement spend minus certain categories of procurement spend that are not influenced by our supplier diversity strategy.

Integrating ESG into supplier selection and engagement ^{1,2}	Unit	2018	2019	2020
Suppliers invited to participate in climate change survey	# suppliers	210	209	198
Supplier climate change survey participation	% participation	52%	64%	72%
Suppliers who have science-based targets for scope 1 and scope 2 emissions	% of suppliers	28%	33%	35%

Notes:

1. Wells Fargo has been recognized as one of 159 companies on the CDP Supplier Engagement Leaderboard in 2019, based on the company's work to encourage our suppliers to demonstrate their commitment to environmental sustainability. The suppliers were selected to participate using a methodology that considered each supplier's spend, operational criticality, and whether they are in a carbon intensive industry. As a result, the majority of participating suppliers represent high spend and/or high criticality and many are in high carbon industries.

2. In 2020, Wells Fargo received a Supplier Engagement Rating of an A- from CDP.

References:

[CDP Supplier Engagement Leaderboard](#)*

Community engagement | [More information](#) can be found in the [Wells Fargo ESG Report \(PDF\)](#).

Philanthropy	Unit	2018	2019	2020
Total philanthropic giving (U.S.) ^{1,2}	USD (in millions)	\$444.1	\$455.0	\$390.0
Disaster support ³	USD (in millions)	\$9.7	\$17.5	\$225.7

Notes:

1. Total philanthropic giving is within the U.S. However, Wells Fargo funds international donor advised giving as a small percentage of total philanthropic giving.
2. Wells Fargo had nearly \$475 million in charitable contributions in 2020. (This is determined by adding the total philanthropic giving above to the total dollars from the [Open for Business Fund](#) table below.)
3. Disaster support is included in the total philanthropic giving value. COVID-19 support accounted for \$221 million of the total in 2020.

References:

[Community impact map](#)

Financial health philanthropy	Unit	2020
Individuals impacted through financial health philanthropy initiatives supporting LMI and racially diverse individuals ¹	# people	1,268,928
Participating in free financial coaching, counseling, or workshops ²	# people	55,798
Increased financial capability and/or confidence managing their finances ²	# people	76,559
Intended to start saving or save more money ²	# people	14,752
Established a bank account or other financial asset ²	# people	8,556
Increased credit score ^{2,3}	# people	7,620
Increased savings ²	USD (in millions)	\$4.4
	# people	8,414
Reduced debt ²	USD (in millions)	\$13.7
	# people	6,806

Notes:

1. Wells Fargo aims to open pathways to economic advancement, with a focus on Black, Indigenous, (and) People of Color (BIPOC) and low-to-moderate income communities, by increasing financial inclusion and access, reducing debt (including non-loan debt like fines and fees), driving savings and wealth-building behavior, and transforming systems that provide a better context within which people lead their financial lives.
2. Impact data is compiled from financial health philanthropy grantees reporting program participant outcomes. Program participants were engaged in one or more financial health program, offered by nonprofits and other community based organizations, designed to improve participants' financial knowledge, financial behaviors, and financial decision-making.
3. Program participants who reported increasing their credit score due to engaging in a financial health philanthropy program are different than the customers enabled to better manage credit by providing free access to their FICO® score noted in the [Financial Health Programs](#) table.

Hands on Banking® Program	Unit	2018	2019	2020
Financial education via Hands on Banking Program ¹	# people (in millions)	2.4	3.8	1.0+
Financial education via handsonbanking.org	# people (in millions)	1.3	1.3	1.0+
Hands on Banking - employee engagement ²	# employees	2,444	1,888	361
	# volunteer hours	9,360	6,799	1,661
Educational classes/sessions taught ³	# classes	3,434	2,618	Not counted
Community participants trained	# people	141,928	113,130	40,428

Notes:

1. The number of people engaged in 2019 via Hands on Banking is across all platforms and channels – including employee and educator campaigns. Program activity declines were partially attributed to the deferment of in-school programs due to COVID-19.
2. Wells Fargo's COVID-19 safety protocols prohibited in-person volunteerism throughout most of 2020. Employee volunteers and volunteer hours reflect virtual volunteer opportunities from April-December 2020.
3. Data was not counted in 2020, primarily due to the impact of COVID-19.

Housing affordability	Unit	2018	2019	2020
New purchase loans to low- and moderate-income households	USD (in billions)	\$15.3	\$15.6	\$13.3
LMI households served by new purchase loans	# households	91,000+	84,000+	66,000+
New purchase loans to minority households	USD (in billions)	\$35.0	\$33.8	\$30.4
Minority households served by new purchase loans	# households	107,000+	94,000+	71,000+
Purchase lending to African American households ¹	USD (in billions)	\$4.8	\$4.6	\$3.4
Purchase lending to Hispanic households ²	USD (in billions)	\$10.3	\$9.5	\$7.4
Prospective buyers who attended NeighborhoodLIFT events to learn about the importance of homebuyer education ^{3,4}	# attended	3,665	3,564	0
Down payment assistance to lower-income homebuyers via NeighborhoodLIFT ³	# homeowners	3,923	3,376	1,446
Affordable rental units financed	# rental units	31,800	15,000+	12,560
Homes built or improved for low- and moderate-income households	# homes	489	674	412
Financial education and counseling for African American homebuyers ^{5,6,7}	USD (in millions)	\$3.5	\$4.1	\$1.2
Financial education and counseling for Hispanic homebuyers ^{5,6,8}	USD (in millions)	\$2.8	\$2.7	\$0.3

Notes:

1. In 2017, Wells Fargo pledged to create at least 250,000 African American homeowners in 10 years through lending \$60 billion for home purchases. Through the end of 2020, we helped 72,759 Black families and individuals become homeowners with \$18.6 billion in mortgage financing.
2. In 2016, Wells Fargo committed to increasing Hispanic homeownership over 10 years through \$125 billion in home purchase loans. Through the end of 2020, we helped 188,460 Hispanic families and individuals become homeowners through \$48.7 billion in mortgage financing.
3. In order to receive a NeighborhoodLIFT down payment assistance grant, eight hours of homebuyer education is required. Everyone who attends a NeighborhoodLIFT event is given the opportunity to receive homebuyer education.
4. Due to COVID-19, the LIFT team did not hold any events in 2020.
5. Wells Fargo has a \$25 million total commitment to provide focused funding to African American and Hispanic homebuyers for financial education and counseling (\$15 million committed to African American homebuyers; and \$10 million committed to Hispanic homebuyers). This data includes housing counseling and education for pre-, post-, and first time homebuyers; and foreclosure prevention activities (e.g., homebuyer workshops, housing counselor training, increasing housing counselor staff, and enhancing online platforms utilized by housing counselors).
6. Results for 2018 and 2019 include foreclosure prevention. Beginning in 2020, results exclude foreclosure prevention and rental counseling.
7. More than \$10 million in grants have been provided in support of African American homebuyer financial education and counseling as of Dec. 31, 2020.
8. Nearly \$9 million in grants have been provided in support of Hispanic homebuyer financial education and counseling as of Dec. 31, 2020.

Small business growth¹	Unit	2018	2019	2020
Diverse Community Capital (DCC) Program — grant capital awards ^{2,3}	USD	\$20,209,055	\$23,634,423	\$28,180,843
	# of CDFIs	54	27	34
DCC Program — debt capital awards ²	USD	\$19,900,000	\$2,800,000	\$19,150,000
	# of CDFIs	14	4	7
Total DCC capital provided⁴	USD (in millions)	\$40.1	\$26.4	\$47.3
Jobs created/retained by diverse small businesses ⁵	# jobs	58,583	91,324	100,497
Technical assistance provided to diverse small businesses ⁵	# hours	180,531	1,621,159	546,565
Amount financed to diverse small businesses by CDFIs receiving a DCC award ⁵	USD	\$391,947,885	\$858,302,591	\$681,226,424
Loans to diverse small businesses by CDFIs receiving a DCC award ⁵	# of loans	8,790	108,444	91,316

Notes:

1. Beginning in 2018, Wells Fargo expanded its Community Development Financial Institutions (CDFI) commitment to include recovery and resiliency efforts focused on diverse small businesses following storms, floods, fires, etc.
2. All CDFIs that received debt capital awards also received grant capital awards.
3. The 2020 results represent previously committed DCC awards and DCC resources that were redeployed to support some DCC awardees located in COVID-19 hotspots in their work to serve small businesses.
4. Prior years' progress of DCC commitments to extend CDFI support for diverse small businesses was understated in the company's 2020 goal progress update published in the Wells Fargo & Company 2018 Corporate Responsibility Report. The calendar year results for 2018 have been restated in the *Small business growth table* above.
5. Results reflect impact from only the Capacity Building portion of the program.

Open for Business Fund	Unit	2020
	# awards funded	51
Open for Business Fund ^{1,2}	USD (in millions)	\$84.8
	# jobs	50,000
	# small businesses	16,000
Awardees with diverse leadership ^{3,4}	% of awardees	53%
Awardees with racially/ethnically diverse leadership ⁴	% of awardees	45%
Awardees with women leaders ⁴	% of awardees	39%

Notes:

1. The number of awards funded includes only direct grants given to CDFIs. The number of jobs and number of small businesses are projected impact numbers.
2. In total, from August 2020 through May 2021, the Open for Business Fund distributed more than \$190 million to CDFIs around the country, which is projected to help more than 35,000 small businesses maintain nearly 90,000 jobs.
3. Awardees with diverse leadership includes women, veterans, and those who self-identify as LGBTQ.
4. The leadership percentage is representative of the CDFI organization on the date the award is given.

Employee service and impact	Unit	2018	2019	2020
Employee volunteer hours ¹	# hours (in millions)	2.04	1.9	0.64
Global employee participation in volunteer activities ^{1,2}	# employees	96,000	102,463	26,951
	% of employees	35.6%	37.8%	10.1%
Wells Fargo Community Support Campaign - employee dollars pledged ³	USD (in millions)	\$75.4	\$53.0	\$15.8
WE Care Fund - dollars awarded ⁴	USD (in millions)	\$4.9	\$5.6	\$27.2
WE Care Fund - grants awarded ⁴	# grants	2,804	2,550	23,098

Notes:

1. Wells Fargo's COVID-19 safety protocols prohibited in-person volunteerism throughout most of 2020.
2. Employee participation percentage is based on the total number of active, global employees in Wells Fargo's workforce as shown in the [Investing in our employees](#) section above.
3. In 2020, Wells Fargo transitioned to year-round giving, allowing employees more flexibility when determining how and when they want to support nonprofits. This adjustment impacted programming and how employees log personal financial commitments in the company's Community Care Portal. The 2020 results reflect employee giving that occurred in the Community Care Portal from April 1, 2020 through December 31, 2020.
4. The WE Care Fund, a Wells Fargo employee relief fund, grants emergency aid to employees facing disasters and other severe financial hardships. In 2020, due to the global pandemic, Wells Fargo and its Foundation made a transformational gift to the fund to make sure as many employees that needed extra support and who were eligible through WE Care could apply for and receive funding. The majority of funding granted to employees was specifically related to COVID-19.

Employee environmental support	Unit	2018	2019	2020
Employee sustainability commitments ¹	# commitments	36,250	17,882	294,427
Wells Fargo Green Team chapters	# chapters	33	39	40
Employee participation in Green Teams	# employees	9,518	11,793	12,542
Employee volunteer hours with environmental focus ^{2,3}	# hours	78,160	95,746	9,677

Notes:

1. Employee sustainability commitments include environmentally sustainable actions such as conserving water and energy, and reducing waste and greenhouse gas emissions, that employees voluntarily commit to making at home, at work, or in their community. Program enhancements and redoubled efforts to engage employees led to a significant increase in commitments from 2019 to 2020.
2. Employee volunteer hours with an environmental focus are already included in the employee volunteer hours total in the *Employee service and impact* table above. The hours from both tables cannot be added together to create a new employee volunteer hours total.
3. Wells Fargo's COVID-19 safety protocols prohibited in-person volunteerism throughout most of 2020.

Environmental and social risk management (ESRM)		Unit	2018	2019	2020
Mining ¹		# transactions reviewed	13	10	19
Oil and gas		# transactions reviewed	373	380	310
Other ²		# transactions reviewed	339	375	315
Project finance transactions requiring application of Equator Principles		# transactions reviewed	4	3	1
Total ESRM due diligence reviews conducted ³		# transactions reviewed	729	768	645
Transactions which underwent additional ESRM due diligence ⁴		# transactions	181	335	306
Clients indentified as high-risk or critical-risk and escalated for review ⁵		# clients reviewed	12	31	82
ESRM engagements	Climate change training ⁶	# employees	1,400	947	765
	Human rights: topic specific training ⁷	# employees	Data not available	30	235
	ESRM training ⁸	# employees	413	606	332
External stakeholders engaged in ESRM presentations		# external stakeholders	482	410	883

Notes:

1. In 2020, ESRM conducted due diligence on all subsectors (coal, metal, and mineral mining) within the mining industry. Results from 2018 and 2019 only represent coal and metal mining due diligence.
2. Other transactions reviewed include those in sectors such as arms and armaments, and consumer finance.
3. The fluctuation in ESRM due diligence reviews conducted does not correlate to changing exposure or business. It is a result of the changing review process and ESRM policy implementation within Wells Fargo.
4. Additional due diligence procedures were introduced at Wells Fargo in 2018.
5. In 2019 and 2020, Lines of Business and ESRM enhanced their escalation practices of clients identified by ESRM as having elevated environmental and/or social risks, which resulted in increased escalations to senior leadership of such clients.
6. Beginning in 2018, Wells Fargo began offering training for employees on the impacts of and solutions to climate change.
7. Beginning in 2018, Wells Fargo integrated twice annual training on the United Nations Guiding Principles on Human Rights as one component of the larger Wholesale Banking Credit Management Training for new credit analysts and associates. In 2019, members of Wells Fargo's Modern Slavery Working Group received both internal and external training on modern slavery risks.
8. The ESRM training audience mainly includes banking teams and risk and control officers.

References:

[Wells Fargo UK Modern Slavery Act Statement \(PDF\)](#)

Accounts in 100-year flood zones¹		Unit	2020
Servicing for others ²	# active loan accounts (in thousands)		168+
		USD (in billions)	\$28.1
Wells Fargo owned	# active loan accounts (in thousands)		25+
		USD (in billions)	\$14.4
Home Equity	# active lines of credit (in thousands)		19+
		USD (in billions)	\$1.9
Total accounts in 100-year flood zones	# accounts (in thousands)		212+
Total book value of accounts in 100-year flood zones (based on current unpaid principle balances)		USD (in billions)	\$44.4

Notes:

1. Based on special flood hazard areas according to FEMA definitions. Accounts include loans (servicing for others and Wells Fargo owned) and Home Equity lines of credit.
2. Servicing for others is when Wells Fargo services mortgage accounts on behalf of other investors (such as the Federal National Mortgage Association (FNMA), the Federal Home Loan Mortgage Corporation (FHLMC), Federal Housing Administration (FHA), Veterans Affairs (VA), United States Department of Agriculture (USDA) and Private). The balance does not appear on Wells Fargo's financial books.

Advancing environmental sustainability | [More information](#) can be found in the [Wells Fargo ESG Report \(PDF\)](#).

Additional information regarding Wells Fargo's commercial and industrial loans and lease financing by industry may be found in Table 16 of the [Wells Fargo 2020 Annual Report \(PDF\)](#).

Sustainable finance commitment ^{1,2}	Unit	2018	2019	2020
Clean transportation ³	USD (in millions)	\$1,518	\$1,630	\$1,918
Energy efficiency ³	USD (in millions)	\$449	\$673	\$283
Green buildings ³	USD (in millions)	\$6,238	\$6,937	\$3,208
Renewable energy ³	USD (in millions)	\$2,658	\$3,025	\$3,335
Sustainable finance bonds ^{3,4}	USD (in millions)	\$3,780	\$6,473	\$9,884
Mergers and acquisitions ^{3,4}	USD (in millions)	Not counted	Not counted	\$1,054
Circular economy	USD (in millions)	\$726	\$1,416	\$217
Environmentally sustainable management of natural resources and land use	USD (in millions)	\$5,916	\$4,196	\$3,663
Pollution prevention and control	USD (in millions)	\$1,924	\$1,906	\$1,568
Total commitment to sustainable finance ⁵	USD (in millions)	~\$23,208	~\$26,255	~\$25,130
Contribution to low-carbon economy	%	63%	71%	78%
Total commitment to sustainable finance since 2018^{4,5}	USD (in millions)	Not applicable	~\$49,462	~\$74,592
Contribution to low-carbon economy since 2018	%	Not applicable	67%	71%
Progress to \$200B sustainable finance commitment by 2030	%	12%	25%	37%

Notes:

1. In 2018, Wells Fargo announced our \$200 billion sustainable finance commitment and updated the methodology for how we track progress. The 2018 results are not comparable to previously reported results for the "finance environmentally beneficial business opportunity" progress statement.
2. In March 2021, Wells Fargo announced a goal to achieve net-zero greenhouse gas emissions by 2050. One component of the announcement is the launch of an Institute for Sustainable Finance to manage the deployment of \$500 billion in financing to sustainable businesses and projects by 2030.
3. Category results are included in the total contribution to a low-carbon economy.
4. Beginning in 2020, results include sustainable finance activity from mergers and acquisitions, commercial mortgage-backed securities (CMBS) bonds, sustainability-linked loans (included with sustainable finance bonds), and additional NAICS codes supporting sustainable agriculture.
5. Total may not add up when using category values listed above due to rounding.

References:

[Wells Fargo Sustainable Finance Reporting Methodology \(PDF\)](#)

Wells Fargo Innovation Incubator (IN ²)	Unit	2018	2019	2020
Cleantech grant dollars awarded	USD	\$1,440,000	\$1,295,000	\$3,119,457
Organizations supported	# organizations	51	43	74

References:

[Innovation Incubator \(IN²\)](#)*

Common factors used to measure relative environmental performance	Unit	2018	2019	2020
Employees ¹	# employees	258,700	259,800	268,531
Revenue	USD (in billions)	\$86.4	\$85.1	\$72.3
Square footage ²	# sq ft	88,518,517	86,179,338	82,617,819

Notes:

1. Employee numbers for this section reflect the number of active, full-time equivalent employees at Wells Fargo as reported in the company's annual report for each calendar year.
2. Includes square footage (sq ft) from Wells Fargo owned and leased facilities worldwide, as well as our network of more than 13,000 ATMs in the U.S. Excludes square footage from land and parking lots.

Energy usage	Unit	2018	2019	2020
Fuel (includes fuel oil, propane, and fuels for fleet vehicles)	MWh	24,020	24,713	16,979
Natural gas	MWh	394,095	383,277	353,183
Purchased electricity ¹	MWh	1,883,971	1,816,629	1,654,354
Chilled water	MWh	255	0	0
District heating	MWh	13,144	13,518	13,211
Total energy consumption	MWh	2,315,485	2,238,137	2,037,727
Reduction in energy consumption (from 2008 baseline)	%	36%	38%	44%
Purchased electricity consumption	kWh/sq ft	21.3	21.0	20.0
	kWh/employee	7,282	6,992	6,161

Notes:

1. Includes purchases and self-supply (e.g., what was previously reported as on-site solar). See the *Renewable energy* table below for additional details.

Renewable energy	Unit	2018	2019	2020
Self-supply ¹	MWh	678	586	534
Physical power purchase agreements (PPA) ²	MWh	7,233	10,694	7,503
Total long-term commitments supporting new renewable energy assets ³	MWh	7,911	11,280	8,037
Unbundled Renewable Energy Certificates (RECs) ⁴	MWh	1,877,340	1,814,780	1,658,740
Total renewable energy purchased	MWh	1,885,251	1,826,060*	1,666,777*
Percent of consumed electricity as renewable	%	100%	101%	101%
Other renewable energy activities ⁵	MWh	772	5,385	53,812

Notes:

Use of an asterisk () denotes Wells Fargo's environmental data that has been assured by an independent verifier.

1. Self-supply is when a consumer generates and supplies their own electricity. Wells Fargo's self-supply refers to its on-site solar program.

2. Physical PPA is a contract for the purchase of power and associated RECs from a specific renewable energy generator (the seller) to a purchaser of renewable electricity (the buyer).

3. Wells Fargo met 100% of our electricity consumption with renewable energy, primarily from unbundled RECs beginning in 2017. Our goal is to transition to long-term agreements that directly support new sources of renewable energy. Long-term agreements are defined as contracts with a duration of five years or longer.

4. Unbundled RECs are sold, delivered, or purchased separately from the electricity generated by the renewable resource.

5. Renewable energy generated from net new assets owned/supported by Wells Fargo where Wells Fargo does not retain the RECs.

References:

[APEX Verification Opinion Declaration \(PDF\)](#)

[EPA Green Power Partnership*](#)

Long-term agreements supporting new sources of renewable energy^{1,2}	Unit	2018	2019	2020
On-site renewable energy assets ³	# of assets	16	16	92
On-site renewable energy capacity	MW	1	1	23
Off-site renewable energy assets ⁴	# of assets	10	12	18
Off-site renewable energy capacity allocated to Wells Fargo ⁵	MW	8	39	163
Total renewable energy assets	# of assets	26	28	110
Total renewable energy capacity allocated to Wells Fargo	MW	9	40	186
Total renewable energy capacity of assets⁶	MW	152	503	750

Notes:

1. Data in the *Long-term agreements supporting new sources of renewable energy* table reflects cumulative results as of Dec. 31 for each calendar year.
2. This data includes contracts where Wells Fargo purchases renewable electricity from the asset or where Wells Fargo purchases the electricity but not the renewable energy attributes. New renewable energy assets are defined as assets where the commercial operation date was achieved no earlier than 12 months prior to contract execution and the asset capacity has not been allocated to another buyer previously.
3. On-site assets are renewable energy assets located on Wells Fargo properties.
4. Off-site renewable energy assets are not located on Wells Fargo properties.
5. For most assets, Wells Fargo is allocated a portion of the asset's total capacity.
6. Total capacity of the assets, including the portion that is allocated to Wells Fargo.

Greenhouse gas (GHG) emissions	Unit¹	2018	2019	2020
Stationary combustion	MTCO ₂ e	80,416	77,628	71,746
Mobile combustion	MTCO ₂ e	3,209	3,080	579
Refrigerants and fire suppressants	MTCO ₂ e	11,691	11,285	10,078
Total scope 1	MTCO₂e	95,316*	91,993*	82,403*
Purchased electricity	MTCO ₂ e	830,090	768,266	691,019
District heating	MTCO ₂ e	3,114	3,061	2,992
Total scope 2 (location)	MTCO₂e	833,204*	771,327*	694,011*
Purchased electricity	MTCO ₂ e	2,859	1,927	623
District heating	MTCO ₂ e	3,114	3,061	2,991
Total scope 2 (market)	MTCO₂e	5,973*	4,988*	3,614*
Total scope 1 and 2 (location)	MTCO₂e	928,520	863,321	776,414
Total scope 1 and 2 (market)	MTCO₂e	101,289	96,981	86,017
Carbon offsets purchased ²	MTCO ₂ e	65,185	98,981	92,019
Net scope 1 and scope 2 (market)	MTCO₂e	36,104	0**	0**

Notes:

- *Use of an asterisk (*) denotes Wells Fargo's environmental data that has been assured by an independent verifier.
1. MTCO₂e stands for metric tons carbon dioxide equivalent.
 2. Wells Fargo purchased carbon offsets to achieve carbon neutrality for scope 1 and scope 2 emissions for 2019 and 2020 operations.

References:

- [APEX Verification Opinion Declaration \(PDF\)](#)
- [CDP Report \(PDF\)](#)

Scope 3 emissions	Unit¹	2018	2019	2020
Category 1: Purchased goods and services ²	MTCO ₂ e	2,347,646*	2,304,829*	1,639,281*
Category 2: Capital goods ²	MTCO ₂ e	559,600*	455,599*	358,268*
Category 3: Fuel and energy-related activities (not included in scope 1 or 2)	MTCO ₂ e	156,145*	148,420*	123,970*
Category 4: Upstream transportation and distribution ³		Not relevant	Not relevant	Not relevant
Category 5: Waste generated in operations	MTCO ₂ e	12,132*	9,921*	7,622*
Category 6: Employee business travel (air travel only)	MTCO ₂ e	93,815*	78,277*	24,949*
Category 7: Employee commuting	MTCO ₂ e	612,464*	613,405*	313,757*
Category 8: Upstream leased assets ³		Not relevant	Not relevant	Not relevant
Category 9: Downstream transportation and distribution ³		Not relevant	Not relevant	Not relevant
Category 10: Processing of sold products ³		Not relevant	Not relevant	Not relevant
Category 11: Use of sold products ³		Not relevant	Not relevant	Not relevant
Category 12: End of life treatment of sold products ³		Not relevant	Not relevant	Not relevant
Category 13: Downstream leased assets ³		Not relevant	Not relevant	Not relevant
Category 14: Franchises ³		Not relevant	Not relevant	Not relevant
Category 15: Investments ³		Relevant, not calculated	Relevant, not calculated	Relevant, not calculated
Total scope 1, scope 2 (location), and scope 3 (category 6 only)⁴	MTCO₂e	1,022,335	941,598	801,363
Reduction in GHG emissions (from 2008 baseline)	%	48%	52%	59%

Notes:

Use of an asterisk () denotes Wells Fargo's environmental data that has been assured by an independent verifier.

1. MTCO₂e stands for metric tons carbon dioxide equivalent.

2. In 2020 Scope 3, Category 1 and Category 2 emissions accounting transitioned to USEEIO emissions factors from previously utilized UK DEFRA emissions factors. This methodology change resulted in a large decrease in emissions.

3. This report includes scope 3 categories that are relevant and for which Wells Fargo has calculated emissions. Categories listed above as 'not relevant' or 'relevant, not calculated' were not part of the company's original GHG reduction goal. For additional information on all scope 3 categories, please see the company's most current CDP response.

4. This total represents the current extent of the company's GHG reduction goal.

References:

[APEX Verification Opinion Declaration \(PDF\)](#)

[CDP Report \(PDF\)](#)

[UK DEFRA Modeling](#)

[USEEIO Models](#)

GHG emissions intensity	Unit	2018	2019	2020
Total scope 1 and scope 2 (location) emissions per revenue	MTCO ₂ e/revenue (in millions USD)	10.7	10.1	10.7
Total scope 1 and scope 2 (location) emissions per sq ft	MTCO ₂ e/1,000 sq ft	10.5	10.0	9.3
Total scope 1 and scope 2 (location) emissions per employee	MTCO ₂ e/employee	3.6	3.3	2.9
LEED® buildings¹	Unit	2018	2019	2020
Total sq ft of LEED-certified projects ²	sq ft	42,180,638	43,111,577	44,521,605
Total number of LEED-certified projects	# projects	817	834	907
Buildings with LEED certification³	%	28%	30%	33%

Notes:

1. 2018 LEED data has been corrected to reflect actual count and square footage totals. This correction did not impact goal progress.

2. Includes certifications and recertifications under all LEED rating systems (e.g., new construction, existing buildings, and interior design).

3. Should a space have multiple certifications, only square footage from one rating system is included to avoid double counting. For example: Location ABC has an Existing Building certification for the entire building, and Interior Design certification for floor two. Only the Existing Building square footage is included in the goal calculation contributing to LEED certification for 35% of buildings.

Paper consumption	Unit	2018	2019	2020
Copy paper made from >30% post-consumer waste	%	78%	81%	77%
Copy paper that is Forest Stewardship Council (FSC) certified	%	85%	84%	80%
Stationery made from >80% post-consumer waste and FSC certified	%	95%	94%	91%

Waste	Unit	2018	2019	2020
Recycling: plastic, metal, and cardboard	short tons	4,765	5,536	4,104
Other recycling: compost, cable, media, and e-waste ¹	short tons	2,305	2,220	698
Paper recycled	short tons	46,955	44,474	31,567
Total recycling	short tons	54,025*	52,230*	36,369*
Total waste to landfill	short tons	34,951*	28,582*	24,647*
Total waste stream	short tons	88,976	80,813	61,016
Reduction in total waste stream (from 2010 baseline)	%	40%	46%	60%
Hazardous electronic waste exported to developing countries ¹	short tons	0	0	0

Notes:

Use of an asterisk () denotes Wells Fargo's environmental data that has been assured by an independent verifier.

1. Wells Fargo is an e-Stewards enterprise and follows the highest standards for disposal of hazardous electronic waste that includes electronic equipment, parts, and materials (e.g., computers, monitors and peripherals, fax machines, printers, copiers, and cell phones destined for recycling or disposal but not for direct reuse), which contain, consist of, or are derived from materials that pose potential threats to public health or the environment or meet any of the following criteria:

- Are listed, referenced, considered, or referred to as a hazardous waste in laws or treaties, or by the U.S. Environmental Protection Agency or other relevant U.S., state, local, or foreign governmental agencies; or
- Exhibit one or more of the characteristics of hazardous waste (ignitability, corrosiveness, reactivity and/or toxicity); or is generated by the treatment of hazardous waste; or is contained in a hazardous waste.

References:

[APEX Verification Opinion Declaration \(PDF\)](#)

Water	Unit	2018	2019	2020
Total water consumption (municipal water use)	Cubic meters	8,154,835*	7,729,753*	6,678,849*
Reduction in water consumption (from 2008 baseline)	%	59%	61%	67%

Notes:

Use of an asterisk () denotes Wells Fargo's environmental data that has been assured by an independent verifier.

References:

[APEX Verification Opinion Declaration \(PDF\)](#)