



WINTRUST

**Deeply rooted
in serving our
communities**





Hello!

In 2021, Wintrust celebrated 30 years of doing things differently than other banks.



Founder and CEO Ed Wehmer at Lake Forest Bank & Trust, our first location, shortly after it opened in 1991.

That difference started with our unwavering focus on **service**—service to our communities, to our customers, to our employees and to our shareholders. It's that continuous focus that has always made the difference. That desire to serve is why we started on this journey and what inspires us today.

Our 5,200-plus employees in hundreds of locations understand what it means to walk that path. They remain rooted in and focused on our local communities. At Wintrust, we won't let *anyone* outperform us when it comes to service—which means treating the people across our many neighborhoods as valued individuals and customers, regardless of background.

There are many ways to measure Wintrust's achievements. We've certainly had financial success, which you can read about in our other reports. Our real success is evident when we look at the impact we've had across our market area, the impacts we've made in the hundreds of communities and neighborhoods, 53,200-plus business customers, 231,000-plus consumer households, and 1,500-plus nonprofits we've had the privilege to serve.

This year's corporate social responsibility report illustrates some of that impact and reflects our ongoing commitment to the people and places that are at the core of our identity. We will continue to improve our reporting, following guidance from industry leaders such as the Sustainability Accounting Standards Board.

Let us share with you our enthusiasm—for serving and giving back to our communities, building sustainability into our planning and operations, recruiting and supporting a talented, diverse workforce, and so much more.

We know there is more work to be done, but after 30 years, we think we're off to a great start.

Ed Wehmer

Founder and CEO

About Wintrust

Wintrust is a financial services company based in Rosemont, Illinois. We are proud to be called Chicago's Bank and Wisconsin's Bank. Through our family of more than 170 community bank locations—and related companies and divisions—we offer the following:

- Traditional commercial and community banking services
- Wealth management and investment services
- Mortgages
- Commercial insurance premium and life insurance premium financing
- Variety of other specialty lines of business

We have a unique model that combines the technology and resources of a large bank with the client-centered and community-driven spirit of a local bank. Our network of 15 nationally chartered banks caters to their local customer base—including individuals, small- to mid-sized businesses, government entities, and institutional clients—through highly personalized client service and a comprehensive suite of personal and commercial banking products. These Wintrust Community Banks are the bedrock of our company and support our specialty finance and wealth management divisions.

Chicagoland, southern Wisconsin, and northwest Indiana make up the primary service area for our community banks. Wintrust serves customers in all 50 states through our commercial banking, mortgage, specialty finance, and wealth management businesses.

Wintrust trades on the Nasdaq Global Select Market under the symbol WTFC.

**231,000+**consumer
households**53,200+**business
customers**\$50.1B**total
assets**~419,000**personal checking and
savings accounts**\$978.7M**

in small business loans

\$20B

in commercial loans

Data as of December 31, 2021

Our Locations



5,200+
employees



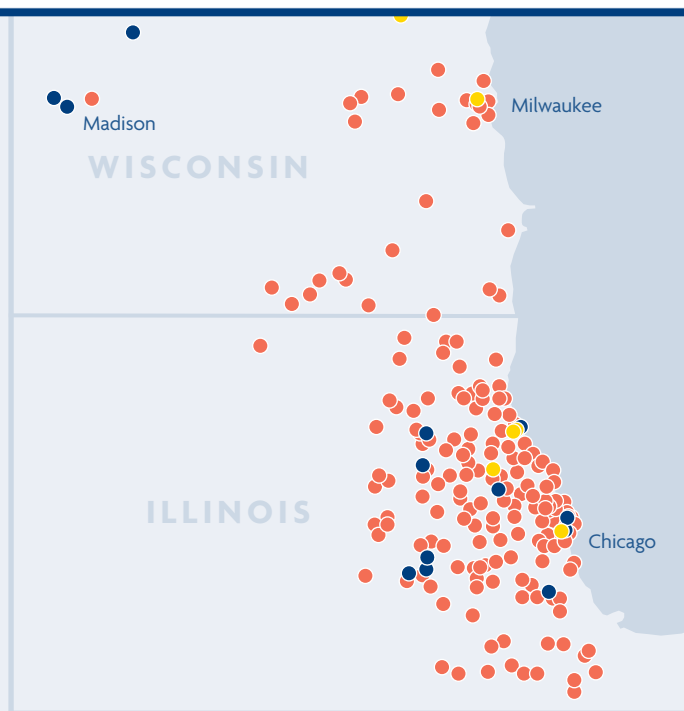
15
banking
charters



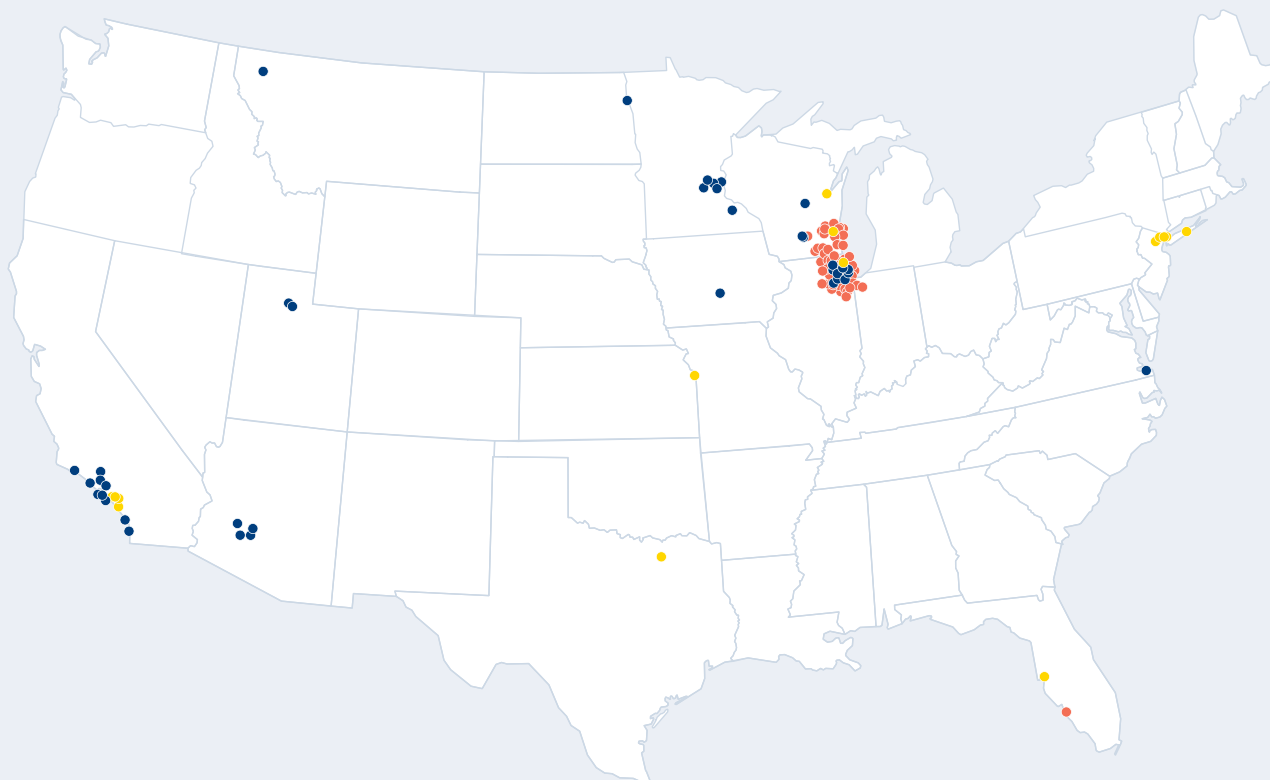
170+
locations



39
additional specialty lines
of business outside our
banking operations



● Banking Locations ● Mortgage ● Specialty Lines of Business



Data as of December 31, 2021

ESG Highlights

Data as of December 31, 2021

SUPPORTING OUR EMPLOYEES

EMPLOYEES

5,070+

full-time

160+

part-time

EMPLOYEE ENGAGEMENT SURVEY RESULTS

70%

employee
response rate

6,000

comments provided
both favorable reviews
and constructive criticism

**Over
117,000 hours
invested**

in employee learning
and training



Chicago Tribune

EIGHT YEARS RUNNING

One of Chicago Tribune's Top Workplaces
among Large Employers



The Salt Lake Tribune

FIRST TIME

One of the Salt Lake Tribune's Top
Workplaces among Medium-sized Businesses



milwaukee journal sentinel

One of the Milwaukee Journal Sentinel's
Top Workplaces in Milwaukee and Southeast
Wisconsin

INVESTING IN OUR COMMUNITIES

2021 COMMUNITY REINVESTMENT ACT (CRA) INVESTMENTS

\$24M

New commitments

\$80M+

Funded

BY TYPE

Affordable Housing	\$85M+
Community Service	\$40M+
Economic Development	\$105M+
Revitalize and Stabilize	\$45M+
TOTAL	\$275M+

14 of 15 banks

have an "outstanding"
CRA rating

**More than 650
loans totaling over
\$800M**

provided for the purpose
of supporting community
development

\$10.2M+

in philanthropic donations

and 1,550+ of nonprofits supported

Over 1,500 hours

of personal and small business financial
education training provided by Wintrust
volunteers

**Over 20,000
volunteer hours**

contributed by employees for CRA activities

EXPANDING HOME OWNERSHIP AND AFFORDABLE HOUSING

\$334M+

funded in affordable
homeowner mortgages in
Illinois and Wisconsin

**Over 26,000
total residential
mortgages**

totaling \$7.7 billion
originated in 2021

**24,209 units
totaling \$7.3B**

Residential mortgages with
FICO score above 660

**2,117 units
totaling \$419.3M**

Residential mortgages with
FICO score below 660

ESG Highlights

Data as of December 31, 2021

EMPOWERING SMALL BUSINESS

No. 1

Small Business Administration (SBA) lender
in Illinois (by dollar volume)

Approximately \$171 million

provided across over 250 SBA
loans in 2021



SBA Northern Illinois Community Bank of the Year



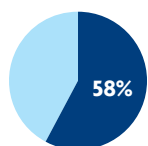
Winner of the 2021 Wolters Kluwer
Community Impact Award



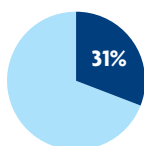
LGBT Chamber of Commerce Illinois
Corporate Partner of the Year, 2021

ADVANCING DIVERSITY & INCLUSION

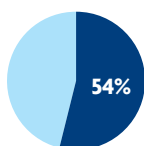
WORKFORCE



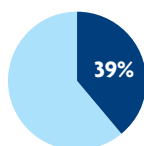
58%
female



31%
identified
as racial or
ethnically
diverse



54%
new hires are
female



39%
new hires
identified
as racially or
ethnically
diverse

LEADERSHIP

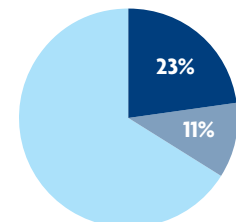
Over 560 women

in leadership positions

**Over 220
people of color**

in leadership positions

BOARD SEATS



Women and racial/ethnic
minorities hold 23% and 11%,
respectively, of board seats
across our banks

PROTECTING THE ENVIRONMENT



9,713 MWh

total energy use in 2021 (at our Rosemont,
Illinois, corporate campus)

4,733 metric tons CO₂e

greenhouse gas (GHG) emissions
in 2021 (at our Rosemont, Illinois,
corporate campus)

**40% year-over-year
decrease**

in GHG emissions in 2021* (at our
Rosemont, Illinois, corporate campus)

*In 2020, we ran our HVAC systems 24/7 as a COVID-19 safety precaution, resulting in higher than usual energy use. The significant decrease in 2021 represents a return to normal HVAC operations. Our Rosemont, Illinois, corporate campus consists of three commercial office buildings totaling more than 587,000 square feet.

Investing in Our Communities

Community outreach has been a core part of Wintrust's identity for the past 30 years. Whether it's through one of our more than 170 local banking locations or other speciality finance businesses, we have routinely devoted significant resources to helping our communities thrive. Our efforts come in a variety of forms, from the financial investments we have made to support economic growth, to traditional philanthropy and the volunteer hours contributed by Wintrust team members.



Making good on our community commitments

We have embraced Wintrust's responsibility to meet the credit needs of the communities where we do business as outlined in the Community Reinvestment Act (CRA). That includes low- and moderate-income (LMI) neighborhoods. In fact, 14 of our 15 banks have exceeded expectations and received "outstanding" ratings from our bank regulatory agencies. Beyond addressing regulatory requirements, we believe that the work we do reflects our culture and long-standing commitment to impact our communities through investments in our communities.

In 2021, our CRA investments totaled over \$275 million, largely divided among four focus areas: economic development, affordable housing, community service, and revitalization and stabilization initiatives. In addition, Wintrust employees volunteered their time and skills to support our community efforts, collectively contributing a total of over 20,000 volunteer hours on CRA-related activities. To better coordinate these volunteer efforts, we launched a software platform to help employees manage their involvement and makes it easier for them to engage their colleagues across business units to participate.

Supporting an initiative for minority-owned developers

Wintrust has long supported investments that help build wealth for minority-owned businesses. In December 2021, we committed to investing \$2 million in a new fund earmarked to underwrite projects by BIPOC (Black, Indigenous, and People of Color) developers who want to build affordable housing in underserved markets. The Emerging Minority Developer Fund (EMDF) will improve financial access and accelerate development capacity for BIPOC developers, who we believe have been disenfranchised by systemic biases in the Low-Income Housing Tax Credit program.

The EMDF was created by the [National Equity Fund \(NEF\)](#), a Chicago-based nonprofit and a leading national syndicator of low-income housing tax credits. Since 1987, the NEF has invested over \$18 billion in more than 2,900 developments that have created affordable housing and helped revitalize neighborhoods.

By the end of 2021, the EMDF had secured \$112 million in commitments from Wintrust and 10 other institutions. Those funds will help emerging BIPOC developers build high-quality affordable housing in their communities and assist them in establishing a track record of success as they expand their businesses.

Celebrating 30 years in our communities with '30 Good Deeds'

Giving back to our local neighborhoods has always been central to Wintrust's mission as a community institution. As part of our 30th anniversary, we celebrated our roots with a special campaign during the last six months of 2021 titled "30 Good Deeds."

This campaign took the form of a series of monthly drives, each with its own theme, such as "Back to School" and "Shelter Supply." We kicked things off in July with a book drive to support the work of our longtime partner Bernie's Book Bank, the largest provider of quality books to underserved children in the Chicagoland area. Many of our banking locations participated in this effort over the summer, and their on-site donation boxes collected more than 17,800 books. We have supported Bernie's Book Bank for many years, and we were glad to continue bringing awareness to its mission. The Lake Bluff-based nonprofit serves 275,000 children annually and has donated 20 million books since it was founded in 2009.

Making a difference across our footprint

JULY

Children's
Book Drive

AUGUST

Back to School
Supply Drive

SEPTEMBER

Community
Cleanup Drive

OCTOBER

Shelter
Supply Drive

NOVEMBER

Food Pantry
Drive

DECEMBER

Clothing and
Gift Drive

For the remaining five months, each of our 15 banks found ways to participate that met the unique needs of their immediate communities. Our locations participated in hundreds of activities, which often involved partnering with local organizations. Although this campaign began with our retail locations, Wintrust business units across the country participated. For example, Wintrust Life Finance filled and donated backpacks and provided other supplies, to 60 students at East Side High School in Newark, New Jersey. Similarly, our Minnesota teams filled more than 70 backpacks for two different elementary schools in St. Louis Park. All donations collected stayed within the local community.

During our September Community Cleanup Drive, team members with Northbrook Bank & Trust partnered with nonprofit

Rebuilding Together North Suburban Chicago on a cleanup project for a Wilmette family, while State Bank of the Lakes branches in Lindenhurst and Lake Villa participated in cleanup efforts at area parks.

We are proud of the success of each drive and humbled by the support we received from our employees, customers, and local partners.



2021 YMCA of Metro Chicago Partner Award Winner

Providing vital financing for local government projects

Helping nonprofits, as well as government and health care agencies, has been a key part of Wintrust's approach to advancing our communities since we first opened our doors. Wintrust Government, Non-Profit, Healthcare unit is a specialty group within our company that caters to these clients' unique needs, with a suite of competitive products available through our local banking locations.

As part of these efforts, Libertyville Bank & Trust Company provided financing that helped the Village of Gurnee, Illinois, open a new fire station in October 2021. The Gurnee Fire Department is among the busiest in Lake County, and the 14,000-square-foot station—the village's third—is helping improve call response times. The station is staffed by five firefighters and houses two ambulances and one ladder truck.



Funding outreach activities for more than 1,550+ community-based organizations

We donated more than \$10.2 million to over 1,550+ organizations in 2021. This large number of recipients reflects Wintrust's focus on identifying local needs. Below are a few examples of Wisconsin and Chicagoland recipients and the impact of our contributions in 2021:

BOYS & GIRLS CLUBS OF CHICAGO

We helped support summer aquatics programs in East Garfield Park, Uptown, Bridgeport, and the Little Village neighborhoods. Nearly 300 young people received swimming lessons and learned the skills needed to reduce water-related injuries.

PROJECT H.O.O.D.

Wintrust matched donations made to Project H.O.O.D. (Helping Others Obtain Destiny) Communities up to a total of \$125,000. These funds helped the organization raise more than \$1 million by the end of 2021, which will be used to begin construction of a much-needed Leadership & Economic Opportunity Center, a new community destination in Woodlawn designed to bring resources and opportunities to individuals across Chicago's South Side.

ILLINOIS HOLOCAUST MUSEUM

Wintrust provided funding for the museum's annual Humanitarian Awards Dinner. One of the area's largest fundraising events, it supports the museum's educational initiatives, which engage hundreds of thousands of students, teachers, and community members. Nearly all programs for students and educators are offered at no charge, removing barriers to participation.

BROADVIEW MISSIONARY BAPTIST CHURCH

Wintrust Mortgage and Proviso Community Bank helped the church in Broadview, Illinois, provide more than 600 Thanksgiving turkeys to families in need. Volunteers assisted by loading the turkeys into a truck and hand-delivering them.

ELGIN COMMUNITY COLLEGE FOUNDATION

Wintrust contribution bolstered Elgin's Resources for Excellence Annual Fund. Over the past year, this fund supported partial scholarships for 10 international students, an LGBTQ lunch and keynote speaker, opportunities for live-speaking and presentation skill-building for history students, and experiential learning tools for physics students.

HRI AND THE CITY OF RACINE

Town Bank partnered with Housing Resources, Inc. (HRI), a local nonprofit, and the City of Racine to provide financial counseling as a public service. As part of the initiative, which aligns with our CRA work in Wisconsin, we helped HRI provide free, one-on-one financial counseling to all residents, regardless of income.

Expanding Homeownership and Affordable Housing

Strong communities need stable, affordable, and quality housing. Wintrust believes that homeownership should be available to more families. We support this position through affordable mortgage loans and housing-related investments in low- and moderate-income (LMI) communities across Chicagoland and Wisconsin. Wintrust offers financial assistance programs through partnerships with local nonprofits. In addition, we support homeownership through our traditional mortgage business.



Providing communities with access to affordable mortgage loans

Our consumer loan origination and servicing operations are primarily consolidated within our Wintrust Mortgage division, which is fully committed to serving the diverse markets throughout all of our service areas. We continually evaluate our products, programs, and personnel so that we are well positioned to offer responsible, affordable, and sustainable mortgage financing solutions to underserved markets.

Our hands-on approach takes many forms and we continue to prioritize the expansion of this work moving forward. For example, Wintrust Mortgage and Wintrust Community Banks offer grants that help first-time homebuyers overcome the challenge of covering a down payment. Through a partnership with Chicagoland Habitat for Humanity, Wintrust Mortgage created a special program that features below-market-rate mortgages. We also participate in affordable mortgage programs created by the City of Chicago, Cook County, Illinois, the Federal Home Loan Bank of Chicago, Illinois Housing Development Authority, and Fannie Mae. The table to the right reflects loans we have made through these six partners:

MORTGAGES FUNDED THROUGH SELECTED AFFORDABLE LENDING PROGRAMS IN ILLINOIS AND WISCONSIN

	UNITS	LOAN VOLUME
2019	912	\$71,371,065
2020	1,167	\$99,363,033
2021	1,315	\$109,203,403
TOTAL	3,394	\$279,937,501

Wintrust Mortgage also provides expertise through local financial education workshops with the Chicago Urban League, Spanish Coalition for Housing, South Suburban Housing Center, and other nonprofits.

All Wintrust Mortgage employees are trained to follow a comprehensive set of fair lending practices. Wintrust Mortgage follows nondiscriminatory loan policies and does not discriminate based on an applicant's race, religion, gender, or any other aspects of identity or geographical location.

Partnering with the Chicago Urban League

Securing financing and a down payment is often a major hurdle for prospective homeowners, especially those from historically underserved communities. For Black residents in the Chicago area and across the country, long-standing racial disparities limit opportunities for homeownership and, ultimately, building wealth.

That's why we work closely with organizations like the Chicago Urban League, a nonprofit working to achieve equity for Black families through social and economic empowerment. Through our partnership, Wintrust provides down-payment assistance and financial education programs to Black communities across the city.

Our Chicago Urban League partnership covers other areas as well. Wintrust Senior Vice President Joseph Gregoire, who has served on the organization's board of directors for the past 20 years, leads its nominating committee and

helps to identify prospective new board members and financial supporters. Wintrust has also long provided financial support for the Chicago Urban League's Housing & Financial Empowerment Center.

We have also helped to support Black business and civic leaders in Chicago by identifying and sponsoring Wintrust employees to participate in the organization's IMPACT Leadership Development Program. IMPACT strives to move the needle toward racial parity in leadership positions by developing and supporting emerging African American leaders. Among the nine-month program's many benefits, fellows receive high-level instruction at the University of Chicago Booth School of Business.



Representatives from the Chicago Urban League, Wintrust, Illinois Housing Development and the Huntington Bank gather at the Chicago Urban League Housing Fair in 2021.

Furthering Financial Health

Wintrust continues to show leadership in improving access to our financial services promoting financial health and products in underserved communities and to underserved people. We've taken important steps to make affordable checking and savings accounts available to families who might otherwise be unbanked. We continue to strategically add retail locations in our footprint in low- and moderate-income neighborhoods and to increase financial education among individuals and small businesses.



Providing affordable accounts to 'unbanked' and 'underbanked' community members

We believe that everyone in our communities should have access to reliable, affordable banking services. Yet, according to Bank On Chicago, 7% of Chicago residents—including 25% of the area's Black households—are unbanked, meaning they lack both a checking and a savings account.

Often, unbanked and underbanked individuals face credit or identification problems, have a high distrust of financial institutions, or are unable to meet the minimum balance to open an account. Wintrust aims to design products that are accessible to all. Our Total Access Checking account is free, requires a low initial deposit of \$100 and provides free ATM access at any location, and includes online and mobile account access.

Our Money Smart Checking® and savings accounts, which are specifically geared to reach unbanked and underbanked populations, help to expand financial access. Both of Wintrust's Money Smart accounts require no minimum deposit to open, and the checking account has no monthly fee. Money Smart Checking® customers also have access to a free debit or ATM card with up to six out-of-network ATM reimbursements per statement

cycle, mobile debit alerts, and other features that make access easy and affordable. Both the checking and the savings accounts offer a second chance to individuals whose credit history might prevent them from opening a regular account, and can play an important role in helping get their savings on track.

Over 1,000 Money Smart Checking® and savings accounts and nearly 26,000 Total Access accounts were opened in 2021.

More than 600 Every Day Loans and Money Smart CD Loans totaling over \$1M provided to loan programs designed to support low- and moderate-income individuals in our community.

To meet the needs of unbanked and underbanked community members, Wintrust's Money Smart Checking® account became Bank On-certified in July 2021. The Bank On program, developed by the Cities for Financial Empowerment Fund, works to ensure that every American has access to safe and affordable financial products and services. Core account features include low costs, automatic overdraft prevention, and robust transaction capabilities, such as a debit or prepaid card and online bill pay.

Expanding access in low- and moderate-income neighborhoods

Wintrust is broadening our presence in low- and moderate-income (LMI) neighborhoods. This expansion enables our company to reach more customers and grow as well. Local access to financial services and to community-oriented banks is one of the keys to creating pathways toward homeownership. It also provides businesses and entrepreneurs with the capital they need to grow. We have improved access to our online services to better meet the needs of our customers, no matter where they are and when they need access.

In the last 5 years, 54% of the retail banking locations we have opened are located in LMI neighborhoods. In March 2021, we opened a branch in North Lawndale on Chicago's West Side. This predominantly Black community, where 45% of households live below the federal poverty line, had only one local bank branch at the time. Working closely with the North Lawndale Employment Network, a nonprofit focused on helping unemployed and underemployed people find their footing, we built a branch inside its new job training and work readiness campus. Moreover, the majority of branch employees were West Side of Chicago residents as of March 2021.

We continue to look for ways to expand how we serve LMI communities and plan to provide an update on our progress in future reports.



Left to right: Doug Boersma, President of Wintrust Bank; Melissa Donaldson, Chief Diversity Officer of Wintrust Financial and Bill Lynch, CEO of Wintrust Bank and market head overseeing Northbrook Bank & Trust, Beverly Bank & Trust, Hinsdale Bank & Trust, and Wintrust Private Client at North Lawndale grand opening.

54%

of retail banking locations opened in the last five years have been in low- and moderate-income communities.

Improving financial education for children, adults, and small businesses

We provide resources that help our community members thrive. That includes Wintrust's outreach initiatives to improve financial education among young people, adults, and small businesses. In 2021, Wintrust employees spent over 1,500 hours conducting more than 850 personal and small business finance sessions, reaching over 10,500 people.

We have been using the FDIC Money Smart education program for the past 11 years. This is a complete set of free courses designed to help people of all ages build knowledge, security, and confidence in their financial abilities.

Money Smart for Young People features age-appropriate courses for children and teenagers that focus on the basics of managing money. The adult course consists of 14 modules on a variety of topics, such as budgeting, understanding and effectively using credit, managing debt, and buying a home. A separate course for older adults and their caregivers tackles issues that include avoiding common scams aimed at seniors. Money Smart for Small Businesses, developed in partnership with the U.S. Small Business Administration, looks at managing finances, tax planning and reporting, and other matters related to starting and managing a business.

The Wintrust family has more than 300 trained Money Smart facilitators consisting of bank tellers, loan officers, and other employees who provide in-person courses and one-on-one training at our banks as well as virtually.

We frequently engage with local schools, churches, municipalities, and other organizations to provide financial educational resources to the people in our communities. Among other initiatives, since 2017, Wintrust has been a financial partner to One Summer Chicago. This city-wide initiative assists more than 30,000 disadvantaged youth with employment and internship opportunities. One Summer Chicago has worked with Wintrust to facilitate hundreds of bank orientation sessions, provide opportunities to open accounts, and offer financial education.

Empowering Small Business

Providing small businesses with the financial resources they need to thrive is one key way we help strengthen our communities. Our banks serve small- and medium-sized businesses across our service areas. Our Wintrust SBA Lending division specializes in Small Business Administration (SBA) loans, and in 2021, we became the top SBA lender in Illinois based on dollar volume.



Wintrust empowers small businesses, the backbone of our economy. Besides providing them with the capital they need to grow and succeed, we also support local chambers of commerce and other groups that offer entrepreneurs critical resources and networks. With programs like Wintrust@Work, we help our business customers assist employees with their financial needs—from obtaining a basic checking account to complex trust administration or securing a mortgage for a new home.

of community development programs that benefit the low- and moderate-income communities in which they do business. Wintrust also received an honorable mention for “Innovation in Social Impact” as part of the **2021 BAI Global Innovation Awards**, which celebrate the world’s leading innovators in financial services.

Receiving recognition for our PPP loan initiatives

As the COVID-19 pandemic stretched into 2021, we continued processing Paycheck Protection Program (PPP) loans for local businesses. To supplement our conventional PPP lending process, we created eight Wintrust PPP Resource Centers in geographically diverse and low-income locations, to help smaller businesses that required hands-on assistance or other resources. For example, some did not understand the complex federal program, while others did not have their own computers, the right software, or internet access. Wintrust helped over 15,000 businesses secure PPP Loans. Of these, more than 1,000 local businesses accessed these unique resource centers, which led to \$17 million in PPP loans that would not have happened without the resource centers. For our efforts, Wintrust was a winner of the **2021 Wolters Kluwer Community Impact Award**. This honor recognizes financial institutions for the breadth and innovative application



#1 lender

of Small Business
Administration loans
in Illinois, based on
total dollar volume

Taking pride in our local businesses

Small businesses do more than just support the economy; they also have the power to help marginalized groups. In July, we partnered with the LGBT Chamber of Commerce of Illinois (LGBTCC) to sponsor its Shop Pride campaign. The campaign encouraged shoppers to visit LGBTQ+ owned businesses across Illinois. Wintrust promoted the campaign with a digital billboard near the 90/94 Chicago expressway. We were honored to be named the LGBTCC Corporate Partner of the Year in 2021.



Recipient of Greenwich Excellence Awards
for U.S. Middle Market Banking.



“Small businesses are embedded across every community and neighborhood. They need banks that operate the same way. Our small business banking model structure allows us to place teams in local banks that enable us to reach entrepreneurs and small business owners, wherever and whenever they need us.”

Jolie Horen

Senior Vice President,
Head of Business Banking

Finding culinary success despite the pandemic

Wintrust's small business customers come in a variety of sizes, and sometimes flavors. When cousins Bhagyesh and Lay Patel decided to open their first EggHolic restaurant location in the Chicago suburb of Schaumburg in 2017, they turned to their local Wintrust bank, Village Bank & Trust, to help them get started. These purveyors of egg-based Indian street food opened for business in early 2019 and add a second location later that year in Chicago.

“Once we opened the first two, we received lots of inquiries about opening in other cities,” says Bhagyesh. “So we decided to become a franchiser, mastering the recipes, process, and branding. Now we also have locations in Columbus, Ohio; Louisville, Kentucky; and Dallas, Texas.”

Despite its growth, EggHolic faced many of the same difficulties as other restaurants when the COVID-19 pandemic hit. The cousins, who have multiple Wintrust business and personal accounts, turned to their Wintrust relationship manager to apply for two PPP loans. The PPP Program helped them continue to pay employees while they refined their takeout strategy and focus on their long-term plans.

“The pandemic has been tough, but we figured it out,” notes Bhagyesh. “If you believe in your product like we do and you have patience, that will help you succeed,”



Advancing Diversity & Inclusion

Wintrust touches a broad cross section of communities across Chicagoland, southern Wisconsin, and northwest Indiana. To better serve our clients, we focus on diversity and inclusion (D&I) initiatives. We are committed to understanding and meeting the needs of our client communities by building a diverse workforce and working with external partners to make positive contributions to equity.



It is our aim for our employees to reflect the rich diversity of the communities we serve. On average, women represent 58% of our workforce, and ethnically diverse representation averages close to 31%, as of December 31, 2021. We're proud of our progress so far, but we are also working to continually improve our performance on diversity and inclusion. Among our practices, Wintrust utilizes what we call the I.O.U. Proposition. Its aim is to bring IN a talented and diverse workforce—including people of color, women, and other groups—prepare them to move OVER, and ready them to move UP within our ranks throughout the organization.

One example of how we do that is through the Wintrust Credit Academy, a two-year rotational credit analyst program for recent college graduates. We also partner with organizations like UNCF to recruit students of color for internships, as well as provide scholarship awards. Many of these students go on to receive full-time offers for the Wintrust Credit Academy. In 2021, 33% of Wintrust Credit Academy participants and 41% of our interns identified as people of color.

Our business resource groups (BRGs), launched two years ago, continue to provide employees with invaluable support in 2021. They include the Leadership Coalition (for leaders of all gender identities), Multicultural Professionals Network (for all racial and ethnic identities), Career Navigation (for early career climbers or individuals new to Wintrust), and Prism (for the LGBTQ+ community). BRG membership is open to all team members regardless of location, role or background. Approximately 10% of our workforce has registered with at least one BRG.



Of course, issues of equity, diversity, and inclusion go far beyond our company, and we work with outside groups to help amplify our impact. Melissa Donaldson, our chief diversity officer, has been key in leading the company's progress in this area. That includes spearheading external collaborations with groups like the CEO Action for Racial Equity, the Chicago Urban League, and the Financial Services Pipeline Initiative. We know there is always more work to do to improve our performance, and we work as a team to continually evolve our approach to D&I across the company.

58%

of our workforce
is women

31%

ethnically diverse
representation

Spotlight **Women in leadership**



MICHELE PETRIE serves as the president of Village Bank & Trust and Wintrust Commercial Banking in Rockford. She has worked with middle-market companies in the Chicagoland area for the past 30 years, and has over 24 years of experience in the banking industry. Michele is a passionate community champion who served as the former board chair for the Rockford Area Economic Development Council and the Rockford Chamber of Commerce. She currently serves as the board chair of the Crusader Community Health Foundation and board member of Northwest Compass, the Arlington Economic Alliance and the Rockford Local Development Corporation.



SANDRA McCRAREN has been with Wintrust for more than 20 years, and currently serves as the president of Wintrust Franchise Finance, a specialty finance group that she founded and has managed since its inception. She opened and grew Wintrust's Highland Park Branch. Sandra has more than three decades of experience in the banking industry and has been instrumental in expanding Wintrust's thriving franchise finance division. This division supports over 110 independent franchisees and 4,400 locations, assisting entrepreneurs in communities across the country.



MARY ANN KORENIC got her start at Wintrust in 2013 as a trust officer for The Chicago Trust Company, part of Wintrust Wealth Management. She now serves as its CEO and is responsible for creating and implementing the firm's vision, mission, and overall business strategy. With more than 25 years of experience in the industry, Mary Ann is a frequent speaker on trusts and estate planning, as well as a member of the board of directors for the American Red Cross, Illinois, and an active member of the Chicago Estate Planning Council.

Taking action for racial equity

The past two years have highlighted what should have always been evident: Racial equity in the United States is something that cannot wait. At Wintrust, we take our responsibility seriously to help drive progress, and we view it as part of our foundational work to serve our whole community.

We're working with external partners to do our part in building a more inclusive and equitable world. In 2017, CEO Ed Wehmer signed the [CEO Action for Diversity & Inclusion](#) pledge—an initiative to drive meaningful progress on equity in the workplace—making Wintrust one of the first 500 companies to do so. Now, with more than 2,000 members, CEO Action is the largest business commitment of its kind and includes leading companies from across the country. As a coalition member, we learn from industry leaders, share best practices, and have access to resources and tools that support our D&I journey.

We have continued to deepen our involvement with the program. In late 2020, Wintrust joined nearly 100 other companies to form the [CEO Action for Racial Equity \(CEOARE\)](#) fellowship. Through this first-of-its-kind initiative, representatives from each company spend one to two years on loan, working full-time to advance public policies and corporate engagement strategies that address the structural racism faced by Black Americans. We're proud to have Susana Meza, vice president of community impact, representing Wintrust as a CEOARE Fellow. Now in her second year of the fellowship, Susana is focused on economic empowerment initiatives that can improve racial equity across the country.

You can read more about Susana and her work at the CEOARE on [page 18](#).

Susana Meza

Helping bring Wintrust and our communities together



Susana Meza—currently an executive-on-loan fellow for the CEOARE Fellowship—is not new to the world of inclusive banking. Since 2002, Susana has held various leadership positions at Wintrust Financial, with a focus on expanding services in underserved communities. She helped champion companywide initiatives that led to Wintrust's triple-digit market growth over the past decade among Black, Latino, Indian, Pakistani, and Chinese households across Chicago.

"These were new markets for us," Susana recalls. "We wanted to serve and understand them, and that meant more than just cutting a sponsorship check. We sat down with civic organizations, member-based associations, and social service agencies to understand what they were doing and what was needed."

Susana is proud of the work she has been doing at CEOARE since 2020, to support its goal of advancing racial equity through public policy. She sits on the organization's economic empowerment pillar committee, and also serves as a member of the Business Diversity Solution team, which is designed to improve and disrupt traditional supplier diversity models. In addition, Susana currently leads the sub-team of communications and marketing. Her contributions include thought leadership on entrepreneurship ecosystems, ESG learning sessions, housing, impact reporting, place-based initiatives and onboarding of new fellows. She looks forward to bringing this experience back to Wintrust when she returns in 2022.

Says Susana: "We have an opportunity to leverage national research and apply it locally to help close the wealth gap among systematically disadvantaged groups in our markets."

Vendor Spotlight

Praedium Valuation Group

Wintrust is committed to working with—and using our purchasing power to help support—minority-owned businesses. Among them, Chicago-based Praedium Valuation Group (PVG) has been providing us with real estate appraisal and property valuation services since 2009. This minority- and woman-owned company was founded in 2001 by Joe Wallace and Sara Chambers, who met at the Kellogg Graduate School of Management at Northwestern University.

"We consider our relationship with Wintrust a true partnership," says Sara. "PVG provides thoroughly researched, well-written appraisal reports, and Wintrust's knowledgeable underwriters provide thoughtful feedback that helps us continually improve our quality and service."

PVG received its minority business enterprise, or MBE, certification through the City of Chicago and currently has more than 30 appraisers on staff. They include employees that came over through the recent acquisition of Real Valuation Group's residential business. That has expanded PVG's coverage area and provided it with additional expertise on neighborhoods served by Wintrust Community Banks.

Building a leadership base that reflects our communities

As a collection of locally rooted community banks across Chicagoland, southern Wisconsin and northwest Indiana, we work differently from large national institutions. We believe that our company should reflect the communities we serve, from the bankers who interact with our customers every day to the board members who help guide our company.

Of the Wintrust Financial Corporation board of directors, 38% self-identify as female and 15% self-identify as Black or African-American. Alongside the Wintrust corporate board, each of our banks has a dedicated board of directors. We've worked to increase the diversity of these boards. In mid-2020, out of our nearly 200 total board members, 21% were female and 8% were racial or ethnic minorities. By early 2021, those numbers rose to 22% and 16%, respectively. Female and ethnic minority-identified directors now represent 35% of board members. At some of our banks, over half the board is now composed of women and minorities.

Our executives and board members also take on important outreach work across our communities. For instance, since 2020, Wintrust President Tim Crane has served on the board of Chicago United, an organization dedicated to transforming Chicago business by advancing multiracial leadership in executive management, corporate governance and growing minority businesses.

We have already seen how our community banks can serve our customers so much more effectively when they better reflect the customers who walk through their doors. We're committed to further building a company culture that welcomes all and can attract the next generation of diverse leaders across our footprint.



“We need to acknowledge and address long-standing policies that created segregation here in Chicago and other cities, which severely restricted access to the things that enable people to fully participate in society and achieve a more equitable quality of life.”

Dr. Suzet McKinney

Board Member

Wintrust Financial Corporation and
Wintrust Wealth Management



“Banking is really about people—meeting them where they are, giving them the tools they need to succeed, and helping them get where they want to go. Our bank boards play a crucial role in shaping Wintrust’s evolution and growth in the communities we serve. It only makes sense that our boards reflect the diversity and distinct cultures of these local communities, and it’s one of the ways we understand local needs and challenges.”

Tim Crane

President

Wintrust Financial Corporation

Protecting the Environment

At Wintrust, we believe that businesses and individuals have a responsibility to limit their impact on the environment.

As the effects of climate change continue to mount, this has become an ever more pressing imperative. We are taking steps to reduce the direct environmental impacts of our operations, such as using less energy in our offices and banking locations. At the same time, we are working to better understand the broader environmental impacts, risks, and opportunities related to our financing and other business activities.



We take pride in conducting our business in an environmentally responsible way, which includes encouraging conservation of natural resources. Our corporate headquarters and many of our local bank locations use low-flow toilets and automatic faucets to reduce water use, we seek out opportunities to expand recycling operations, and we encourage the use of electronic paperless statements and other electronic deliveries to our customers to limit paper use.

When constructing or renovating facilities, we aim to meet or exceed industry best practices for green building design. While we usually forgo the expense of formal certification to green building standards, one of our banking locations in Chicago has received both Leadership in Energy and Environmental Design (LEED) and ENERGY STAR certifications.

Wintrust pursues energy-saving measures in all new construction projects, including installing high-efficiency HVAC equipment and windows, LED lighting, and lighting sensors. At our corporate headquarters in Rosemont, we installed geothermal technology to reduce the amount of energy used for heating and cooling. The Rosemont campus also participates in a demand response program through our local utility that helps conserve energy on peak demand days and saves on operational costs.

Wintrust has initiated a process to identify and assess the climate change-related risks and opportunities associated with our operations and financing activities. We have assembled an ESG Committee to review our current practices, identify potential risks and provide recommendations. These efforts are being informed by recommendations from the Task Force on Climate-related Financial Disclosures (TCFD). Wintrust continues to closely monitor ongoing developments in regulatory requirements for banks regarding climate risk and disclosure.

**82 out
of 100**



Our corporate headquarters
ENERGY STAR certification
score

9,713 MWh

total energy use in 2021 (at our Rosemont, Illinois, corporate campus)

4,733 metric tons CO₂e

greenhouse gas (GHG) emissions in 2021 (at our Rosemont, Illinois, corporate campus)

40% year-over-year decrease

in GHG emissions in 2021 (at our Rosemont, Illinois, corporate campus)*

*In 2020, we ran our HVAC systems 24/7 as a COVID-19 safety precaution, resulting in higher than usual energy use. The significant decrease in 2021 represents a return to normal HVAC operations. Our Rosemont, Illinois, corporate campus consists of three commercial office buildings totaling more than 587,000 square feet.

SUPPORTING GREEN INVESTMENTS

GLA's climate opportunities portfolio delivers a net zero solution for clients

Getting to net zero emissions is the critical investment theme for the next 25 years, and financial institutions have a role to play in facilitating this transition to create viable, climate-friendly investment strategies for both institutional and private wealth investors. The Disciplined Equity investment team of Great Lakes Advisors, LLC (GLA), part of Wintrust Wealth Management, began offering its Climate Opportunities Net Zero Portfolio in 2013.

The Climate Opportunities Net Zero portfolio solution moves beyond divestment in fossil fuels to actively invest in technologies and industries that can drive climate solutions. The strategy focuses on companies working on a diverse set of solutions in green buildings, renewable energy, sustainable agriculture, sustainable water, energy efficiency, and pollution prevention.

Every \$1 million invested in the portfolio is associated with just 6.6 tons of CO₂e emissions, compared to 66 tons in the S&P 500 Index. Through this strategy, GLA is achieving financial success for its clients, while making positive contributions to the fight against climate change.



Grayslake High School District 127, solar panels financed by Wintrust Government, Non-Profit & Healthcare group.

Maintaining Sound Governance & Ethics

The many local communities where we do business have been key drivers of our success, and we owe it to Wintrust customers, employees, shareholders, and other stakeholders to hold ourselves to the highest standards for corporate governance. That includes our sound approach to risk management, focus on ethical business practices, and trusted data security and privacy safeguards.

Focusing on prudent risk management

We face various risks common to the banking industry, including shifting legal and regulatory requirements, changing economic conditions, cybersecurity threats, exposure to industrywide credit risks, and competitive pressures around product innovation.

Prudent management of these risks has long been an integral part of our approach to business. Our Enterprise Risk Management Program identifies, monitors, and controls the risks relevant to our operations. This program is administered by the company's executive vice president and chief risk officer, who provides reports to the full board and selected board committees on a regular basis. Our board is actively involved in the risk management process, and its oversight role also includes the review of issues and observations raised by regulatory authorities.

Climate change has emerged as a potential risk factor for many industries and for the U.S. economy in general. Various Wintrust board-level committees are responsible for assessing any potential impact on Wintrust's operations and loan portfolio, and we believe we have relatively low exposure to areas subject to coastal flooding, wildfires, and other natural catastrophes.

Read more about risk management at Wintrust in our latest [2022 Proxy Statement](#).

Prioritizing ethical behavior at every level

Doing the right thing for Wintrust's many stakeholders is core to everything we do. We are guided by our [Corporate Code of Ethics](#), which applies to company directors, officers, and employees. Among other things, the Code of Ethics requires the highest level of fair dealing and confidentiality within and outside the company, proper procedures for handling actual or apparent conflicts of interest, and the reporting of illegal behavior.

A number of other policies also steer our approach to corporate governance. All are available on our [website](#), along with our [2021 Form 10-K](#) and [2022 Proxy Statement](#).

Among them, our [Whistleblower Policy](#) ensures that anyone may submit a good faith report of suspected questionable accounting or auditing matters—or possible violations of federal securities laws—without fear of retaliation. Reports can be submitted in a variety of ways, including through the Wintrust ethics hotline, which is available 24/7 via telephone or online, to the board's audit committee, or to any member of senior management. Our independent ethics hotline provider routes all reports directly to the chair of the audit committee, Wintrust's general counsel, and the director of internal audit. Our policy also protects employees assisting with any internal investigation or one conducted by a federal regulatory or law enforcement agency or by any member or committee of the U.S. Congress.

Wintrust's culture of accountability extends to executive compensation. For our CEO and other named executive officers (NEOs), the majority of compensation is tied to company performance. Moreover, our CEO is required to hold Wintrust common stock with a value equal to six times his base salary. For our other NEOs, that multiple is one to three times base salary. Wintrust has also implemented a rigorous financial [clawback policy](#) of payments or awards in the case of any subsequent financial restatements or findings of intentional misconduct.

35%

of board members identify
as female and/or a racial/
ethnic minority as of
December 2021



Setting the right tone at the top

Wintrust Financial Corporation board of directors has long been committed to a number of best practices that reflect Wintrust's ethical business culture. They include the following:



Directors are elected annually and by majority vote.



A majority of directors are independent.



Our CEO does not serve as chairman.



All board committees, except for the executive committee, are composed entirely of independent directors.



The board and each committee evaluate their performance annually.



To better understand our operations, the majority of directors also serve on subsidiary boards.



Directors may not serve on more than four boards of other public companies.



To be elected, a director must be 75 or younger.



Directors must align their interests with shareholders' through significant ownership of Wintrust common stock.



Directors may not engage in short selling or in hedging or offsetting transactions related to our common stock.



Wintrust does not have a shareholder rights—or poison pill—plan.

Making cybersecurity a priority

From data theft and ransomware attacks to social engineering, cybersecurity represents one of the critical challenges facing financial institutions and our customers today. We believe that Wintrust has developed a robust strategy to safeguard company information assets and keep pace with the evolving threat landscape. That includes partnering with third parties and vendors to identify leading cybersecurity technologies.

Wintrust's Information Security (IS) team consists of highly skilled professionals committed to protecting the organization from cyberthreats and improving our security posture. Our IS team also promotes security awareness and educates Wintrust employees as our first line of defense. Wintrust's Security Operations Center operates 24/7 to detect, analyze, and mitigate threats.

Our small business customers, in particular, face unique security challenges, such as business email compromises and ransomware attacks. To help our customers combat this type of fraud and other scams, we provide a variety of tools and resources that include webinars produced in conjunction with industry experts, white papers, and a monthly newsletter for employees with security tips they can share.

Our retail customers can rest assured that Wintrust leverages a wide variety of security tools to protect their accounts and keep their information safe. We encourage customers to visit the [security page](#) of our website as a first step to learning more about what they can do to protect themselves.

Implementing technology enhancements across the enterprise with Deep Blue

Complementing our cybersecurity efforts, Wintrust is in the midst of a multiyear technology transformation to improve both the employee and customer experience. Dubbed Deep Blue, this program leapfrogs many of the technologies it replaces. Deep Blue was launched in September 2020, and by the end of 2021, we had:

- Completely reworked our online account opening experience for new customers, reducing the time it takes from approximately 20 minutes to less than five.
- Unified our platform so that bankers at every branch can help clients across the entire Wintrust footprint.
- Employed new check-clearing fraud-prevention software with artificial intelligence and real-time fraud detection.
- Upgraded remote deposit capture for businesses, adding support for iOS devices.
- Enhanced cashier check systems at the teller line to improve employee ease of use as well as the customer experience.
- Streamlined document imaging so that employees can find and respond to customer inquiries more rapidly.

Among the many enhancements planned for 2022, we expect to roll out a new online and mobile banking platform that will give consumers and small businesses the ability to view their entire Wintrust relationship with a single sign-on. We expect to complete the Deep Blue initiative in 2023, and its final phases will include an upgraded and streamlined loan origination system, additional improvements to our business online banking and teller systems, as well as iterative improvements to online and mobile banking.



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About This Report

Forward-Looking Statements

The statements, estimates, projections, guidance or outlook contained in this report include “forward-looking” statements that are intended to take advantage of the “safe harbor” provisions of the federal securities law. The words “may,” “might,” “will,” “would,” “should,” “expect,” “plan,” “anticipate,” “intend,” “seek,” “believe,” “hope,” “want,” “strive,” “aim,” “goal,” “predict,” “potential,” “continue,” “possible,” and similar words are intended to identify forward-looking statements. These statements may contain information about financial prospects, economic conditions and trends and involve risks and uncertainties. Our actual future results, including the achievement of our targets, goals or commitments, could differ materially from our projected results as the result of changes in circumstances, assumptions not being realized, or other risks, uncertainties and factors. Such risks, uncertainties and factors include the risk factors discussed more fully in our filings with the U.S. Securities and Exchange Commission, including our reports on Forms 10-K, 10-Q and 8-K.

This report contains statements based on hypothetical scenarios and assumptions as well as estimates that are subject to a high level of uncertainty, and these statements should not necessarily be viewed as being representative of current or actual risk or performance, or forecasts of expected risk or performance. While certain matters discussed in this report may be significant, any significance should not be read as necessarily rising to the level of materiality used for the purposes of complying with or reporting pursuant to the U.S. federal securities laws and regulations, even if we use the word “material” or “materiality” in this report.