



## **PNC DIVERSITY**

As growth of the U.S. economy is increasingly tied to the expansion of women- and minority-owned or led households and businesses, The PNC Financial Services Group has expanded its outreach and employee base to reflect this rich diversity. The individual strengths and skills of more than employees make PNC a company that can better support and serve the individuals, families, businesses and communities across our footprint.

## **OUR ORGANIZATION**

PNC supports a workplace that incorporates diversity and inclusion in every line of business. William S. Demchak, PNC chairman, president and chief executive officer, chairs the company's Corporate Diversity Council, which advocates the integration of diversity and inclusion into all business practices, and is supported by Marsha Jones, PNC chief diversity officer.

- **COMMUNITY EFFORTS**

Early childhood education materials in English and Spanish. These materials are offered as part of PNC Grow Up Great<sup>®</sup> (Crecza con Éxito), the company's \$350 million, multi-year initiative that began in 2004 to help prepare children from birth to age five for success in school and life.

- Spanish-language seminars on financial planning, small-business cash flow and first-time home buying
- Support for programs and organizations that mentor women entrepreneurs.
- A growing network of more than 1,800 PNC-Certified Women's Business Advocates, bankers corporate-wide who understand the opportunities and challenges for female financial decision makers, including women who own businesses, the fastest growing business segment in the United States.
- The celebration of nationally recognized history and heritage months, which honor the culture and history of key multicultural segments.

## **MARKETING**

PNC supports the African American, Hispanic, Polish, Korean, Chinese, Asian Indian and Lesbian, Gay, Bisexual, Transgender and Queer communities through ongoing marketing initiatives. Culturally appropriate messaging and celebrations of key holidays position PNC as a partner to the diverse communities that it serves.

PNC provides various tools and assistance for customers with visual, hearing and physical disabilities, including Braille, diskettes and large print and TRS and TDD services.

## **SUPPLIER DIVERSITY**

PNC's preferred vendor list includes more than 6,000 diverse-owned companies that supply products and services to the company. In 2016, PNC spent more than \$300 million with diverse business owners.

## **AWARDS**

- Named One of the Best Places to Work for LGBT Equality, Human Rights Campaign (2017)
- Great Workplace Award for Employee Engagement, Gallup (2016)
- Top 50 Companies for Executive Women, National Association for Female Executives (2016)
- Top 25 U.S. ERG & Diversity Councils, Association of Diversity Councils (2016)
- Top 10 Regional Companies for Diversity, *DiversityInc* magazine (2016)
- Diversity Leader Award, *Profiles in Diversity Journal* (2017)

- Top Corporation for Disability-Owned Businesses, USBLN (2016)
- Top 100 Military-Friendly Employer, *U.S. Veterans magazine* (2016)
- 100 Best Companies for Working Mothers, *Working Mother magazine* (2016)

### **PNC BANK BRANCHES**

Bilingual and multilingual branch personnel in key locations assist customers with products and services to help meet their needs.

### **TOLL-FREE BANKING**

PNC customer service offers interpretation services in more than 170 languages and a dedicated Spanish language customer service team at 1-866-HOLA-PNC.

### **INTERNET ADDRESSES**

- [pnc.com](http://pnc.com) features Spanish and Polish language content, as well as Chinese, Indian and Korean micro sites.
- [pnc.com/women](http://pnc.com/women) shares success stories of women entrepreneurs and executives, as well as articles and resources for women in business.
- [pnc.com/diversity](http://pnc.com/diversity) features messages from PNC's Chief Executive Officer and Chief Diversity Officer about the value of a diverse workforce and links to information about PNC's diversity initiatives.
- [pnc.com/lgbt](http://pnc.com/lgbt) highlights the ways in which PNC is committed to Lesbian, Gay, Bisexual, Transgender and Queer employees, communities and customers.

### **ATMs**

Many of our more than 9,000 machines feature 10 or more languages, including English, Spanish, French, German, Italian, Polish, Portuguese, Korean, Japanese, Vietnamese and Chinese. The ATMs are also equipped with Spanish and English audio capabilities for the visually impaired.

### **For More Information**

For more information about PNC's diversity and inclusion initiatives, visit [pnc.com/diversityinclusion](http://pnc.com/diversityinclusion) .

This is one in a series of PNC fact sheets; others include PNC's Corporate Profile and Awards & Recognition; available at [pnc.com/factsheets](http://pnc.com/factsheets).