



# 2024 Corporate Responsibility Report

Webster Financial Corporation

WebsterBank®

# Contents

<b>About Us</b>	<b>1</b>
<b>From Our Chairman and CEO</b>	<b>4</b>
<b>Introduction</b>	<b>5</b>
<b>Chief Corporate Responsibility Officer Q&amp;A</b>	<b>9</b>
<b>Economic Vitality</b>	<b>11</b>
Community Investment Strategy	12
Inclusive Vendor Engagement	17
Community Service	19
Corporate Philanthropy	21
<b>Valuing Our People</b>	<b>23</b>
Human Capital Management	24
<b>Our Environment</b>	<b>33</b>
Environmental Responsibility	34
Climate Risk	36
Greenhouse Gas Management	37
<b>Responsible Governance</b>	<b>38</b>
Oversight	39
Ethics	43
Risk Management	45
Cybersecurity	47
<b>Annex</b>	<b>49</b>
Sustainable Development Goals	50
SASB Table	51
TCFD Table	61



# About Us

---

**Webster Bank (NYSE: WBS) is a values-based, leading commercial bank with more than \$79 billion in assets focused on delivering financial solutions to businesses, individuals and families.**

With headquarters in Stamford, Connecticut, our footprint spans the Northeast from the New York City metropolitan area to Rhode Island and Massachusetts.

We operate differentiated lines of business, including Commercial Banking, Consumer Banking and our Healthcare Financial Services segment that includes HSA Bank and Ametros. In addition, Webster offers direct to consumer digital banking via Brio Direct.

This report contains forward-looking statements, including our commitments, targets and other statements that are not historical facts. These statements are subject to risks and uncertainties and are not guarantees of future performance. Factors that could cause actual results to differ materially from those expressed or implied by such statements are set forth in our SEC filings. All forward-looking statements are based on management's current assumptions, estimates and projections.

**\$79B**

Total Assets

**\$64.8B**

Total Deposits

**196**

Banking Centers

As of 12/31/24



## Mission

We deliver leading financial solutions to businesses, individuals, families and partners.

## Values

Our values are reflected in our sustained dedication to serving our clients and our communities.

## Culture

At Webster, our culture is centered around delivering for our colleagues, clients and communities; strong risk management; responsible corporate citizenship; inclusion and belonging; and transparent governance.

### Integrity

#### We do what's right.

- I live by the highest ethical standards.
- I act for the greater good, not self-interest.
- I am consistent and reliable.
- I communicate transparently and openly.

### Collaboration

#### We're better together.

- I seek the input and talents of others.
- I share my ideas, issues, solutions, resources, and information.
- I promote cooperation and teamwork across the organization.
- I work well with others and bring a positive spirit to the team.

### Agility

#### We embrace change and adapt quickly.

- I am curious and eager to grow.
- I innovate, test and learn to raise the bar continually.
- I proactively anticipate trends and understand their potential impact.
- I challenge the way it has always been done and welcome new ways of working.

### Respect

#### We treat everyone with dignity.

- I value diversity in people and listen for new ideas.
- I assume and approach interactions with positive intent.
- I create and support an inclusive, welcoming environment.
- I recognize and celebrate the accomplishments of others.

### Accountability

#### We own and deliver on our commitments.

- I show initiative and ask, "what more can I do?"
- I demonstrate a make-it happen attitude.
- I take responsibility and ownership of delivering quality results.
- I lead by example and empower others.

### Excellence

#### We strive for the highest standards.

- I have high expectations of myself and others.
- I deliver quality results that matter with speed and efficiency.
- I go above and beyond to create value.
- I give and receive feedback for the betterment of myself and our organization.



# 2024 Awards & Recognition

---

In 2024, Webster earned recognition for our performance, our focus on excellence, and serving our clients and communities in ways that exceed expectations.

## Newsweek Most Trustworthy Companies in America 2024

Webster was named by Statista to its list of most trustworthy companies. To create this list, Newsweek and Statista surveyed about 25,000 Americans and evaluated 97,000 company evaluations that considered the point of view of potential clients, investors and employees. Webster was also recognized by Newsweek as one of America's greatest workplaces for creating equity for women in the United States and as one of 250 regional banks in its 2024 America's Best Regional Banks and Credit Unions.

## Forbes Best Employer by State

Webster has been recognized by Forbes in its annual Best Employer by State list for being a top employer in Connecticut. Forbes also recognized Webster in the annual Best Banks in America list.



## 2024 Boston Business Journal Top Charitable Contributor

Webster was once again recognized on the 2024 BBJ Top Charitable Contributors list by donating at least \$100,000 in cash contributions to Massachusetts-based charities and social service nonprofits. This is the 14th year Webster has received this recognition.



## RepTrak Reputation of Commercial Banks

Webster was once again the top CT-based bank in the 2024 RepTrak reputation survey of America's 38 largest commercial banks. The survey asks consumers to rate their own bank and others they are highly familiar with on seven factors: products and services, innovation, workplace, conduct, citizenship, leadership and performance.

## Long Island Business News Real Estate, Architecture and Engineering Awards



Webster was honored with partners with the "Top Affordable Housing Project" award by Long Island Business News. This award program recognizes those who help create and build Long Island's future.

## Special Olympics Connecticut

Webster was inducted into the Special Olympics Connecticut Hall of Fame and presented the Community Leadership Award recognizing its long-standing commitment to helping inspire inclusion, understanding and respect for people of all abilities.



# From Our Chairman and CEO

**We are not just proud of what we've achieved; we are motivated by the promise of what lies ahead.**



## Dear Stakeholders

We are honored to present Webster's 2024 Corporate Responsibility Report, a testament to our continued commitment to sustainability. This Report reflects our values of serving our clients and our communities, while making a positive impact on the world around us.

In navigating the dynamic market environment in 2024, Webster's longstanding emphasis on sound corporate governance, alongside prudent financial management, enabled us to weather the challenges. Despite these headwinds, our commitment to Webster's values of Integrity, Collaboration, Accountability, Agility, Respect and Excellence remained steadfast. We made substantial progress in aligning our corporate responsibility strategy with our broader strategic vision, focusing on the four pillars of economic vitality, valuing our people, our environment and responsible governance.

Notably, our multi-year Community Investment Strategy (CIS) program represents more than just a commitment — it's a bold step into the future. In 2024, we strengthened our ability to expand access to capital, providing loans, investments, technical assistance and financial services to individuals and small businesses in low- and moderate-income neighborhoods. The multi-billion-dollar CIS is a testament to our dedication to sustainability.

In 2024, we also launched "Webster You're Home," our first Special Purpose Credit Program aimed at expanding homeownership opportunities for first-time homebuyers in historically underserved areas.

As we move into 2025, we believe that we're well-positioned thanks to our continued focus on our four key pillars. Our sustainability disclosures, including those in this Report, provide stakeholders with a clear understanding of our approach and long-term strategy.

We are not just proud of what we've achieved; we are motivated by the promise of what lies ahead.

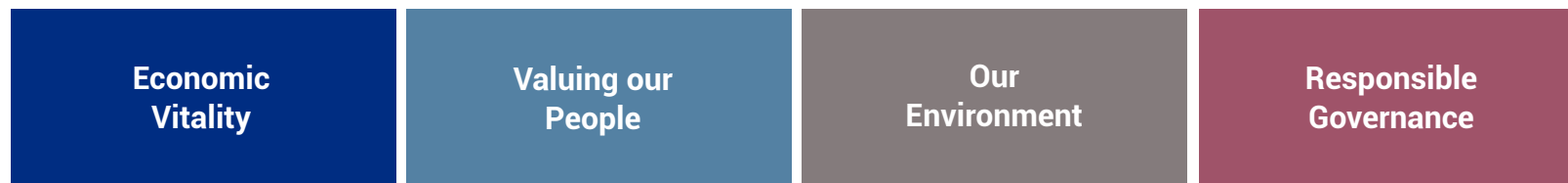
Sincerely,

**John R. Ciulla**  
Chairman and CEO

# Introduction

---

**At Webster, our commitment to corporate responsibility is more than just a business imperative—it is a collective responsibility. As a provider of leading financial solutions to businesses, individuals, families and partners, we advance sustainability through four key pillars:**



These are integral to our long-term growth strategy and create value for our stakeholders. Webster believes strongly in empowering people and strengthening communities by expanding access to capital. Our Office of Corporate Responsibility (OCR) manages all community-facing activities across the Company, including Community Investment, Engagement and Philanthropy; Community Reinvestment Act and Fair and Responsible Banking; Government and Public Affairs; Inclusive Vendor Engagement; and all sustainability efforts. This structure allows us to plan more strategically, support enterprise goals more effectively and use our resources more efficiently. The OCR also oversees Webster's multi-year Community Investment Strategy, driving economic vitality in the communities we serve.

## Sustainability at Webster

We believe we have an obligation to proactively address sustainability risks and opportunities as part of our strategic plan. At Webster, we use the term "sustainability" to describe a comprehensive set of environmental, social and governance matters impacting our company, including our corporate responsibility efforts. We put these concerns at the core of our operations.

As our sustainability reporting has evolved, we have also worked to transition our sustainability efforts from a single deliverable to a comprehensive program.

In 2024, we partnered with our Enterprise Risk Management team to create sustainability policy and procedures. These included procedures for sustainability reporting, data collection, business units and vendors, as well as maturity mapping.



---

## Corporate Responsibility Reporting

Sustainability is an enterprise-wide effort, reflected in our governance structures. Our management-level Sustainability Council meets on a quarterly basis, and is comprised of cross-functional executives from lines of business, as well as Audit, Compliance, Corporate Responsibility, Investor Relations, Legal, Operations and Risk. The Council shapes Webster's Corporate Responsibility strategy and monitors sustainability progress.

The Sustainability Council reports to the executive-level Corporate Responsibility Committee (CRC), which integrates environmental and social objectives into our operational framework, resulting in targeted initiatives that promote sustainability, inclusion and corporate transparency. The CRC reports regularly to the Nominating & Corporate Governance Committee of the Board, which provides oversight and guidance.

Our 2024 CR Report builds on the foundation set by our 2023 and 2022 Reports, adopting a priority-based approach. It is informed by an updated comprehensive materiality assessment, building on the initial materiality assessment performed in 2022. Both assessments involved stakeholder engagement and a review of pertinent topics, informing our strategic planning. While we recognize ongoing work remains, we are confident that our advancements in these critical areas will yield long-term benefits for all Webster stakeholders.

In addition, Webster continues to report against rigorous data collection methodologies to ensure transparent and accountable reporting, compliant with the Sustainability Accounting Standards Board (SASB) and the Task Force on Climate-Related Financial Disclosures (TCFD). This year, we evaluated the impact, exposure and likelihood of acute and physical climate hazards. These assessments will help guide our future environmental strategies, aligning with our client-focused approach.

This Report includes data and metrics related to the 2024 fiscal year from January 1 to December 31, 2024.





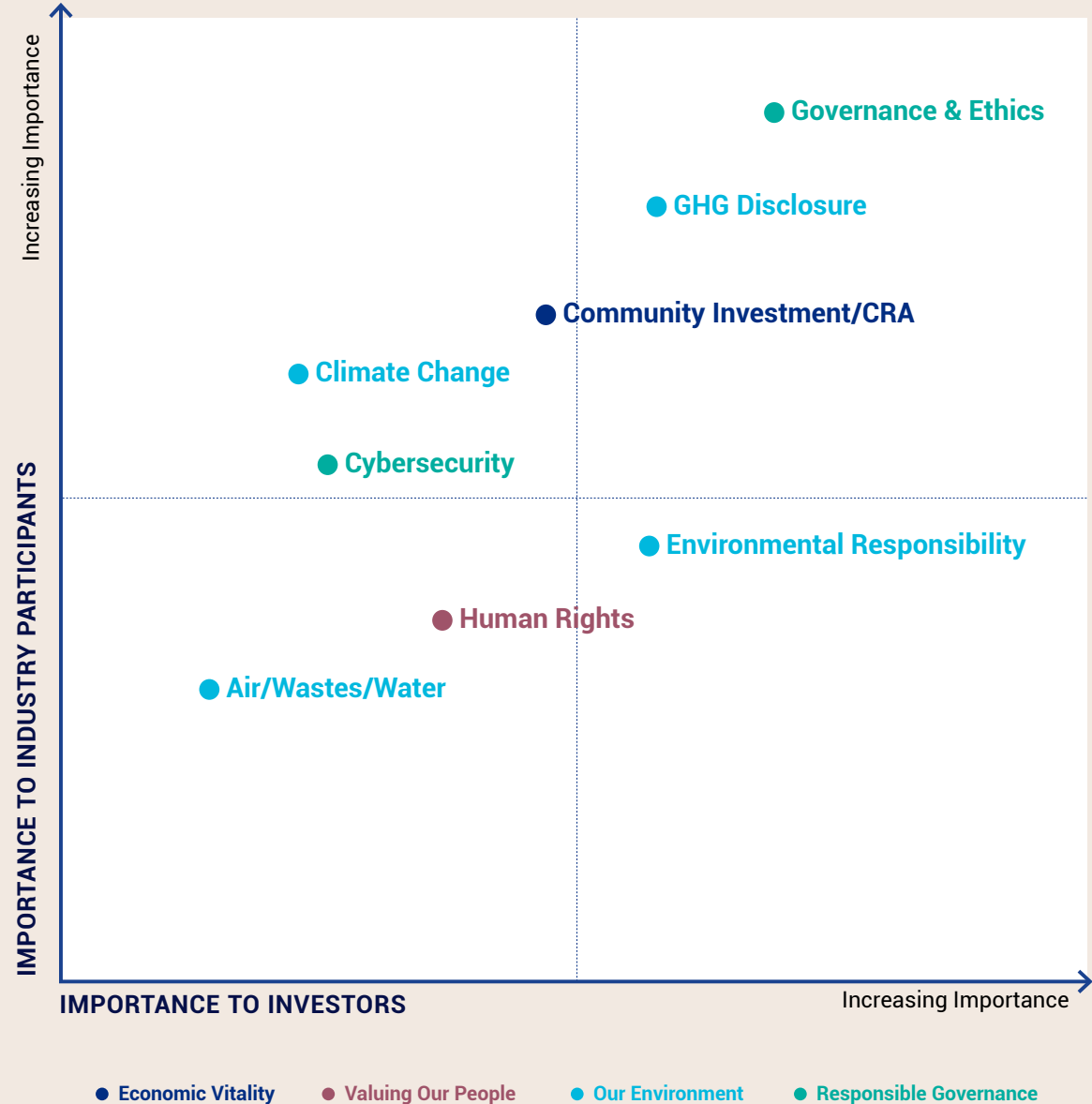
## 2024 Materiality Assessment

We conducted a deeper analysis to prioritize these issues, starting with an assessment of a selection of highly-rated industry peers and also examining the methodologies of leading ESG investor raters and institutional investors. We reviewed their strategic selection of topics for inclusion in their sustainability disclosures, rating methodologies, investment decision-making, goal setting and strategy.

From this research, we calculated an overall materiality score for each topic to help focus our strategy and disclosures in this report. Using this quantitative model, Webster identified the highest scoring topics as most material to investors and the industry. Our Report also includes Economic Vitality topics such as Community Investment and Community Service, which are important to Webster's long-standing commitment to the communities we serve.

The materiality matrix in this Report shows the relative weight of different topics from two perspectives. The Y axis shows how important we believe a topic is considered by the industry, while the X axis, informed by our assessment, shows the topic's importance to investors.

## Material Focus Areas



## Stakeholder Engagement

We proactively engage with stakeholders throughout the year to better understand their priorities and perspectives on significant issues, including company performance and strategy, executive compensation, corporate governance, and environmental and social matters. Senior management leads this stakeholder engagement, considering feedback and insight from shareholders and other stakeholders as we review our practices and disclosures.

Methods of Engagement	COLLEAGUES	CLIENTS	COMMUNITIES	INVESTORS	REGULATORS
	<ul style="list-style-type: none"> <li>• Engagement surveys</li> <li>• Weekly newsletters and advisory emails</li> <li>• Corporate intranet</li> <li>• Executive leadership communications</li> <li>• Business Resource Groups</li> <li>• Volunteer opportunities</li> <li>• Learning and development programs</li> </ul>	<ul style="list-style-type: none"> <li>• Client engagement through banking centers, Contact Center, appointments, Relationship Managers</li> <li>• Client satisfaction surveys</li> <li>• Corporate website</li> <li>• Social media interactions</li> <li>• Financial and cybersecurity education</li> </ul>	<ul style="list-style-type: none"> <li>• Volunteerism and nonprofit board service</li> <li>• Philanthropic investments</li> <li>• Financial education and outreach programs</li> <li>• Events and sponsorships</li> <li>• Community Advisory Councils</li> </ul>	<ul style="list-style-type: none"> <li>• Annual shareholder meeting</li> <li>• Quarterly earnings calls</li> <li>• Investor conferences and presentations</li> <li>• SEC filings</li> <li>• Dedicated Investor Relations website</li> </ul>	<ul style="list-style-type: none"> <li>• Examinations</li> <li>• Continuous monitoring</li> <li>• Meetings with executives and Chief Risk Officer</li> <li>• Regulatory affairs teams</li> </ul>

# Chief Corporate Responsibility Officer Q&A

**Webster's Corporate Responsibility Report reflects a year shaped by meaningful progress on our commitment to strengthen our vibrant communities, drive economic vitality and support the well-being of our cities and towns.**

## What progress was made in 2024?

Looking back on 2024, it is clear that our colleagues continued to live the Webster values of Integrity, Collaboration, Agility, Accountability, Respect and Excellence. We were guided by those values in the way we do business every day, and shaped by Webster's commitment to responsible corporate citizenship. As part of that commitment, we continued to execute on innovative ways to support economic vitality in the communities we serve.

Notably, we introduced our Special Purpose Credit Program, Webster You're Home. The new program is aimed at expanding homeownership opportunities for low- to moderate-income (LMI) first-time homebuyers, providing access to credit in economically-disadvantaged communities and helping to build generational wealth.

We expanded our signature Webster Finance Labs initiative, part of our multi-year Community Investment Strategy. To date, we have invested \$1.7M in the program and will launch three more Finance Labs in 2025. The Finance Labs are designed to help nonprofit community partners create opportunities for students to gain the skills needed for economic empowerment and financial success.

We continued to grow Webster's Inclusive Vendor Engagement program, introducing a new digital catalog to provide colleagues with opportunities to consider local, small and diverse businesses when making procurement decisions.

Through a variety of local and regional initiatives, along with key partnerships, we worked to sustain our support for vibrant and healthy communities. Webster provides all colleagues with 24 hours of paid time to volunteer at the organizations of their choice, sharing their time and skills in the neighborhoods where we live and work.

In 2024, our philanthropic work continued to promote the creation of opportunity and economic vitality in underserved communities across our footprint.



**Marissa Weidner**  
Chief Corporate Responsibility Officer



We also released a Supplemental Report, which offered a more detailed look at the work of our Human Resources Management and Inclusion and Belonging teams, as well as additional features of Webster's Community Engagement, Corporate Philanthropy and Inclusive Vendor Engagement programs.

### How are you enhancing current reporting?

This 2024 Corporate Responsibility Report details our progress in the four areas of Economic Vitality, Valuing Our People, Our Environment and Responsible Governance. We continue to report in accordance with the Sustainability Accounting Standards Board (SASB) Standard, the Task Force on Climate-related Financial Disclosures (TCFD) and the U.N. Sustainability Development Goals (SDGs), providing greater transparency and consistency.

In 2024, Webster initiated a comprehensive climate risk management process to better understand and address the potential impacts of climate change on our business. We began by establishing a Webster Climate Working Group to engage subject matter experts across multiple lines of business, and gather diverse perspectives on significant climate-related risks and opportunities. The Climate Working Group also partnered with two national consulting firms for evaluations of Webster's climate program and capabilities.

We continued to improve the quality of our Report data, automating more data flows and onboarding new data management software to enhance our sustainability reporting.

### What does the future look like?

Going forward, we recognize that our ability to integrate inclusive and sustainable business practices will help us deliver long-term value, and prepare us to meet the evolving expectations of our stakeholders.

Finally, we remain beyond proud of what Webster and our more than 4,400 colleagues have achieved this year. Based on our work in 2024, we are well-positioned to continue to proactively invest for the long-term future of Webster, our clients and the communities we serve.







# Economic Vitality





# Community Investment Strategy

**In 2024, Webster Bank continued to invest in creating economic vitality in communities by finding innovative solutions and collaborating with our partners.**

From launching a Special Purpose Credit Program focused on expanding access to homeownership, to a multi-year commitment to serve as the premier bank for a reentry program's new flagship location, Webster has sought to make impact in innovative ways throughout our market. Our Community Investment Strategy (CIS) puts Webster's values into action with a multi-year, multi-billion dollar commitment to the communities we serve.

We meet regularly to review CIS progress with our [Community Advisory Councils](#), made up of nonprofit partners in Connecticut, Massachusetts, New York and Rhode Island. These collaborations help us to strengthen meaningful community connections, and to set impactful short- and long-term goals. Our Councils are comprised of leaders of 30 nonprofit organizations that span the arenas of affordable housing, small business, Community Development Financial Institutions, workforce development and economic revitalization.



## Affordable Housing

Access to affordable housing and homeownership for low- and moderate-income (LMI) communities across our footprint, including LMI residential lending and multifamily lending.



## Community Development

Making critical community services more accessible for LMI communities with community development lending and investments.



## Small Business Lending

Making capital more accessible to entrepreneurs and small businesses with a focus on minority- and women-owned businesses.



## Community Support

Support for programs that address community needs, including affordable housing, food scarcity, workforce development and financial empowerment, with a focus on economic inclusion.

## Community Reinvestment Act

Thanks to the efforts of colleagues across the bank, Webster received an “Outstanding” Community Reinvestment Act (CRA) performance rating from the Office of the Comptroller of the Currency (OCC), our primary regulator. This is our third consecutive overall “Outstanding” rating, representing nine years of Webster excellence in meeting the needs of our communities.

Our overall “Outstanding” rating was based on the volume and dollar amount of lending and investments, the number of service hours, and the innovative and flexible products and services offered during the 2020-2022 examination period. Webster provided approximately \$12.5 billion in loans and investments and 8,000 hours of CRA-qualifying community services during this period.

Our [Community Reinvestment Act \(CRA\) public file](#) and [HMDA notice](#) provide additional information on the communities we serve.



# \$1B

Produced in affordable housing  
lending over the past two years

# \$853M

Produced in CRA small business  
lending within our four-state  
footprint since 2022

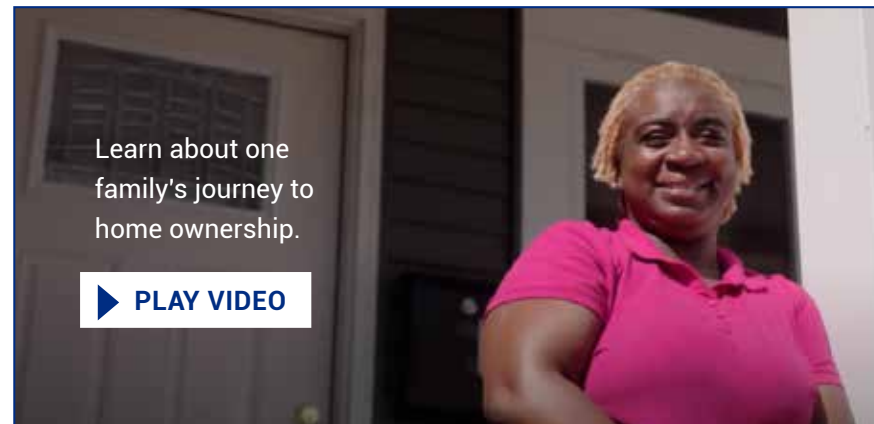
# \$1.3B

Produced in Community  
Development Lending since 2022

# Affordable Housing

## Webster You're Home

Our Special Purpose Credit Program, Webster You're Home, is aimed at expanding homeownership opportunities in historically underserved areas. Designed to support LMI first-time homebuyers, and those who are seeking to refinance, the Webster You're Home program provides an alternative to traditional loan programs and terms, offering up to 97% financing for the purchase of properties located in defined, underserved markets. The program is designed to assist borrowers in specific demographic Geographic Assessment Areas and Majority Minority census tracts in Webster's footprint. Borrowers in these areas are eligible for both purchase and rate and term refinance transactions.



## CLO Program

Webster's [Community Liaison Officers](#) (CLO) work in partnership with the Office of Corporate Responsibility to provide support and financial education to LMI and minority borrowers. They also work to increase lending opportunities to meet local credit needs, especially for first-time homebuyers. Webster Bank partnered with 254 community development organizations to provide 485 financial literacy and homebuyer workshops to 8,883 participants.

**Webster partners with nonprofit organizations and state agencies to provide additional residential lending products and services across our footprint.**

**In 2024, Webster made 126 affordable home loans, totaling \$19,494,786.**

### New York

- SONYMA
- HDF SmartMove
- HPD HomeFirst
- CHI Renters to Own
- Co-op Lending

### Connecticut

- CHFA Time to Own
- HDF SmartMove
- Equity Builder Program
- HDF Live Where You Work
- Housing Our Workforce

### Rhode Island/ Massachusetts

- Mass Dreams
- MHP One Plus Boston
- Equity Builder Program
- Housing Our Workforce

# Webster Finance Labs

The Webster Finance Labs are a signature OCR initiative, designed to help nonprofit partners in LMI communities create opportunities for students to gain the skills needed for economic empowerment and financial success.

Funded by grants from the Webster Bank Charitable Foundation, the Finance Labs provide support for technology and curriculum and also offer volunteer opportunities for Webster colleagues. Six Webster Finance Labs have been successfully launched and three more have been announced for 2025.

To date,

## \$1.7M

has been invested in the Finance Labs, for a total of \$3.6M invested through 2028

## 2,373 individuals

ages 13 – 25 have participated in Finance Lab programming

## 90% LMI population

are served by the Finance Labs



# Webster Connect Checking

Webster Connect Checking provides unbanked and underbanked clients with financial services with limited fees to help them save, grow and access their money in a reliable way. This product has been certified by Cities for Financial Empowerment for meeting the BankOn National Account Standards for 2023-2024 and 2025-2026.



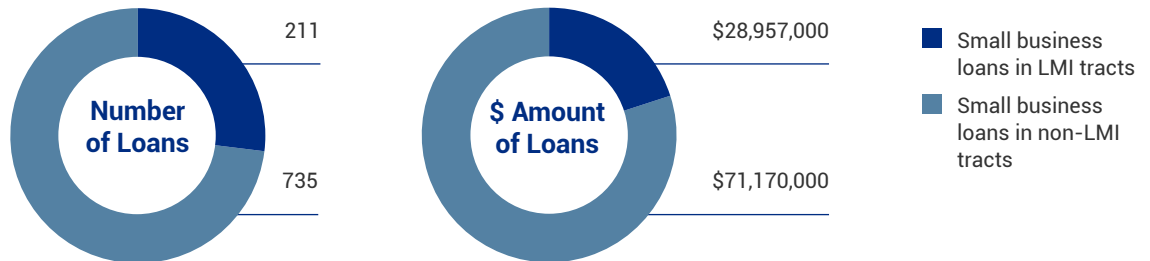
Webster Connect Checking is available in all Webster locations. We are working with our Community Banking Center Managers to promote the product and partnering with BankOn coalitions in Connecticut.

## Webster works to increase access to banking services by:

- Developing products and services that address evolving community needs
- Conducting targeted outreach to underserved communities
- Leveraging our Finance Labs to increase financial literacy
- Partnering with BankOn coalitions and Community Banking Center Managers to increase awareness of our banking services for the underbanked

## Small Business

### 2024 Loans to Small Business with Revenue ≤\$1M



### Small Business Support

Webster's Minority and Women Owned Business Enterprise (MWBE) team supports the growth and development of minority- and women-owned small businesses and organizations focused on community and economic development in underserved areas.

The MWBE program offers small business banking solutions, such as checking and savings accounts, credit cards and lending programs, to meet the needs of minority- and women-owned businesses.

### SBA Lending Highlights

- Top 7(A) Lender by Dollar Volume: Connecticut
- Top 100: SBA 7(A) & 504 Lender Report
- Top 504 Lender: Connecticut



In FY 24, Webster originated  
268 SBA loans totaling

**\$123.3M**



# Inclusive Vendor Engagement

---

**Our Inclusive Vendor Engagement program was created to champion economic empowerment, with a focus on our market areas of Connecticut, Massachusetts, New York and Rhode Island.**

Webster believes that local, small and diverse businesses should have the opportunity to compete for contracts in a fair and equitable environment. We understand the value of a diversified supply chain in improving Webster's resiliency and reducing procurement costs. We welcome all vendors that can demonstrate the capabilities to provide goods and services in an efficient and cost-effective manner.

Developing our Inclusive Vendor Engagement program has been an enterprise-wide effort. Working collaboratively with Strategic Sourcing and Accounts Payable, we developed an alternative reporting framework with consistent invoicing methodology and automated monthly reporting. Strategic Sourcing also helped to fine-tune our vendor onboarding processes, reducing barriers to entry for low-risk vendors.

Webster's Inclusive Vendor Engagement program offers an online portal, allowing local, small and diverse businesses to submit their company information to be considered for entry into Webster's supplier database.

Colleagues have access to training, helping to reinforce awareness of these vendor opportunities and resources. We also introduced a digital catalog for colleagues to identify and engage with local, small and diverse vendors. These businesses provide a range of goods and services such as marketing, photography, catering and event planning. Catalog vendors are sourced from internal colleague referrals, engagement with community partners and existing relationships. The catalog will be updated periodically as more businesses are on-boarded, providing Webster contract and relationship managers with more opportunities to consider these businesses when making procurement decisions.

Ultimately, our Inclusive Vendor Engagement program is about supporting economic vitality in the communities we serve. It is about sharing resources, broadening perspectives, increasing efficiencies and building resiliencies.

The program's progress is reported to the Corporate Responsibility Committee, comprised of C-suite executives. This Committee in turn reports to the Nominating and Corporate Governance Committee of the Board of Directors.

**All Webster colleagues are encouraged to support our Inclusive Vendor Engagement efforts by:**

- Investing time to build relationships with local small businesses, understanding their capabilities and sharing insights
- Facilitating introductions of local vendors to colleagues
- Empowering and building capacity of local vendors through community awareness



**PURE by Shasha is a local small business vendor.**  
<https://purebyshasha.com/>



**Webster vendor Happy Box Store, LLC supports corporate gifting.**  
<https://happyboxstore.com/>

# Community Service

**Working together with our clients and communities goes far beyond being your bank. Along with our Philanthropy and Community Investment programs, our active Webster colleagues share their time and skills across the footprint.**

In 2024, we increased usage of our volunteer engagement platform, promoting meaningful community service opportunities across the company with nearly 50% of colleagues having logged on. During our enterprise-wide Community Impact Month in June, we conducted 3,353 hours of community service, supporting 131 non-profits throughout our footprint. To celebrate those dedicated to serving our communities, we introduced a volunteer recognition luncheon, featuring awards for the Volunteer of the Year and Webster's Top 10 Community Service Stars.

Some colleagues take their commitment a step further, serving as board members for nonprofit organizations. To support their interest in nonprofit board service, we launched a Board Service Masterclass to provide the tools and information needed to become successful nonprofit board members. We continue to run our nonprofit board service matching program, resulting in 25 colleagues being matched with nonprofit boards since launching this initiative.

**We work to build vibrant and healthy communities through a variety of regional and local initiatives, along with key partnerships. Our colleagues have opportunities to make an impact as they share their time and skills in our communities. Webster provides all colleagues with 24 hours of paid time to volunteer at the organizations of their choice.**

## 15,782

2024 Community  
Service Hours

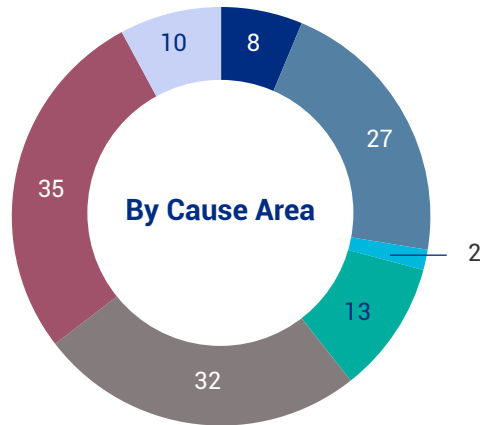
## 498

Organizations  
Served

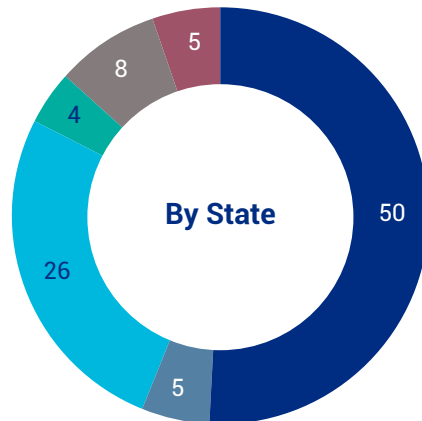


## Board Participation

- Arts, Culture & Humanities
- Education
- Environment & Animals
- Health
- Human Services
- Public & Societal Benefit
- Religion



- Connecticut
- Massachusetts
- New York
- Rhode Island
- Wisconsin
- Other



# Corporate Philanthropy

**We believe it is important to create opportunity and build economic vitality in the communities where we live and work. We do this by making grants within specific funding pillars to help low- to moderate-income individuals and families.**

Our grantmaking priorities are focused on partnering with nonprofit organizations that support underserved communities and address economic equity inclusion, with a focus on financial empowerment, and community and workforce development. We fund organizations whose primary mission and programming address one of these four pillars:



## Workforce Development

Promote job creation, strengthen small business development and provide career skills for underserved populations.



## Community Development

Support creation of affordable housing, including homeownership counseling, foreclosure prevention, first time homebuyer support and credit remediation, as well as support for CDFIs and CDCs.



## Financial Empowerment

Support organizations whose main mission is financial empowerment and inclusion through financial literacy programs for youth and aging populations.

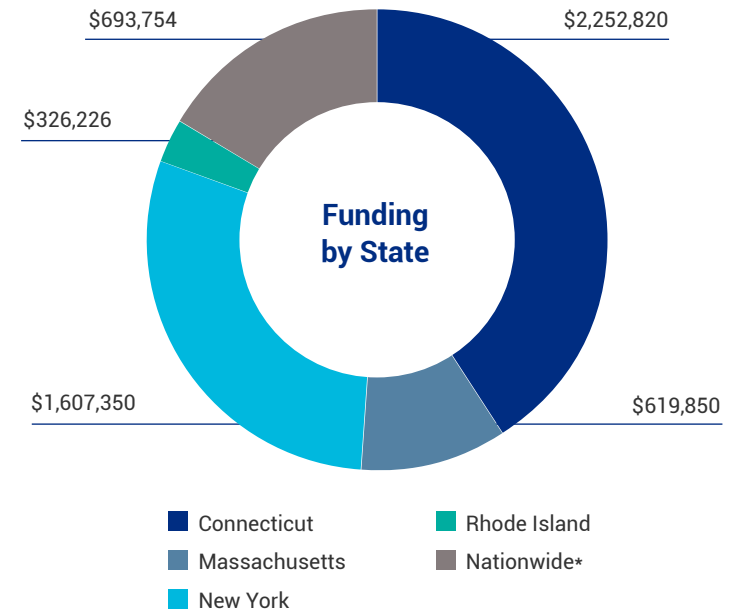
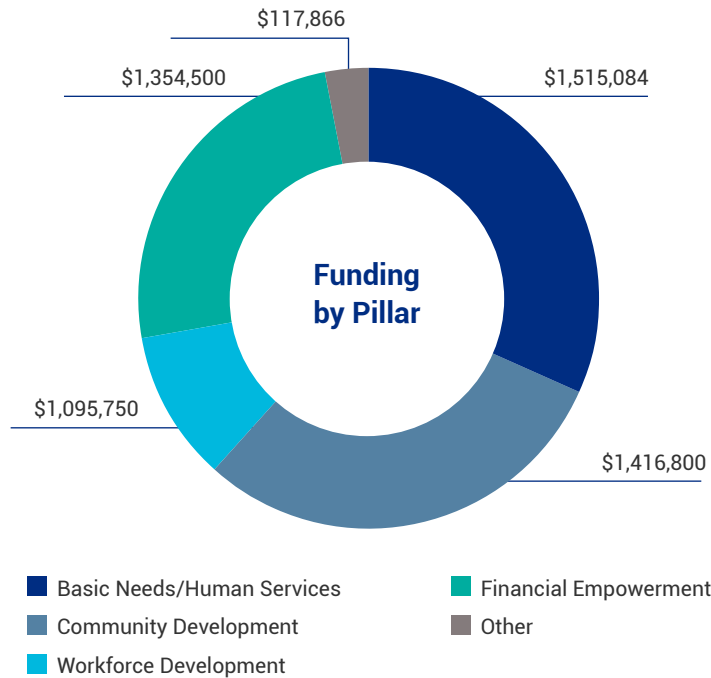


## Basic Needs & Human Services

Strengthen our communities by addressing food insecurity (primarily through regional food banks), homelessness and targeted wrap-around services.



# 2024 Corporate Philanthropy Grant Awards



\* This amount represents the United Way corporate match, matching gifts, and support for the National Community Reinvestment Coalition.  
As of 12/31/24

- Through December 31, 2024, we made \$5.5 million in grants to nonprofit organizations across our footprint who reported serving nearly 23 million clients.
- Of those that responded to the application question, 88% serve over 50% low-moderate income (LMI) individuals, and 59% serve 90-100% LMI individuals.



# Valuing Our People



# Human Capital Management

---

**We strive to be the employer of choice. We believe deeply that our people drive Webster's stability and success.**

As a values-driven organization, we are committed to offering competitive and comprehensive compensation, professional development opportunities, and robust health and welfare programs. Accordingly, we seek to implement policies and practices that align with applicable laws and regulations and are in the best interest of our stakeholders. Webster believes in upholding the principles of safety and observing fair labor and employment practices throughout our organization, including providing equal opportunities.

We recognize the importance of an engaged workforce, and we support the professional development of our colleagues to help them achieve their career goals. Through our confidential annual colleague engagement survey, we establish a culture of trust and safety by encouraging colleagues to share their opinions. This is evidenced by our 88% response rate, vs. a national average of 75%. Colleagues also provided over 3,600 comments.

## Recruitment and Retention

Our Human Capital Management (HCM) technology platform enables leaders to better attract, develop and manage talent. We are committed to pay equity and regularly review our compensation model to ensure fair pay practices across our business. We continually work to improve our culture, recruitment strategies, training and retention. In 2024, our voluntary turnover was 7.27%.

Progress on these efforts is shared with the Board's Compensation and Human Resources Committee throughout the year. Other recent highlights include:

- Strengthening our relationships with local universities and our communities to attract an inclusive workforce
- Enhancing our talent management process, which includes an annual performance review with periodic check-ins throughout the year
- Championing professional development through events, training and networking

## Compensation

Our compensation program is designed to attract, retain and reward performance and align incentives with achievement of our strategic plan, and both short- and long-term operating objectives. Webster has an Incentive Compensation Oversight Committee that reviews and approves all business-line incentives and sales plans each year, which ensures consistent governance and behaviors. Our Rewards and Recognition program drives a culture of appreciation. Whether originating from the CEO or a colleague, this program provides opportunities for peer-to-peer gratitude. Colleagues are also provided with meaningful monetary awards, as well as non-monetary recognition.

In 2024, we completed an analysis of gender pay equity at Webster and determined that our pay equity exceeded our internal target of 90% for the year. To address remaining gender pay equity issues, we will continue to review our pay by function and job level, as well as internal peer comparisons.

Our Board of Directors plays an important role in providing oversight of our efforts to ensure responsible compensation practices. Among other responsibilities, the Compensation & Human Resources Committee (CHRC) is charged with annually reviewing and approving annual corporate bonus objectives and results, and all long-term incentive compensation. The CHRC reviews and makes recommendations to the Board with respect to the annual compensation recommendations for all members of our executive team, including our Chairman and CEO, and approves any severance and/or change in control or similar agreements for executive team members. In accordance with our compensation philosophy established by the CHRC, we believe our executive pay is well-aligned with performance, creating a positive relationship between our operational performance and shareholders.

At the annual meeting of shareholders on April 24, 2024, Webster held an advisory vote on executive compensation. Approximately 97.8% of shareholders voted in favor of the compensation for the Named Executive Officers (NEOs) as discussed in Webster's 2024 Proxy Statement.

## Health & Wellness



- Medical, dental and vision plans
- Prescription benefits
- Life insurance and disability benefits
- Health Savings Accounts (HSAs)
- Wellness incentives
- Health coaching
- Telemedicine

## Other Benefits



- Paid parental leave
- Paid time off (PTO) and paid holidays
- Matching 401(K) retirement savings plan
- Employee Stock Purchase Plan
- Colleague Bank (exclusive colleague discounts on our financial services)
- Employee Assistance Program
- Backup child and elder care
- Student loan repayment program
- Pet insurance
- Wellness programs (such as gym reimbursements, incentives for well-being activities and fitness challenges)

Our pay practices have strong governance processes, including reviewing competitive market data from multiple surveys each year. We also offer competitive benefit packages that reflect the needs of our workforce. We continually review and evolve our benefits plans as necessary to remain competitive and meet the needs of our inclusive workforce. Our benefit cost structure is tied to salary level, so that lower-salaried colleagues bear less cost.

### Learning and Talent Management

We are focused on investing in our current and future talent by actively supporting the success, growth and career progression of our colleagues. Our colleagues have access to our internal learning resource that offers on-demand virtual instructor-led training and on-demand programs. Webster also provides unlimited access to self-directed e-learning courses taught by industry experts with curated learning paths designed for specific professional interests. In addition, we make significant investments in formal development programs to build our talent pipeline.

### Talent Development

In 2024, our **Internship Program** hosted 31 individuals who worked in eight lines of business across the bank. The 10-week program included four in-person days (Orientation, Volunteer Day, Lean Six Sigma Yellow Belt training and National Intern Day). Other program highlights included professional development virtual instructor-led training and various networking opportunities. The program concluded with presentations by each intern to Webster leaders and coworkers.

Our **Rotational Program** offers early-career, high-potential college graduates rotating assignments throughout the bank over either an eighteen month or a two-year period, with tracks in Commercial Banking, Enterprise Risk, IT-Business Solutions and IT-Audit. Eight individuals were hired into the two-year Commercial Banking program and four were hired into other areas of the bank. The program includes opportunities to work in at least three areas of the business, as well as networking, mentoring and learning through multiple professional development virtual instructor-led classes.

## Colleague Recognition

We believe in the power of recognizing one another by showing appreciation for all the contributions, achievements and efforts of our colleagues that make us a great place to work.

- **Our Special Thanks and Recognition (STARS)** program provides an opportunity for peer-to-peer recognition through a social-media style platform. Designed to encourage colleagues to send appreciation to each other and celebrate accomplishments large and small. Sending a Hi-Five to a colleague who has done outstanding work is a demonstration of Webster's core values, and creates "Moments that Matter."
- **The Quarterly Impact Makers Award** was introduced in 2024 as a way to reinforce the importance of culture by recognizing colleagues whose achievements align with our strategic priorities. Nominated by their peers and managers, there were 29 winners in the first year, and they were featured on Webster's LinkedIn page each quarter.



The logo for the Impact Makers Award, featuring the text "IMPACT MAKERS AWARD" in white capital letters on a dark blue rectangular background.

Colleagues have access to more than **500** MyLearning courses available through WorkDay.



Our **RISE Emerging Talent Program** was created for high-potential individual contributors who are likely to move into a management role or a role with more responsibility.

Participants learn collaboration, leadership, problem-solving and communication skills; how to be more agile and productive. The program gives participants a chance to reflect on whether they wish to be a people leader. An added benefit is the opportunity to learn with peers from across the organization, which helps to build professional networks. In 2024, two cohorts totaling 32 colleagues were selected to participate.

This hybrid program is structured with three in-person class days and the balance through virtual instructor-led training. The program curriculum totals 24 hours over approximately eight weeks.

Coursework includes Individual Leadership, Change Agility, Emotional Intelligence and Critical Thinking. Program nominations are made through our HR Business Partners in consultation with business leaders.

Our flagship management development program, **Lead with Impact**, provides participants with the critical skills and mindsets needed to lead a successful team in an ever-changing workplace. In 2024, the program had two cohorts with a total of 41 participants from ten different departments.

The Lead with Impact program is comprised of three full-day, in-person classes, six live virtual instructor-led trainings, individual action plans and a live management simulation capstone, "The Management Challenge." Coursework includes Performance Coaching, Communication Styles and Leading Change.

The curriculum totals 28 hours over approximately ten weeks. Participants are nominated through HR Business Partners and business leaders.

## Positive Corporate Culture

**Webster understands the value of a positive corporate culture. Our colleagues demonstrate our core values of Integrity, Collaboration, Accountability, Agility, Respect and Excellence.**



- Our Executive Management Committee and senior leaders fully support these core values, demonstrating how they live our culture by modeling Webster values and guiding behaviors.
- Our dedication to supporting our strong culture led to the introduction of our Culture Champion Program in 2024. The program leverages the time and talent of 153 colleagues from across the footprint and from all lines of business.
- Our Culture Champions lead culture sessions, conversations and activities. More than 2,000 Webster colleagues have participated in these sessions, strengthening our collective commitment to the way we conduct business and work together every day with each other, our clients and the communities we serve.
- Orientation for new hires includes 2.5 hours of culture content, including opportunities to volunteer and participate in our Business Resource Groups.

Webster Bank's updated **Mentorship Program** is an important part of our career development offerings. This six-month program, in partnership with our Business Resource Group (BRG) network, is an important career resource to support colleagues with their professional growth.

In 2024, 63 Mentees from across the bank were matched with 63 Mentors, based on their self-identified career development goals. In addition, BRG members can indicate their preference to be paired with a Mentor or Mentee who is part of the BRG network within the application.

Mentoring helps to improve self-confidence, develop skills and expand professional networks. Mentees have a sounding board to guide problem solving and decision making, while mentors gain satisfaction knowing they can drive talent development at Webster as well as developing their own leadership skills.

### Health and Safety

The health and safety of our colleagues is a priority for Webster. Our proactive safety culture is fundamental to every operation, ensuring that all colleagues, clients and stakeholders experience high standards of safety. This approach promotes personal responsibility and collective vigilance.

We are committed to continuously training our colleagues on best safety practices. All colleagues are required to acknowledge and adhere to our Health & Safety policies, expressing our commitment to eliminating banking center and site hazards. In addition to training and development, we measure and report on monthly safety metrics.

Each of our banking center locations performs regular safety reviews to ensure that proper safety policies are in place and appropriate safety training is provided.



## Inclusion and Belonging

At Webster Bank, we believe that fostering a culture of inclusion and belonging is integral to our long-term success. Our commitment is to create an environment where every colleague feels valued, respected and empowered to thrive.

We strive to be an employer of choice by providing opportunities for growth and development in a supportive and inclusive environment. We are committed to attracting, developing and retaining a talented workforce that is diverse in perspective, knowledge and experience. This approach increases job satisfaction, reduces turnover and leads to a more engaged and productive workforce. Furthermore, it better equips us to serve our clients and communities.

Webster is committed to a workplace culture that is free from harassment and hostility, and we do not favor one group over another. We are dedicated to providing equal employment opportunities to all individuals, regardless of race, color, religion, sex, national origin, age, disability or any other characteristic protected by law. Our hiring, promotion and retention practices are based on merit and qualifications, and we do not take any employment action based on protected characteristics.

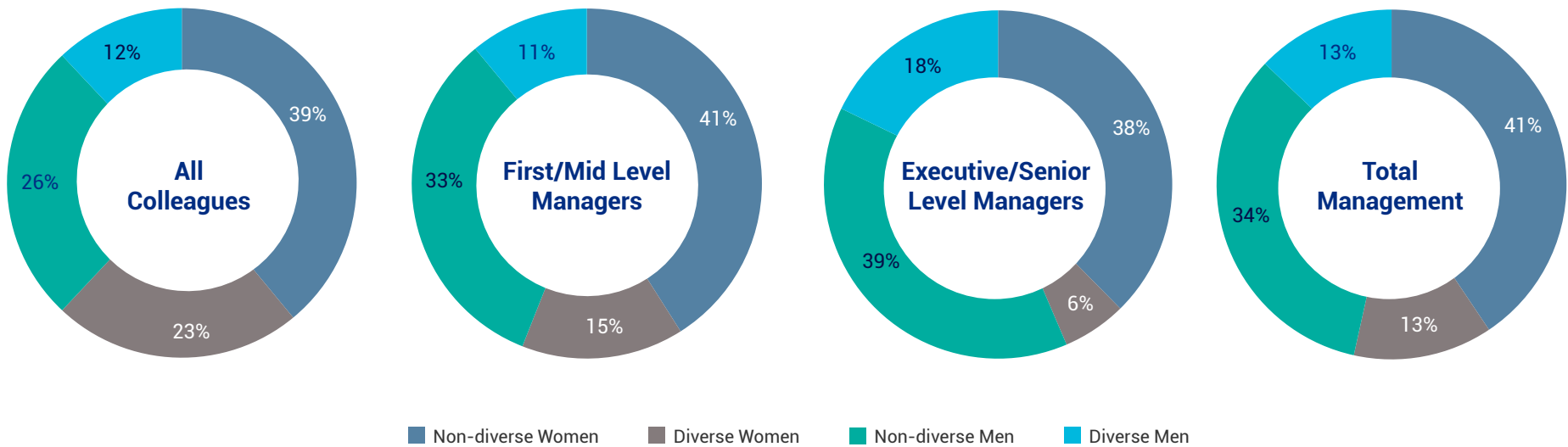
We strive to cultivate a workplace that is grounded in respect, collaboration and opportunity for all colleagues. Education and open dialogue remain a cornerstone of this approach, and all colleagues are offered workforce inclusion education that aligns with Webster's values. In 2024, 531 colleagues participated in 182 inclusion-specific educational activities.

Our Inclusion and Belonging Council (Council) serves as a platform where our Chief Executive Officer, Chief Credit Risk Officer, other senior leaders, and representatives of our Business Resource Groups meet quarterly to shape the strategy and actions of our inclusion and belonging efforts. The Council considers ways to improve in the areas of education and awareness, talent development, colleague engagement and strengthening connections with our clients and communities. The Council reports on their conclusions to the Corporate Responsibility Committee (CRC). The CRC reports to the Nominating and Corporate Governance Committee of the Board of Directors. This oversight sends a clear signal that providing a welcoming environment for our colleagues is a priority for Webster.



Webster's Senior Managing Director of Inclusion and Belonging works to strengthen Webster's inclusion and belonging efforts with our colleagues, clients and community partners.

## 2024 Workforce Representation





## Business Resource Groups

Open to all colleagues on a voluntary basis, Webster's eight Business Resource Groups (BRGs) enhance the success of Webster's strategic objectives and contribute meaningfully to the neighborhoods where we live and work. Through market development, client attraction and retention, networking, mentoring and community outreach, the BRGs help colleagues to better understand our markets and community stakeholders, and support Webster's business strategy.

Webster's BRGs further align with corporate strategy by leveraging and capitalizing on the benefits of an inclusive, talented workforce. These benefits may include increased innovation, improved problem-solving and enhanced colleague engagement and satisfaction.

Our BRGs are designed to unite Webster colleagues with a range of backgrounds and skills with the purpose of facilitating their growth and development. Our BRGs provide support for innovative programs and initiatives that drive Webster's efforts in recruitment and hiring, talent and leadership acquisition and development and colleague retention and productivity. In 2024, 1,006 Webster colleagues participated in BRGs.



The Chinese American Heritage Association (CAHA) recognized Webster's Pan Asian Collective BRG program with the Outstanding Chinese Heritage Advancement Award, particularly for its educational content distributed to colleagues to engage them with Chinese Culture.





**African and Caribbean Heritage Connection (ACHC)**



**Allies for Disabilities and Accessibility (ADA)**



**Amigos Connected @ Webster**



**Military Veterans Community Network (MilCom)**



**Multi-Generations BRG**



**Pan Asian Collective**



**Webster PRIDE**



**Webster Women's Network (WWN)**







# Our Environment



# Environmental Responsibility

**We believe that our focus on environmental sustainability provides a strategic benefit by reducing costs and improving operational efficiencies. We continue to engage with our suppliers, measuring and managing these impacts to conserve resources, reduce costs and promote ethical practices.**

We continue to evaluate energy-efficient equipment for office use, such as Energy-Star® appliances, motion detector lighting and high-efficiency HVAC units. We have also reduced our electricity usage with LED lighting upgrades throughout our banking centers and offices. Our older office technology is donated to local nonprofits, and we contract with a certified e-waste company for disposal of outdated equipment. We further extend our commitment to the communities we serve by financing commercial loans with companies involved in renewable energy, environmental remediation and energy-efficient components.

In 2024, Webster Bank created or maintained commitments for approximately \$1.16 billion in loans for renewable energy, environmental remediation and energy-efficient components, primarily in New York, as well as in Connecticut, Pennsylvania, Massachusetts and Rhode Island.

To support the continued growth of E-Lending, our Sageworks lending platform was updated this year through a collaborative effort with Commercial Banking Strategy and Business Solutions, Commercial Legal Services, Commercial Administration Analytics and the Office of Corporate Responsibility Sustainability team. The updates provide a faster and simpler way to identify an E-Loan and which category it falls under. Our approach supports the alignment of our financial services with our commitment to environmental responsibility.

## 2024 highlights include:

- Retrofitted 51 branches with energy-efficient lighting fixtures, with an estimated annual energy savings of 680,148 kWh
- Diverted 2,398 devices and 6,507 pounds of miscellaneous electronics to e-Waste disposal
- Encouraged continuance of environmentally-friendly work practices by supporting the recycling of plastic, glass and paper
- Continued to collect and assess climate risk data for collateral and business locations related to wildfire, drought, flood and rising sea levels
- Onboarded software tools to help us track and manage emissions more effectively

# Sustainable Communities

## The Lirio Project

The Lirio is a 112-unit mixed-use multifamily project that will provide housing for long-term survivors of HIV/AIDS and formerly homeless individuals in the Hell's Kitchen neighborhood of Manhattan.

This project is a joint venture between Hudson Companies and Housing Works, a non-profit organization dedicated to combating homelessness and AIDS for low-income New Yorkers. Webster will provide \$50 million in construction financing for the project, creating access to safe, affordable housing for an extremely underserved community in NYC.

Built to Passive House standards, the Lirio will incorporate a number of green features, including:

- VRF heating and cooling system which allows fine-tuned control over indoor air quality and temperature, and lower operating costs
- Green roofs
- Rooftop solar
- Air-tight building envelope, resulting in a nearly sound-proof building

The project has solar tax credits along with NYSEDA New Construction Program funding.



## Pilot Solar Panel Installation Project

The pilot solar panel installation project at our Waterbury office was completed in late 2024. The installation of 180 Tier 1 panels is expected to offset 99% of our energy consumption at this location, and 80% of our utility costs.



## Connecticut Neighborhood Assistance Act Tax Credit Program

Webster participated in the 2024 Connecticut Department of Revenue Services Neighborhood Assistance Act Tax Credit Program, which earned the bank a Connecticut state tax credit for making cash investments to qualified community programs sponsored by non-profit tax-exempt organizations or municipal agencies.



Our focus was on supporting energy conservation projects in residential and commercial buildings. We contributed a total of \$147,000 to 20 energy conservation projects in cities and towns across the state.



# Climate Risk

**In 2024, Webster initiated a comprehensive climate risk management process to better understand and address the potential impacts of climate change on our operations.**

We also conducted a readiness evaluation. This process began with developing a comprehensive framework of climate-related risks and opportunities, serving as the foundation for our scenario analysis. To ensure a thorough evaluation, we engaged subject matter experts across multiple business lines within Webster gathering diverse perspectives to prioritize the most significant climate-related risks and opportunities.

Our climate risk assessment analyzed how climate change may affect Webster's sites and operations. This assessment considered both acute and chronic physical climate risks. Acute risks, typically event-driven, include extreme heat, wildfires, dry days, flooding and hurricanes. Chronic risks, reflecting longer-term shifts in climate patterns, include sea level rise, changes in mean temperature, temperature variability and mean precipitation.

The results of this analysis are critical to understanding the potential future impacts of climate change on our business and operations. Moving forward, we plan to integrate assessment of these climate risks into our Enterprise Risk and Credit Risk frameworks, ensuring climate-related actions are prioritized in alignment with our business objectives.





# Greenhouse Gas Management

**We recognize the importance of the transition to renewable energy and have been working to increase our use of renewable power.**

In our efforts to use lower-emission sources of energy we have also been working to increase our use of renewable energy. In 2022, we purchased renewable energy certificates, known as RECs, in our New York market. We partnered with Green-e to invest in these projects to address our emissions from our operations for December 2022 through December 2026. In 2024, we expanded our REC purchases in our New York and Massachusetts markets. By purchasing these RECs to match 100% of our annual electricity usage, we are taking meaningful climate action.

Our dedication to developing a low-emission footprint is a cornerstone of our response to changing consumer needs and investor interests. The financial investments required to develop and operationalize our sustainability program are integrated into our broader financial planning activities, ensuring economic viability and alignment with our long-term growth objectives.

GHG Emissions (MT CO <sub>2</sub> e)*	2023	2024
Scope 1	3,510.57	3,846.19
Scope 2 (location-based)	10,291.21	8,328.23
Scope 2 (market-based)	8,849.46	7,089.95
<b>Total Scope 1 and Scope 2 (market-based)</b>	<b>12,360.03</b>	<b>10,936.14</b>

\* Metric tons of carbon dioxide equivalent.

Webster Bank follows Greenhouse Gas Protocol standards. Our organizational boundary includes all owned and leased spaces for which we have operational control. Facilities in which we do not have operational control (e.g., co-working spaces, spaces leased/subleased to a third party) are excluded from this boundary. Emissions for select sites were estimated. Emissions factors were sourced from the United States Environmental Protection.

In 2024, we refined our methodologies, including new Scope 1 sources. We also implemented a new data management platform. As a result, we recalculated our 2023 GHG emissions.



# Responsible Governance



# Oversight

---

**Webster is committed to achieving excellence in our corporate governance practices. This commitment starts with comprehensive governance structures, policies, management committees and practices designed to ensure transparency in reporting and accountability for our Board of Directors and senior management.**

Our governance policies and procedures ensure that we maintain the highest levels of ethics and integrity, as well as data security and client privacy safeguards. We also maintain robust programs to manage operational risks and uphold compliance with all applicable laws, regulations and rules governing ethical business conduct.

Webster believes that its Board should be composed of directors with diverse experience in business and in areas that are relevant to the company. Our Board of Directors is comprised of a majority of independent directors as defined by the NYSE listing standards and the Board's Corporate Governance Guidelines. With the exception of the Executive Committee, our Board committees consist entirely of independent directors. Our directors bring valuable expertise and insight to help Webster realize its corporate goals.

Director education is essential to the ability of our directors to provide oversight and fulfill their roles. New directors are required to participate in an orientation program, which includes the introduction of the new directors to the Company's principal officers and presentations by senior management to familiarize new directors with the Company's strategic plans and business efforts.

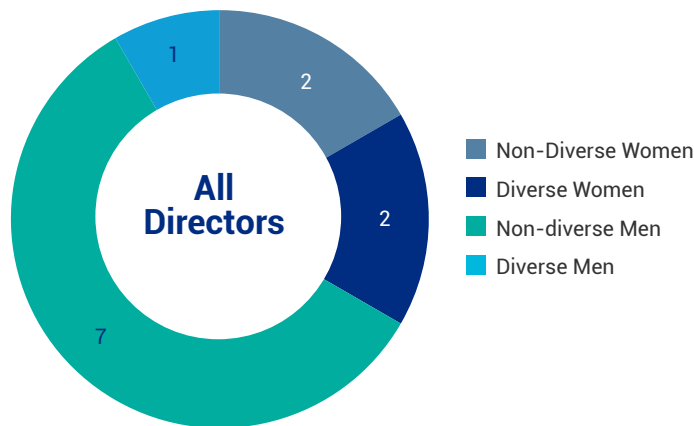
Throughout the year, our directors participate in continuing education activities and receive educational materials on a wide variety of topics. These include corporate governance, the financial services industry, cybersecurity, BSA/AML, executive compensation, risk management, finance and accounting. The formal and ongoing director continuing education program includes training on complex products, services, lines of business, and risks that have a significant impact on Webster; laws, regulations, and supervisory requirements applicable to Webster; and other topics identified by our Board.

These educational opportunities provide our directors with timely updates on best practices among our peers and in the general marketplace, and further supplement our directors' significant business and leadership experiences.

As directors retire, our robust succession program identifies new Board members who can bring additional qualities and experience to help us continue to innovate and succeed. Each year, the Board undergoes a self-assessment process to evaluate performance of the Board and Committees. As part of the self-assessment process, the Board considers which attributes and skill sets are important to ensure optimal performance of the Board. The information learned through this process is utilized when considering outside director candidates. The Board is committed to achieving balance between depth of experience and fresh approaches to oversight and strategic deliberations, particularly as Webster's business and best practices of corporate governance, and corporate sustainability, evolve. As a market-leading, values-driven financial institution, we work to ensure we conduct our operations in a manner that is both consistent with our corporate responsibility initiatives, and supportive of the communities in which we operate.

Our Board and senior leadership actively promote sustainable corporate governance and risk management across the bank. This culture of Integrity, Collaboration, Agility, Accountability, Respect and Excellence affirms our unwavering commitment to building sustainable value. Our Board of Directors continues to oversee Webster's corporate responsibility efforts, led by the Nominating and Corporate Governance Committee.

## 2024 Board Composition



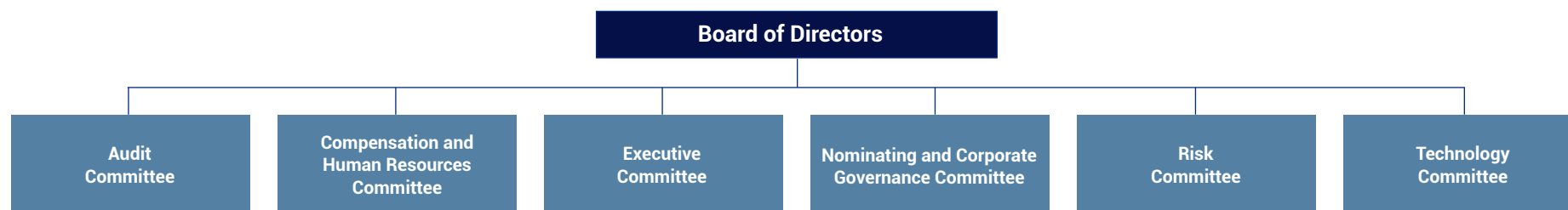
As of 12/31/24

# Board Skill Matrix

DIRECTOR	John R. Ciulla	William L. Atwell	John P. Cahill	William D. Haas	E. Carol Hayles	Mona Aboelnaga Kanaan	Maureen B. Mitchell	Laurence C. Morse	Richard O'Toole	Mark Pettie	Lauren C. States	William E. Whiston
Public Company / Corporate Governance	•	•	•	•	•	•	•	•	•	•	•	•
Audit / Financial Reporting	•			•	•	•	•			•		•
Financial Services Industry	•	•	•	•	•	•	•	•	•			•
Executive Leadership	•	•	•		•	•	•	•	•	•	•	•
Risk Management	•	•	•	•	•	•	•	•	•	•	•	•
Technology, Cybersecurity & Data Management	•					•	•				•	•
Strategic Planning and M&A	•	•	•		•	•	•	•	•	•	•	•
Compensation & Human Capital Management	•	•	•	•	•	•	•	•	•	•		•
Legal & Regulatory	•		•	•	•	•	•	•	•	•		•



# Webster's Board Structure



The **Audit Committee** oversees our financial reporting process, system of internal financial and accounting controls, audit process, and compliance with applicable laws and regulations. The Audit Committee also consults with management, independent accountants and the internal auditors on, among other items, matters related to the annual audit and financial reporting, internal controls, and the accounting principles applied. The Audit Committee recommends the appointment of an independent registered public accounting firm and is responsible for the oversight of such firm.

Our **Compensation and Human Resources Committee** oversees compensation and benefits matters, and reviews and approves the compensation and benefit policies, plans and programs for our Chairman of the Board and Chief Executive Officer, most other executive officers and non-employee directors.

Our **Nominating and Corporate Governance Committee** has overall responsibility for recommending our corporate governance process and Board operations. The Committee identifies director nominees, reviews the qualifications and experience of each person considered as a nominee for election or reelection as a director, and recommends director nominees to fill vacancies on the Board and for approval by the Board and stockholders.

The **Risk Committee** assists the Board in fulfilling its oversight responsibilities regarding our enterprise risk management program and effectively challenging the Company's (i) risk appetite and alignment with strategy, (ii) risk governance and culture, (iii) key enterprise risks, (iv) stress testing of capital and liquidity, and (v) Credit Risk Review functions.

Our **Technology Committee** assists the Board in fulfilling its oversight responsibilities with respect to the overall role of technology in executing our business strategy. The Technology Committee is responsible for reviewing and approving our technology strategy, major technology investments, operational performance, cybersecurity, data privacy and technology trends that enable our strategic plan and assist the Board and the Risk Committee with the review of technology risks.

Our **Executive Committee** has and exercises all the authority of the Board of Webster when the Board is not in session except to the extent such authority is limited by the resolution appointing the Executive Committee and with respect to specific actions as detailed within the Bylaws.

# Ethics

**Webster Bank has adopted a Code of Business Conduct and Ethics (the Code), which sets out basic conduct and ethics policies and principles that all of our directors and colleagues (including Webster colleagues, officers, contractors, agents and vendors) are expected to follow.**

Webster encourages all directors and colleagues to speak up promptly if they suspect something is wrong or if they believe an action has been taken that may violate the Code. Any such concerns are investigated thoroughly and addressed so that Webster can maintain the utmost compliance with applicable securities laws and regulations, accounting standards, audit practices and fair behavior.

Any Webster colleague or other person who has concerns may directly contact their manager, Human Resources, the Company's General Counsel, Chief Audit Officer or other members of the Executive Management Team. Colleagues may also report concerns through a third-party vendor supported Webster Ethics Hotline. Please refer to Webster's Code for more information on reporting concerns. All concerns are reported to the Company's Audit Committee and are subject to Audit Committee oversight.

The Code is communicated to new hires and to colleagues annually through ethics training. The Code is also supplemented by Webster's Financial Code of Ethics for the Chief Executive Officer and Senior Financial Officers (the Financial Code of Ethics).

In addition to complying with the provisions of the Code, Webster's principal officers must take steps to ensure full, fair, accurate, timely and understandable disclosure in reports and documents that Webster files with, or submits to, the US Securities and Exchange Commission, the Federal Reserve, the Federal Deposit Insurance Corporation and the Office of the Comptroller of the Currency and in public communications made by the Company. The Financial Code of Ethics, which is reviewed and approved at least annually by the Audit Committee and the full Board of Directors, has been



[Code of Business Conduct and Ethics](#)

developed to satisfy the Sarbanes-Oxley Act and the NYSE rules. Any concerns regarding violations of the Financial Code of Ethics may be made by colleagues and others to Human Resources, the Company's General Counsel, Chief Audit Officer or the Board, or reported through Webster's Ethics Hotline.

Our Code, together with our comprehensive corporate governance principles, fosters accountability and transparency across the Webster team. These guidelines embody our commitment to maintaining the highest standards of ethics and integrity while ensuring our operations comply with all applicable laws. Through our Code of Conduct and employee handbooks, we communicate workplace policies that uphold the highest ethical and moral standards. Similarly, our [Supplier Code of Conduct](#) and Terms and Conditions ensure that our business relationships are grounded in lawful, ethical, and fair practices. We conduct business every day with honesty and integrity, and we expect our partners to do the same.

Core to our ethics and compliance program are ongoing communications and training initiatives that ensure our employees understand Webster's expectations and policies. These training sessions, which are both web-based and in-person, cover the regulations and expected business practices relevant to Webster. All employees are required to complete ethics and compliance training annually on rotating topics, while hourly employees receive training through local human resources teams. Employees are required to sign an acknowledgment that they have read the Code.

We encourage all Webster employees, suppliers and stakeholders to speak up about potential legal or ethical issues. Concerns may be raised through various channels, including managers, human resources, Webster's legal department or our Ethics Hotline. This robust system ensures that all issues are promptly and thoroughly investigated, fostering an environment of continuous improvement and integrity.

## Committee Charters



- [Audit Committee Charter](#)
- [Compensation and Human Resources Committee Charter](#)
- [Nominating and Corporate Governance Committee Charter](#)
- [Risk Committee Charter](#)
- [Technology Committee Charter](#)

## Corporate Governance Documents



- [Code of Business Conduct and Ethics](#)
- [Insider Trading Policy](#)
- [Corporate Governance Policy](#)
- [Executive Stock Ownership Guidelines](#)
- [Shareholder Rights Plan Policy](#)

# Risk Management

---

**Webster understands that effective risk management is vital for long-term success. The Board oversees risk assessments and reviews mitigation strategies in areas like finance, cybersecurity, and compliance during regular meetings.**

Board meetings include updates on committee activities and risk oversight. Risk management is integrated into our annual strategic planning process. Management plays a crucial role in implementing risk mitigation strategies and supports the Board's oversight role. We use an enterprise risk management approach to prioritize and assess key risks, assigning executive ownership for accountability.

The Board has appointed a Risk Committee whose primary function is to assist the Board in fulfilling its oversight responsibilities regarding the Company's enterprise risk management, receiving information regarding the Company's policies, procedures and practices relating to risk. The Committee reviews and discusses materials related to Webster's top risks: Credit, Financial, Information, Compliance, Operational, Strategic and Reputational Risk, as well as emerging risks, including climate. During 2024, the Risk Committee held six meetings.

Maintaining a strong control environment is a critical priority at Webster. The Board requires management to establish and implement an effective Risk Governance Framework (RGF) that meets the OCC regulatory standards. The Board oversees and provides challenge on the RGF overall design and its effective implementation.

The RGF provides a structured approach to identifying, assessing and managing risk. To enable the implementation of the RGF, Webster adopted the 3 Line Model in which the Front Line Units (FLUs or 1st Line) identify and manage risks and perform control activities, with the Independent Risk Management (IRM or 2nd line), who assesses risks and controls independent of the FLUs and provides effective challenge to the FLU

risk management practices. Internal Audit (IA or 3rd Line) provides an independent and objective assurance to Management and the Board and assesses whether the FLUs and IRM are operating effectively.

Webster's Board expects the CEO and executive management to set the tone in which risk management is viewed as an important element of Webster's culture and the foundation for the RGF. This empowers the chief risk executives to champion a strong risk culture in which colleagues feel encouraged to raise and escalate issues, engage in open dialogue about risks and work towards developing and implementing effective remediation plans.

All Webster colleagues are required to comply with laws, regulations and company policies including the Code of Business Conduct and Ethics Policy. Colleagues are also expected to understand the risks that fall within their areas of responsibility, manage these risks within the approved risk tolerances and escalate issues to their managers and through the established escalation channels.

Webster provides mandatory ongoing colleague, manager and director training on a wide variety of risk-related topics, including requirements associated with key regulations such as Fair Lending and Bank Secrecy Act (BSA), which includes identifying and reporting unusual or suspicious activity. Webster is required to comply with applicable US federal and state laws, including those that obligate Webster to provide government officials with customer information and close customer accounts in certain circumstances.

## Client Protection and Advocacy

Webster considers client advocacy to be a top management priority and has developed a client protection advocacy framework that reflects our values. Client protection advocacy is a firm-wide effort led by Consumer Banking that works to create an environment in which financial services are delivered safely and responsibly through fair selling practices and transparency.

To oversee this framework, we maintain a management-level Client Protection and Advocacy Council (CPAC) to examine and champion the client interest in a variety of aspects of Webster's processes, products and channels. Established in 2012, CPAC is a cross-functional team with representation from Consumer Banking, Consumer Lending, Business Banking, Commercial Banking, Risk Management, Compliance, Legal, Internal Audit, Corporate Responsibility and other support areas. CPAC, which incorporated the previously separate Sales Integrity Council in 2023, regularly reviews customer complaints and fraud, in addition to deposit and lending products. CPAC manages overall client protection with a quarterly review of customer complaints, sales integrity, fraud, regulatory topics and overall issues concerning client protection. CPAC reports quarterly to the executive-level Regulatory Compliance Committee that in turn reports to the Enterprise Risk Management Committee and the Board of Directors.

The ongoing improvement of Webster's Voice of the Client Program (VOC), a CPAC standing topic, is one of this year's highlights. In situations where a client's concern is not resolved at the first point of contact, multiple departments are involved in the documentation and remediation of the case. The program supports CPAC in tracking trends of both client complaints and Webster responses, and allows CPAC to recommend potential enhancements. These VOC improvements have led to positive feedback from not only clients but also regulators, who have noted that it is a best practice.

The CPAC continuously evaluates Webster products and services to support our clients' protection and financial progress.



# Cybersecurity

---

## The oversight of our cybersecurity risk management process is integrated into our overall risk management strategy.

Webster is committed to prevention, detection and timely response to incidents that may impact the confidentiality, integrity and availability of information assets. Our robust information security and technology risk programs are managed by the Chief Information Security Officer, with additional oversight by our Information Risk Committee, which reviews the development, implementation and maintenance of Webster's Information Security Program and its related comprehensive set of technology policies. The Security Operations team consists of analysts monitoring all security relevant events – both internal and external. The Security Operations Center (SOC) provides reviews of all alerts and leverages additional external SOC services 24/7 for complete coverage. A dedicated Threat Intelligence expert identifies and assesses emerging risks and threats facing Webster, and these risks are reported through senior management and the Board as part of our Cyber Risk reporting.

Webster additionally performs regular vulnerability scanning to proactively identify potential data security risks. Penetration testing by external firms is conducted periodically, and identified vulnerabilities are remediated based on severity and risk. The Security team engages in adversary threat modeling and proactive threat hunting engagements where the team runs attack emulations as well as manual testing of security controls and response capabilities.

Through the Security Operations program, attack trending is monitored and tracked which feeds our detection engineering and threat hunting programs. In 2024, Webster observed a slight increase of public scanning and phishing attacks but fell under trends from peers in the financial industry according to vendor data. None of the observed attacks were successful or believed to be targeted towards Webster, specifically and all are believed to have been opportunistic in nature.

Our program is aligned with regulatory guidance and leverages the National Institute of Standards and Technology special publication 800-53 (NIST 800-53), which is an industry standard. Because the inherent risk of and exposure to cybersecurity threats remain heightened, we prioritize the continued development and enhancement of our controls, processes and practices that are designed to protect our systems, computers, software, data and networks

*The Information Risk Committee (IRC), a subcommittee of the Enterprise Risk Management Committee (ERMC), is responsible for overseeing information technology and security risk. The IRC is responsible for approving information technology policies, which align with regulatory guidance and industry standards, as well as monitoring the effectiveness of the information security program. The Head of Operational Risk, or a designee, serves as the chair of the IRC, and its members include key leaders from the Technology and Risk organizations, including the Chief Information Officer, Chief Risk Officer and Chief Information Security Officer.*

from attack, damage or unauthorized access, and facilitate the recovery of any compromised assets.

We've also emphasized risk mitigation with control development work in line with the Center for Internet Security (CIS) Top 18 Controls. The CIS Controls are:

- Based on NIST 800-53
- Prioritized starting with essential cybersecurity actions and moving on to advanced techniques
- Based on real attack data
- Consensus-developed and validated by a global cyber defense community

Webster requires that all workers with access to client and Webster data, including vendors and contractors, complete training to protect the confidentiality of client information and attend annual compliance training that covers cybersecurity compliance. In the event of a data breach, we follow guidance issued under the Gramm-Leach-Bliley Act, as well as local data breach notification laws.

## Our Commitment to Data and Cybersecurity:

- Oversight is provided by the Enterprise Risk Committee and the Board of Directors.
- Our IT security teams partner with third parties to perform annual penetration testing, vulnerability scanning and monitoring of any potentially suspicious activity across our enterprise.
- Cross-functional, multilevel approach to IT that promotes leadership engagement on strategic data initiatives and associated risk management that lends itself to our safety and soundness risk model.
- A communications campaign for National Cybersecurity Awareness Month provides internal and external audiences with helpful tips and information each week. In addition to weekly emails for Webster colleagues, the messaging was shared in the internal e-newsletter, on screens in our office locations and ATMs, and in social media posts.

## Cyber Fraud Index

With cybercrime on the rise, Webster's Commercial Banking team launched a survey of C-suite executives in a variety of industries about the risks they face, and how they're protecting their organizations.

The survey included questions about primary cyberfraud concerns, experiences with cyberfraud and current cyber protection measures. Respondents were nearly evenly split between companies above \$500M in revenue and those below. Most respondents held primary responsibility for their company's cybersecurity decisions. The majority were in the technology, healthcare, manufacturing, education and financial services industries.

The inaugural Cyber Fraud Index Score was 55, representing the percentage of respondents who answered "Confident" or "Very Confident" when asked how confident they were in their organization's ability to protect itself from cyber fraud.

Learn more about the [Cyber Fraud Index](#), survey results and methodology.





# Annex

This annex expands transparency through key quantitative data compiled in accordance with the SDG, SASB and TCFD frameworks, along with additional details on our workforce, revenues, sales and stakeholders. In developing our Report, we have compiled metrics organized by key sustainability themes incorporated within our tables and throughout our organization. Webster aligns to the SASB classifications for Commercial Banking. Our reporting reflects that classification.

All data included in the following SASB and TCFD tables reflects calendar year 2024.



# Sustainable Development Goals

The Sustainable Development Goals (SDGs) adopted by UN member states in 2015, are a series of interlinked goals aimed at creating a fairer, more just world through sustainable economic and environmental practices by 2030. These ambitious goals require collaboration across government, business, and civil society. Webster began reporting SDGs in 2023. We support the SDGs and have linked our priority areas to them, focusing on the goals most aligned with our business where we can make the most positive impact.

## SUSTAINABLE DEVELOPMENT GOALS



### No Poverty

End poverty in all its forms everywhere.



### Quality Education

Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.



### Affordable and Clean Energy

Affordable, reliable, sustainable, and modern energy for all by 2030.



### Decent Work and Economic Growth

Promote sustained, inclusive, and sustainable economic growth; full and productive employment; and decent work for all.



### Reduce Inequalities

Reduce all forms of inequality within and among countries.



### Climate Change

Take urgent action to combat climate change and its impacts.



### Peace, Justice, and Strong Institutions

Dedicated to the promotion of peaceful and inclusive societies for sustainable development, the provision of access to justice for all, and building effective, accountable institutions at all levels.

# Sustainability Accounting Standards Board (SASB)

## Commercial Banks

The below disclosures reflect data from the 2024 reporting period, unless otherwise noted.


Topic	SASB Code	Metric	Response
Data Security	FN-CB-230a.1	(1) Number of data breaches, (2) percentage that are personal data breaches, (3) number of account holders affected	Any material cybersecurity incidents from the reporting period would be disclosed in accordance with regulatory requirements in our public filings with the U.S. Securities and Exchange Commission. Additionally, all incidents, cybersecurity or otherwise, are reported to Legal, Compliance and senior leadership to ensure reporting requirements are maintained. Any new reporting requirements are immediately reviewed and added to our internal procedures.
	FN-CB-230a.2	Description of approach to identifying and addressing data security risks	<p>Webster is committed to prevention, detection and timely response to incidents that may impact the confidentiality, integrity and availability of information assets. Our robust information security and technology risk programs are managed by the Chief Information Security Officer, with additional oversight by our Information Risk Committee, which reviews the development, implementation and maintenance of Webster's Information Security Program and its related comprehensive set of technology policies. The Security Operations team consists of analysts monitoring all security relevant events – both internal and external. The Security Operations Center (SOC) provides reviews of all alerts and leverages additional external SOC services 24/7 for complete coverage. A dedicated Threat Intelligence expert identifies and assesses emerging risks and threats facing Webster, and these risks are reported through senior management and the Board as part of our Cyber Risk reporting. Webster additionally performs regular vulnerability scanning to proactively identify potential data security risks. Penetration testing by external firms is conducted periodically and identified vulnerabilities are remediated based on severity and risk. The Security team engages in adversary threat modeling and proactive threat hunting engagements where the team runs attack emulations as well as manual testing of security controls and response capabilities.</p> <p>Through the Security Operations program, attack trending is monitored and tracked which feeds our detection engineering and threat hunting programs. In 2024, Webster observed a slight increase of public scanning and phishing attacks but fell under trends from peers in the financial industry according to vendor data. None of the observed attacks were successful or believed to be targeted towards Webster specifically and all are believed to have been opportunistic in nature. (cont. on next page)</p>




## Commercial Banks cont.

Topic	SASB Code	Metric	Response									
Data Security (cont.)			<p>Our program is aligned with regulatory guidance and leverages the National Institute of Standards and Technology special publication 800-53 (NIST 800-53), which is an industry standard. Since the inherent risk of and exposure to cybersecurity threats remain heightened, we prioritize the continued development and enhancement of our controls, processes and practices that are designed to protect our systems, computers, software, data, and networks from attack, damage, or unauthorized access, and facilitate the recovery of any compromised assets. We've also emphasized risk mitigation with control development work in line with the Center for Internet Security (CIS) Top 18 Controls.</p> <p>The CIS Controls are:</p> <ul style="list-style-type: none"><li>• Based on NIST 800-53</li><li>• Prioritized starting with essential cybersecurity actions and moving on to advanced techniques</li><li>• Based on real attack data</li><li>• Consensus-developed and validated by a global cyber defense community</li></ul> <p>Webster requires all employees, vendors, and contractors with access to the Webster network to annually complete compliance and cybersecurity trainings. Additionally, each person must pass the test at the end of each training module. Training is conducted to educate network users to help protect Webster, customer, and consumer related data. In the event of a data breach, we follow guidance issued under the Gramm-Leach-Bliley Act, as well as local data breach notification laws.</p>									
<div>Financial Inclusion and Capacity Building</div> <div><div>1 NO POVERTY</div><div>4 QUALITY EDUCATION</div><div>8 DECENT WORK AND ECONOMIC GROWTH</div><div>10 REDUCED INEQUALITIES</div></div>	FN-CB-240a.1	(1) Number and (2) amount of loans outstanding that qualify for programs designed to promote small business and community development	<table><tr><th></th><th>SMALL BUSINESS</th><th>COMMUNITY DEVELOPMENT</th></tr><tr><td>(1) Number</td><td>2,472</td><td>65</td></tr><tr><td>(2) Value</td><td>\$567,274,000.00</td><td>\$693,084,000.00</td></tr></table>		SMALL BUSINESS	COMMUNITY DEVELOPMENT	(1) Number	2,472	65	(2) Value	\$567,274,000.00	\$693,084,000.00
		SMALL BUSINESS	COMMUNITY DEVELOPMENT									
	(1) Number	2,472	65									
	(2) Value	\$567,274,000.00	\$693,084,000.00									
FN-CB-240a.2	(1) Number and (2) amount of past due and nonaccrual loans or loans subject to forbearance that qualify for programs designed to promote small business and community development	<table><tr><th></th><th>SMALL BUSINESS</th><th>COMMUNITY DEVELOPMENT</th></tr><tr><td>(1) Number</td><td>160</td><td>2*</td></tr><tr><td>(2) Value</td><td>\$30,361,525.13</td><td>\$1,568,748.73</td></tr></table> <p>*Of 269 current and prior period CDLs on the books as of 12/31/24, two were past due or nonaccrual</p>		SMALL BUSINESS	COMMUNITY DEVELOPMENT	(1) Number	160	2*	(2) Value	\$30,361,525.13	\$1,568,748.73	
	SMALL BUSINESS	COMMUNITY DEVELOPMENT										
(1) Number	160	2*										
(2) Value	\$30,361,525.13	\$1,568,748.73										
FN-CB-240a.3	Number of no-cost retail checking accounts provided to previously unbanked or underbanked customers	<p>Webster Connect Checking provides unbanked and underbanked clients with financial services with limited fees to help them save, grow and access their money in a reliable way. This product has been certified by Cities for Financial Empowerment for meeting the BankOn National Account Standards for 2023-2024 and 2025-2026.</p> <p>Webster Connect Checking is available in all Webster locations. We are working with our Community Banking Center Managers to promote the product, and partnering with the BankOn coalitions in Connecticut.</p>										
FN-CB-240a.4	Number of participants in financial literacy initiatives for unbanked, underbanked, or underserved customers.	<p>While we do track the number of participants in our financial literacy initiatives, we do not currently track those that are considered unbanked, underbanked or underserved. In 2024, we expanded our signature Webster Finance Lab initiative with the opening of three new Finance Labs in Hartford and Waterbury, CT and Taunton, MA. The Finance Lab initiative helps create financial empowerment opportunities for youth in LMI communities. Partnering with existing educational nonprofits, the Webster Finance Labs provide students with a unique opportunity to learn about finance, foster youth leadership and help to build our future workforce. Each Finance Lab is funded with an initial \$100,000 Webster Bank Charitable Foundation (WBCF) grant. In 2024 Webster partnered with 254 community development organizations to conduct 485 hours of financial literacy and homebuyer workshops to 8,883 participants.</p>										

## Commercial Banks cont.

Topic	SASB Code	Metric	Response
<b>Financial Inclusion and Capacity Building (cont.)</b>	FN-CB-410a.2	Description of approach to incorporation of environmental, social and governance (ESG) factors in credit analysis	<p>In efforts led by our Chief Risk Officer and Chief Credit Officer, we continue to develop and refine our risk management framework for measuring and managing material climate risks that could impact the Bank's operations and lending activities. Webster engaged with a third party to support the evaluation of the bank's overall exposure to climate risk. This analysis revealed that Webster's physical- and transition-related climate risk is relatively low.</p> <p>Given the global shift away from a carbon-intensive economy, transition risk in general is concentrated within two key sectors: 1) Mining, Quarrying, and Oil and Gas Extraction and 2) Utilities. Based on our footprint and market composition, Webster's credit exposure to these sectors is &lt; 2.5% of our total Commercial Loan balances.</p> <p>Webster has relatively limited exposure to climate risks in our operations and lending portfolio. Given Webster's limited climate exposure, the bank's loan portfolio, operations and strategy are resilient to typical climate scenarios such as rising sea levels, higher temperatures, stronger storms and a more rapid transition to more sustainable energy sources in the short and medium term.</p>
<b>Financed Emissions</b>	FN-CB-410b.1	Absolute gross financed emissions, disaggregated by (1) Scope 1, (2) Scope 2 and (3) Scope 3	Webster does not currently track these data points.
	FN-CB-410b.2	Gross exposure for each industry by asset class	Webster does not currently track these data points.
	FN-CB-410b.3	Percentage of gross exposure included in the financed emissions calculation	Webster does not currently track these data points.
	FN-CB-410b.4	Description of the methodology used to calculate financed emissions	Webster does not currently track these data points.
<b>Business Ethics</b> 	FN-CB-510a.1	Total amount of monetary losses as a result of legal proceedings associated with fraud, insider trading, anti-trust, anti-competitive behavior, market manipulation, malpractice or other related financial industry laws or regulations	Any material losses would be reported in the financial statements included in our quarterly (10-Q) or annual (10-K) reports filed with the U.S. Securities and Exchange Commission.
	FN-CB-510a.2	Description of whistleblower policies and procedures	<p>Webster Bank has adopted a Code of Business Conduct and Ethics (the Code) which sets out basic conduct and ethics policies and principles that all of our directors and colleagues (including Webster employees, officers, contractors, agents and vendors) are expected to follow. Webster encourages all of its directors and colleagues to speak up promptly if they suspect something is wrong or if they believe an action has been taken that may violate the Code. Any such concerns are investigated thoroughly and addressed so that Webster can maintain the utmost compliance with applicable securities laws and regulations, accounting standards, audit practices and fair behavior. Any Webster colleague or other person who has concerns may directly contact their manager, Human Resources, the Company's General Counsel, Chief Audit Officer or other members of the Executive Management Team. Colleagues may also report concerns through a third-party vendor supported Webster Ethics Hotline. Please refer to Webster's Code for more information on reporting concerns. All concerns are reported to the Company's Audit Committee and are subject to Audit Committee oversight.</p>

## Commercial Banks cont.

Topic	SASB Code	Metric	Response
<b>Systemic Risk Management</b> 	FN-CB-550a.1	Global Systemically Important Bank (G-SIB) score, by category	Webster Bank is not classified as a Global Systematically Important Bank (G-SIB).
	FN-CB-550a.2	Description of approach to integrate results of mandatory and voluntary stress tests into capital adequacy planning, long-term corporate strategy and other business activities	<p>Although Webster is not required by the Office of Comptroller of Currency or the Board of Governors Federal Reserve Bank to conduct capital stress testing, we have continued to execute a robust stress testing program as a key component of enterprise risk management, strategic planning and capital planning processes. The objective of the stress test is to assess the adequacy of capital and holding company liquidity by conducting forward-looking assessments of potential impacts of various adverse events and circumstances and estimating their effect on regulatory capital ratios and holding company liquidity. The capital stress test helps management identify and link forward-looking risks and vulnerabilities to business strategy and capital planning decisions. The results of the stress test are used to establish internal capital operating ranges consistent with Webster's risk appetite and risk profile.</p> <p>The Stress Test Committee reviews the results of the stress test with the Board of Directors annually and provides a detailed analysis of the risk impacts to future capital ratios and strategic operating results. The Board utilizes the results of the stress test to assess the adequacy of capital planning and risk appetite limits. Our capital ratios remained strong through 2024, exceeding "well-capitalized" levels. Information about capital levels can be found in presentations located on our <a href="#">investor relations website</a>.</p>
<b>Activity Metrics</b>	FN-CB-000.A	(1) Number and (2) value of checking and savings accounts by segment: (a) personal and (b) small business	Webster Bank discloses the value of checking and savings accounts in our Form 10-K. To streamline 2024 reporting efforts, we have not compiled metrics beyond the <a href="#">10-K</a> .
	FN-CB-000.B	(1) Number and (2) value of loans by segment: (a) personal, (b) small business, and (c) corporate	Webster Bank discloses the value of loans in our Form <a href="#">10-K</a> . To streamline 2024 reporting efforts, we have not compiled metrics beyond the 10-K

## Consumer Finance

Topic	SASB Code	Metric	Response
<b>Customer Privacy</b> 	FN-CF-220a.1	Number of account holders whose information is used for secondary purposes	<p>100%</p> <p>All financial companies need to share clients' personal information to run their everyday business. We obtain consent/ acceptance of our Privacy and Opt-Out Notice when individuals open an account, and customers may opt out of sharing by either calling us, completing a form online or visiting a Webster banking center. Our Privacy and Opt-Out Notice, Digital Privacy Statement and California Consumer Privacy Act (CCPA) Notice, which are available on our website, describe the information we collect from our clients and how we use it. We do not sell personal information, and we do not share personal information for purposes of cross-context behavioral or targeted advertising as defined under the CCPA.</p> <p>Webster is required to comply with applicable US federal and state laws, including those that obligate Webster to provide government officials with customer information and close customer accounts in certain circumstances.</p>
	FN-CF-220a.2	Total amount of monetary losses as a result of legal proceedings associated with customer privacy	Any material losses would be reported in the financial statements included in our quarterly (10-Q) or annual (10-K) reports filed with the U.S. Securities and Exchange Commission.

## Consumer Finance cont.

Topic	SASB Code	Metric	Response
Data Security	FN-CF-230a.1	(1) Number of data breaches, (2) percentage that are personal data breaches, (3) number of account holders affected	Any material cybersecurity incidents from the reporting period would be disclosed in accordance with regulatory requirements in our public filings with the U.S. Securities and Exchange Commission. Additionally, all incidents, cybersecurity or otherwise, are reported to Legal, Compliance and senior leadership to ensure reporting requirements are maintained. Any new reporting requirements are immediately reviewed and added to our internal procedures.
	FN-CF-230a.2	Card-related fraud losses from (1) card-not present fraud and (2) card-present and other fraud	Webster does not offer credit cards.
	FN-CF-230a.3	Description of approach to identifying and addressing data security risks	<p>Webster is committed to prevention, detection and timely response to incidents that may impact the confidentiality, integrity and availability of information assets. Our robust information security and technology risk programs are managed by the Chief Information Security Officer, with additional oversight by our Information Risk Committee, which reviews the development, implementation and maintenance of Webster's Information Security Program and its related comprehensive set of technology policies. The Security Operations team consists of analysts monitoring all security relevant events – both internal and external. The Security Operations Center (SOC) provides reviews of all alerts and leverages additional external SOC services 24/7 for complete coverage. A dedicated Threat Intelligence expert identifies and assesses emerging risks and threats facing Webster, and these risks are reported through senior management and the Board as part of our Cyber Risk reporting. Webster additionally performs regular vulnerability scanning to proactively identify potential data security risks. Penetration testing by external firms is conducted periodically and identified vulnerabilities are remediated based on severity and risk. The Security team engages in adversary threat modeling and proactive threat hunting engagements where the team runs attack emulations as well as manual testing of security controls and response capabilities.</p> <p>Through the Security Operations program, attack trending is monitored and tracked which feeds our detection engineering and threat hunting programs. In 2024, Webster observed a slight increase of public scanning and phishing attacks but fell under trends from peers in the financial industry according to vendor data. None of the observed attacks were successful or believed to be targeted towards Webster specifically and all are believed to have been opportunistic in nature.</p> <p>Our program is aligned with regulatory guidance and leverages the National Institute of Standards and Technology special publication 800-53 (NIST 800-53), which is an industry standard. Since the inherent risk of and exposure to cybersecurity threats remain heightened, we prioritize the continued development and enhancement of our controls, processes, and practices that are designed to protect our systems, computers, software, data, and networks from attack, damage, or unauthorized access, and facilitate the recovery of any compromised assets. We've also emphasized risk mitigation with control development work in line with the Center for Internet Security (CIS) Top 18 Controls.</p> <p>The CIS Controls are:</p> <ul style="list-style-type: none"> <li>• Based on NIST 800-53</li> <li>• Prioritized starting with essential cybersecurity actions and moving on to advanced techniques</li> <li>• Based on real attack data</li> <li>• Consensus-developed and validated by a global cyber defense community</li> </ul> <p>Webster requires all employees, vendors, and contractors with access to the Webster network to annually complete compliance and cybersecurity trainings. Additionally, each person must pass the test at the end of each training module. Training is conducted to educate network users to help protect Webster, customer, and consumer related data. In the event of a data breach, we follow guidance issued under the Gramm-Leach-Bliley Act, as well as local data breach notification laws.</p>

## Consumer Finance cont.

Topic	SASB Code	Metric	Response
Selling Practices	FN-CF-270a.1	Percentage of total remuneration for covered employees that is variable and linked to the amount of products and services sold	<p>Variable pay is a component of many compensation packages at Webster Bank, which are designed to attract, retain and reward performance and align incentives with the achievement of our strategic plan and both short- and long-term operating objectives. Our colleagues selling credit products are eligible for sales and service incentives that provide recognition for their performance while aligning with our ethical conduct guidelines to ensure fair lending and sales practices are upheld. Webster's variable remuneration is tied to sales production and is structured as either a percentage or flat fee on funded dollars or units. Variable pay is not tied to the terms and conditions of Webster's products and services.</p> <p>Performance targets are determined by management based on factors such as Webster's strategy, industry trends, forecasts, past performance, market opportunity and goals. Incentives based on performance targets could include earned commissions, annual incentives, job promotions or recognition/positive exposure—while penalties could include earning a portion of a commission, not receiving a raise or termination of employment. For the Residential &amp; Consumer Lending Department specifically, targets are specific to each role and may be tied to revenue generation, production, service, risk mitigation, efficiency, support, compliance and personal development. Employee performance is measured against criteria outlined under job function performance objectives.</p> <p>Webster has an Incentive Compensation Oversight Committee that reviews and approves all business-line incentives and sales plans each year, which ensures consistent governance and behaviors.</p>
	FN-CF-270a.2	Approval rate for (1) credit and (2) pre-paid products for applicants	Webster does not offer credit cards or pre-paid products.
	FN-CF-270a.3	(1) Average fees from add-on products, (2) average APR of credit products, (3) average age of credit products, (4) average number of credit accounts, and (5) average annual fees for pre-paid products	Webster does not offer credit cards or pre-paid products; Webster does not offer add-ons as defined by SASB.
	FN-CF-270a.4	(1) Number of customer complaints filed, (2) percentage with monetary or non-monetary relief	<p>(1) 35 (2) 11.43%</p> <p>Complaints were received by three regulatory or other organizations that reported applicable complaints for this disclosure: CFPB, OCC and BBB.</p>
	FN-CF-270a.5	Total amount of monetary losses as a result of legal proceedings associated with selling and servicing of products	Any material losses would be reported in the financial statements included in our quarterly (10-Q) or annual (10-K) reports filed with the Securities Exchange Commission.



## Consumer Finance cont.

Topic	SASB Code	Metric	Response
Activity Metrics	FN-CF-000.A	Number of unique consumers with an active (1) credit card account and (2) pre-paid debit card account	Webster does not offer credit cards or pre-paid debit accounts.
	FN-CF-000.B	Number of (1) credit card accounts and (2) pre-paid debit card accounts	Webster does not offer credit cards or pre-paid debit accounts.

## Mortgage Finance

Topic	SASB Code	Metric	Response
Lending Practices	FN-MF-270a.1	(1) Number and (2) value of residential mortgages of the following types: (a) combined fixed- and variable-rate, (b) prepayment penalty, and (c) total	


## Mortgage Finance cont.

Topic	SASB Code	Metric	Response
Lending Practices (cont.)	FN-MF-270a.2	(1) Number and (2) value of (a) residential mortgage modifications, (b) foreclosures, and (c) short sales or deeds in lieu of foreclosure	Webster Bank discloses the value of foreclosures and modifications in our Form <a href="#">10-K</a> . To streamline 2024 reporting efforts, we have not compiled metrics beyond the 10-K.
	FN-MF-270a.3	Total amount of monetary losses as a result of legal proceedings associated with communications to customers or remuneration of loan originators	Any material losses would be reported in the financial statements included in our quarterly (10-Q) or annual (10-K) reports filed with the U.S. Securities and Exchange Commission.
	FN-MF-270a.4	Description of remuneration structure of loan originators	<p>The following regulations are required to be complied with regarding employee remuneration:</p> <p>Truth in Lending Act (TILA): Requires compensation not be based on loan terms and that loan officers cannot receive dual compensation.</p> <p>Equal Credit Opportunity Act (ECOA): Requires that compensation cannot result in disparate impact, treatment, or discrimination.</p> <p>Real Estate Settlement Procedures Act (RESPA): Addresses kickbacks paid to loan officers and unearned fees.</p> <p>Variable pay is a component of many compensation packages at Webster Bank, which are designed to attract, retain, and reward performance and align incentives with the achievement of our strategic plan and both short- and long-term operating objectives. Our colleagues selling credit products are eligible for sales and service incentives that provide recognition for their performance while aligning with our ethical conduct guidelines to ensure fair lending and sales practices are upheld. Webster's variable remuneration is tied to sales production and is structured as either a percentage or flat fee on funded dollars or units. Variable pay is not tied to the terms and conditions of Webster's products and services.</p> <p>Webster has an Incentive Compensation Oversight Committee that reviews and approves all business-line incentives and sales plans each year, which ensures consistent governance and behaviors.</p> <p>Variable compensation is outlined in compensation (incentive) guides, approved by Webster's Incentive Oversight team. The guides are based on roles, with the structure varying based on position. For most roles, compensation is primarily structured around basis points paid on funded loan amounts. Community Liaison Officers are compensated by a higher base salary, with a flat payment per unit funded, regardless of loan volume.</p> <p>Executive management sets strategic priorities each year concentrating on areas of focus, diversification, revenue growth, shareholder value, and measures of successes. These are then communicated with each business line where they are divided across channels based on the market conditions, staffing, and ability to execute. Each channel's production is then broken down by territory and/or the number of loan officers within each area.</p> <p>Individual goals and objectives are set annually for originating colleagues based on their roles and performance is managed throughout the year. Annual reviews are conducted each year to assess performance to plan.</p> <p>Performance targets are determined by management based on factors such as Webster's strategy, industry trends, forecasts, past performance, market opportunity and goals. Incentives based on performance targets could include earned commissions, annual incentives, job promotions or recognition/positive exposure—while penalties could include earning a portion of a commission, not receiving a raise or termination of employment. For the Residential &amp; Consumer</p>

## Mortgage Finance cont.

Topic	SASB Code	Metric	Response																		
Lending Practices (cont.)			<p>Lending Department specifically, targets are specific to each role and may be tied to revenue generation, production, service, risk mitigation, efficiency, support, compliance, and personal development. Employee performance is measured against criteria outlined under job function performance objectives.</p> <p>Key performances include application volume, funded loan volume, pull-through ratios, client satisfaction and adherence to regulatory requirements, including disclosures.</p> <p>Performance is measured using several reports, with a focus on evaluating loan officers against their annual goals. This assessment includes comparison to peers in similar function, while also considering the loan officer primary territory and the specific market.</p>																		
Discriminatory Lending	FN-MF-270b.1	(1) Number, (2) value, and (3) weighted average loan-to-value ratio of mortgages issued to (a) minority and (b) all other borrowers	<table><thead><tr><th colspan="3">LOAN NUMBER</th><th colspan="3">LOAN BALANCE</th></tr><tr><th>(FICO&lt;=660)</th><th>(FICO&gt;660)</th><th>N/A</th><th>(FICO&lt;=660)</th><th>(FICO&gt;660)</th><th>N/A</th></tr></thead><tbody><tr><td>1,329</td><td>42,056</td><td>1,734</td><td>\$144,767,981.36</td><td>\$9,678,654,774.86</td><td>\$421,795,053.11</td></tr></tbody></table> <p>We have elected to break down this data by FICO score. N/A refers to loans where FICO score is not tracked. Webster does not currently track the remainder of these data points, including the minority status of borrowers, in the context of the SASB definitions.</p>	LOAN NUMBER			LOAN BALANCE			(FICO<=660)	(FICO>660)	N/A	(FICO<=660)	(FICO>660)	N/A	1,329	42,056	1,734	\$144,767,981.36	\$9,678,654,774.86	\$421,795,053.11
	LOAN NUMBER			LOAN BALANCE																	
	(FICO<=660)	(FICO>660)	N/A	(FICO<=660)	(FICO>660)	N/A															
1,329	42,056	1,734	\$144,767,981.36	\$9,678,654,774.86	\$421,795,053.11																
FN-MF-270b.2	Total amount of monetary losses as a result of legal proceedings associated with discriminatory mortgage lending	Any material losses would be reported in the financial statements included in our quarterly (10-Q) or annual (10-K) reports filed with the U.S. Securities and Exchange Commission.																			
FN-MF-270b.3	Description of policies and procedures for ensuring nondiscriminatory mortgage origination	<p>Webster is committed to making banking credit services available to all prospective and existing clients on a fair basis, offering fair and equitable treatment to all individuals, providing clear and complete communications regarding products and services, and responding to client concerns promptly and courteously. Webster supports fair and responsible banking principles, opposes discrimination and is committed to offering and delivering banking products and services on a fair and equitable basis to all prospective and existing clients regardless of race, color, religion, national origin, sex, marital status, age (provided the applicant or client is of legal age and has the capacity to enter into a legal contract), receipt of public assistance, good faith exercise of rights under the Consumer Credit Protection Act, gender identity or expression, disability or any other prohibited basis under federal or state laws or regulations.</p> <p>Webster has implemented robust policies and procedures designed to prevent discrimination in all phases of the lending process including originations and servicing.</p> <p>Webster maintains a Fair Lending Compliance Policy and Program (Fair Lending Policy) designed to comply with fair lending laws and regulations including, the Equal Credit Opportunity Act (ECOA), the Fair Housing Act (FHA), and other applicable laws and regulations. Webster’s Fair Lending Policy is supported by line of business procedures that encourage sound and fair banking practices to help meet the credit needs of the communities across its footprint. Lending products are evaluated on sound credit factors and Webster does not tolerate discrimination towards any individual by any of its employees, officers, colleagues or agents. No individual is discouraged from applying for credit or other banking products or services and all applicants are provided the assistance they require in the preparation and processing of their request. Credit terms and conditions, including pricing, are applied based on objective and consistent Bank underwriting and pricing standards. Webster has implemented a comprehensive fair lending training for all colleagues involved in the lending process. The Bank conducts regular monitoring and testing of mortgage origination practices to ensure compliance with fair lending. Procedures, controls and colleague training courses have been designed to ensure loans originated or purchased comply with Fair Lending laws and regulations.</p>																			

## Mortgage Finance cont.

Topic	SASB Code	Metric	Response									
<div>Environmental Risk to Mortgaged Properties</div> <div></div>	FN-MF-450a.1	(1) Number and (2) value of mortgage loans in 100-year flood zones	(1) 1,566 (2) \$558,268,317.35									
	FN-MF-450a.2	(1) Total expected loss and (2) Loss Given Default (LGD) attributable to mortgage loan default and delinquency due to weather-related natural catastrophes, by geographic region	Webster does not currently track these data points in the context of the SASB definition.									
	FN-MF-450a.3	Description of how climate change and other environmental risks are incorporated into mortgage origination and underwriting	<p>We consider climate-related risks in our business operations and in our lending activities.</p> <p>With regard to business operations, we assess the physical locations of our offices and our key vendors and maintain appropriate back-up/business resiliency arrangements and insurance. Risks are considered at the time of signing contracts and managing our portfolio of properties and vendors, and appropriate risk mitigation is established to ensure our overall risk profile remains in line with our risk appetite.</p> <p>With regard to our loan portfolio, we assess climate risk at the transaction level and at the portfolio level. For residential mortgages, at the transaction level we consider the property locations and maintain standards for insurance. At the portfolio level, we review metrics periodically to assess concentrations.</p> <p>For our loan portfolio, we periodically analyze our portfolio's exposure to physical and transition risk. For physical risk, we map the geography of our loan and real estate portfolio across various physical climate risk data sets (wind, fire, flood, etc.) to identify concentrations. We take into consideration the level of insurance. We also periodically assess our commercial loan exposures to determine our exposure to high climate risk-sensitive industries.</p> <p>Webster has relatively limited exposure to climate risks in our operations and lending portfolio. Given Webster's limited climate exposure, the bank's loan portfolio, operations and strategy are resilient to typical climate scenarios such as rising sea levels, higher temperatures, stronger storms and a more rapid transition to more sustainable energy sources in the short and medium term.</p>									
Activity Metrics	FN-MF-000.A	(1) Number and (2) value of mortgages originated by category: (a) residential and (b) commercial	<table><tr><th></th><th>Residential</th><th>Commercial</th></tr><tr><td>(1) Number</td><td>3,036</td><td>433</td></tr><tr><td>(2) Value</td><td>\$1,424,976,230.00</td><td>\$3,149,336,039.00</td></tr></table>		Residential	Commercial	(1) Number	3,036	433	(2) Value	\$1,424,976,230.00	\$3,149,336,039.00
		Residential	Commercial									
(1) Number	3,036	433										
(2) Value	\$1,424,976,230.00	\$3,149,336,039.00										
	FN-MF-000.B	(1) Number and (2) value of mortgages purchased by category: (a) residential and (b) commercial	<table><tr><th></th><th>Residential</th><th>Commercial</th></tr><tr><td>(1) Number</td><td>435</td><td>0</td></tr><tr><td>(2) Value</td><td>\$253,847,425.89</td><td>\$0</td></tr></table>		Residential	Commercial	(1) Number	435	0	(2) Value	\$253,847,425.89	\$0
	Residential	Commercial										
(1) Number	435	0										
(2) Value	\$253,847,425.89	\$0										

# Task Force on Climate-Related Financial Disclosures (TCFD)

The below disclosures reflect data from the 2024 reporting period, unless otherwise noted.

TCFD Element	Disclosure	Response
Governance	a) Describe the Board's oversight of climate-related risks and opportunities	<p>Webster's Board of Directors and its committees ensure that corporate responsibility principles, including sustainability and environmental, social and governance (ESG) activities, are integrated into our business strategy in ways that optimize opportunities to make positive impacts while advancing long-term goals. We are committed to conducting our business in a safe, environmentally responsible and ethical manner, and in a way that reflects our responsibilities to our stakeholders.</p> <p>Climate risks and opportunities are managed at the enterprise level. Webster's Board of Directors oversees the Company's approach to risk management and delegates its authority on these issues to the Board's Risk Committee and to Webster's independent control functions.</p> <p>Internal Audit and Credit Risk Review perform assessments and evaluations of risk management practices and internal controls, identify issues, make recommendations and inform the Board of Directors and executive management on matters that require remediation.</p> <p>Informed by the above, Webster maintains a Risk Appetite Statement which provides guidance to Management regarding the nature and level of residual risk that it is willing to take in pursuit of its objectives. The appetite balances a qualitative risk appetite statement, which is approved annually by the Board of Directors, with quantitative metrics in the form of board-level and management-level scorecards comprising key risk indicators with established risk tolerance levels. Tolerance levels are periodically reviewed by the respective oversight committees to ensure the alignment between Webster's risk profile and its designated risk appetite.</p>
	b) Describe management's role in assessing and managing climate-related risks and opportunities	<p>The Enterprise Risk Management Committee (ERMC) is chaired by Webster's Chief Risk Officer and is the senior-most management committee responsible for overseeing the implementation and execution of the Company's Risk Management Framework. The framework includes monitoring the severity, direction and trend of current and emerging risks relative to business strategies and market conditions; assessing the quality of risk programs to manage and mitigate risks; and ensuring alignment of the Company's risk appetite and strategy. The ERMC is also responsible for reviewing information regarding the Company's policies, procedures, and practices relating to risk.</p> <p>Climate risks are discussed at the ERMC and its applicable subcommittees, including the Operational Risk Management Committee, which monitors and considers climate-related physical risks. The Executive Management Committee, which is chaired by the CEO, considers climate-related strategies and opportunities.</p>



TCFD Element	Disclosure	Response
<b>Governance (cont.)</b>		<p>In efforts led by our Chief Risk Officer and Chief Credit Officer, we continue to develop and refine our risk management framework for measuring and managing material climate risks that could impact the Bank's operations and lending activities. Data enhancement and credit process enhancements are also in progress.</p> <p>In 2024, Webster created a Climate Working Group. Representatives from Corporate Responsibility, Risk, Credit Risk, Legal, Compliance and Finance reviewed proposed federal climate disclosures and new state climate laws to determine scope, reporting capacity and gaps. The Climate Working Group also managed the engagement of two national consulting groups to assess Webster's readiness for climate governance, climate strategy and climate management efforts. One group evaluated Webster's overall exposure to climate risk, including physical and transition risk, and made recommendations to prepare for new regulatory reporting requirements. The other evaluated Webster's preparedness for climate risk management and reporting requirements.</p>
<b>Strategy</b>  	a) Describe the climate-related risks and opportunities the organization has identified over the short, medium and long term.	<p><b>Risks</b></p> <p>Physical Risk is derived from extreme weather, flooding and wildfires as well as longer-term physical risks including extreme heat, sea level rise and more frequent/prolonged drought. Events such as these could disrupt our operations and those of our customers or third parties on which we rely through direct damage to assets and indirect impacts from supply chain disruption or market volatility. The preponderance of our portfolio's residential and commercial real estate assets is within the Northeast United States, which is an area susceptible to hurricanes and high winds. We mitigate this risk to our portfolio through diversification and insurance.</p> <p>Transition Risk is derived from changes in client preferences and additional regulatory requirements that could impact our customers or impact our strategies. Our reputation and client relationships may also be damaged because of our direct or indirect involvement in certain industries or projects associated with causing or exacerbating climate change. Our ability to attract and retain employees may also be harmed if our response to climate change is perceived as ineffective or insufficient.</p> <p>Given the global shift away from a carbon intensive economy, transition risk in general is concentrated within two key sectors: 1) Mining, Quarrying, and Oil and Gas Extraction and 2) Utilities. Based on our footprint and market composition, Webster's credit exposure to these sectors is &lt; 2.5% of our total Commercial Loan balances.</p> <p><b>Opportunities</b></p> <p>Webster continues to increase its level of financing for commercial loans with companies involved in renewable energy, environmental remediation and energy-efficient components. In 2024, we created or maintained commitments for approximately \$1.16 billion for these environmental loans, an increase from approximately \$757 million in 2023.</p> <p>Webster identified several climate-related opportunities that we are currently leveraging in our operations, including energy efficiencies, federal incentives and renewable energy procurement.</p> <ul style="list-style-type: none"> <li>• We prioritize energy-efficient measures by seeking to maintain low-emission and energy-efficient working environments across our footprint. Recent initiatives include installing two EV charging stations at our Waterbury, Connecticut, campus and engaging with a federal solar incentive program to install solar panels on the roof of our Waterbury campus. We also have a longstanding lighting upgrade initiative which is being implemented across our banking centers and offices. At the end of their useful lives, heating, ventilation and cooling systems are replaced with more energy-efficient systems.</li> <li>• In our efforts to use lower-emission sources of energy we have also been working to increase our use of renewable energy. We recognize the importance of the transition to renewable energy and have been working to increase our use of renewable power. In 2022, we purchased renewable energy certificates, known as RECs, in our New York market. We partnered with Green-e to invest in these projects to address our emissions from our operations for December 2022 through December 2026. In 2024, we expanded our REC purchases in our New York and Massachusetts markets. By purchasing these RECs to match 100% of our annual electricity usage, we are taking meaningful climate action.</li> </ul> <p>As we continue to evolve our climate strategy, we expect to identify further opportunities to reduce our impact and that of our customers.</p>

TCFD Element	Disclosure	Response
Strategy (cont.)	b) Describe the impact of climate-related risks and opportunities on the organization's businesses, strategy and financial planning.	<p>Our operational strategy has also been influenced by climate-related issues as Webster has taken steps to more actively track and reduce our GHG emissions. Data quality has improved considerably, with the onboarding of an ESG data management platform to monitor and manage natural gas, electricity, heating oil and water consumption. In addition to working towards a thorough GHG inventory, we have also reduced our electricity usage with LED lighting upgrades throughout our banking centers and offices, and we have purchased renewable energy credits (RECs) to offset our GHG emissions in our New York and Massachusetts markets.</p> <p>The opportunities associated with the energy transition inform our commitment to finance our customers' renewable energy and energy-efficiency projects. Webster lending for environmentally related projects has grown from \$661 million in 2022 to \$1.16 billion in 2024. Lending to finance renewable energy, environmental remediation and energy-efficient components remains a focus of our environmental lending strategy.</p>
	c) Describe the resilience of the organization's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario.	<p>Given the global shift away from a carbon intensive economy, transition risk in general is concentrated within two key sectors: 1) Mining, Quarrying, and Oil and Gas Extraction and 2) Utilities. Based on our footprint and market composition, Webster's credit exposure to these sectors is &lt; 2.5% of our total Commercial Loan balances.</p> <p>Webster has relatively limited exposure to climate risks in our operations and lending portfolio. Given Webster's limited climate exposure, the bank's loan portfolio operations, and strategy is resilient to typical climate scenarios such as rising sea levels, higher temperatures, stronger storms and more rapid transition to more sustainable energy sources in the short and medium term.</p> <p>While Webster has not yet conducted a formal climate scenario analysis, our organizational lending strategy works to limit physical risk exposure within our portfolio footprint, while increasing the diligence in review of climate-related risks in prospective lending projects.</p>
Risk Management	a) Describe the organization's processes for identifying and assessing climate-related risks.	<p>We consider climate related risks in our business operations and in our lending activities. Climate risk identification occurs at the transaction, portfolio and enterprise levels.</p> <p>With regards to business operations, we assess the physical locations of our offices and our key vendors and maintain appropriate back-up/business resiliency arrangements and insurance. Risks are considered at the time of signing contracts and managing our portfolio of properties and vendors and appropriate risk mitigation is established to ensure our overall risk profile remains in line with our risk appetite.</p> <p>With regards to our loan portfolio, we assess climate risk at the transaction level and at the portfolio level.</p> <p>To identify and assess climate-related risk at the transaction level, Webster incorporates climate-related factors into our credit risk analysis using an assessment based on NAICS codes. Industry climate-related transition risks are rated as high, medium or low.</p> <ul style="list-style-type: none"> <li>• For residential mortgages, at the transaction level we consider the property locations and maintain standards for insurance. At the portfolio level, we review metrics periodically to assess concentrations.</li> <li>• For commercial loans, at the transaction level, we consider the borrower's industry and if categorized as a high climate risk industry, the specific climate related risks applicable. At the portfolio level we review credit metrics and concentrations.</li> </ul>

TCFD Element	Disclosure	Response
Risk Management (cont.)	b) Describe the organization's processes for managing climate-related risks.	<p>Our Enterprise Risk Management framework includes a Three Lines Model with the following roles and responsibilities for managing risk, including climate risk:</p> <ol style="list-style-type: none"> <li>1. Line of Business Units: Line of business units have responsibility for identifying, assessing, escalating, controlling and mitigating risks inherent to their business activities arising from their chosen strategy and ongoing operations.</li> <li>2. Independent Risk Management: Risk management functions operate independent of the line of business and facilitate development and implementation of risk management practices, provide risk guidance and assist the lines of business in identification and mitigation of risk, monitor adequacy of risk responses and timeliness of remediation and perform control testing.</li> <li>3. Independent Control Functions: Reporting directly to the Board of Directors, the Internal Audit function performs assessments and evaluations of risk management practices and internal controls, identify issues, make recommendations and inform the Board of Directors and executive management on matters that require remediation.</li> </ol> <p>Executive management reinforces risk culture through strategy setting, formulating objectives, approving resource allocations and establishing and maintaining effective systems of internal controls. A strong risk culture is the foundation of effective risk management because it influences the decisions of management and employees when weighing risks and benefits.</p> <p>Webster plans to develop a framework to integrate climate scenario analysis into existing RM practices to assess strategic and RM resiliency against climate-related financial risks.</p>
	c) Describe how processes for identifying, assessing and managing climate-related risks are integrated into the organization's overall risk management.	<p>Webster's Risk Management Framework provides an integrated, forward-looking approach to identifying, prioritizing and managing all risk categories across the organization: information, reputational, operational, credit, compliance, financial and strategic. Climate-related risks cross these categories and would be considered, when deemed material, in our risk assessments. Climate-related risks are specifically embedded in our approach to reputational, operational and credit risk management.</p>
Metrics and Targets	a) Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process.	<p>For our loan portfolio, we periodically analyze our portfolio's exposure to Physical and Transition Risk. For Physical Risk, we map the geography of our loan and real estate portfolio across various physical climate risk data sets (wind, fire, flood, etc.) to identify concentrations. We take into consideration the level of insurance. We also periodically assess our commercial loan exposures to determine our exposure to high climate risk sensitive industries. We have begun to evaluate Scope 3 emissions associated with various business activities, including our investments, in order to strengthen our risk management capabilities, and prepare for compliance with California climate laws and other reporting requirements.</p> <p>Within our operations, we track our energy use as an indication of our exposure to increased costs or reputational factors that may be associated with high energy use and its associated greenhouse gas emissions. To further address our climate footprint, we monitor reduction of our electronic, plastic and paper waste streams. Additional information is available on <a href="#">page 34</a> of this Report.</p>
	b) Disclose Scope 1, Scope 2 and, if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risks.	<p>Webster's Scope 1 and Scope 2 greenhouse gas (GHG) emissions can be found on <a href="#">page 37</a> of this Report. In 2025, Webster will determine the relevant Scope 3 emissions factors in preparation for 2026 reporting in compliance with California SB 253.</p>
	c) Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets.	<p>Webster's Scope 1 and Scope 2 greenhouse gas (GHG) emissions can be found on <a href="#">page 37</a> of this Report. In 2025, Webster will determine the relevant Scope 3 emissions factors in preparation for 2026 reporting in compliance with California SB 253.</p>

