

# Our 2020 goals and progress

## Diversity and inclusion

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

The chart below reflects our progress toward each goal. Some goals were met ahead of our 2020 deadline; these goals are marked as “exceeded” and we will continue tracking against them through 2020. We will continue working toward the remaining goals over the next two years. For each goal, the baseline year is reflected in the cumulative results and progress column. All goals are intended to be complete by the end of 2020, unless otherwise noted.

CATEGORY	GOAL STATEMENT	2018 RESULTS	CUMULATIVE RESULTS AND PROGRESS
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### Deliver products and services that meet the needs, values, and preferences of our customers

Products and services	Invest in emerging technologies and innovative solutions to meet changing customer preferences	In 2018, Wells Fargo launched or announced several products and services to help customers better manage their money and spending in a more convenient, proactive way.	In progress
	Enhance human rights risk management and reporting	Enhanced human rights due diligence and started to develop and roll out human rights training	In progress

### Provide \$100 million to critical social needs

Philanthropy <sup>1</sup>	Provide \$100 million to increase our overall giving to critical social needs	\$40.3 million allocated as follows: <ul style="list-style-type: none"> <li>\$16.6 million to advance social inclusion</li> <li>\$11.0 million to increase financial capability of diverse consumers</li> <li>\$12.7 million to develop women and diverse leaders</li> </ul>	\$102.9 million since 2016  <b>Exceeded</b>
	Achieve 8.5 million team member volunteer hours with 40% team member participation	2.04 million hours  35.6% participation	5.8 million hours since 2016  <b>In progress</b>

### Ensure diversity, inclusion, respect, and engagement are fully woven into the fabric of the Wells Fargo culture and business practices

Culture and business practice	Increase participation in team member volunteer groups by 30%	9% increase	57% increase since 2016  <b>Exceeded</b>
	Strive to increase our veteran team member population to 20,000	1,502 veterans hired	8,380 veteran team members employed in 2018  <b>In progress</b>
	Strive for 15% of procurement spend with diverse suppliers and build capacity through supplier development	\$1.36 billion spent with diverse suppliers, or 11.7% of total procurement spend; surpassing the financial services industry average of 9.3% <sup>2</sup>	11.7% of total 2018 procurement spend  <b>In progress</b>

<sup>1</sup> Alignment to sub-goal categories is subjective and reflects best available data. We continue to refine this process to reduce overlap; however, some grants may apply across multiple sub-categories.

<sup>2</sup> Financial Services Roundtable for Supplier Diversity supplier diversity benchmarking report, September 2018.

# Our 2020 goals and progress

## Economic empowerment

CATEGORY	GOAL STATEMENT	2018 RESULTS	CUMULATIVE RESULTS AND PROGRESS
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### Strengthen the economic sustainability of our communities

Products and services	Help 12 million customers better manage their credit scores	4 million helped	12.3 million since 2016 <b>Exceeded</b>
	Extend \$175 million to Community Development Financial Institutions (CDFIs) serving diverse small businesses	\$39.7 million <sup>1</sup>	\$96.5 million since 2015 <b>In progress</b>
	Originate \$150 billion in new purchase loans to minority households	\$35 billion	\$108 billion since 2016 <b>In progress</b>
	Originate \$70 billion in new purchase loans to low- and moderate-income households	\$15.3 billion	\$44 billion since 2016 <b>In progress</b>
	Provide homebuyer education to more than 4,000 lower-income homebuyers	3,665 educated	8,982 educated since 2016 <b>Exceeded</b>
	Provide down payment assistance to more than 4,000 lower-income homebuyers	3,922 assisted	7,949 assisted since 2016 <b>Exceeded</b>

### Provide \$500 million to critical economic needs

Philanthropy <sup>2</sup>	Provide \$500 million to increase our overall giving to critical economic needs	\$139.3 million allocated as follows: <ul style="list-style-type: none"> <li>\$7.3 million to increase the financial capability of underbanked consumers</li> <li>\$25.4 million to empower small businesses</li> <li>\$106.6 million to strengthen communities and families through sustainable housing</li> </ul>	\$295.3 million since 2016 <b>In progress</b>
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### Taking care of our team members and the community

Culture and business practices	Support and administer the WE Care Fund	2,804 grants totaling \$4.9 million awarded to team members	6,735 grants totaling \$10.2 million awarded since 2017 <b>Ongoing</b>
	Build and improve 1,000 homes for low- and moderate-income households	489 home builds and rehabs supported	1,514 home builds and rehabs supported since 2016 <b>Exceeded</b>

<sup>1</sup> Beginning in 2018, Wells Fargo expanded its CDFI commitment to diverse small businesses to include recovery and resiliency efforts following storms, floods, fires, etc. and also include some philanthropic spend to empower small businesses. Prior years' progress toward this goal was not restated to reflect this expanded scope.

<sup>2</sup> Alignment to sub-goal categories is subjective and reflects best available data. We continue to refine this process to reduce overlap; however, some grants may apply across multiple sub-categories.

# Our 2020 goals and progress

## Environmental sustainability

CATEGORY	GOAL STATEMENT	2018 RESULTS	CUMULATIVE RESULTS AND PROGRESS
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### Accelerate the transition to a low-carbon economy

Products and services	Integrate environmental and social risk management (ESRM) into our business practices	<u>ESRM framework</u>	In progress
	Provide \$200 billion in financing to sustainable businesses and projects by 2030; 50% toward low-carbon opportunities <sup>1</sup>	Approximately \$23 billion provided with 63% toward low-carbon opportunities	In progress

### Provide \$65 million to critical environmental needs

Philanthropy <sup>2</sup>	Provide \$65 million to increase our overall giving to critical environmental needs	\$30.1 million allocated as follows: <ul style="list-style-type: none"> <li>\$6.7 million to advance clean technology and innovation</li> <li>\$3.4 million to support environmental education</li> <li>\$20.0 million to foster resilient communities</li> </ul>	\$68.3 million since 2016  <b>Exceeded</b>
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### Enhance the environmental performance of our operations

Culture and business practices	Purchase renewable electricity to meet 100% of our global operations needs by the close of 2017	Purchased renewable energy certificates (RECs) to meet 2018 global electricity needs	Met 100% of our global electricity needs with renewable energy <sup>3</sup>  <b>Exceeded</b>
	Transition to long-term agreements that fund new sources of green power by 2020	Supported Bangalore off-site solar asset and Minnesota Community Solar Garden program through long-term agreements representing 18,000 megawatt hours (MWh) annually of net new capacity to the grid	1% sources of green power through long-term agreements including 16 properties with on-site solar panels supporting a portion of their electricity needs  <b>In progress</b>
	Reduce greenhouse gas emissions 45%	8,900 MTCO <sub>2</sub> e reduction, equivalent to emissions of 1,890 passenger vehicles driven for one year	48% reduction since 2008 (940,000 MTCO <sub>2</sub> e)  <b>Exceeded</b>
	Reduce energy consumption 40%	19,900 MWh energy usage reduction, equivalent to 1,600 homes' annual energy use	36% reduction since 2008 (1.3 million MWh)  <b>In progress</b>

<sup>1</sup> In 2018, we 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. In addition to the \$200 billion commitment, this goal consists of two additional commitments to transparency and engagement for details.

<sup>2</sup> Alignment to sub-goal categories is subjective and reflects best available data. We continue to refine this process to reduce overlap; however, some grants may apply across multiple sub-categories.

<sup>3</sup> Renewable energy sources include on-site solar, long-term contracts that fund net new sources of offsite renewable energy, and the purchase of renewable energy and renewable energy certificates (RECs).

# Our 2020 goals and progress

## Environmental sustainability

CATEGORY	GOAL STATEMENT	2018 RESULTS	CUMULATIVE RESULTS AND PROGRESS
<b>Culture and business practices (continued)</b>	Achieve LEED® certification for 35% of buildings (by leased and owned square footage)	Over 470,000 square feet of LEED-certified projects, equivalent to eight football fields	28% LEED-certified square footage (40.9 million square feet of LEED-certified projects)  <b>In progress</b>
	Reduce water consumption 65%	23 million gallon reduction, equivalent to giving everyone in Los Angeles six 16-oz water bottles	59% reduction since 2008 (3.1 billion gallons)  <b>In progress</b>
	Reduce total waste stream 50% <sup>1</sup>	20 million pound reduction, equivalent to 700 full dump trucks worth of trash	40% reduction since 2010 (119 million pounds)  <b>In progress</b>
	Enhance sustainability of our supply chain	Recognized as a CDP Supplier Engagement Leader	<b>In progress</b>
	Achieve 250,000 team member commitments to improving sustainability	36,250 new commitments	119,750+ sustainable team member commitments (48% of goal) since 2016  <b>In progress</b>

<sup>1</sup> Thanks to learnings associated with our original waste goal which focused on increasing diversion rates, we have determined an overall waste reduction goal is actually a better method of driving behavior change to consume less. Therefore, we have changed the focus of our goal as noted in the table.