



Thriving Communities

Key is committed to the economic growth and revitalization of the communities we serve. By fostering relationships with local leaders and organizations, we better understand the evolving needs of our communities and find new ways to continuously enhance our support.

51 Commitment to inclusive communities

53 | Community development and affordable housing financing solutions

56 | Home-lending outreach

57 | Supporting businesses

63 | Transformative philanthropy

60 Financial empowerment and education support

60 | Partnerships and programs

67 Supplier Access and Inclusion



Our commitment to inclusive communities

Key's commitment to inclusive communities is vast, encompassing a broad range of programs, initiatives, and collaborations. Every part of our business supports building our legacy as a responsible corporate citizen and engaged community member.

Our community investments bring access to capital for neighborhoods and neighbors who may face barriers to financial support. Our investments support affordable housing and community development projects nationwide; small business and home lending in LMI communities; renewable energy; and philanthropic efforts targeted toward education, workforce development, and building safe, vital neighborhoods. In 2024, Key invested more than \$9.2 billion in the communities we serve, bringing our total lending and investments to more than \$54.3 billion since 2017. Additionally, we are proud to have received our 11th consecutive "Outstanding" CRA rating for meeting or exceeding the terms of the Community Reinvestment Act (CRA).



Community investment impact (2017–24)

Investment categories	2024 Activity	2017–24 Activity	Goal (2017–24)	Performance
Community development and affordable housing	\$4.7Bn	\$32.0Bn	\$17.8Bn	179%
Low- and moderate-income mortgage	\$416.6MM	\$7.8Bn	\$8.0Bn	97%
Low- and moderate-income small business lending	\$184.5MM	\$4.3Bn	\$3.9Bn	112%
Transformative philanthropy	\$28.4MM	\$273.1MM	\$265.0MM	103%
Renewable energy ¹⁴	\$3.8Bn	\$9.9Bn	\$2.3Bn	436%
Totals	\$9.2Bn	\$54.3Bn	\$29.9Bn	148%

¹⁴ Renewable Energy volumes included from 1/1/2022 through 12/31/2024 based on 2021 announcement of expanded community commitments

Our One-Key Solution

Key addresses the need for affordable housing through our "One-Key Solution," an execution approach that uses our platform across multiple lines of business to provide tax credit equity, construction/balance sheet debt, and permanent financing for a one-stop shop experience. In May 2025, [Affordable Housing Finance](#) recognized the power of Key's all-in-one approach with a number two ranking among U.S. Affordable Housing Lenders.¹⁵ Our "One-Key Solution" approach includes:

KeyBank Community Development Lending and Investment (CDLI)			Commercial Mortgage Group (CMG)	KeyBanc Capital Markets (KBCM)
Key Community Development Corporation (KCDC)	Key Community Investment Capital (KCIC)	Community Development Lending (CDL)	CMG Affordable Housing	Public Finance
Direct and fund equity investment in 4% and 9% Low-Income Housing Tax Credit (LIHTC)	LIHTC syndication for 4% and 9% LIHTC	Balance-sheet construction loans, interim loans, and lines of credit for affordable housing	Permanent financing for affordable housing via Fannie Mae, Freddie Mac, private placement and HUD	Bond and public market executions for affordable housing

Key's CDLI business plays a significant role in our Community Reinvestment Act and corporate responsibility efforts. The KCDC team provides much-needed investment for affordable housing and community development projects in urban and rural communities across all 50 states via direct and fund equity investments in LIHTC. We have focused on smart, intentional talent growth and structured our team to create an end-to-end solution for developers and investors, tackling all layers of the capital stack to support the greatest impact for residents and communities. In 2024, more than 17,000 affordable units were created or preserved in 106 communities through rehabilitation and new construction projects.



¹⁵ Source: 2024 Lenders Survey, March 2025. Totals include permanent and construction loans for properties at incomes up to 80% of the area median income. Totals include permanent and construction loans for properties at incomes up to 80% of the area median income KeyBank Real Estate Capital reported lending volumes of nearly \$6.3 billion includes bond and public market executions for affordable housing.

¹⁶ As defined under the KeyBank Community Investments Commitment (2017-2026); any community development loan or investment with a CRA purpose.



2024 CDLI highlights

~\$3.2Bn

Multifamily **AFFORDABLE LENDING CLOSED**

17,000+

AFFORDABLE HOUSING UNITS created or preserved as a result

42%

of these properties are located in **LMI NEIGHBORHOODS**

66%

provide **SUPPORTIVE SERVICES**, such as education and job training, social service coordination, and health programs

35%

have **GREEN ELEMENTS**, such as solar credits, green design and features, and LEED/Green building certification

Key Impact |



hollywoodHUB

BRIDGE Housing raised \$71.5 million in a path-breaking bond offering to finance an affordable housing community in Portland, Oregon. It is the first nonprofit housing provider to issue publicly offered tax-exempt bonds for the construction of a new development.

The unprecedented bond offering, underwritten and marketed by KeyBanc Capital Markets, was four times oversubscribed, reflecting strong investor confidence in BRIDGE, the leading nonprofit affordable housing developer on the West Coast. The bond proceeds will fund the construction of hollywoodHUB, a 224-unit building that will be one of the most significant affordable housing developments in the Portland metropolitan area.

HollywoodHUB will offer quality affordable housing in a high-demand neighborhood with retail, grocery stores, healthcare facilities, high-performing schools, a large park, and easy access to downtown Portland by light rail.

In addition to underwriting the BRIDGE Housing bond issue, KeyBank CDLI is providing nearly \$62 million in low-income housing tax credit equity for hollywoodHUB and has arranged permanent financing with an \$18.5 million private placement loan.



Community Development Financial Institutions

Our Community Development Financial Institutions (CDFI) specialty group works with CDFI partners to expand access to the economic mainstream for low-income families and communities. It plays an important role in our commitments to our communities. Our CDFI team works closely with Key's Market Presidents, Corporate Responsibility team, and other groups within the bank to identify and develop solutions that meet the needs of our local, regional, and national communities.

In 2024, the CDFI team navigated a rising-interest-rate market and closed nine new opportunities and one credit renewal totaling \$70.5 million. The 2024 production included two repeat borrowers, which is a great sign for a maturing line of business. The breadth of production in 2024 shows a full range of CDFI mission and impact activity, including Small-Business Lending, Affordable Housing Development, and community economic development.

Between January 2022 and December 2024, Key extended financing to 30 CDFIs headquartered in 15 states, collectively serving all 50 states. Total financing included more than \$202 million of debt financing and approximately \$14.8 million of equity and Equity Equivalent (EQ2) financing.

Key Impact |



KeyBank Invests to Expand Access to Capital in Ohio Communities

In November 2024, KeyBank originated a \$5 million loan to Finance Fund Capital Corporation (FCAP), a Columbus-based CDFI dedicated to revitalizing low-income and economically distressed communities across Ohio. This investment expands FCAP's ability to deliver targeted capital through six key initiatives, including the Community Health Loan Fund, Healthy Food for Ohio, New Markets and Small Business Loan Funds, and programs supporting small businesses. By backing FCAP, KeyBank is advancing inclusive economic growth, expanding access to opportunity, and reaffirming its commitment to the communities we serve.



Bolstering home lending outreach in our communities

We take pride in regularly engaging with our communities in innovative ways to understand and develop solutions to meet their needs. In 2024, we provided \$416.6 million in mortgages to LMI borrowers.

\$416.6MM

Mortgages to LMI borrowers in 2024

\$7.8Bn

Mortgages to LMI borrowers since 2017

Local Community Development Loan Officers

Focused on increasing homeownership in underserved communities, Key hired 18 new Community Development Loan Officers to our team in 2023 and 2024. These specialists help clients navigate the mortgage process for buying a new home or refinancing. They guide clients through preapproval or conditional approval for home loans, explain mortgage rates, and answer any questions clients may have along the way.



Operation HOPE

Key works with Operation HOPE, Inc., a national nonprofit dedicated to financial empowerment for under-resourced communities. The HOPE Inside program helps community members gain the knowledge and tools to build a more secure financial future. At select branches, Key and a dedicated HOPE coach deliver financial education programming and coaching, including homebuyer education. This program helps make homeownership more accessible. In 2024, approximately 790 individuals used more than 2,300 HOPE services, resulting in improved credit scores, reduced debt, and increased personal savings.



Supporting businesses

Small- and medium-sized businesses are the lifeblood of vibrant neighborhoods, driving economic growth and community well-being. At Key, we understand the unique challenges of building successful businesses and are committed to providing the support and resources needed to help businesses thrive.

In 2024, Key conducted two small business surveys to gain a better understanding of business owners' challenges. By investing in small businesses, we demonstrate our commitment to fostering economic resilience and inclusivity.

\$184.5MM

Small business loans directed to LMI communities in 2024

\$4.3Bn

Small business loans directed to LMI communities since 2017

Business tools and resources

Small Business Check-In

To make it easier for small business clients to access the support they need, we offer the KeyBank Small Business Check-In. This interactive digital tool is a quick, three-to-five-minute assessment that helps clients reflect on their businesses' current state, priorities, and financial journeys. The insights gathered are used to facilitate more meaningful and personalized conversations with their bankers. Following the Check-In, small business owners can schedule a one-on-one financial review to explore tailored solutions.

Certified Cashflow Advisors

New in 2024, Key teammates worked to earn a Certified Cashflow Advisor designation, demonstrating the ability to engage small business owners in a consistent yet flexible approach to discussing critical business challenges related to cash flow management. Conducting our conversations through this lens enables us to deliver a high level of service and understanding, helping business owners navigate the complexities of their financial operations. This is particularly important for businesses without a dedicated finance department, as we offer expert guidance and tailored solutions to issues they may not fully recognize.

Moreover, our consultative approach and focus on cash flow conversations set us apart from competitors who often focus primarily on product pitches. Instead, we prioritize understanding and addressing the unique needs of each business, emphasizing the importance of efficient cash flow, process automation, and fraud protection. By early 2025, more than 1,200 Key teammates had completed the requirements to become Certified Cashflow Advisors.



Small Business Administration loan program¹⁷

Key has consistently been a top-performing Small Business Administration (SBA) Preferred Lender for longer than two decades, dedicated to helping small businesses secure the capital they need to thrive. Since 2015, we have provided more than \$2.8 billion in SBA-guaranteed financing to thousands of small business owners, with nearly \$1.2 billion of that funding occurring in the past four years alone.

To enhance the client experience, Key's SBA lending team implemented several process improvements, streamlining operations to ensure small business owners can access capital more quickly and efficiently. Our efforts have not only improved the speed of funding but enhanced the overall satisfaction of our clients. As of 2024, Key has maintained its position as one of the top SBA Preferred Lenders in the nation, reflecting our ongoing dedication to supporting small businesses and fostering economic growth.

For SBA's FY 2024, Key was ranked as follows¹⁸:

TOP 20

LENDER BY VOLUME

among 1,472 participating lenders for 7(a) lending unit volume

Extended 702 SBA LOANS, TOTALING

\$226.7MM

under the flagship 7(a) program

¹⁷ All credit products are subject to collateral and/or credit approval, terms, conditions, availability and are subject to change. SBA Preferred Lender. SBA loans subject to SBA eligibility.

¹⁸ Source: Statistics released by the U.S. Small Business Administration September 2024, for total approved loans through the SBA lending program during the federal fiscal year ending 9/30/2024. The 7(a) loan program is SBA's primary business loan program for providing financial assistance to small businesses. To learn more, visit <https://www.sba.gov/funding-programs/loans/7a-loans>.

Key Impact |

Magnolia Dermatology & Aesthetics

Magnolia Dermatology & Aesthetics, founded by Dr. Kavita Menon and Dr. Virginia Tracey, faced significant financial challenges during its early stages. Rising interest rates and the threat of government shutdowns made it difficult to secure the necessary financial support for startup costs and operational expenses. To ensure the practice could deliver high-quality care from the outset, the doctors turned to Key for assistance.

Key played a crucial role in supporting Magnolia Dermatology & Aesthetics by providing a comprehensive financial plan. This plan included a tailored Small Business Administration loan, which helped cover initial costs and operational expenses. Additionally, Key offered valuable guidance on business planning and cash flow management, ensuring the practice could maintain financial stability and focus on patient care.

Beyond+ financial support, Key facilitated connections within the local business community. These connections were instrumental in helping the practice grow its patient base and expand its impact in the community. The Key4Women program, which Key provided access to, further supported the practice by offering resources and networking opportunities. Through these combined efforts, Magnolia Dermatology & Aesthetics was able to overcome its financial hurdles and establish a strong foundation, enabling it to provide exceptional dermatological and aesthetic services to its community.



Empowering small business owners to reach their full potential

Key4Women® is a program that is open to all people, and advocates for, connects, and empowers businesswomen and business owners as they progress on their journeys to financial wellness. It comprises a nationwide network of like-minded members and advisors who understand the unique needs of entrepreneurs and leaders.

The Key4Women National Team provides strategic guidance, tools, and resources that help teams execute programming locally. Thousands of Key4Women Certified Advisors throughout our footprint can access tools, programming, and turnkey resources to help them build, expand, and deepen relationships with their client base of business owners and entrepreneurs.

Key4Women members benefit from:

Personalized financial services and advice from certified advisors

Exclusive events and forums with industry experts, fostering professional growth and lasting connections

Timely and insightful content on the latest financial and business trends

Strong support for national and local women's organizations

Key4Women is an avenue of growth and advice for many business owners and leaders. In 2024, it hosted 101 local events across its footprint.

One significant event was the Key4Women Capital Region Annual Forum, which attracted approximately 300 attendees. The forum included a business trade show to connect and showcase businesses in the community. Deshanna Wiggins, CEO of the Albany Black Chamber of Commerce and Social Club, received the 2024 Key4Women Achieve Award. The Capital District Women's Employment and Resource Center also received a \$2,500 donation during the event.

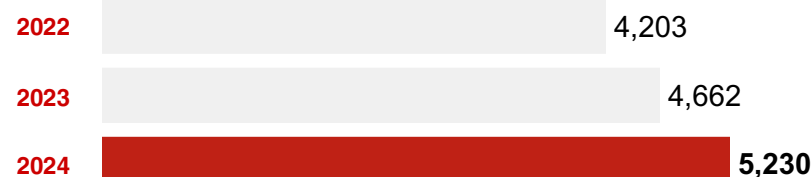


WERC recognized as the 2024 Charitable Partner at the Key4Women Annual Forum.

Key4Women Members



Key4Women Certified Advisors





Financial empowerment in our communities

We are committed to providing our clients and communities with the financial education necessary for a successful future. Teammates from our employee resource groups, along with Corporate Responsibility Officers, Home Lending Leaders, and Community Development Loan Officers, host in-person and virtual financial education and homebuyer education sessions throughout our markets.

We also support a range of national and local organizations to provide tangible financial tools and technologies to students and underemployed individuals. We work with Junior Achievement, Akron Public Schools in Ohio, New York City's READ Alliance's Annual Youth Summit, and the Connecticut Center for Arts and Technology. Through these collaborations, we work to empower individuals with the skills and resources they need to achieve financial stability and success.

Money, Me & Key®

In 2024, we introduced Money, Me & Key, Key's new signature financial empowerment program, spearheaded by our certified KeyBank teammates, known as Money Mentors.



At Key, we recognize the significant impact that financial education and empowerment can have on individuals and communities. This initiative underscores our commitment to helping individuals achieve financial stability, independence, and the realization of their dreams. Through Money, Me & Key, we are not only providing essential resources but empowering individuals to take charge of their financial well-being and pave the way to a more secure and prosperous future. This program is a clear demonstration of our dedication to making a meaningful difference in the lives of those we serve, and it will have a lasting impact on the communities we reach.

The Money, Me & Key program equips our teammates with the skills to facilitate financial empowerment workshops in collaboration with local organizations and community partners. KeyBank-branded course materials, tools, and resources enable our certified Money Mentors to leverage their professional expertise and financial knowledge to support the growth and success of our clients and communities.

There are 22, one-hour workshops, covering a wide range of topics, from small business management to home ownership to personal finance. Facilitators conduct pre- and post-assessments to ensure effective learning and measurable impact. In 2024, more than 1,000 teammates completed their training to become certified Money Mentors.

Key Impact |

Key Empowers Clients of the Bowery Mission with Financial Education

Since late June, Key has been conducting Money, Me & Key Financial Empowerment workshops for clients of the Bowery Mission, a nonprofit organization that provides hot meals, overnight shelter, and faith-based programs to New Yorkers experiencing homelessness and poverty. Key teammates voluntarily travel from various branches to present these workshops at the mission's two transitional housing facilities in lower Manhattan and West Harlem. In 2024, 19 workshops were conducted, with another series of 15 workshops planned for 2025.

Key teammates provide a supportive environment for participants to discuss their financial situations and future goals. The workshops cover topics relevant to those with a history of homelessness, unemployment, or underemployment, offering counseling and practical advice to help clients overcome immediate crises and plan for a better future.



Key@Work®: Financial wellness for employees

Through our Key@Work program, we support employers' efforts to better integrate financial wellness into benefits plans as a way to improve the overall health and wellness of their workforces and increase retention.

Key@Work is a comprehensive, no-cost financial wellness program that employers of any size can add to their benefits plans. The program offers employees access to financial education, tools, resources, and individual counseling, providing support at every stage of their financial journey — from managing loan debt and inflation stress to planning for retirement.

Key@Work representatives work directly with a company's human resources benefits team to design and execute a program tailored to their needs. The program is regularly updated based on feedback from employee surveys to ensure it meets the evolving needs of the workforce. Financial education is a core component, with our bankers leading sessions on topics such as saving and investing, managing debt, building credit, student loan debt management, retirement planning, homeownership, and identity theft protection.

By turning education into action, employees receive exclusive benefits, including special banking discounts, one-on-one and group meetings with Key bankers, and personalized advice and alerts to help them achieve their financial goals. Employers can also opt to offer employees a health savings account through the program.





Partnerships and programs

Key works collaboratively across public, private, and nonprofit sectors in the U.S. to deepen the impact of its community investments.

Project REACH

We participate in the Office of the Comptroller of the Currency's (OCC) Project REACH (Roundtable for Economic Access and Change) with the objective of removing structural barriers to financial inclusion. Project REACH seeks to bring awareness of existing and potentially underutilized programs focused on enhancing the opportunities for homeownership in under-resourced communities.

Super Refund Saturday

For the past 18 years, Key teammates across the enterprise have volunteered their time and expertise to help local nonprofit organizations provide LMI wage earners with free tax preparation services and assistance in determining their eligibility for the Earned Income Tax Credit (EITC). Super Refund Saturday is a cost-effective way for tax filers to navigate the potentially confusing tax preparation process and ensure they are maximizing their tax returns.

In 2024, 152 volunteers from Key helped individuals and families process 624 tax returns, claiming \$358,000 in EITCs and \$1.9 million returned in federal refunds. Teammates volunteered 569 hours at events in 14 markets across our footprint.



Real estate investment panel discussion hosted by MoCaFi and KeyBank.

MoCaFi

Key works with MoCaFi Inc., a national fintech platform focused on serving un- and under-banked communities, to pilot banking clinics that provide services to the community through non-branch channels.

In 2024, we co-hosted two events with MoCaFi — “Not Just a Gig: Understanding the Power of Money and the Influence of the Black Barber Industry” in March, and “Rent-to-Own: Learn How to Use Your First Home to Build Wealth from Scratch” in April. We are currently exploring partnership opportunities with MoCaFi for 2025.

Transformative philanthropy

Key supports organizations and programs that prepare individuals for thriving futures. Our philanthropic efforts focus on serving LMI individuals, families, and communities, as well as supporting our teammates who contribute to charitable causes through our employee philanthropy programs.

Philanthropic engagement

Impact Investments and Community Grants Funded by KeyBank Foundation, these grants support organizations and invest in programs that align with our funding priorities and foster positive change in the communities we serve.	Community Sponsorships Funded by KeyBank, Community Sponsorships support an organization’s fundraising efforts through events or general support. KeyBank seeks to sponsor local organizations so they may further their missions and deepen their impact.
---	---

KeyBank Foundation

KeyBank Foundation makes investments that stimulate economic development and build stronger communities.

In 2024, our commitment to responsible corporate citizenship remained at the forefront of our philanthropic efforts. We continued our focus on revitalizing local communities — a central theme in our listening sessions with community organizations. Through our Impact Investments, we seek to maximize the benefit to communities through strategic, multiyear grants.

We take time to understand the needs of our communities and partner with local organizations focused on advancing economic mobility and inclusive growth.



Our grant-funding priorities include:

Neighbors Support creating safe, healthy, affordable, inclusive communities with thriving families and small businesses.	Education Help students prepare for fulfilling careers by providing access to high-quality education and offering support for academic achievement.	Workforce Help adults develop the skills, knowledge, and capabilities to succeed in the current and future job markets.
---	--	--



Key philanthropic investments

Neighbors	\$14.1MM
Education	\$6.5MM
Workforce	\$5.6MM
Civic Good ¹⁹	\$2.2MM
Total KeyBank Foundation Philanthropy	\$28.4MM

Community Sponsorships	\$10.2MM
Total Key Philanthropy	\$38.6MM

Key teammate impact

Community leadership gifts ²⁰	\$128.5K
Employee donations and matching gifts	\$1.7MM
United Way pledge and corporate match	\$1.5MM
Total Employee Impact	\$3.3MM

Supporting our teammates in times of need

We support our teammates and clients who are impacted by tragedies through our employee matching gift program and foundation grants. During difficult periods, we work together to meet our teammates where they are — from proactive, supportive communications and fundraising, to ensuring our teams are aware of and are able to access available support.

Hardship Relief Fund

Key's Hardship Relief Fund offers financial assistance to teammates facing unexpected life events. Eligible employees can receive financial assistance from the Hardship Relief Fund of up to \$3,000 in a rolling 12-month period. This funding helps cover essential needs such as food, housing, utilities, and transportation.

Mental health and local support

As important as financial support, Key provides teammates with emotional and local resource support through the Live Well & Thrive Program, managed by ComPsych. This program offers free consultation services and referrals to local community resources via a 24-hour crisis line.

KeyBank Foundation | Disaster and tragedy response for impacted communities

When applicable, the KeyBank Foundation conducts a special 2:1 employee matching gift program to amplify our collective support for worldwide and national tragedies and natural disasters within Key's communities. These programs are open to all teammates and support select organizations, with a maximum contribution of \$2,000 per employee. This amount is in addition to the standard matching gift program limit of \$2,000 per employee annually.

To read more about how we support our teammates, visit [Teammate investment](#) section.

¹⁹ Civic good covers a broad range of local community organizations, from health and human services to the arts.

²⁰ The Community Leadership Gift Program provides up to four \$500 grants to qualifying organizations per year per eligible employee through the KeyBank Foundation.



Key Impact |

Our grants make a difference

Investing in initiatives that transform communities is a priority for Key. We work collaboratively with community partners to maximize our impact. The following are a few examples of how we're making a difference across the country:

Portland, OR: Northwest Housing Alternatives

Northwest Housing Alternatives (NHA) received a \$300,000 grant from the KeyBank Foundation to enhance its climate resiliency program. This funding will equip low-income households in NHA properties with emergency supplies and offer education on disaster preparedness, focusing on vulnerable populations such as seniors, people of color, and individuals with disabilities. The grant also supports promoting sustainability practices such as water conservation and energy efficiency. It helps residents access utility assistance, easing financial burdens and allowing funds to be used for essential needs like rent, groceries, and medications.

Additionally, the grant will advance sustainable building practices in NHA's new developments. All new housing projects will meet Earth Advantage standards, which are meant to reduce energy consumption and costs by 30% compared to traditional standards. This commitment to sustainability supports environmental goals and significantly benefits low-income households by reducing their utility expenses, improving their living conditions, and fostering a more resilient community.

Albany, NY: Key2Employment program

The KeyBank Foundation has invested \$500,000 to launch the Key2Employment program at State University of New York College of Agriculture and Technology at Cobleskill. This program is designed to support young adults with neurodiversity by providing them with essential skills training, hands-on work experience, and assistance in finding employment.

The initiative focuses on three career tracks with high demand: Web Design and Coding, Business Management, and Animal Care Assistant. Each track was chosen for its strong job placement potential and the increasing need for skilled professionals.

The Key2Employment program spans 12 months, during which participants develop technical and soft skills, preparing them to become competitive job candidates. By the third year, the program seeks to train, graduate, and place 90 participants into jobs, with 30 individuals from each career track. The program's success is anticipated to positively impact both the participants and the broader community, enhancing the employability of neurodiverse individuals and fostering a more inclusive workforce. Additionally, the program seeks to create a replicable model that can be implemented nationwide, further expanding opportunities for neurodiverse individuals.

Dayton, OH: Preschool Promise Inc.

KeyBank Foundation awarded Preschool Promise Inc. a \$390,000 grant to tackle the early education workforce crisis. The grant will primarily fund the Promise Scholars program, which supports early childhood educators in earning their degrees and credentials without incurring debt. The program covers up to \$5,000 in tuition per semester and offers additional resources such as books, tutoring, and accountability measures to ensure educators remain enrolled and complete their degrees.

In addition to the Promise Scholars program, the grant will facilitate the development of a High School Pathway and a Registered Apprenticeship program. These initiatives are designed to provide more pathways for individuals to enter and succeed in the early childhood education field. The grant will also enhance access to technology by providing computers to students who lack them, which is especially beneficial for first-generation college students, older students, and those from families experiencing poverty.

Teammates giving back

Our teammates are Key’s greatest asset, and we actively encourage and support them in sharing their skills, talents, and passions with the people and organizations in their communities. Whether through regular volunteering, serving on nonprofit boards, or informally sharing their expertise, our communities thrive from the different skills and perspectives our teammates bring.

Throughout 2024, our teammates generously dedicated their time and talents to serve their neighbors and neighborhoods.

Highlights of their contributions include:

 52,945 individual volunteer hours were logged in local communities.	527 teammates served as board members for 725 nonprofits, contributing 15,399 hours.	Totaling 68,344 hours spent serving our communities.
---	---	--

Key was named a Civic 50 Financial Sector leader for volunteerism and civic engagement for the 11th time, due in large part to our teammates’ commitment and contributions.

Neighbors Make The Difference® Day

Nearly 35 years ago, Key launched its signature teammate volunteer event — Neighbors Make The Difference Day. This annual, designated employee volunteer day is the hallmark of Key’s commitment to its communities and a leading corporate volunteerism effort in America.

The success of this decades-long tradition is powered by a highly coordinated and targeted enterprise-wide effort. From our national director to regional site coordinators, a network of dedicated partners ensures our day of service is impactful and well-organized.

On Thursday, June 6, 2024, **4,381** teammates volunteered in person and online in communities across our footprint for this annual day of service. Team members completed **559** projects in **37** regions from Maine to Alaska.



Neighbors Day is an opportunity to reflect on the profound impact of community service. At Key, we believe that volunteering is not only a deeply meaningful act but also a crucial part of one’s career and personal legacy.



Supplier Access and Inclusion

Through our supplier access and inclusion program, we strive to make our procurement practices open to businesses of all backgrounds. We make supplier choices based on who can most effectively serve Key and our clients, while continuing to support our local markets and partners.

Our Supplier Access and Inclusion program works with small businesses (SBA Standards) or a company that is at least 51% owned, operated, and controlled by a U.S. citizen(s) who is a minority, woman, veteran, service-disabled veteran, LGBT, or individual with a disability. Through the program, we engage in selection processes that include, among other things, informing potential suppliers about opportunities to contract with Key, providing broader access to supplier opportunities, and hiring small and local businesses where it meets the needs of our business. All selection decisions are based on legitimate, non-discriminatory business justifications such as total cost, quality, and experience. Our [Supplier Code of Conduct](#) underscores our commitment to inclusion and belonging and sets clear expectations for suppliers.

Our efforts to drive greater economic inclusion across our supply chain are a collaborative effort involving multiple corporate departments and various lines of business. We have supplier inclusion champions throughout the company who are responsible for providing broader access to supplier opportunities within their respective lines of business.

In 2024, we were honored with the Military Friendly® Supplier Diversity Program award by VIQTORY for our commitment to supporting Veteran-owned businesses.

