



WINTRUST

2020 CORPORATE SOCIAL RESPONSIBILITY REPORT

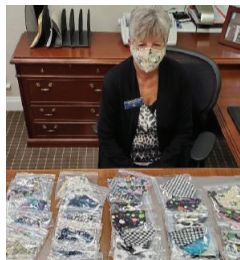


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So many of the phrases we used during this time became a terrible cliché for the year 2020. The fact of the matter is, it was an “unprecedented time” with a lot of “uncertainty.” It seems a cliché becomes a cliché for a reason.

The plans for the year were smashed to pieces with all 2020 had in store. The warning signs were there, but the reality of shelter in place orders that came in March, the barrage of CDC guidelines, and the pressures of staying healthy and keeping loved ones safe, was a dramatic turn from the normal we knew before the COVID-19 pandemic.

Then, the death of George Floyd in May, and the civil unrest that followed, was a sobering reminder of the racial injustice so many experience, and the change that needs to come. All this while people across the United States were struggling to survive economically, balancing the stress of living through a pandemic, and juggling the responsibilities of work life and home life and the ways in which the two converged.

2020 was a heavy load to carry. Just like everyone else, the things we planned to focus on last year went out the window, and we had to find ways to pivot. We needed to address the very real concerns the year brought, while still finding ways to make our unique contribution. We have to look at 2020 through the lens of the events that shaped it. Despite the chaos, Wintrust was a stabilizing agent in a year of instability.

COMPANY CULTURE

Pulse on employees

83% filled out "Together Again" employee survey

93% feel Wintrust appropriately adapted during the pandemic

10% are business resource group members

Addressing unique needs in 2020

80% or 4,200 employees worked remotely in 2020

100+ employees shifted responsibilities to support Paycheck Protection Program (PPP) loan processing

100% non-worksite essential staff shifted to remote work to keep employees safe

80 hours of additional time off to cover absences for illness, quarantine, and family member care

Juneteenth marked as floating cultural holiday

\$24,758 raised through Juneteenth employee donation matching program for a total of **\$49,516**

100% pay for retail employees who had to switch to bi-weekly rotations in order to modify banking operations for employee and community safety

88,700+ total hours of training through Wintrust University

COMMUNITY

\$12,700,000+ in total donations and sponsorships

Unique nonprofit support

17 nonprofits featured on 90/94 Mural Building

8 organizations on the Kennedy digital billboard

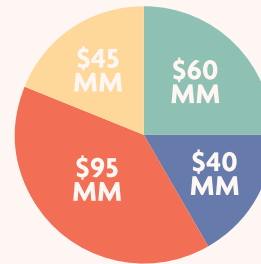
\$1,240,000+ annual donation value of 90/94 digital billboard & mural used to highlight local non-profits

CRA contributions

14 charters with outstanding CRA ratings

17,000+ service hours

- Economic Development
- Affordable Housing
- Community Service
- Revitalize and Stabilize



Total CRA Investment **\$245 million**

Money Smart financial education program

1,000+ consumer hours

6,000+ consumer attendees

500+ consumer sessions

DIVERSITY & INCLUSION

Workplace representation

54%

new hires self-identified as female

58%

women in workforce

34%

new hires self-identified as a racial or ethnic minority

55%

interns identified as students of color

32%

workforce that has ethnically diverse representation

43%

Wintrust credit analysts that identify as people of color

500+ women in executive and management positions

Wintrust Founder & CEO Ed Wehmer signed his commitment to the CEO Action for Racial Equity to advance societal racial equity through public policy

SUSTAINABILITY

Our facilities

5% reduction in electric energy from January 2020 to January 2021

4.3% reduction in kilowatt-hour rate from January 2020 to January 2021

Upgraded air filtration systems across the organization

75 out of **100 ENERGY STAR** certification score for our corporate headquarters, making the building a top performer for energy performance standards and greenhouse gas emissions

Invested in improvement in janitorial procedures including increasing cleanings from 3 days a week to 6 days and switching to all green products

WINTRUST

BY THE NUMBERS

5,300+ employees

232,000+ consumer households

52,500+ business customers

95% full-time employees

17% turnover rate with
14% voluntary turnover

HOUSING

Wintrust Mortgage highlights

#1 Lender of the Illinois Housing Development Authority for **7** consecutive years, and consistently helped more than **100** families obtain housing through the organization each year

Assisted **100 families** in obtaining homes through Federal Home Loan Bank of Chicago's grant program

Assisted **100+ families** in obtaining homes through Wintrust Mortgage grant

Down Payment Program

\$104,000 total dollars given

52 total Wintrust Down Payment grants

BUSINESS SUPPORT

Money Smart financial education program

300+ Small Business Money Smart TOTAL HOURS

1,000+ Small Business Money Smart TOTAL ATTENDEES

Our PPP contribution

161,500+ Estimated jobs saved

19,500 total number of loans

\$4.8 B total amount loaned

13,300+ number of businesses helped

475 total loans to local nonprofits

Environmental investments

The Great Lakes Advisors' Disciplined Equity Team

BEGAN ESG INVESTING

17+ years ago and applies data science to the field of equity investing

MANAGES OVER

\$5B for institutional investors and individuals



SUS AIN ABI ITY

When we talk about sustainability, we don't just mean environmental sustainability. For us, sustainability is also about building lasting support in a variety of ways to create a long-term impact.

A SUSTAINABLE COMPANY

In our 2019 report, we talked about our five-year commitment to Northwestern Memorial Foundation. August 2020 marked the beginning of the second year of that partnership. The specific project we're supporting is working to address disparities between races, income levels, and geographic locations when it comes to breast cancer prevention, diagnosis, and treatment.

The study takes into account, and tries to solve for, the social determinants of health (SDH)—like transportation, unstable housing, food insecurity—that account for the reasons why someone doesn't follow up on care. Dr. Mita Goel, who leads the project, and her team, developed a screening tool to help identify SDHs so that they can offer patients access to resources that address them.

COVID-19 had a big impact on the study. The pandemic escalated the project, which is conducted in partnership with Erie Family Health Centers. Rather than doing a pilot as planned, the interventions launched across the entire Erie Family Health Centers system. It provided larger amounts of data, but at the expense of more rigorous controls. Still, the team adapted and was able to hit the milestones they had at this point in the project. Our contribution over the course of the life of this study will total \$500,000.

Another focus in our sustainability efforts is our continued work to expand locations to meet the needs of our customers and communities. In 2020, we opened our Waukegan location.



Waukegan Community Bank is in a low- to moderate-income area, and is the only bank in town named for the community. Although there was commercial space available, the bank chose to build a two-story, permanent location downtown. The building includes a community room open for nonprofits and partners to use for

meetings and events.

The bank partnered with Aspire ART360 to have four pieces of art commissioned to decorate the branch. The local nonprofit is committed to building awareness for diversity and inclusion, while also creating income opportunities for artists with disabilities and mental illness.



Waukegan Community Bank was also one of our resource center sites during the second round of PPP. With the support of the resource center and Waukegan bank staff, \$26 million in loans went to support 90 Waukegan businesses and help secure more than 2,800 jobs.

When it comes to environmental impact, we are committed to making decisions about our own facilities that help reduce our footprint, but we've also been able to help our communities invest in clean, renewable energy. One of the best examples was the financing for Grayslake High School District 127, completed by Wintrust Government, Non-Profit & Healthcare in 2016 and refinanced in 2020, to install 9,115 solar panels.

The investment will not only provide cost savings to the district but will also generate revenue. The panels generate additional energy that the district can sell back to the energy companies to help power 268 houses each year. That will help reduce greenhouse gases by a projected 2,542 metric tons annually, which is the equivalent of removing 537 cars from the road each year.

An added benefit to the whole investment is that the panels have become a teaching tool. Classes have access to a data dashboard that uses real-time information on energy production to help support energy education in the classroom.

SUPPORTING HOME OWNERSHIP

We support the path to homeownership. We've built out that support for housing-related initiatives in and around the city of Chicago over the last few years and have taken a multifaceted approach.

Since 2009, we've made more than \$50 million in housing-related investments in low- and moderate-income communities in Chicago, mostly on the south and west sides. Some of the most notable include:

- **\$1 MILLION** to the Chicago Community Loan Fund (CCLF) to participate in the pilot \$5.8 million Neighborhood Rebuild Program. The program is a collaboration between CCLF, Community Investment Corporation (CIC), City of Chicago, Cook County Land Bank, Safer Foundation, and CARA. The program's purpose is to facilitate vacant single family and two-flat acquisition and redevelopment for sale to new low- to moderate-income homeowners on the south and west sides, and provide employment opportunities to high-risk youth and ex-offenders.
- **\$8 MILLION** in cumulative investments with Neighborhood Housing Services to support mortgage lending to new and existing homeowners in low- to moderate-income communities, with a particular focus on economically distressed neighborhoods on the south and west sides.
- **\$13 MILLION** in low-income housing tax credit investments that resulted in the creation of multiple new housing developments including in the Back of the Yards and Humboldt Park neighborhoods.
- **\$25 MILLION** in cumulative investments with CIC to finance the acquisition, rehabilitation, and preservation of affordable rental housing throughout the Chicago metropolitan area with a focus on the south and west sides of Chicago.

Another way we've found to support homeownership is through our down payment assistance program, which allows us to provide a resource for those who may not be able to afford a down payment on a home. The program offers \$2,000 to qualifying borrowers to help cover down payment and closing costs and is available to customers and non-customers through partner organizations, like the Chicago Urban League.

The relationship with the Chicago Urban League has grown since 2012 and expanded in 2020 to increase support of the Black community, including homebuyers and small business owners. Wintrust also supports bringing economic empowerment to Black families and communities by working closely with the Chicago Urban League's Housing & Financial Empowerment Center.

The center partners with lenders to educate and prepare people to be financially ready for homeownership. Wintrust loan officers have led educational workshops, using Money Smart curriculum, about what to look for in a lender, what lenders look for in a borrower, and the nuances that are considered throughout the process. There are plans to expand to include small business topics in 2021.

From July 2020 to January 2021, there have been more than \$1.8 million in mortgages in African American, low-to-moderate income communities, with more than \$16,000 in down payment assistance grants awarded. In calendar year 2020, there were more than \$2.8 million in closed loans made possible by Wintrust's sponsorship.

CIC CHICAGO: A LONG-TIME PARTNERSHIP

Wintrust has had a relationship with Community Investment Corporation (CIC) since 2009. CIC, the area's leading lender for affordable rental housing, depends on partnerships with financial institutions to execute on the work it does to invest in neighborhoods most in need.

Wintrust has been a major investor in CIC's Multifamily and 1-4 Note Purchase Agreements, which focus on capital for small, local entrepreneurs to acquire and rehab affordable rental units. We also support CIC's Property Management Training Program, providing building owners and managers with the information and skills necessary to operate multifamily housing. The program has provided training to more than 22,700 people.

Wintrust Vice Chairman & Chief Operating Officer David Dykstra is chair of CIC's board of directors. Brooke Cullen, senior vice president & Commercial Real Estate concurrence officer, also serves on CIC's multifamily and 1-4 loan committees.

Wintrust currently has committed to
\$25,500,000
 in CIC loan pools

\$20,000,000
 investment in CIC's Multifamily Note Purchase Agreement

\$5,500,000
 investment in CIC's 1-4 Note Purchase Agreement

\$75,000
 in property management
 training over the last 5 years



EMPLOYEE HIGHLIGHT:

JON QUIGLEY

Chief Investment Officer, Disciplined Equity

Jon Quigley, chief investment officer, Disciplined Equity, has been with Great Lakes Advisors, a 25-year-old organization, which has been part of the Wintrust family since early 2009. The team works with clients individually to understand their unique needs and values, then applies data science to collect and interpret data to build custom investment solutions. Jon describes his work as a rigorous, scientific process, and says the team is always working to refine and improve.

That approach is unique. Jon says the team really focuses on those who serve others, and that emphasis, coupled with using data science to solve problems for their clients, is a different strategy than other companies.

In Jon's work, environmental, social and corporate governance (ESG) data plays an important role. "Including ESG data gives investors a more complete view of companies, and yields insight into corporate vision, strategy, and character," Jon explains. "We've published research in alignment with personal values, without sacrificing returns. In fact, the majority of research shows ESG integration may even enhance returns."

The events of 2020 have only intensified this trend. And, Jon explains that between the pandemic, the social justice issues, and concerns over climate change, investors play an important role in helping drive change and investment strategies are at the heart of many of the issues that became more prominent this past year.



D S S | D I V E R S I T Y & I N C L U S I O N

Last year pushed us all—every person, every organization, every company—to assess our roles and responsibilities in creating change in the systems we’re part of that contribute to racism and inequity.

BUILDING ON DIVERSITY & INCLUSION

A big part of change is assessing where you are in this moment, what you're doing, and how you can do more. Our focus as a company is on making meaningful, sustainable contributions that encourage lasting change.

Last year, we did a lot of reflecting on what to do long term to make an impact, but we also wanted to start with some smaller changes that could make a difference right away. We wanted our employees to know that we honor their cultural identities and the history of their community. 2020 marked the first year we formally recognized Juneteenth as a floating cultural holiday, to be used in whatever way our employees felt made sense for them. We also set up an employee matching donation program to coincide with the holiday and chose a handful of organizations supporting the Black community.

Juneteenth
marked as
floating cultural holiday

\$24,758
raised through Juneteenth
employee donation matching
program for a total of
\$49,516



As Chicago's Bank and Wisconsin's Bank, we also know that we have a responsibility to reach the many diverse communities that make up this area. We held a special board meeting in the summer to hear from our board members across the organization about the things we do well and the things we need to work on to improve that effort. We've also been working with external consultants on how to ensure that the marketing materials we put out resonate with the many different kinds of people in our communities. And, in 2020, in our continued effort to grow into areas most underserved, we were working hard on a new location, which opened in the spring of 2021 in the North Lawndale neighborhood.

We continue to rely on our business resource groups (BRGs), created and led by our employees, to help prioritize ways to connect us across different backgrounds and experiences. In 2020, those groups hosted events to help educate, inspire, and motivate. One of the most unique events, Happenstance, connected Wintrust employees virtually to expand networks and form relationships across the organization through a series of one-on-one networking conversations.

Change doesn't come overnight, but we have to keep it moving. Not only is this something we believe in, but it's also something that we know we are accountable for: to our customers, communities, and employees. This is work we all do together.

10%
of employees have joined our BRGs



WINTRUST BUSINESS RESOURCE GROUPS

THE COMMITMENT TO BEING AN EMPLOYER OF CHOICE

With so much uncertainty, Wintrust employees needed solid ground. As much as possible, that's what the Company provided. Keeping customers and employees safe, was top of mind. Although banks are considered an essential service, Wintrust opted to have anyone who could work from home do so. It reduced risk, but also supported our employees at a time when many were balancing the complexities of merging work and personal responsibilities. We didn't know at the time, but 80% of the company, roughly 4,200 people, would find themselves working that way for the remainder of the year and into the next.

Those on the frontline were supported with what they needed to safely meet the needs of our customers and communities. In the beginning of the pandemic when shelter in place orders were in effect, Wintrust closed some locations and opened others as drive-thru-only to help limit face-to-face interactions. Employees

who were in branch moved to rotational schedules, but all employees were paid at 100%.

As shelter in place restrictions eased up, Wintrust implemented health attestations to ensure healthy employees are in the office; implemented safety protocols and signage to reinforce the changes; distributed personal protective equipment kits to all locations; stocked locations with hand sanitizer and masks; and implemented more extensive cleaning services. The company also spent last year upgrading air filtration systems in buildings across our organization, including bank locations and the headquarters in Rosemont, Illinois.

Employee benefits were adjusted too. The Company added 80 hours of COVID-19 sick pay for employees to cover absences for illness, quarantine, and family care, and contracted with a company to offer back-up childcare benefits.

Throughout the year branches reopened, but we built an online system for appointment setting to help control branch traffic. The Company was committed to giving employees the tools they needed to stay safe, while still being able to serve our customers and communities.

During this time, Wintrust also found ways to connect with employees. Being apart

made communication all that much more important. Wintrust Founder & CEO Ed Wehmer recorded regular messages for employees, and posted website messages to customers as well. Wintrust developed a work from home newsletter. Human Resources developed extensive return to work campaigns to reassure employees as more banks opened and more staff came back to work in the branches.

That effort helped earn Wintrust a spot for the seventh year in a row as a Chicago Tribune Top Workplace. We also know our employees felt supported based on the results of our "Together Again" survey sent out in May. Eighty-three percent of our employees filled out the survey and, of those, 93% said they felt Wintrust had adopted policies and procedures appropriately. It also gave us a gauge on how people were feeling about the possibility of coming back to work in person and helped inform those decisions.

Our work to attract and hire more diverse candidates is something we were working on long before last year, but the events of 2020 are a reminder to keep these efforts as a top priority. At Wintrust, we've implemented what we refer to as the IOU Proposition. It's our commitment to getting great talent in, preparing them to move over, so they can move up.

We believe in attracting diverse, skilled

ADDRESSING UNIQUE NEEDS IN 2020

**80% or
4,200**
employees worked
remotely in 2020

80 hours
of additional time off
to cover absences for
illness, quarantine,
and family member care

All Wintrust employees
were paid at
100%

talent. That's why we've developed initiatives like our rotational credit analyst program, Wintrust Credit Academy. The two-year program attracts recent graduates and allows them to have exposure to a variety of functions in the commercial banking field through classroom training and rotational job assignments. It also allows us to create a supportive path for diverse talent to join the Wintrust family, as 43% of those in the program identify as people of color.

Our internship program is another path for more diverse candidates to join the Company. Over the last few years, the

initiative has grown, and although the work from home situation made it a little more complicated, in 2020 we were able to support the program. Fifty-five percent of our interns identify as people of color.

We're very much committed to nurturing professional growth. We believe in growing employees from within and know that providing career development promotes job satisfaction. In 2020 our employees participated in more than 88,000 hours of training.

WORKING TOWARDS A MORE DIVERSE INDUSTRY

We believe in supporting efforts that diversify the financial industry. For more than five years, we've been a partner of UNCF. The organization has a long history of supporting higher education through scholarships and providing financial support to historically Black colleges and universities.

During our partnership, we've worked with UNCF to place summer interns, host a scholars reception and networking event, and sponsor the organization's annual gala and walk. In 2020, we launched a scholarship program, offering \$2,500 for two consecutive years, specifically for finance and accounting majors who are Chicago residents outside of school.

“

...Howard University has been my dream school since my sophomore year in high school. Though I really wanted to attend this university, I always wondered how I was going to be able to afford it. I have continuously been applying to scholarships throughout my college matriculation, which has allowed me to stay at my school. Due to this scholarship I am now able to fully focus on my academics without stressing about how my mother and I could afford the rest of my school year's tuition...Thank you so much for choosing to invest your money into college students. This money helps out in more ways than you know.

TIRA JONES
HOWARD UNIVERSITY
2020 SCHOLARSHIP RECIPIENT

“

Like many other students, this year has been a unique struggle in terms of paying my tuition, given the climate of COVID-19 and its effects on the economy. I have taken three jobs on top of my academic course load this year in an effort to support myself in pursuit of my degree. This has been no easy feat. I was pleased to learn that Wintrust invests in students and has invested in me this academic year. Please know that your contribution will make an enormous difference in my ability to pay for school this year.

MARIEL THOMPSON
UNIVERSITY OF ILLINOIS URBANA-CHAMPAIGN
2020 SCHOLARSHIP RECIPIENT



SMALL BUSINESS EMPOWER MENT & SUPPORT

We'll start with our most unifying effort of 2020
that had, arguably, the biggest impact.

PPP: ALL HANDS ON DECK

When the Federal Coronavirus Aid, Relief, and Economic Security (CARES) Act was signed into law on March 27, it included assistance for businesses through Paycheck Protection Program (PPP) loans offered by the Small Business Administration (SBA).

The loans would help provide direct relief and keep employees on payroll during the pandemic while so many businesses across the country were—and still are—disrupted in unexpected ways. The PPP program loans are forgivable and offered through banks and financial institutions.

At that point, Tom Huffman, senior vice president and head of Wintrust's SBA Lending group, reached out to Eric Phillips, senior vice president, chief credit officer in Credit Management and Reporting, and Rich Murphy, vice chairman & chief lending officer. He knew the product would be in high demand and that his team would need resources.

They identified that this was an all hands on deck situation. The conversation quickly became: How do we mobilize to support it?

The first item to tackle was the technical system that would support loan submissions. Based on the list of requirements, the project could have taken eight to 12 weeks of grueling development. Wintrust Technology teams were asked to get it up and running in four days.

Members of the information technology (IT) team went to work designing the initial prototype that would eventually handle loan acceptance, support loan origination, house all appropriate documentation. They also utilized robotic process automation (RPA) technology to create loan records that would pass from the public-facing websites to our Sharepoint Intranet portal.

By Friday, April 3, Wintrust's portal was ready to open for the first time. As it went live, Wintrust employees were still being trained on a large-scale virtual training session. Before it even ended, applications were already flooding in.

Over the first four weeks alone, more than 20 IT employees averaged more than 110 hours of work a week. Throughout the year, Wintrust Technology teams continued to refine and build upon our system and streamline the process to make it more efficient for both customers and bankers.

With no way of knowing how long it would be before that first round of money was exhausted, teams across our company were getting creative about how to coordinate submitting as many applications as possible. Groups like Wintrust Government, Non-Profit, Healthcare (GNPH), organized shifts to ensure someone would always be submitting applications, even through the night.

More than
20
IT employees
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110
hours of work
a week

TOM HUFFMAN

*Senior Vice President,
Wintrust SBA Lending*

“We had probably close to 500 people working on this project during the month of April and part of May.”

“We viewed it as a service project—it’s like our community involvement and volunteering—because we have that culture, I think it was much easier for people to step in and step up.”

“The resource centers are just another way of extending a hand to help people through a difficult time.”

With urgency, employees, regardless of background, jumped in to help with the loan submission process. We started by identifying points in the process where people could be trained to step in to help with specific tasks.

Banking teams and credit staff helped with application review, document reconciliation, and underwriting. But, departments across the company, regardless of job functions—retail banking, marketing, human resources, community impact, internal audit, legal, diversity and inclusion, international banking, and treasury management, to name a few—jumped in to help submit completed applications to the SBA, help with quality control, and work through lender application forms.

“We had probably close to 500 people working on this project during the month of April and part of May,” Tom explains.

Our approach was very different from our peers. Bigger banks seemed to be very siloed: They didn’t even know what their organization was doing to support it. The smaller community banks tried to have people step in to help, but didn’t have the same internal resources. They were either slowed down by having to outsource certain parts of the process, or didn’t have the SBA expertise to be able to train people quickly.

“That was a big differentiator,” Tom says. “Because at a lot of small banks, maybe ten people figured it out. We just engaged everyone in the company. We viewed it as a service project—it’s like our community involvement and volunteering—because we have that

culture, I think it was much easier for people to step in and step up.”

The plan was always to open the portal intermittently to accept a designated number of submissions. It would then close to allow for a couple days to move them through, before opening up again, so we weren’t taking in applications we wouldn’t be able to process.

That approach made sense when roughly 3,400 submissions came through in two and a half hours the first time the portal opened. It opened two more times from there, Saturday and then Monday, and brought the total up to just over 7,900 submissions. When funding for the first round ran out in 16 days, only 217 loans were left unfunded. Once the next round of funding was approved, those submissions were the first in line.

There was another aspect of the Wintrust PPP experience that was reportedly different at other banks: our customer-centric approach. In the first round of funding, many clients reported reaching out and hearing back from bankers at all hours.

Wintrust bankers were easily accessible in order to truly walk clients through the process. They were letting them know what was coming, communicating when something was missing, and were transparent about where they were in the timeline.

“At other banks, people would submit an application, and then it would fall into a black hole,” says Erinn Siegel, senior vice president in GNPH. “There wasn’t that personal hand holding.”

In many cases, our bankers were reaching out proactively to make sure clients knew when the portal was opening for submissions. For Laura Carta, senior accountant at Bright Pink, this was very much her experience.

Bright Pink is a nonprofit focused on breast and ovarian health education. When the pandemic hit, the fundraising events the organization normally depended on were cancelled, and Laura says they were concerned about where revenue would come from.

Bright Pink was new to banking with Wintrust GNPH at the top of 2020. When it came time for PPP, Laura says, “We didn’t even need to reach out to Wintrust. You reached out to us.”

In the first two rounds of funding, Laura says, Bright Pink’s PPP loan application was submitted within the first week if not the first few days. “Wintrust made it easy. We didn’t have to seek this information at all.” She says, in her circle, other nonprofits did not experience the same proactive approach at their banks.

Wintrust committed to serving clients first. Before opening to those outside the family, we focused on any customers in need on both the business and consumer side. Once we knew we had a handle on the customer applications, we moved on to non-customers. That allowed us to open the door for nonprofits and businesses in low- to moderate-income areas, as well as potential clients we’d been working with prior to the pandemic.

Paul Carlisle, chief operating officer and market head for Wintrust Commercial Banking, initially asked for only 150 spots for prospective clients, but once we knew we had all our customers taken care of, we became more liberal with accepting submissions from outside.

Overall, Paul estimates that there were about 370 middle market companies and probably another 1,000 business banking prospects that we invited in because they were not being served by their banks. In some instances, they were prospects we knew as well as we would know a customer.

Although commercial banking clients brought in bigger loans, business and community banking, which works with local small businesses, brought in the most unit volume. Jolie Horen, senior vice president and head of Business Banking, supports 130 relationship managers (RMs), in business and community banking, across the charters.

After the first rounds, RMs started hearing that there were some businesses who were struggling to submit because they didn’t have computers, didn’t have the right software, or they were having trouble with the portal. When they first heard this feedback, the bankers started helping one-on-one, taking in paper applications and manually submitting them for the borrowers. With the green light on a third round of PPP funding, which was approved in December and went live in January, that one-on-one effort became more formalized and Wintrust’s resource centers came to life in January 2021.

“The resource centers are just another way of extending a hand to help people through a difficult time,” Tom says.

Set up at eight Wintrust Community Bank locations, the resource centers were created in communities that needed some extra support. We also developed a webpage with additional

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ERINN SIEGEL
Senior Vice President, GNPH

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LAURA CARTA
Senior Accountant, Bright Pink

resources, lists of documents to bring with to center appointments, and center location details. The turnaround was fast. Leadership discussed the idea on January 19, had a meeting on January 20, and on January 21, computers were deployed to the locations. The centers had a soft opening Friday, January 22.

The resource centers remained open longer than anticipated—through April 19—and 635 applications were submitted through those locations. Many of the businesses coming into the resource centers were referred by community groups, like chambers of commerce or community development corporations.

The information was also sent out to partner organizations, through bank presidents to their contacts, and to relationships formed through the Wintrust Community Impact team. Wintrust leaned on its network to get the word out to businesses who could use the support.

Jolie and Tom both say they haven't heard of other banks taking this approach. The bigger banks didn't take the time, and the smaller banks didn't have the resources.

Our customers are a big piece of this story. While we worked hard to deliver for them, they gave us something very important in

return. And, it came at just the right time.

"Our customers started saying thank you," explains Kandace Lenti, managing director for GNPH. "Then, everyone started thanking each other. It was electric. It contradicted what was happening in the world."

Customers were calling, sending emails, and posting messages on social media, to share their gratitude. Wintrust Marketing collected the client responses to create a document that Paul Carlisle calls the "scrapbook."

He says it was important to have that and to pass it around, especially to those who weren't customer-facing, because at that point, people were burned out, working through what was a very challenging time for them too.

"The customers helped lift us up with those testimonials," Paul explains. "They came to us at just the right time. We helped them, but by recognizing that we helped them, they helped us."

"Our customers started saying thank you. Then, everyone started thanking each other. It was electric. It contradicted what was happening in the world."

KANDACE LENTI
Managing Director, GNPH

"The customers helped lift us up with those testimonials. They came to us at just the right time. We helped them, but by recognizing that we helped them, they helped us."

PAUL CARLISLE
Chief Operating Officer, Market Head, Wintrust Commercial Banking

OUR PAYCHECK PROTECTION PROGRAM CONTRIBUTION

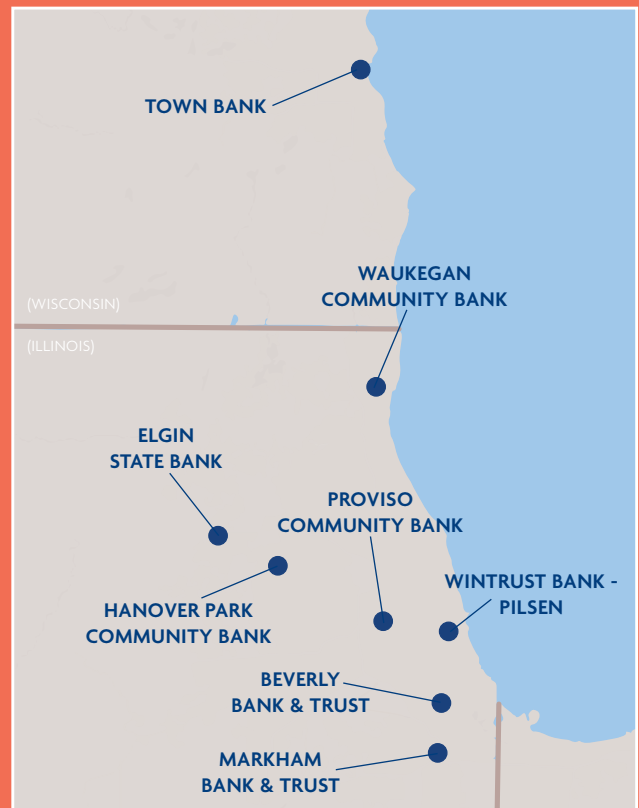
TOTAL PPP LOANS 19,500	TOTAL DOLLARS LOANED \$4.8 BILLION	BUSINESSES HELPED 13,300+
ESTIMATED JOBS SAVED 161,500+	TOTAL LOANS TO NONPROFITS 475	NUMBER OF RESOURCE CENTERS 8



WHAT OUR RESOURCE CENTERS CONTRIBUTED

These locations had computers, printers, and knowledgeable staff to help at-risk businesses navigate the PPP process, gather the needed documentation and submit their loans.

TOTAL APPLICATIONS PROCESSED 600+	TOTAL DOLLARS LOANED \$17+ MILLION
LOANS TO LOW-MODERATE INCOME CENSUS TRACTS +40%	LOANS TO MINORITY POPULATION CENSUS TRACTS +50%
LOANS PROCESSED THAT WERE LESS THAN \$10,000	290+





COMMUNITY OUTREACH

2020 was a year that tested our agility. It felt like overnight we were forced to change so much about how we work, live, and connect. For us at Wintrust, we had to quickly adopt new ways to do the things that make us who we are.

THE WAYS WE'VE PIVOTED

A big part of our culture is connecting with our customers and communities through in-person events. Without that as an option, many of our activities and offerings moved to a virtual platform. Platinum Adventures, our travel and social club for those over 50, and Junior Savers Club, our kids savings club, both had to rethink how to connect with members. We started sending email newsletters with activities, and hosting virtual events. Money Smart classes, free financial education courses we offer through the Federal Deposit Insurance Corporation, all went virtual as well.



CRA CONTRIBUTIONS

1,000+
consumer hours

6,000+
consumer attendees

500+
consumer sessions

MONEY SMART FINANCIAL EDUCATION PROGRAM

14
charters with outstanding CRA ratings

17,000+
service hours



5,700
masks collected for
Masks 4 Moms

\$28,300
raised for March of Dimes

As a company committed to giving back, we found ourselves finding new ways to make a contribution. We donated to and participated in events that gave support to front line workers and first responders. Our regular support of March of Dimes, which normally involves collecting money in branches, shifted to focus more on a Masks 4 Moms campaign. Overall, we collected 5,700 masks and more than \$28,300 for March of Dimes.

Our employees connected with one another by hosting Zoom happy hours and remote cooking classes. Bankers who rotated through in shifts left signs, notes, and treats to encourage the next group coming in. Safely distanced and masked, our employees still celebrated birthdays, accomplishments, and milestones.

The things that foundationally make us the company we are looked a little different in 2020, but the most important part: They were still there. We found ways to adjust, and stay true to us.

PULLMAN BANK & TRUST: IN TOUCH WITH THE COMMUNITY

Part of being a family of community banks means being in tune with the needs of the local area. The pandemic and protests had a large impact on certain communities within our footprint, and Pullman is one. The branch had to close for a period of time during the pandemic, and throughout the year. In spite of these challenges, Pullman Bank & Trust bankers went above and beyond to continue to support their community.

During the branch closure, the Pullman team, led by Branch Manager Marie Champs, developed organized calling efforts to check on customers' wellbeing and offer help and support. The activity was well received by customers and strengthened relationships with the branch. The team also reached out to area businesses to introduce themselves and explain ways they could be of service during the unprecedented time.

Pullman Bank & Trust had a station set up to assist business owners with PPP applications. Many who took advantage of the service were referred by the community development center next door. The branch was able to generate more than 90 loan applications with that effort. Throughout the year, the branch participated with a number of local organizations to give back to the community through donations, volunteer time, offering building spaces free of charge, and presenting financial literacy classes. Members of the Pullman team also continued their community board support with Metropolitan Family Services Calumet office, The Ray and Joan Kroc Community Center, and The Historic Pullman Foundation, to name just a few.

In December, the branch partnered with Chicago Neighborhood Initiatives (CNI) to deliver more than 1,100 meals to residents of Altgeld Gardens, a local public housing



facility. The involvement not only included a donation to help cover the cost of the meals, but Marie, CEO William Cordes, and Regional Manager Eric Thompson also volunteered their time to deliver the meals.

Approved funding for

162

local small businesses

Saved or created

940

jobs

Provided more than

\$15 MM

in financing for Pullman Park



The branch's relationship with CNI goes even deeper. Beverly Bank & Trust, the charter that Pullman Bank & Trust falls under, provided more than \$15 million in financing for land development for Pullman Park, a revitalization of the old Ryerson Steel plant site, which is now

home to Method, Gotham Greens Wal-Mart, Whole Foods Distribution Center, and Amazon. CNI and the bank were also instrumental in helping finance the Pullman Community Center. Lou Leonardi, executive vice president at Beverly Bank & Trust, serves as a board member of the

CNI Micro Finance Group, and is chair of the organization's loan committee. CNI approved funding for 162 local small businesses, the majority of which went to minority owned businesses, and saved or created 940 jobs.



GOVERNANCE & CORPORATE ETHICS

At Wintrust, we are committed to sound corporate governance and we believe that ethical business practices are of the utmost importance.

Accordingly, we have implemented a variety of corporate governance policies and procedures to help ensure robust governance and ethics. We believe that these corporate governance resources reflect our commitment to the highest ethical principles across the Wintrust enterprise, which benefits our customers, our communities and our colleagues. These resources include the following, all of which are available to the public on our website at www.wintrust.com:

Corporate Code of Ethics/Whistleblower Policy

Confidential Ethics Reporting Hotline

Code of Ethics for Senior Financial Officers

Policy Regarding Excessive or Luxury Expenditures

Policy on Recoupment of Incentive Compensation

Corporate Governance Guidelines

Board Committee Charters

We believe that an ethical business culture must be supported at all times by the “tone at the top,” reflecting the unwavering commitment of our leaders to ethical business practices. To this end, the Board of Directors of Wintrust Financial Corporation is a group of diverse, talented and experienced corporate leaders, each of whom reflect Wintrust’s values and business strategy.

We believe that a culture of strong corporate governance is a critical component of our success. Our Board continually evaluates corporate governance developments and strives to adopt “best practices” including:

- **Annual election of Directors.**
- **Independent Chairman of the Board.**
- **Independent Board.** Our Board is comprised of all independent Directors, except our CEO.
- **Majority vote standard for election of our Directors.**
- **Independent Board committees.** We have a robust board committee structure, designed to maintain strong oversight of key functional areas. Each of our committees (other than the Executive Committee) is made up entirely of independent Directors. Each committee operates under a written charter that has been approved by the respective committee, the Nominating and Corporate Governance Committee and the Board.
- **Regular executive sessions of independent Directors.** At each meeting of the Board and each of its committees, the Directors meet without management present in regularly scheduled executive sessions of independent Directors.
- **Regular Board self-evaluation process.** The Board and each committee evaluate their performance on an annual basis.
- **Service by the majority of our Directors on the boards of our subsidiary banks or other operating subsidiaries.** We believe this dual service gives our Directors a robust view into our operations and performance.
- **Limitation on other outside board service.** We limit our Directors to serve on no more than four other public company boards.
- **Retirement Age.** We have a policy that we will not nominate a candidate for Director if he or she has attained the age of 76 before the election.
- **Robust role for the Board in risk oversight.** Our Board and its committees play an active and ongoing role in the management of the risks of our business.
- **Stock ownership guidelines for Directors and named executive officers.** Our Directors and named executive officers each must maintain a significant ownership of our Common Stock in order to increase alignment of their interests with those of our shareholders.
- **Prohibition on hedging, short selling and pledging.** Our Directors and executive officers are prohibited from engaging in selling short our common stock, or engaging in hedging or offsetting transactions regarding our common stock.
- No shareholder rights plan (poison pill).





WE'RE READY TO KEEP WORKING

2020 gave us a lot to learn from, whether we wanted those lessons or not. For us, it was a reminder that the foundation we've built as a company can continue to support us through the toughest of times. We found ways to come together despite our distance. We proved we can continue to leave our mark and move forward even when things outside of our control pull us in a different direction.

The year might have been summed up in clichés, but one of them certainly rings true: We were in this together. And, the work we do to support our customers, communities, and employees requires that we remain that way, unified in the progress we know we all need to keep working towards.

2021 is an important year for us. We're celebrating our 30th anniversary, and as we look forward, we can't help but also look back at just how far we've come. We started with one community bank location, but we've since grown into a company that can create real change, and one that has a responsibility to do so.

The content of this report is based on information accurate as of December 31, 2020 and covers the 2020 calendar year. For additional information about Wintrust, please read this document in conjunction with the Company's 2020 Shareholders' Letter and 10-K. This report may contain forward-looking statements and predictions. Actual events or results may differ materially. Wintrust's expected financial results or other plans are subject to a number of risks and uncertainties. For a discussion of such risks and uncertainties, which could cause actual results to differ from those contained in the forward-looking statements, see "Risk Factors" and the forward-looking statement disclosure contained in Wintrust's Annual Report on Form 10-K for the most recently ended fiscal year and in Wintrust's subsequent Quarterly Report on Form 10-Q. Those documents can be found by visiting ir.wintrust.com. Forward-looking statements speak only as of the date made and Wintrust undertakes no duty to update the information.