



PNC COVID-19 Protective Measures Summary

| Area of Concern | PNC Protective Measure |
|-------------------------|---|
| Vulnerable Customers | All PNC branches and solution centers have designated hours for vulnerable populations. PNC will accept as accurate a customer’s self-identification as being vulnerable to COVID-19. |
| Vulnerable Employees | Employees who are vulnerable to COVID-19 need not disclose their specific risk or medical condition to management, but should discuss their concerns with PNC Employee Relations so that reasonable accommodations can be made. |
| Employee Screening | PNC actively encourages all employees to self-monitor for COVID-19 symptoms; where required by government order, PNC has instituted appropriate employee health screenings. |
| Protective Equipment | Masks are required for all PNC employees, for those interacting with others in the workplace, and for all customers. PNC will provide masks to customers and employees who do not have them*. |
| Social Distancing | Floor markers, signage, and protective shields are in our branches and facilities to help demarcate 6 ft. of distance or protect employees and customers where keeping 6 ft. of separation may not be feasible at all times. |
| Occupancy Limits | PNC branches and facilities comply with all occupancy limits and restrictions as required by local or state orders. |
| Cleaning Measures | PNC complies with and has increased cleaning standards and frequency for high-touch/high-traffic areas using CDC-approved products. |
| Personal Hygiene | PNC requires and has posted reminders regarding frequent hand washing and good hygiene habits. Where required, employees have specific time set aside to wash their hands, especially after customer interactions. |
| Symptomatic Employees | PNC employees must stay home if they are not well and must contact the ERIC to report their status if they are COVID-19 positive or displaying COVID-19 symptoms. Managers are required to immediately send home individuals who display COVID-19 symptoms. |
| Confirmed Cases | When a case of COVID-19 is confirmed, PNC will appropriately screen and/or quarantine employees. |
| Signage | PNC has posted reminders regarding COVID-19 best practice safety measures including frequent hand washing, good hygiene habits, social distancing, personal protective equipment, occupancy limits, enhanced cleaning, and staying home if you are symptomatic. |
| Remote Work | PNC has allowed employees who can work remotely to do so until further notice. |
| Reducing Staff On Site | Where remote work is not possible, PNC has instituted cohort/rotational staffing to minimize persons on-site, while maintaining essential services. |
| Government Requirements | PNC actively monitors state orders to ensure compliance with changing requirements and best practices. |

* There are exceptions to this requirement if an employee or customer has a medical condition that restricts their ability to wear a face covering. In these situations, customers don’t need to provide documentation or details of their medical condition and will be permitted to conduct business in the branch without a mask.