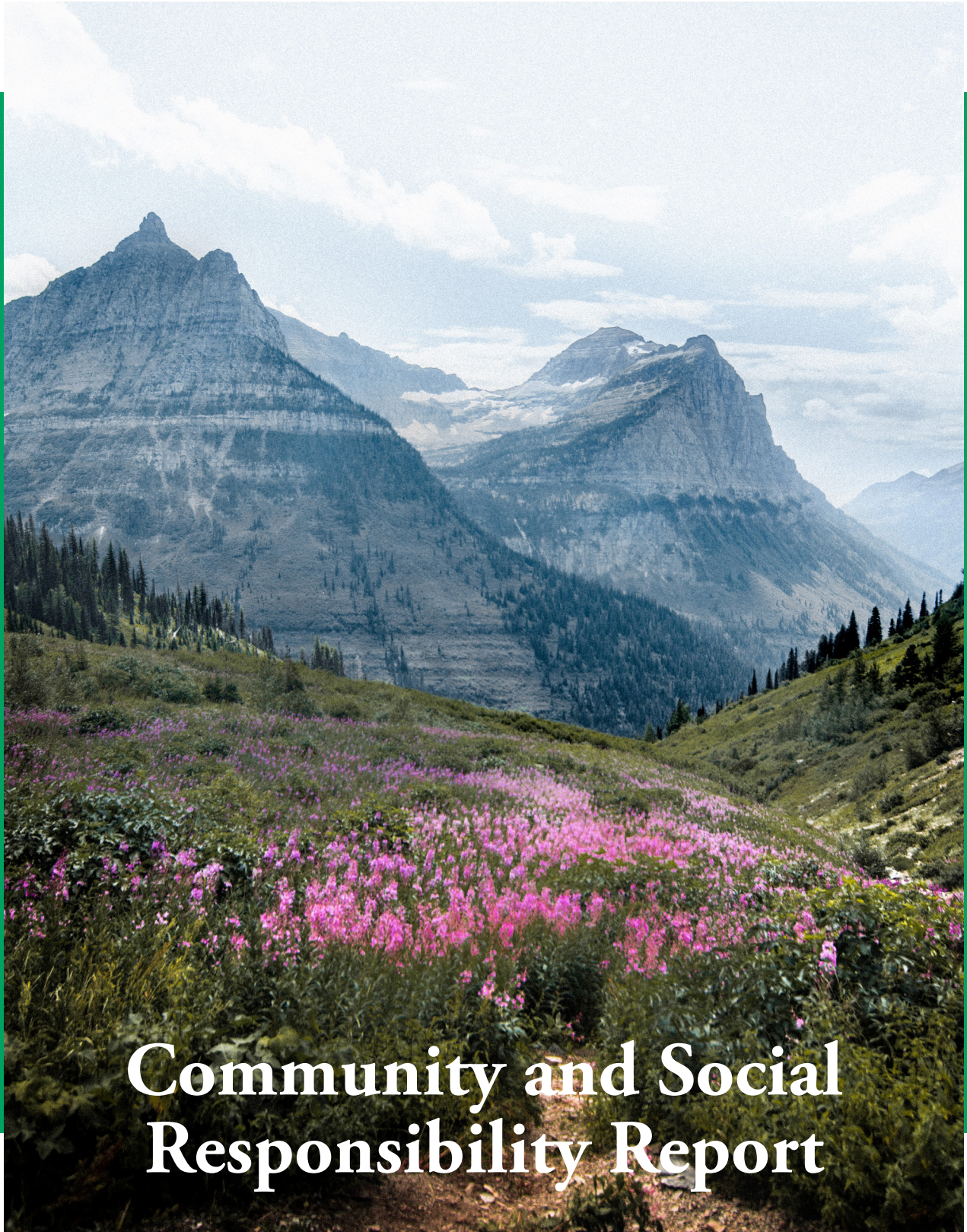




# GLACIER BANCORP, INC.

Montana, Idaho, Utah, Washington, Wyoming, Colorado, Arizona & Nevada




## Community and Social Responsibility Report

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## A Letter From Our President and CEO



In 1955, Glacier Bancorp, Inc.'s story started with one location and a commitment to serve our customers and community. Today, as a company of 17 bank divisions across eight western states, we uphold that commitment as we provide commercial banking services to more than 143 communities through 224 offices.

Our culture is built on local, community-based banking. Each of our 17 bank divisions retains their unique identity through local decision-making and regional distinction. We know that every employee is key to our success, which is why we provide an inclusive, team-oriented workplace coupled with generous benefits and ample opportunity for professional development and advancement.

Headquartered in the backyard of beautiful Glacier National Park, much of our culture is shaped by the great outdoors and the stunning natural beauty that surrounds us. With 18 national parks in the eight states where we do business, and open spaces within sight of most branches, enjoying and preserving our environment is of utmost importance to us.

Our focus on Environmental, Social, and Governance standards (ESG) continued in 2021. Our Company's performance in this area is becoming more important as the focus on environmental and social issues becomes more prominent. We believe this attention to ESG is consistent with our community banking model.

Service to community is also a core value. In all the communities we serve, our people take great pride in giving back through volunteer hours, donations, financial education classes, investments, and community development loans. We believe it is our responsibility to better the places we call home.

In this third edition of the *Community and Social Responsibility Report*, we are pleased to share with you the story of Glacier Bancorp, Inc. and our continued commitment to excellence in each of these areas.

With gratitude,

Randy Chesler  
President, CEO  
Glacier Bancorp, Inc.



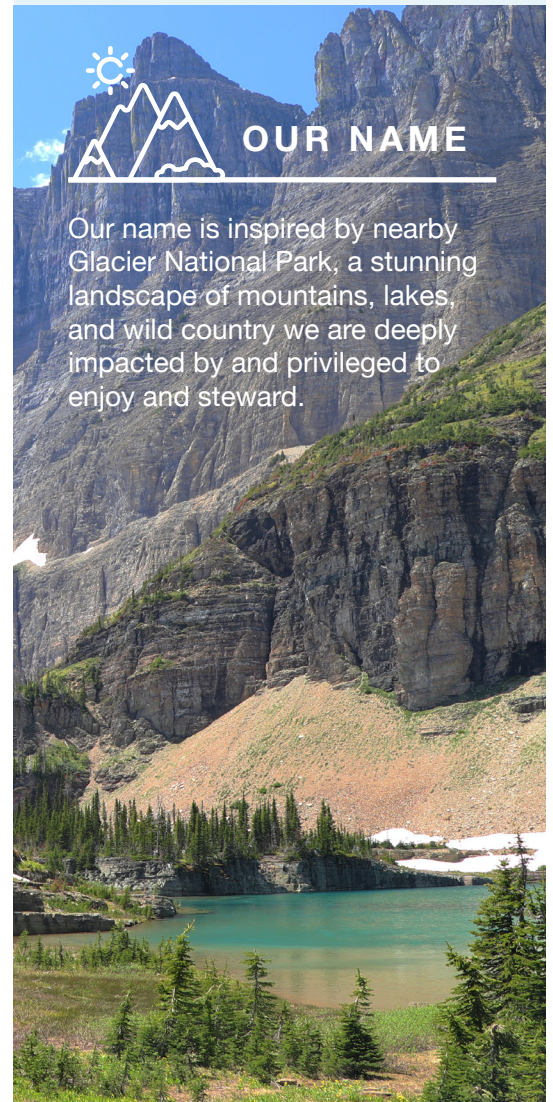
### OUR VISION

We are a family of banks whose unique local presence reflects the communities we serve. We welcome the opportunity to grow and change as our customers and communities do the same, recognizing that our Company has flourished because we've remained close to our customers and deeply rooted in our communities. This core distinction will not change.



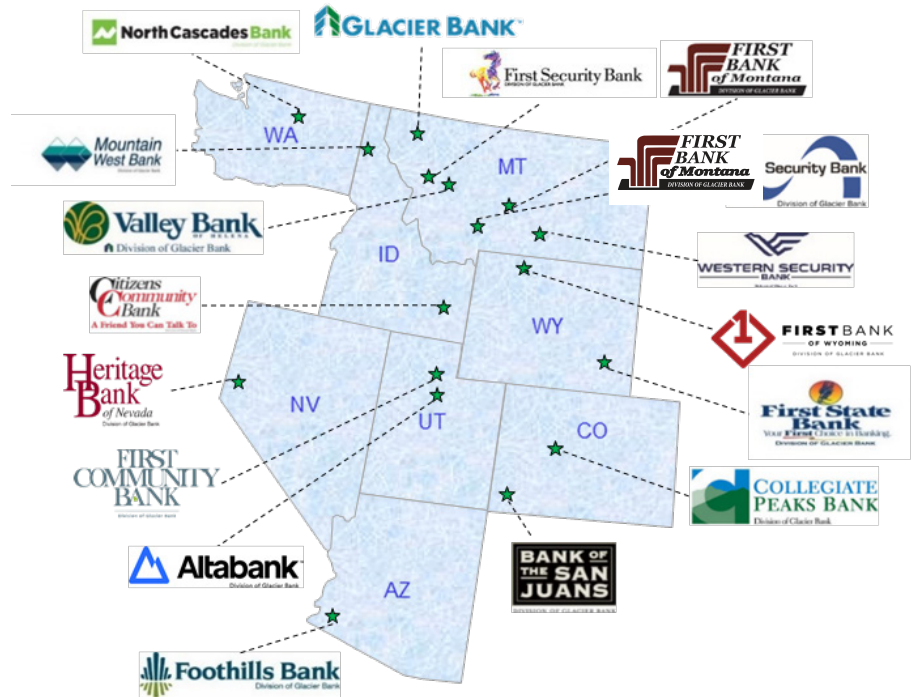
### OUR NAME

Our name is inspired by nearby Glacier National Park, a stunning landscape of mountains, lakes, and wild country we are deeply impacted by and privileged to enjoy and steward.



## Who We Are

Glacier Bancorp, Inc. ("GBCI") is the parent company for Glacier Bank and its 17 bank divisions. We pursue a community banking philosophy, emphasizing personalized service combined with the full resources of a larger banking organization. Community banking is central to our business model and to our value system. We believe our communities are best served by local division leaders and their teams making decisions about how to best meet the needs of their customers and communities.



### Humble Beginnings

Formed by five businessmen in 1955 as First Federal Savings and Loan Association, Glacier Bancorp, Inc. began with two employees and \$172,000 in deposits from 127 local citizens. Over the last 66 years, we have grown into a family of banks with 17 divisions spanning eight western states. We still believe community banking, maintaining a community bank's independence, and great people are keys to our long-term success in serving local customers and communities.

**TOTAL ASSETS**  
**\$25.9**  
 BILLION

**TOTAL LOANS**  
**\$13.4**  
 BILLION

**TOTAL DEPOSITS**  
**\$21.3**  
 BILLION

**224**  
 LOCATIONS

**273**  
 ATMS

**17** BANK  
 DIVISIONS

**3,559**  
 EMPLOYEES

*\*Current as of December 31, 2021*



IN FEBRUARY 2022, FORBES RANKED GLACIER BANCORP, INC. #8 IN AMERICA'S BEST BANKS





## Corporate Responsibility

As a family of banks, we are committed to investing in our customers, communities, and employees and stewarding the beautiful places we call home. We believe these things are our corporate responsibility and always have been. We are excited to share details of how we are meeting and exceeding Environmental, Social, and Governance standards across our Company.

### WHAT MATTERS



#### COMMUNITY

Our Company model is community-based for a simple reason – we believe in and support the people and places where we live. We are committed to making a difference in our communities through volunteer hours, donations, investments, community development loans, and financial education classes for adults, small businesses, and schools.



#### PEOPLE

Our employees are our most valuable assets and we are committed to investing in each person by offering robust benefits, wellness programs, and opportunities for professional education and career advancement. We are committed to a team-oriented workplace of dignity and respect, focusing on a culture of diversity and inclusion.



#### ENVIRONMENT

Located in some of the country's most beautiful places, we take seriously our responsibility to model sustainable business practices. We are continually seeking ways to improve our stewardship of the environment through recycling programs, resource conservation, empowered employees, construction evaluation, and more.



#### INTEGRITY

We believe strong governance and business ethics are essential to our success and ability to generate long-term shareholder value. We maintain an independent board committed to good business practices, transparency in financial reporting, a whistleblower policy, and corporate governance with the highest standards for honesty and integrity.

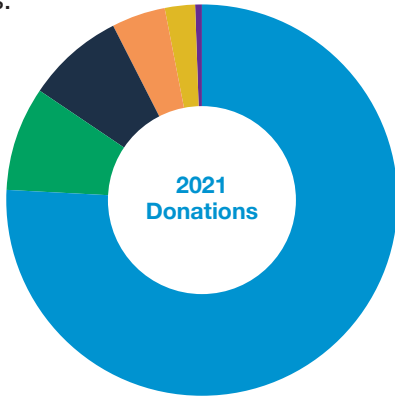


#### RESPONSIBILITY

We are committed to protecting the privacy of those who entrust us with their personal information. We employ detection and response mechanisms designed to contain and mitigate risks, maintaining a robust information security program that is regularly reviewed, tested, and updated.

# Community Impact

Serving our communities is a core value. We believe it is our responsibility to use our resources and areas of expertise to help make our neighborhoods the very best places to live and work. We are dedicated to doing so through volunteer hours, charitable donations, community development loans, financial education courses, investment into affordable housing, early childhood development and education, and small and microbusiness loan programs.

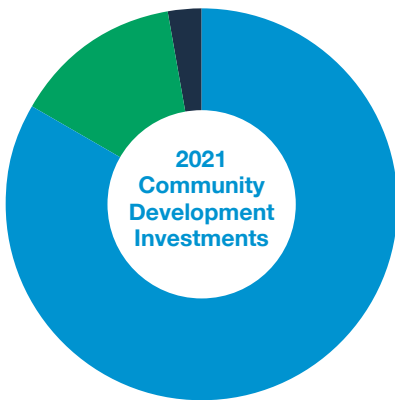
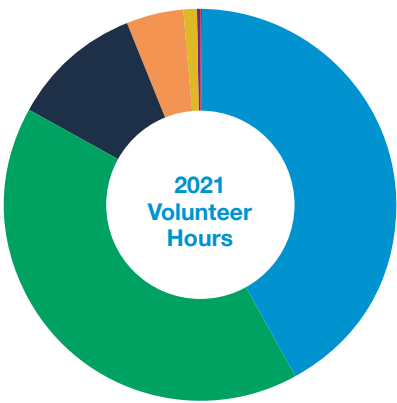


**804 DONATIONS TOTALING \$2,428,743, SUPPORTING 523 COMMUNITY**

Community Service	\$1,847,287
Affordable Housing	\$206,900
Economic Development	\$192,885
Not Assigned	\$109,720
Revitalization/Stabilization	\$62,300
Underserved/Economically Disadvantaged	\$9,651

**9,798 INDIVIDUAL EMPLOYEE SERVICE ACTIVITIES FOR A TOTAL OF 21,750 HOURS**

Community Service	9,127 Hours
Not Assigned	8,956 Hours
Economic Development	2,324 Hours
Affordable Housing	1,041 Hours
Revitalization/Stabilization	253 Hours
Underserved/Economically Disadvantaged	37 Hours
Unknown/Other	13 Hours

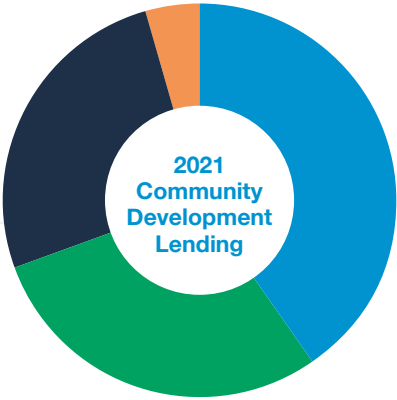


**32 INVESTMENTS TOTALING \$70,061,011**

Affordable Housing	\$58,510,308
Revitalization/Stabilization	\$9,776,204
Underserved/Economically Disadvantaged	\$1,774,500

**255 LOANS TOTALING \$620,384,823**

Revitalization/Stabilization	\$251,472,524
Affordable Housing	\$180,155,927
Economic Development	\$162,453,858
Community Service	\$26,302,514





## Financial Inclusion

### Community Development

GBCI partners with certified Community Development Financial Institutions (CDFI), Community Development Corporations (CDC), and other community economic development organizations that serve areas in our footprint with a focus on the underserved, distressed, rural and urban areas with high poverty. We work extensively with these organizations in various capacities, including funding via equity-equivalent investments supporting microfinance, small business lending programs and affordable housing down payment assistance loans; construction lending and equity investments in New Market Tax Credit (NMTC) and Low-Income Housing Tax Credit (LIHTC) projects. We also provide financial services and technical assistance directly to the organizations and those they serve. Working with these partners, GBCI can better promote revitalization and stabilization of underserved and distressed areas in our markets. This allows for the economic development and financial inclusion of disadvantaged communities.

### Credit Builder Loans

We are working to encourage the unbanked and underbanked to build banking relationships within our communities. The Credit Builder program provides benefits to those seeking to establish (or re-establish) credit while building savings, creating a banking relationship, and increasing knowledge of critical financial skills. In 2021, we originated 260 loans totaling \$276,250.

### Financial Education

GBCI has proudly partnered with social impact innovator EVERFI to provide comprehensive online financial literacy programs for K-12 schools, small businesses,

adults, and employees. The Glacier Bank Financial Foundations program has been expanding since 2014 with a continued focus on schools and organizations serving low-to-moderate income and underserved communities where innovative resources are most impactful. This partnership empowers teachers and students with financial education that is accessible at any time, in any location, and at no cost to students or schools.

### Mobile and Online Banking Access

GBCI offers a feature rich mobile/online banking solution to our customers. The mobile/online banking application provides our customers the ability to review balances, access statements, make P2P payments, access bill pay, deposit checks with a photo, manage debit cards (turn card on/off or report lost), and many more industry leading features. Access to the mobile solution is provided via fingerprint and other biometric login options. The bank also provides an industry leading, simple deposit account opening solution that is available via mobile and desktop. In addition, the bank provides the ability to originate a mortgage loan via our digital mortgage solution.

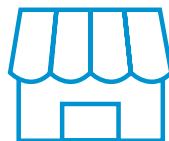
### Alternative Banking Solutions

GBCI has a partnership with Metabank to offer prepaid cards. These cards can be utilized anywhere debit MasterCard is accepted worldwide. The prepaid card offers the ability to load funds online, in-branch, or via direct deposit. In addition, the cards are surcharge-free at over 24,000 MoneyPass ATM Network locations nationwide. No credit check is required for approval (subject to ID verification).



#### ADULTS

1,886 community members completed 24,424 Financial Foundations for Adults modules



#### SMALL BUSINESS

733 small business entrepreneurs completed 1,840 Financial Foundations for Small Business modules



#### SCHOOLS

5,145 students from 97 schools completed 10,787 hours of learning in the 2020-2021 school year

## Making a Difference

We are committed to serving the communities in which we operate. For this reason, each of our divisions engage in meaningful community projects that target their community’s specific needs.

### Bank of the San Juans - Book Drive

Students in Pueblo, Colorado have new options for their summer reading list. In a partnership with Executives Partnering to Invest in Children (EPIC), the Bank of the San Juans provided volunteers who placed the labels on 10,000 books, as well as a monetary donation. They helped to distribute books at various locations within Pueblo County and have committed to another year on this project to support young readers in Pueblo County.

### First Bank of Montana – School Supplies

In an effort to help lessen the burden for parents during an already stressful year, the Lewistown and Fairfield branches of First Bank of Montana gathered school supplies. By working with the schools to communicate to parents well before the first day of school, there was one less thing for parents and guardians to worry about in the back-to-school season. When 500+ students arrived on their first day of school, the brand-new supplies were waiting for them on their desks.



We are proud of our efforts to give back to the communities in which we serve and consider it a privilege to help make a difference.

**Randy Chesler**

President and CEO, Glacier Bancorp, Inc.



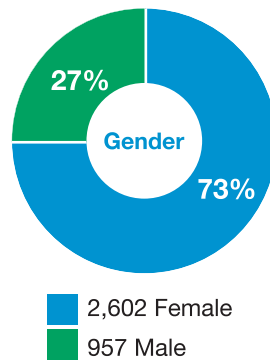
First Bank of Montana Helps Local Students Start New School Year With School Supplies

## Human Capital

### People Focus

As of December 31, 2021, we employed 3,559 persons, 3,270 of whom were employed full time. We believe our employees are united by our commitment to serve our customers and communities and that our customers are best served by a staff of competent, caring employees who are customer oriented. Our employees are one of our most valuable assets. We consider our employee relations to be excellent.

We strive to provide a safe and gratifying workplace for our employees. We promote and support a work environment free from any form of harassment, discrimination, bullying, or retaliation, and we are committed to principles of equal employment opportunity and to taking affirmative steps to hire and advance qualified minorities, women, individuals with disabilities, and protected veterans. We also encourage employee growth and development in a variety of ways, including through annual performance reviews and feedback, formal and informal training, relationships with colleagues and internal mentors, and by making a variety of resources available.



### Training and Education

The Company has established a Training Committee charged with creating company-wide training expectations for employees to encourage adherence to internal policies and procedures and compliance with the variety of laws and regulations applicable to our operations. We also strive to offer multidisciplinary educational opportunities for employees to improve their knowledge and skills for their current positions, as well as to create opportunities to advance within the organization. Other targeted development opportunities are available for group leaders and promising employees, such as tuition support for employees seeking additional degrees or certifications through our Tuition Reimbursement program.

As a participating institution with the Pacific Coast Banking School, we send 25 to 35 employees every year to participate in graduate-level banking and leadership education classes taught by outstanding educators from major U.S. universities, top industry consultants, and practicing bankers.



## Health and Wellness

Our employees' overall health and well-being is a top priority. It is our goal for all employees to work hard and experience a high quality work life, but we also encourage employees to be active participants in our communities, and to enjoy quality time with their families and cultivate their independent interests. We have developed several programs to encourage a safe and healthy workplace, including:

- GBCI Injury and Illness Prevention Program
- Work-life Balance Employee Assistance Program (EAP)
- WellSteps program offering assessments, goal setting tools, activities, incentives, and rewards
- The appointment of Safety & Wellness Ambassadors
- Quarterly Wellness Campaigns
- Workstation Ergonomics Assessments

Through our Injury and Illness Prevention Program, we have established protocols for minimizing workplace injuries and incidents. Instilling safety as a standard of practice is facilitated by a Safety Committee at each of our banking divisions and by Safety & Wellness Ambassadors at each location.

## Retentions Strategies and Financial Benefits

We also believe employee retention is critical to our success, and we are proud of our track record when it comes to retaining employees. Retention strategies are woven into all our compensation and retirement programs, and even our efforts at expansion. We provide our qualifying employees with a comprehensive benefit program, including health, dental and vision insurance, life and accident insurance, short- and long-term disability coverage, vacation and sick leave. In addition, we offer a Profit Sharing and 401(k) Plan, stock-based compensation plan, and deferred compensation plans. We also offer various incentive plans, including our Short and Long-Term Incentive Plans, which are cash and equity-based compensation plans.

## Pandemic Response

We have continued to adjust our operations as needed as the coronavirus disease of 2019 ("COVID-19") has evolved, and the federal, state, and local response to the pandemic has changed. While most of our employees have returned to physical locations, we have continued to make work from home options available to those who are able to do their jobs remotely. In addition, we have continued to offer a special time off benefit to employees exposed or affected by the virus and to make other adjustments to our benefit programs to address pandemic-related issues. Throughout the COVID-19 pandemic, we have remained focused on the health and safety of our associates, especially our associates that have been required to work in person. We continue to implement various safety protocols in our facilities consistent with local regulatory requirements and provide support to employees who have been affected by COVID-19.



### BRONZE AWARD

Glacier Bancorp, Inc. is proud to have met American Heart Association criteria for Bronze recognition in the AHA's Workplace Health Achievement Index.







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## FROM OUR EMPLOYEES

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### Love Where you Work

Working at Mountain West Bank has been one of the greatest decisions I have made. We treat others how everyone wants to be treated, which to me is one of the most important things to have at a workplace. Every day I come into work, I end up learning something new. Mountain West Bank is an amazing company to be working for. I love where I work and what I do for my job.

- Mai, *Loan Servicing Office Clerk, Project Search Graduate*



### Personal & Professional Success for Veterans

Glacier Bancorp, Inc. and First Bank of Wyoming provide veterans with the resources and tools for not just professional success but also for personal transition as well. As a 22-year Air Force veteran, there were many traits and values I was looking for upon transitioning to service in an organization. GBCI has exceeded all my hopes when it comes to these core expectations. They understand veterans bring many skills from the military that easily translate into our business. GBCI is a company that goes far beyond just saying they support our military. They actually appreciate the skills we veterans possess and put us in positions where we can succeed personally and professionally.

- Chad, *Human Resources Manager*





## Environmental Stewardship

We are dedicated to stewardship of the beautiful places where we live and work. Through continual evaluation and ongoing efforts, we are focused on decreasing our environmental impact through sustainable business practices.

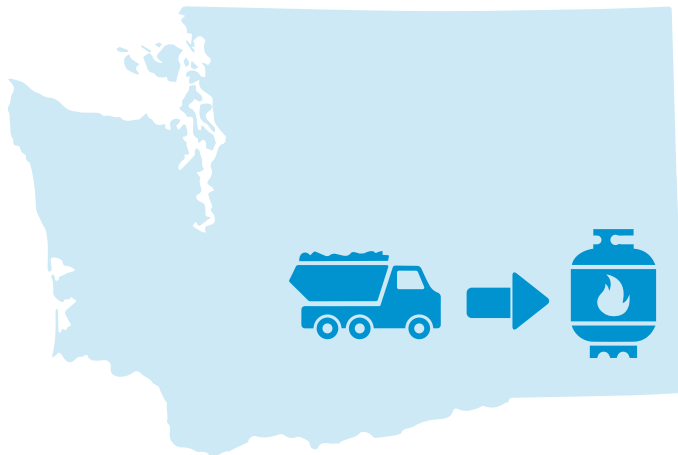
### To accomplish this, we are committed to:

- Promoting recycling and resource conservation
- Advocating for sustainability awareness
- Advancing sustainable business solutions
- Empowering our employees to make a difference
- Complying with all applicable environmental regulations
- Evaluating environmental risks in credit lending decisions
- Identifying opportunities for mitigating environmental risks associates with our business practice
- Assessing renovation and construction standards that minimize waste and improve efficiency
- Oversight of sustainability efforts by the Nominating/Corporate Governance Committee of the Board of Directors



## \$21 Million

IN FINANCING IN SUPPORT OF A PROJECT TO CONVERT LANDFILL WASTE INTO RENEWABLE NATURAL GAS.



### Renewable Natural Gas Investment

North Cascades Bank, a division of Glacier Bank, provided \$21 million in financing in support of a project to convert landfill waste into renewable natural gas. With the help of this financial support, the Klickitat County Public Utility District is able to capture methane gas from the Roosevelt Landfill in Roosevelt, Washington, one of the largest landfills in the nation. The project produces enough renewable natural gas for 19,000 homes to operate stoves, furnaces, and water heaters every day.

### Recycling Works

First Security Bank of Missoula, a division of Glacier Bank, was one of the founding sponsors of Recycling Works (RW), a Missoula-based company that recycles glass. RW sends the glass to a processing partner, who turns it into sandblasting material, home insulation, and new bottles. First Security Bank of Missoula is proud to partner with RW as they work with the City of Missoula to produce zero waste by the year 2050.



### Living Building

Altabank, a division of Glacier Bank, provided \$8 million in financing for the construction of a “living building” in Salt Lake City, Utah. The building generates all its own energy, captures and treats its water, and operates cleanly and efficiently in harmony with nature.

### Green Construction

Collegiate Peaks Bank, a division of Glacier Bank, provided \$13 million in financing for the construction of a factory that builds energy efficient modular homes.

### Green Bonds

Glacier Bank has purchased \$61 million of green bonds. These bonds fund projects that have positive environmental and/or climate benefits.

# Corporate Governance

## Our Mission

Glacier Bancorp, Inc. strives to be a premier banking franchise delivering community bank values with big bank capabilities. In addition, we continue to position the Company as an acquirer of choice among community banks, the employer of choice within each of our communities, and the bank of choice for our customers. We know all of this would not be possible without strong governance dedicated to upholding the highest standard of ethics in our business practices.

## Our Board

Strong governance is essential to our sustained success and ability to generate long-term shareholder value, and it begins with our Board of Directors. The board is committed to maintaining independence and, to that end, it has been our practice to separate the duties of Chairman and CEO. The board is comprised of eight independent directors and the CEO.

The board is committed to good business practices, transparency in financial reporting, and excellence in all areas. We operate within a comprehensive plan of corporate governance for the purpose of defining responsibilities, setting high standards of professional and personal conduct, and assuring compliance with these responsibilities and standards.

Fully independent board-level committees are responsible for audit, compensation, compliance, nominating/governance, and risk oversight. Oversight responsibility of Environmental, Social, and Governance-related matters rests with the Nominating/Corporate Governance Committee of the Board of Directors. Oversight responsibility of consumer complaints rests with the Compliance Committee of the Board of Directors.

## Our Employees

High standards for business ethics are required for all employees. We want our standard for honesty and integrity to be recognized by our customers as a valuable reason for doing business with us.

All employees are required to abide by our Code of Business Conduct, which covers:

- Civility and Respect in the Workplace
- Injury and Illness Prevention
- Confidentiality
- Competition
- Use of Property, Influence, and Time
- Computer and Technology Systems
- Social Media
- Transactions with Glacier Bancorp, Inc.
- Personal Accounts
- Gifts and Payments
- Conflict of Interest
- Criminal Conduct
- Insider Trading Policy and Procedures
- Training and Education

We also have a Whistleblower Policy which allows for confidential and anonymous reporting of suspected violations to be reported without fear of dismissal or retaliation of any kind.

## CORPORATE GOVERNANCE DOCUMENTS AND POLICIES INCLUDE:

- Director Code of Ethics
- Code of Ethics for Senior Financial Officers
- Code of Business Conduct and Ethics
- Clawback Policy
- Anti-Hedging Policy
- Anti-Pledging and Margin Account Policy
- Stock Ownership and Retention Guidelines Policy
- Majority Voting Policy



## Social Responsibility

We take seriously the confidence our stakeholders place in us and our responsibility to safeguard data we have been entrusted with. We have multiple safety measures in place to not only protect stakeholder data, but privacy as well.

### Data Security

The Company maintains a comprehensive written information security program that includes administrative, technical, and physical safeguards. The information security program is designed to ensure the security and confidentiality of customer information, protect against unanticipated threats, protect against unauthorized access to or use of information that could result in substantial harm or inconvenience to any customer, and ensure the proper disposal of customer and consumer information.

We employ the following measures to ensure data security, including:

- Maintaining a robust information security program that is regularly reviewed, tested, and updated
- Vulnerability and patch management programs
- Incident response planning
- Security monitoring
- Annual employee training
- Security awareness testing
- Vendor/third-party monitoring
- Business Continuity Program

All employees are trained at least annually on data security and privacy-related issues, risks, and procedures, as well as how to spot and protect against various types of cyberattacks. In addition, the Company employs an ongoing anti-phishing awareness and testing campaign. On an annual basis, the Company hires independent, third-party experts to conduct various audits following top information security standards, including internal and external vulnerability and penetration testing.

The Risk Oversight Committee of the board is responsible for monitoring the Company's cyber risk management profile and related programs, while the Board of Directors is responsible for approval of related policies. Management provides quarterly updates to the Risk Oversight Committee on information security matters.

The Company is in compliance with cybersecurity standards adopted by federal banking agencies, which require banking organizations to notify their primary banking regulator within 36 hours of determining that a “computer-security incident” has materially disrupted the organization’s ability to carry out banking operations. The Company has not experienced such an information security breach in the last three years.





## Privacy and Consumer Protection

We have a comprehensive policy that details how we protect and safeguard the personal information of our customers, including:

- A detailed explanation of how personal information is used
- Types of personal information we collect and share
- Reasons financial companies can share their customers' personal information
- What is and is not shared and why

Consumer protection training is provided annually to all consumer-facing employees with regard to their respective roles within the Company. All employees are trained at least annually on principles of Fair and Responsible Banking. Monitoring and reporting practices have been implemented ensuring these principles are upheld in all of our business lines.

## Bank Security Act/Anti-Money Laundering

We take our responsibility for complying with all applicable Bank Secrecy Act (BSA) and Anti-Money Laundering (AML) laws and regulations seriously. We believe it is our duty to assist law enforcement in stopping money laundering and terrorist financing, and we accomplish this by screening for cyber-crime, human trafficking, elder abuse, OFAC sanctions, and more.

Additionally, we maintain a strong compliant BSA/AML program through:

- A firm commitment communicated by the board and corporate leadership
- Quickly implementing modifications in line with regulatory and industry changes
- Requiring that all employees annually receive general and job-specific training
- Ensuring employees are accountable for adherence to the laws and regulations, as well as bank policies and procedures
- Knowing our customers through obtaining, verifying, and maintaining customer information to assist in risk monitoring for unusual activity and behaviors
- Using employee referrals and automated system monitoring and alerts to identify and remove bad actors from among our customers
- Submitting all required reporting, suspicious activity, and information to FinCEN and law enforcement authorities

## Ongoing Commitment

The most important component of our Company is that we never forget our main purpose, which is our commitment to serve our customers, communities, and employees. These values have not only led us to flourish, but to uphold and continually improve upon Environmental, Social, and Governance principles.

We believe in a promising and bright future for Glacier Bancorp, Inc. as these core commitments remain steadfast.



**GLACIER BANCORP, INC.**

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