

Corporate Responsibility Report

2024



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01

LETTER FROM THE CHAIRMAN, PRESIDENT, AND CEO

To our First Hawaiian Stakeholders,

As a bank rooted in the Pacific, we understand the interconnectedness of communities, resources, and livelihoods. Nurturing these relationships and resources responsibly is a core value of our island culture. At First Hawaiian Bank, we honor this by serving our customers, employees, and communities with integrity and care—fostering financial security, promoting sustainability, and strengthening the places we call home through sound governance, innovation, and responsible leadership.





“We invest heavily in programs that meet human service needs, provide educational opportunities, serve children and youth, improve access to healthcare, and enrich lives through culture and the arts.”

– **Robert S. Harrison** | Chairman, President, and CEO

Ethical Leadership and Cybersecurity

FHB is committed to upholding the highest standards of corporate governance. This commitment is foundational to our long-standing reputation as Hawai'i's number one bank, ensuring that we operate with integrity, accountability, and transparency in all aspects of our business. We remain dedicated to ethical practices and regulatory compliance while addressing emerging challenges.

As technology continues to transform banking, managing cyber threats and fraud is essential to our bank's operations and reputation. In response, we have prioritized investments in cybersecurity, risk mitigation, and governance frameworks to safeguard both our customers and the bank.

While cybersecurity is often thought of as a technology-driven program, the reality is that effective solutions go beyond technology alone. A foundational element of FHB's strategy is its Cyber Risk Management Program, which brings together experts

from IT, cybersecurity, risk management, compliance, and legal. This cross-disciplinary approach ensures that potential threats are addressed holistically, embedding security considerations into every aspect of the bank's operations.

As the digital world expands, increased accessibility and rapid technological changes have also led to a rise in fraud. The best defense is education, empowering customers and employees to recognize and prevent suspicious activity before it becomes a threat. To enhance awareness, FHB fosters a culture of fraud prevention, where employees actively educate customers on potential risks, warning signs, and best practices for safely managing their finances.

Employee training is tailored to specific fraud risks and schemes. Each business unit develops best practices, customized training, and structured policies to mitigate threats effectively. Through proactive education, strong governance, and heightened awareness, we are creating a secure banking

environment, one where customers can confidently manage their financial well-being, while the bank remains resilient in an evolving digital landscape.

Empowering Communities and Employees

Our social efforts center around the belief that thriving communities begin with thriving individuals. We invest heavily in programs that meet human service needs, provide educational opportunities, serve children and youth, improve access to healthcare, and enrich lives through culture and the arts. FHB continues to be one of the most charitable organizations in Hawai'i, with our giving extending beyond our foundation to include countless volunteer hours and our employee-led Kōkua Mai giving program.

Since its inception in 2007, Kōkua Mai has empowered our employees to give back to the causes that matter most to them, donating nearly \$13 million to local charities during that time.

This year was no different—once again, we achieved a 98% participation rate, with employees contributing nearly \$874,000 to 36 charities across Hawai'i, Guam, and Saipan, far exceeding our \$700,000 goal. We are deeply committed to strengthening our communities, and through these collective efforts, we continue to make a tangible and lasting impact.

Within our organization, we are committed to fostering a workplace where every employee feels purposeful, valued, and engaged. To support professional growth, we provide training programs, leadership initiatives, and resources that empower our people to succeed. Tools like LinkedIn Learning offer opportunities to expand knowledge and develop



new skills, while Employee Resource Groups (ERGs) create spaces for employees to share experiences, perspectives, and expertise—cultivating a more inclusive and connected workplace. Additionally, we continue to enhance our leadership development programs, which play a vital role in nurturing talent and preparing future leaders across the bank.

Sustainability for our Island Home

As an island community, we understand that protecting our natural resources is vital to the health and well-being of those we serve. At First Hawaiian Bank, our commitment to sustainability is reflected in the various initiatives we have adopted to help preserve the environment for future generations. Over the years, we have taken meaningful steps to reduce our environmental impact, including eliminating single-use plastics from our cafeterias, upgrading to Energy Star-rated equipment, retrofitting our facilities with energy-efficient LED lighting, and modernizing our internal infrastructure to optimize water usage. These efforts are just one part of our larger commitment to sustainability, which is also reflected in our building practices.

A prime example of this is our new Līhu'e Banking Center, which showcases our dedication to energy-efficient design and operations. The center features an array of sustainable elements, including PV panels, EV charging stations, low-e insulated glass, and a precision block exterior—each carefully chosen to ensure longevity while reducing maintenance, expenses, and environmental impact. Beyond Līhu'e, we are upgrading our branch network to meet high environmental standards by integrating new technology such as PV backup

battery systems and energy-efficient lighting. Additionally, we are incorporating native and endemic plants into our landscaping, creating low-impact environments that conserve water and enhance the natural beauty of our spaces. These efforts are part of our broader commitment to building a more sustainable future in our communities.

Building a Resilient Future with Integrity

Our commitment to responsible banking extends beyond financial services, it is about creating lasting value for our stockholders, customers, employees, and communities. By upholding the highest standards of governance, investing in our people, giving back to the communities we serve, and championing sustainability, we are building a stronger, more enduring path forward. As we look ahead, we remain dedicated to evolving with purpose, embracing innovation, and leading with integrity to create a meaningful impact for generations to come.

Thank you for your trust and support as we work toward a thriving and resilient future for our island home.

Mahalo,

ROBERT S. HARRISON

Chairman, President, and CEO

First Hawaiian Commitment to Environmental, Social and Governance Matters

At First Hawaiian Bank, corporate responsibility is a pillar of how we do business. Our approach to environmental, social, and governance practices is rooted in the deep care we have for the communities we serve. Hawai'i, Guam, Saipan—these are the islands we call home, and we are dedicated to ensuring they flourish for future generations. When communities thrive, businesses do too, and this report reflects our belief in this connection and the steps we take to strengthen it. We uphold strong governance policies, support our employees, their families, and the people we serve through impactful social programs, and prioritize sustainability by reducing our carbon footprint.

Our commitment to social responsibility is integral to our business goals and shareholder value. Governance practices are regularly reviewed and updated by our Corporate Governance and Nominating

Committee to ensure we maintain an efficient and financially secure institution that operates with the highest standards of performance and ethics.

Our core values of Caring, Character and Collaboration are at the heart of everything we do. We believe in leading with integrity and transparency because trust is built on honesty. This is why we are focused on providing clear and consistent communication while maintaining a responsible and sustainable approach to how we operate and serve our stakeholders.

The strength of our communities matters. At First Hawaiian Bank, we are here to help shape our future thoughtfully, responsibly, and with a deep respect for the people and places that make our islands home.



FIRST HAWAIIAN BANK SNAPSHOT

About FHB

First Hawaiian Bank's Vision

Empowering our employees, customers and communities to help them prosper.

Our Mission

Bringing together our people, culture, and technology to deliver personalized financial solutions to meet our customers' needs.



48
Branches

\$20.3B
Deposits

\$23.8B
Assets

\$230M
Net Income



Awards

Top Ranked Hawai'i Bank in the *Forbes* Best Banks of America

America's Most Cybersecure Banks
Forbes

Hawai'i's Best Places to Work
Hawaii Business Magazine

Best Bank
Honolulu Magazine

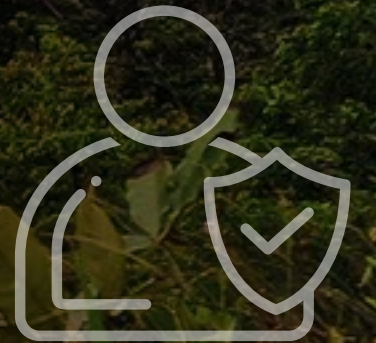
Best of Hawai'i West, First Place, Bank Category
West Hawaii Today

Best of Kaua'i, First Place, Bank Category
The Garden Island

Our Core Values

Caring

We value relationships
We treat people with dignity and respect
We serve each other, our customers, and our community



Character

We act with integrity
We take responsibility for our actions
We are not afraid to take risks and learn from our mistakes



Collaboration

We achieve our best results when we work together
We value others' viewpoints and draw strength from diversity
We share credit when things go well and accept responsibility when things don't go well



Senior Management Committee



James M. Moses

Vice Chair
and Chief Financial Officer,
Finance Group

Gina O.W. Anonuevo

Vice Chair, Chief Administrative Officer
and Chief Human Resources Officer,
Technology, Digital and
Human Resources Group

Robert S. Harrison

Chairman,
President and CEO

Lea Nakamura

Executive Vice President
and Chief Risk Officer,
Risk Management Group

Joel E. Rappoport

Executive Vice President,
General Counsel and Secretary,
Legal and Corporate Services Group

Darlene Blakeney

Executive Vice President
and Chief Lending Officer,
Wholesale Banking Group

Cameron Nekota

Executive Vice President,
Commercial Banking and
Bank Properties Group

Alan H. Arizumi

Vice Chair,
Wealth Management Group

Neill A. Char

Vice Chair,
Retail Banking and
Consumer Products Group

02

GOVERNANCE INFORMED BY THE POWER OF YES

Values-Based Governance

First Hawaiian Bank is invested in protecting its stakeholders, customers, and employees through careful governance and responsible risk management. This requires collaboration across all departments and commitment to a code of conduct and ethics.

For more than half a century, “Yes” has defined our culture and strengthened our relationships with customers, colleagues, and the communities we serve. As Hawai‘i’s leading relationship bank, we know that trust is built on a foundation of strong governance, sound decision-making, and forward-thinking leadership. Our Board of Directors and senior leadership are committed to fostering innovation while upholding the highest standards of accountability. Guided by our core values of Character, Caring, and Collaboration, we continuously work to mitigate risk, embrace opportunity, and ensure a thriving future for those who rely on us.



GOVERNANCE DASHBOARD

FHI & FHB Board Members

■ – First Hawaiian Inc. Board of Directors ▲ – First Hawaiian Bank Board of Directors

Robin K. Campaniano ▲

President and
Chief Executive Officer (Retired)
AIG Hawaii Insurance Company

W. Allen Doane ▲

Chairman and
Chief Executive Officer (Retired)
Alexander & Baldwin, Inc.

Tertia M. Freas ■▲

Executive Director
The Clarence T.C. Ching Foundation

Michael K. Fujimoto ■▲

Chairman Emeritus (Retired)
HPM Building Supply

Robert S. Harrison ■▲

Chairman, President,
and Chief Executive Officer
First Hawaiian Bank

Robert P. Hiam ▲

President and
Chief Executive Officer (Retired)
Hawaii Medical Service Association

Donald G. Horner ▲

Chairman and Chief Executive Officer
Grove Farm Corporation
Partner
Malu Investments

Faye W. Kurren ■▲

President and
Chief Executive Officer (Retired)
Hawaii Dental Service

Leighton S. L. Mau ▲

President and Chief Executive Officer
Waikiki Business Plaza, Inc.

James S. Moffatt ■▲

Vice Chairman and Global CEO (Retired)
Deloitte Consulting

Mark M. Mugiishi ■▲

President and Chief Executive Officer
Hawaii Medical Service Association

Mark K. Teruya ▲

Chairman and
Chief Executive Officer (Retired)
Armstrong Produce, Ltd.

Kelly A. Thompson ■▲

Senior Vice President and
Chief Operating Officer (Retired)
Walmart eCommerce

Allen B. Uyeda ▲

Chief Executive Officer (Retired)
First Insurance Company of Hawaii, Ltd.

Vanessa L. Washington ■▲

Senior Executive Vice President,
General Counsel and Secretary (Retired)
Bank of the West

C. Scott Wo ■▲

Owner/Executive Team
C. S. Wo & Sons, Ltd.

Our Pillars of Sustainability

- Promoting healthy profitability through value-based governance
- Protecting the company and its stakeholders through responsible risk management
- Growing our capacity by investing in company culture and our employees
- Accepting our responsibility as an organization for improving our environmental impact
- Increasing the potential of our communities by investing in programs that maximize social impact

GOVERNANCE DASHBOARD

Regulatory Control

We are regularly examined by, and/or responsible to, our regulators including:

- Federal Deposit Insurance Corporation
- Hawai'i Division of Financial Institutions
- Board of Governors of the Federal Reserve System
- Consumer Financial Protection Bureau
- U.S. Securities and Exchange Commission



The Code of Conduct and Ethics sets forth the standards our officers, employees, and directors are required to meet as they conduct the Bank's business. Click [here](#) to read the Code of Conduct.

Stakeholder Communications



Internet IR.FHB.com

Press Releases
Securities and Exchange Commission Filings
Annual Report



Mail

First Hawaiian, Inc.
c/o Corporate Secretary
999 Bishop Street, 29th Floor
Honolulu, HI 96813



Events

Annual Stockholder Meeting



Phone

Quarterly Earning Calls



Investor Meetings

The CEO, CFO, and Head of Investor Relations meet frequently with investors including in-person, virtual opportunities, and annual governance outreach.

Integrity Hotline Policy



Allows directors, officers, employees, and others to report complaints anonymously and confidentially through a third-party managed hotline or online, regarding accounting, internal accounting controls, or auditing matters.

FHB Incident Response Team



Responsible for coordinating responses to emerging cybersecurity situations like Distributed Denial of Service (DDOS) attacks, phishing, or third-party breaches. The Incident Response Team conducts cybersecurity exercises annually to improve response readiness in the event of a cyber intrusion or disruption of service.

GOVERNANCE SPOTLIGHT

Managing Cyber Risk from Every Angle

When it comes to managing cyber risk, people, process, and technology are equally important. “By integrating these perspectives, we’re able to take a holistic approach to managing cyber risk, one that considers every angle of the business,” says Amy Man, Vice President of Cybersecurity Risk Management at First Hawaiian Bank.

Even though cybersecurity is thought of as a technology program, the solution requires more than technology, all parties need to be involved. This is especially true when it comes to critical third-party relationships, which require a supportive legal team to codify requirements in contracts and others to ensure the parties are maintaining their commitments. “It’s not just within an IT space that these challenges can be solved,” Amy says. “It needs an all-hands-on-deck effort.”

A foundational element of FHB’s cybersecurity strategy is its dedicated Cyber Risk Management Program, which brings together experts across disciplines including IT, cybersecurity, business continuity, risk management, compliance, and legal. The program assesses risks, determines controls, and communicates all of this to others at the bank. Doing so ensures FHB is managing the technical aspects of cybersecurity as the bank continues its digital transformation strategy within the context of broader risks.

First Hawaiian’s strong governance structure ensures that cybersecurity continues to be a top priority at every level of the organization. Our executive team and board are deeply involved in overseeing cyber risk management efforts.



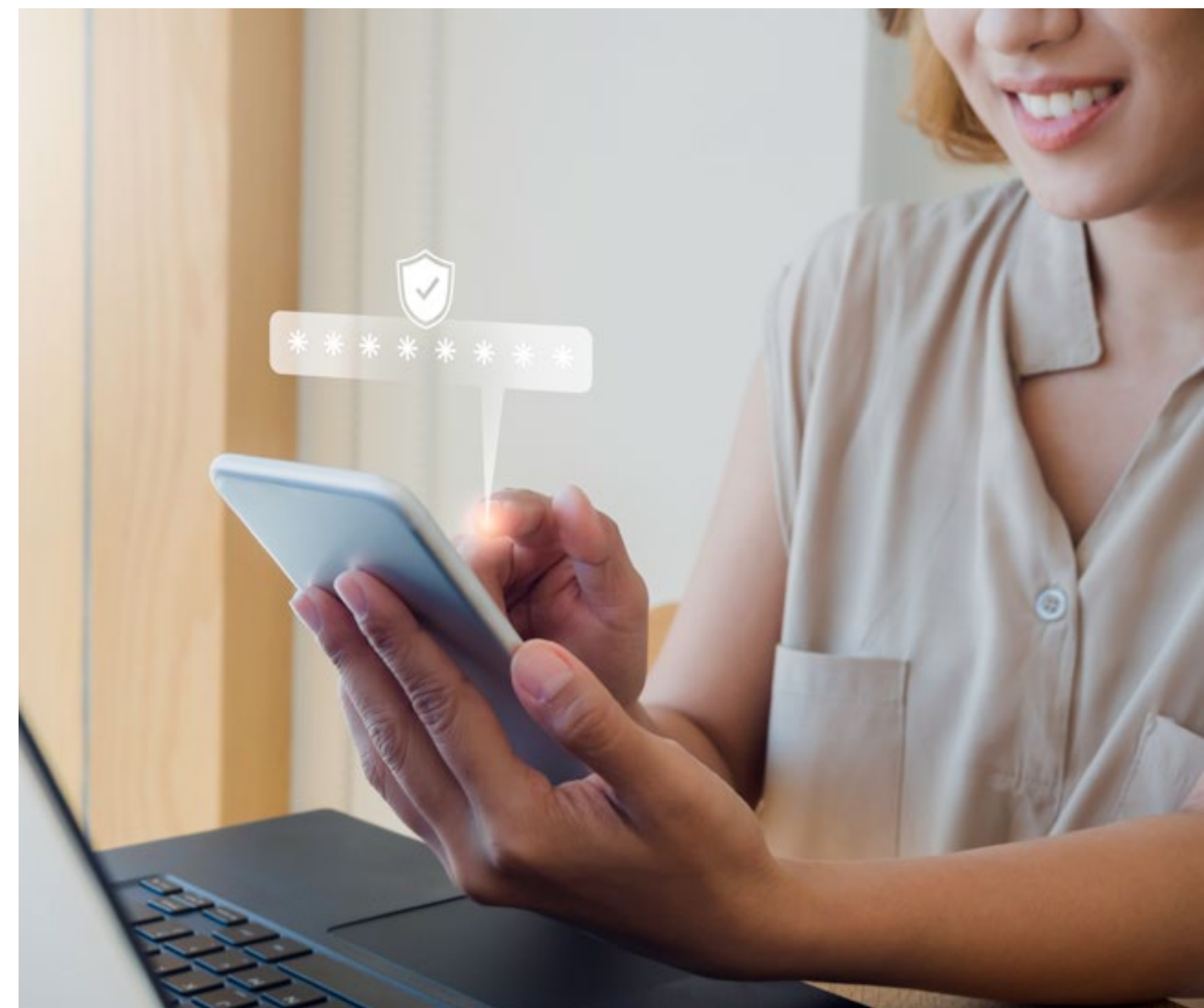
“It’s not just within an IT space that these challenges can be solved, it needs an all-hands-on-deck effort.”

– **Amy Man** | Vice President of Cybersecurity Risk Management

Transparency and two-way communication play a significant role in the successful management of cyber risk. As the bank continues its digital transformation efforts, cross-disciplinary involvement is critical so that the bank is properly equipped to handle potential risks from a security perspective while sustaining operational resilience.

Overall, FHB has continued to make significant investments to fortify defenses while raising awareness of the evolving cyber-risk landscape. Today, risk oversight goes through three lines of defense: the first is frontline operations, the second line is risk and compliance oversight, and the third line is audit. Together, these provide the necessary checks and balances to ensure FHB continues to operate securely.

In this era of artificial intelligence and rapid technological advancement, risk must be tackled head-on, according to Amy. “You need risk to have reward, but it’s important to consider how to take risks in measured steps.”



GOVERNANCE SPOTLIGHT

Preventing Fraud Together



As the digital world expands, First Hawaiian Bank is doing its part to keep pace. But the greater accessibility and rapid change of digital resources has also resulted in the advancement of fraud schemes. For Joely Chung, Senior Vice President and Enterprise Operational Risk Division Manager, the bank's greatest form of defense is educating customers. To do so, the bank is embracing a culture of fraud education, in which employees are trained on common fraud schemes and are encouraged to discuss red flags with customers. This approach ensures employees not only consult customers on banking options, but also educate customers about how best to use financial products and services to their benefit while minimizing their risk of becoming a victim of fraud.

Preventing fraud not only helps protect customers, it also helps protect the bank's reputation. "We have placed a lot of time and effort into educating frontline employees on what they can do when they're talking to their customers," Joely says.

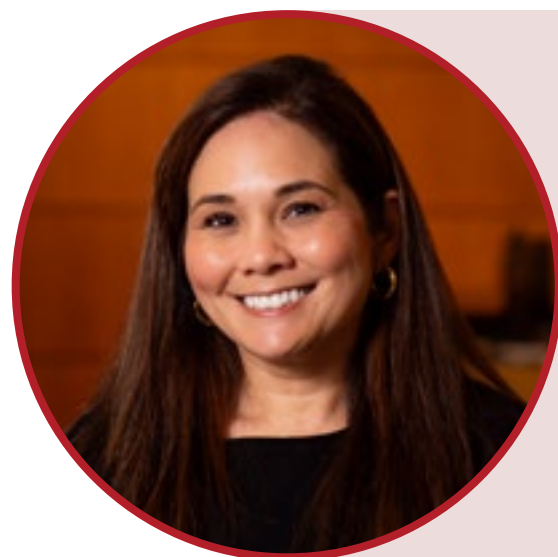
Training for employees differs for each business unit. Joely's team assesses the types of risk, frauds, and typologies each

might see and shares best practices. She has also streamlined policies and procedures, especially for branches, and offered custom trainings that include ways to have conversations with customers about fraud awareness and prevention.

Joely also takes time to directly educate customers. In 2024, she met with multiple business organizations to educate attendees on best practices and red flags associated with emerging fraud trends, such as Business Email Compromise (BEC), which continues to be one of the biggest fraud scams in the financial industry. She also presented at the Hawai'i Active Seniors Expo to educate kūpuna on how to protect themselves from fraud and scams, sharing the acronym TIPS, or Threatening, Immediate, Promising, and Secret, all indicators of fraudulent communications. "This isn't new information," Joely says, "But we're making an effort to tell customers this as a proactive and consistent practice."

With every opportunity she has, Joely shares red flags for fraud and strengthens the bank's Enterprise Operational Risk Committee, which brings to the forefront emerging typologies and controls that individual business units need to look at and strengthen. Her goal is to ensure fraud awareness becomes second nature in all aspects of banking for both employees and customers.

"We are a relationship bank," Joely says, "and part of that relationship means we have to be invested in protecting customers."



"We are a relationship bank, and part of that relationship means we have to be invested in protecting customers."

– Joely Chung | Senior Vice President and Enterprise Operational Risk Division Manager

03

A COMMITTED CULTURE OF CARING

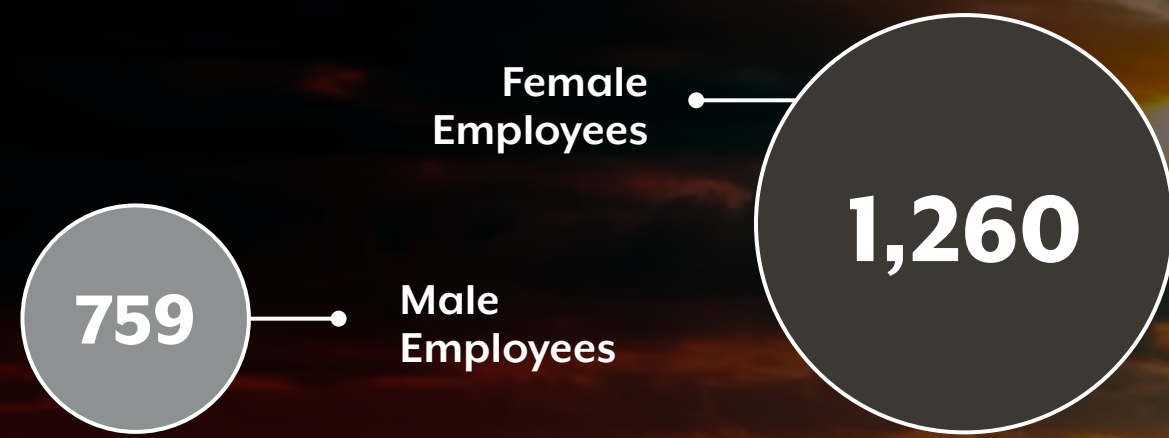
Social Responsibility

Hawai'i is known for its strong culture, one of deep ties to the islands, diverse backgrounds, and caring values. First Hawaiian Bank benefits from this context and is informed by it. Social responsibility is an intrinsic part of its culture and values, which is reflected in the opportunities provided to our employees and dedication shown to our customers and communities.

Social responsibility is also a choice and commitment, an example of this is the generosity of FHB employees when it comes to giving back to their communities through volunteer hours and donations. The bank is also an intentional steward of its team and values, with numerous employee resource groups and a clearly defined culture that informs standards and leadership decisions.



SOCIAL DASHBOARD



2,019 Total Employees

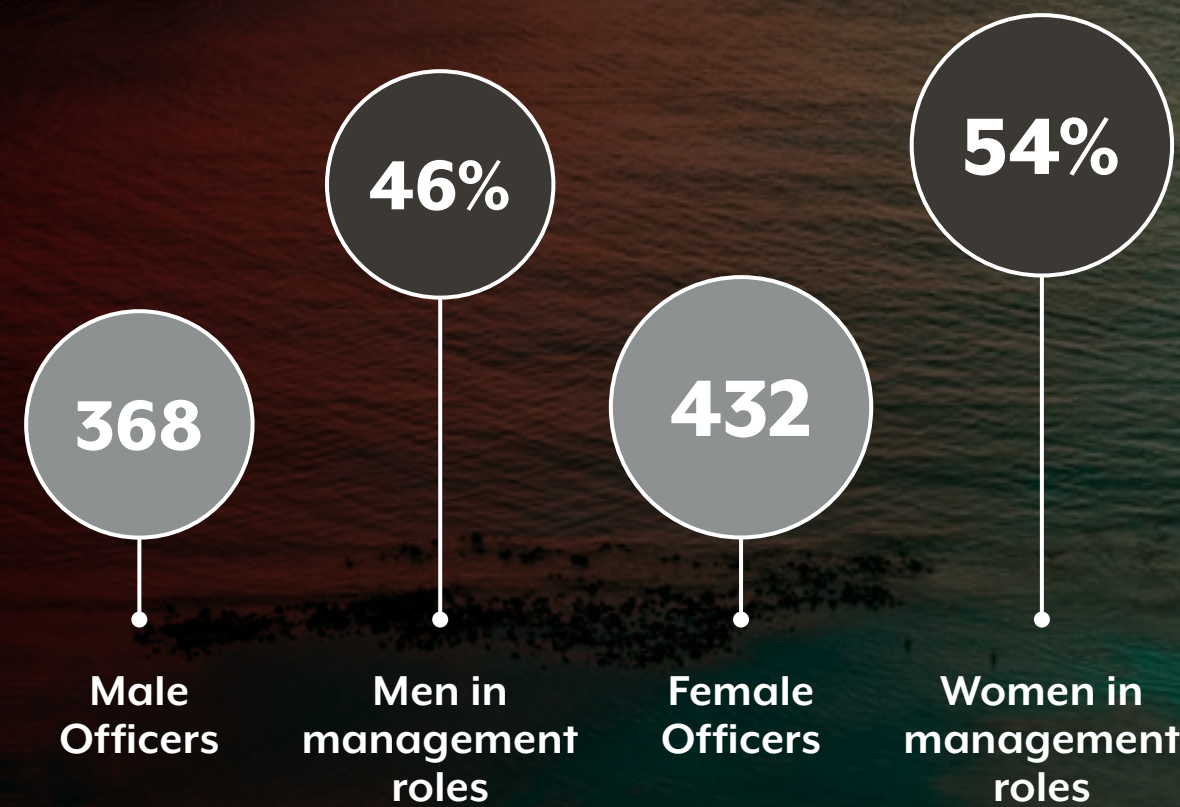
Leadership Development



12 leadership development programs offered to employees; Access to 20,000+ online learning courses through FHB's Online Learning Center and LinkedIn Learning.

Invest in Employees

- Executive Leadership Program
- Advanced Leaders Program
- Emerging Leaders Program
- Mainland Banking Schools
- Leadership for High Performance Series
- Toastmasters
- LinkedIn Learning
- Pacific Century Fellows
- Mink Leadership Alliance
- Hawaii Talent Onboarding Program
- Omidyar Fellows
- Employee Resource Group



Benefits of Working at First Hawaiian Bank

- Professional leadership and career development opportunities
- Flexible remote work schedules
- Fun company-sponsored community service volunteer activities
- Company contributions of up to 7.5% to retirement plans with the ability to contribute to a Roth 401(k) with after tax income
- 11 paid holidays, plus 4 paid float days
- Medical, drug, vision and dental coverage for employees and dependents
- Company paid basic life insurance, long-term disability, long-term care, and business travel accident insurance coverage
- Company match to dependent care/elder care spending account
- Subsidized meals and drinks at on-site employee lunchrooms
- Popular tuition reimbursement program for continuing education
- Generous sick leave program
- Convenient discounted and no-cost fitness centers and lactation rooms
- Various employee wellness programs that support improved overall employee well-being including on-site annual health screenings and flu shot
- Pre-tax transportation benefit for parking expenses and 50% bus pass subsidy
- Discounted identity protection and banking services
- Supplemental insurance offered including cancer coverage, critical illness, and pet medical insurance
- Employee Assistance Program that support the needs of our employees and immediate family members

SOCIAL DASHBOARD

98% of First Hawaiian Bank Employees Participate in the Bank's Annual Kōkua Mai Campaign Donating **\$873,988** to Charity.

\$13M

Total donated through Kōkua Mai since 2007

\$4.2M

to 200 charities in the areas of:
Health & Human Services
Education
Civic & Community
Arts & Culture



Click a thumbnail below to view the clip



Aloha United Way



Aloha Harvest

In 2024, Kōkua Mai benefited the following organizations that focus on health, education, self-sufficiency and life-sustaining services:

- American Red Cross, Hawai'i, Guam & Northern Mariana Islands Chapters
- Aloha Harvest
- Aloha United Way
- Ayuda Foundation
- Big Brothers, Big Sisters Hawaii
- Blood Bank of Hawaii
- Boys and Girls Club of Hawaii
- Catholic Charities Hawai'i
- Child and Family Service
- Domestic Violence Action Center
- Easter Seals Hawaii
- Family Programs Hawaii
- Goodwill Industries of Hawaii, Inc.
- Hale Makua Health Services
- Hawaii Children's Cancer Foundation
- Hawai'i Foodbank
- Hawaii Island United Way
- Hawai'i LGBT Legacy Foundation
- HUGS (Help, Understanding and Group Support)
- Imua Family Services
- Kama'aina Kids
- Kaua'i Hospice
- Kauai United Way
- Keiki Circles of Love Hawaii
- Make-A-Wish Hawaii, Guam, and Saipan
- Maui Foodbank
- Maui United Way
- Palama Settlement
- Partners in Development
- Pali Momi Women's Center (Breast Cancer Prevention and Treatment)
- Public Schools of Hawaii Foundation
- Salvation Army Hawaii, Guam, and Saipan Corps
- Special Olympics Hawaii, Inc.
- Teach for America
- Waianae Coast Comprehensive Health Center
- YWCA - O'ahu

SOCIAL SPOTLIGHT

Training the Next Generation of Cybersecurity Leaders



“Having an understanding of the tenets of cybersecurity will benefit you and any organization you end up working in, and as an entrepreneur this will protect you.”

– **John Martin** | Vice President and Senior Risk Analyst



For John Martin, Vice President and Senior Risk Analyst for First Hawaiian Bank’s Enterprise Information Security department, volunteering with Punahou’s CyberPatriot program is an opportunity to get youth excited about cybersecurity as a profession.

At FHB, community outreach is logged quarterly, which motivated John to find a way to meet the bank’s ideals of community service while merging his love of teaching and technology. Through his wife, a teacher at Punahou School, he discovered its CyberPatriot program, a national program founded by the Air and Space Forces Association to interest

students in cybersecurity and other STEM careers important to the nation’s future. He soon went from mentor to co-coach and co-created Punahou’s Cyber Educational Leadership Team (CELT), of which CyberPatriot is part.

Through CELT, John teaches theory and techniques of cybersecurity such as the CIA triad of confidentiality, integrity, and availability while the CyberPatriot program engages the students through competition and real-world applications. For example, at one competition, teams were given a Windows desktop with a Windows system and had to find and patch vulnerabilities and harden the system to protect against future incursion.

Even if these students don’t pursue cybersecurity as a profession, John knows they will have a leg up. “Having an understanding of the tenets of cybersecurity will benefit you and any organization you end up working in,” he says, “and as an entrepreneur this will protect you.”

The 2024-2025 school year has been the best yet for Punahou’s CyberPatriot program, with an increase in participants from 19 to 36 students, adding another Army JROTC team and expanding into the middle school. It went from fielding its first semifinal qualifying team last year to three qualifiers this year, sending its first team to nationals in March.

Through his affiliation with FHB, John is able to show students pathways to local careers in cybersecurity and demonstrate that organizations here are interested in their journeys. “The unique geographical location of Hawai’i makes it difficult for us to attract and retain the talent we need,” he says. “If there’s already a connection to the islands, we should take advantage of that and try to give folks a chance to stay in Hawai’i and have a viable career in technology.”

SOCIAL SPOTLIGHT

We Say “Yes” to Giving Back

Since 2007, when Kōkua Mai was founded, First Hawaiian employees and retirees have donated nearly \$13 million through the program. It was thought up by CEO Don Horner, who decided to make it an internal effort so that 100 percent of employee donations could go to their chosen charities, rather than having portions redirected to administrative fees. Since then, it has maintained this approach, with Kōkua Mai run entirely by employees with the bank covering all its costs.

The campaign runs over the course of a month and includes a variety of activities to encourage team members to support their favorite charities including shave ice sales, book sales, and online auctions. Every year, donations benefit thousands of people who receive assistance from non-profit organizations in the communities FHB serves, from Guam to Saipan to the Hawaiian Islands.

For 2024, the contribution goal was \$700,000, which bank employees and retirees far exceeded, totaling \$873,987 in donations to 36 charities in Hawai‘i, Guam, and Saipan over the course of October. Of the employees, 98 percent made financial donations, maintaining the same impressive participation rate as 2023. The year’s top recipient was Aloha United Way, followed by Hawai‘i Foodbank and Hawaii Children’s Cancer Foundation.

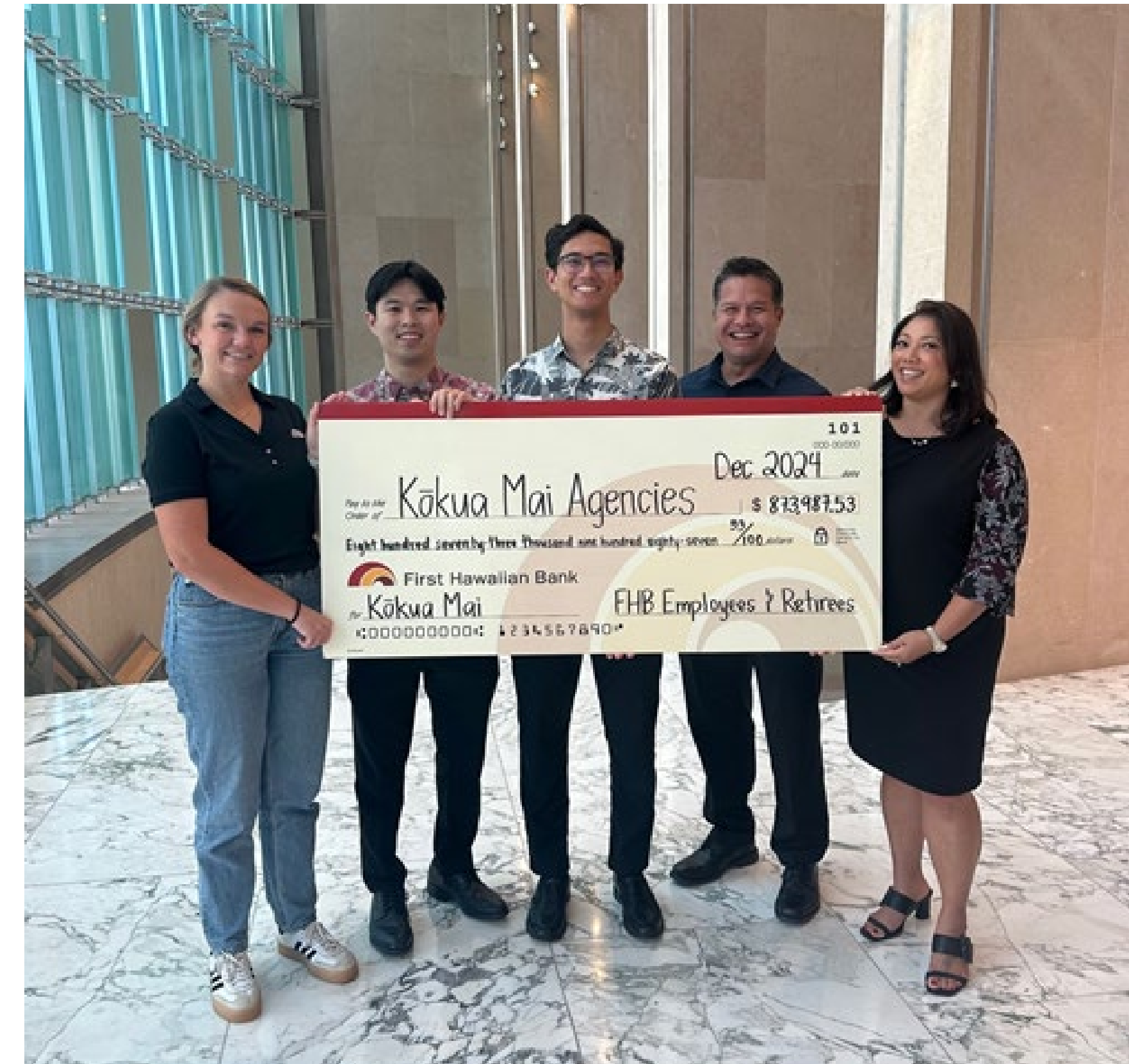
Kōkua Mai reflects FHB’s overarching core values of caring, character, and collaboration. By participating in the program, employees and retirees demonstrate what it looks like to work together in service of the wellbeing of their communities.

“We’re a small local organization, so having support from Kōkua Mai is impactful,” shared Michelle Meredith, Hawaii Children’s Cancer Foundation Executive Director. “There’s no other program like it, and we are so grateful for the generosity and the many years of support from FHB employees.”



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–Michelle Meredith | Executive Director of Hawaii Children Cancer Foundation



04

PLANNING FOR THE FUTURE BY CARING FOR THE ENVIRONMENT

Environmental Stewardship

Being a good steward of the environment looks similar to stewarding a company or community: prioritizing long-term health and prosperity rather than short-term rewards. Across First Hawaiian Bank, we plan for the future while looking to today's best practices and past inspiration.

Environmental sustainability requires considering both the big picture and small details, from building the most sustainable branches possible to minimizing waste through diligent maintenance. It also means supporting employees in being caretakers of our islands through efforts like volunteering and using sustainable transportation. As a relationship bank, doing right by the environment is more than compliance, it is a part of FHB's strategy and culture.

ENVIRONMENTAL DASHBOARD



Enhancing Efficiency & Sustainability

In 2024 and 2025, we are investing in projects that extend the life of our facilities while improving energy and water efficiency. Key initiatives include:

Air Conditioning System Upgrades

Replacing major components, including cooling towers and chiller plants at First Hawaiian Center and Kamehameha Industrial Center, delivering significant energy savings.

FHC Elevator Modernization

Enhancing efficiency and reliability.

Līhu'e Banking Center Construction

Incorporating sustainability features such as photovoltaic panels with battery backup, EV chargers, native landscaping, and durable building materials.

Wai'anae Branch Efficiency Improvements

Installing a new chiller, reducing cooled air volume with a redesigned ceiling, and upgrading to energy-efficient LED lighting.

These upgrades reflect our ongoing commitment to sustainability and responsible resource management.

Pounds of e-waste collected

1,960

866

Pounds of office paper

Pounds of glass/plastic

325

50%

Bus pass subsidy for all employees

Landscaping with Native and Indigenous Plants at First Hawaiian Center, Branches and Offices

- 'Akia
- 'Awapuhi
- Hāpu'u
- Koai'a
- Koki'o Ke'oke'o
- Kupukupu
- Nā'ū
- Naupaka
- 'Ōhi'a Lehua
- Palapalai
- Pili Grass
- Pōhinahina
- Kī (various types)
- 'Uki'uki
- 'Ūlei

ENVIRONMENTAL DASHBOARD

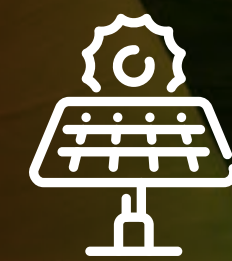
Electricity Usage

-	Utility	2023	2024	% Change
Kamehameha Industrial Center	HECO (KWh)	6,036,000	5,476,800	9.3% decrease
First Hawaiian Center		6,669,600	6,569,400	1.5% decrease
Branches		5,475,599	4,618,366	12.9% decrease

Building Materials

Low VOC paints

Use of materials (i.e., carpet or textiles) that contain recycled content



Photovoltaic use on branch buildings



Paper recycling in all facilities



Electric vehicle charging stations

ENVIRONMENTAL SPOTLIGHT

A Sense of Place: Planting with Purpose

Hawai'i has the world's highest percentage of endemic species, and the plants here have deep ties to the history and experience of living in the islands. When Danielle Yafuso became Senior Vice President, Bank Properties Division in 2021, she set out to integrate native and endemic plants into landscaping at FHB branches.

The goal of this effort is threefold: to connect with community through a sense of place, support the resilience of Hawai'i's unique flora, and use plants that are most likely to thrive in localized conditions. For instance, pili grass now growing at the Wai'anae branch is drought resistant and tolerant of wind, heat, and salt spray—important in a dry location very close to the beach. The grass also requires minimal maintenance and reflects the history of the area.

The intention is to incorporate such plants at existing branches when the budget allows and at new branches such as Līhu'e from the start. For Branch Properties Project Manager Robyn

Titcomb, doing so resonates with the bigger picture. "If we are creating a sense of place with architecture," she says, "why not move that over to our natural environment."

At First Hawaiian Center, palapalai fern now flourishes, while at the Mānoa branch, the team has introduced pōhinahina. The latter is a hardy groundcover with occasional purple blossoms and lā'au lapa'au (Hawaiian medicinal) uses that can be found at numerous branches. Mililani, Pearl City, Kapiolani, and Kailua branches all feature native or endemic plants. By selecting plants that are known to thrive in specific Hawai'i environments, FHB is setting its landscapes up for success while saving on water and labor.

"It's that whole Hawaiian makawalu idea, the many eyes looking at it from all aspects," added Titcomb. "Having that capability to take that concept and carry it throughout our built environment, our natural environment, and the way that we interact as people—it just makes sense."



"If we are creating a sense of place with architecture, why not move that over to our natural environment."

– Robyn Titcomb | Project Manager of Branch Properties



ENVIRONMENTAL SPOTLIGHT

Sustainability at the New Līhu'e Branch

“We are a relationship bank, we’re all about connections,” says Assistant Vice President and Project Manager Norton Ching. This philosophy extends to the building of a branch, which First Hawaiian Bank sees as a long-term investment and a commitment to becoming part of the fabric of the community. FHB is careful to create a sense of place that honors and builds on the history of what’s already there. We also take care in every regard, from material selection to landscaping to furnishings, to ensure its longevity.

That investment is reflected in the sustainability of new branches. Take the bank’s newest building in Līhu’e, which broke ground in 2023 and opened on April 15, 2025. Outside, it features PV solar panels, a backup battery system that coincides with two EV charging stations, onsite bicycle parking, and drip irrigation. The branch features low-e insulated glass, an insulated roof assembly, energy-efficient light fixtures, low-flow toilets, low-VOC interior finishes, long-lasting terrazzo flooring, and an exterior of precision block.

The precision block is a prime example of enduring materials FHB selects over cheaper ones that would need changing every decade or so. While it is a slightly higher up-front cost, the exterior will not need to be redone or replaced and can be easily cleaned because it consists of a single, durable material. Līhu’e is also FHB’s first branch with a battery backup system, to be followed by the Kapolei branch. This battery can be used regularly

to reduce dependence on the electric grid as well as for emergencies in place of an emergency generator.

“What drives decision making from our side is practicality as well as longevity and sustainability,” explained Ching. “When you’re looking at something through that long lens, you’re not looking at what colors are in now. You are looking at something that will stand the test of time.”



“What drives decision making from our side is practicality as well as longevity and sustainability.”

– **Norton Ching** | Assistant Vice President and Project Manager

05

2024 SUSTAINABILITY ACCOUNTING STANDARDS BOARD (SASB) INDEX

For Commercial Banks, Mortgage Finance, and Consumer Finance

This Index has been prepared in accordance with the Industry Standards Version 2023-12 issued by the Sustainability Accounting Standards Board (now part of the International Financial Reporting Standards (IFRS) Foundation). The Index includes data and descriptions from First Hawaiian's activities and operations during the 2024 calendar year. References in this Index to "First Hawaiian," "we," "our" and "us" refer to First Hawaiian, Inc. and its consolidated subsidiaries, which include only First Hawaiian Bank ("FHB") and its subsidiaries.

We have provided our responses below to the extent practicable in light of the available information and resources. Where no disclosure is given below in response to an Accounting Metric, we provide a code that refers to one of the following reasons for why disclosure is not provided:

- A** – The requested information is not available.
- B** – The requested information is not available without unreasonable effort or expense.
- C** – The requested information is deemed confidential for competitive reasons.



I. Commercial Banks Standard

Data Security

Accounting Metric	Code	Response
1) Number of data breaches, (2) percentage that are personal data breaches, (3) number of account holders affected	FN-CB-230a.1	If applicable, any material cybersecurity incidents would be reported in our Annual Report on Form 10-K for the year ending December 31, 2024 ("2024 Annual Report") or in a Current Report on Form 8-K.
Description of approach to identifying and addressing data security risks	FN-CB-230a.2	Please see pages 4, 11, and 12 of our 2024 Corporate Responsibility Report.

Financial Inclusion & Capacity Building

Accounting Metric	Code	Response																		
(1) Number and (2) amount of loans outstanding that qualify for programmes designed to promote small business and community development	FN-CB-240a.1	<p>To promote small business and community development, the bank originated the following loans during 2024:</p> <table border="1"> <thead> <tr> <th colspan="3"><i>(Dollars in thousands)</i></th> </tr> <tr> <th></th> <th>Number</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Small Business</td> <td>2,844</td> <td>\$347,792</td> </tr> <tr> <td>Small Farm</td> <td>7</td> <td>1,112</td> </tr> <tr> <td>Community Development</td> <td>148</td> <td>542,617</td> </tr> <tr> <td>Total</td> <td>2,999</td> <td>\$891,521</td> </tr> </tbody> </table> <p>In our most recent FDIC Community Reinvestment Examination in 2022, FHB received an "Outstanding" rating for the tenth consecutive evaluation, dating back to 1995. The bank's overall Outstanding rating is a function of the bank's Outstanding performance under the Lending, Investment and Service tests of the examination.</p>	<i>(Dollars in thousands)</i>				Number	Value	Small Business	2,844	\$347,792	Small Farm	7	1,112	Community Development	148	542,617	Total	2,999	\$891,521
<i>(Dollars in thousands)</i>																				
	Number	Value																		
Small Business	2,844	\$347,792																		
Small Farm	7	1,112																		
Community Development	148	542,617																		
Total	2,999	\$891,521																		

continued on following page...

I. Commercial Banks Standard

Financial Inclusion & Capacity Building

Accounting Metric	Code	Response
(1) Number and (2) amount of past due and nonaccrual loans subject to forbearance that qualify for programmes designed to promote small business and community development	FN-CB-240a.2	Not disclosed. Please see Code B page 24 above.
Number of no-cost retail checking accounts provided to previously unbanked or underbanked customers	FN-CB-240a.3	None
Number of participants in financial literacy initiatives for unbanked, underbanked, or underserved customers	FN-CB-240a.4	MyMoney Program – Since 2015, FHB has offered the MyMoney program to provide online financial education to various schools across Hawai'i, the majority of which primarily serve low- to moderate-income students. For the school year from 2023-2024, 1,022 students have benefited from the MyMoney program investing approximately 3,596 learning hours.

Incorporation of Environmental, Social, and Governance Factors in Credit Analysis

Accounting Metric	Code	Response
Description of approach to incorporation of environmental, social, and governance factors in credit analysis	FN-CB-410a.2	First Hawaiian does not knowingly engage in any financing, investments, or transactions with great risk of negatively impacting the health and safety of populations, protected species or the environment in general. Also, we will not knowingly participate in any financing, investments, or transactions involving products subject to national or international bans.

I. Commercial Banks Standard

Financed Emissions

Accounting Metric	Code	Response
Absolute gross financed emissions, disaggregated by (1) Scope 1, (2) Scope 2 and (3) Scope 3	FN-CB-410b.1	Not disclosed. Please see Code B page 24 above.
Gross exposure for each industry by asset class	FN-CB-410b.2	Not disclosed. Please see Code B page 24 above.
Percentage of gross exposure included in the financed emissions calculation	FN-CB-410b.3	Not disclosed. Please see Code B page 24 above.
Description of the methodology used to calculate financed emissions	FN-CB-410b.4	Not disclosed. Please see Code B page 24 above.

I. Commercial Banks Standard

Business Ethics

Accounting Metric	Code	Response
Total amount of monetary losses as a result of legal proceedings associated with fraud, insider trading, anti-trust, anti-competitive behavior, market manipulation, malpractice, or other related financial industry laws or regulations	FN-CB-510a.1	If applicable, any material legal proceedings would be reported in our 2024 Annual Report.
Description of whistleblower policies and procedures	FN-CB-510a.2	Please see description of Integrity Hotline Policy on page 11.

Systemic Risk Management

Accounting Metric	Code	Response
Global Systemically Important Bank (G-SIB) score, by category	FN-CB-550a.1	Not applicable
Description of approach to integrate results of mandatory and voluntary stress tests into capital adequacy planning, long-term corporate strategy, and other business activities	FN-CB-550a.2	<p>Capital management is a key activity. With the oversight of our Board of Directors, we establish risk appetite standards to assess our ability to generate adequate risk-adjusted returns while maintaining a high level of solvency even under periods of stress. Based on those standards, we set formal capital policies and contingency plans and develop an annual capital plan, which incorporates expectations for dividend and capital distribution activities.</p> <p>As part of our regular capital planning process, we conduct stress testing that allows us to consider the adequacy of our capital to absorb unexpected losses under periods of adversity. These tests are not a formal regulatory requirement for a bank of our size but a voluntary practice that allows us to evaluate solvency under a range of scenarios and inform decisions we make under the capital plan.</p>

I. Commercial Banks Standard

Activity Metrics

Activity Metric

Code

Response

(1) Number and (2) value of checking and savings accounts by segment: (a) personal and (b) small business

FN-CB-000.A

(a) Personal

(Dollars in thousands)

	Number	Value
Savings	121,274	\$3,646,885
Checking	287,127	3,798,557
Total	408,401	\$7,445,442

* Excludes Public Fund Products and all CDs

(b) Small Business

(Dollars in thousands)

	Number	Value
Savings	5,654	\$1,925,025
Checking	54,963	4,789,632
Total	60,617	\$6,714,657

* Excludes Public Fund Products and all CDs

(1) Number and (2) value of loans by segment: (a) personal, (b) small business, and (c) corporate

FN-CB-000.B

(b) Small Business

(Dollars in thousands)

	Number	Value
Personal	189,753	\$924,371
Small Business	13,911	97,743
Corporate	5,120	3,568,343
Total	208,784	\$4,590,457

II. Mortgage Finance Standard

Lending Practices

Accounting Metric

Code

Response

(1) Number and (2) value of residential mortgages of the following types: (a) combined fixed- and variable-rate, (b) prepayment penalty, (c) total

FN-MF-270a.1

(a) Combined Fixed- and Variable-Rate

<i>(Dollars in thousands)</i>	
Fixed- and Variable-Rate*	
Number	Value
12,518	\$1,917,099

* Consists of mortgages with interest rate resets of less than five years. FHB does not offer mortgage loans with negative amortization or interest-only payment schedules.

(b) Prepayment Penalty

We do not assess any prepayment penalties on residential mortgages.

(c) Total

<i>(Dollars in thousands)</i>	
Fixed- and Variable-Rate*	
Number	Value
21,126	\$5,214,271

continued on following page...

II. Mortgage Finance Standard

Lending Practices

Accounting Metric

Code

Response

(1) Number and (2) value of (a) residential mortgage modifications, (b) foreclosures, and (c) short sales or deeds in lieu of foreclosure

FN-MF-270a.2

Residential Mortgages		
<i>(Dollars in thousands)</i>	#	Value
Modifications	0	\$0
Foreclosures	21	\$5,040
Short Sales / Deeds in Lieu of Foreclosure	0	\$0

Total amount of monetary losses as a result of legal proceedings associated with communications to customers or remuneration of loan originators

FN-MF-270a.3

If applicable, any material legal proceedings would be reported in our 2024 Annual Report.

Description of remuneration structure of mortgage loan originators

FN-MF-270a.4

Our leadership, with oversight from the Compensation Committee of the Board of Directors, reviews our incentive plans, including our loan originator incentive plans, to ensure that our plans motivate business performance while balancing risk and reward and are not likely to create material adverse risk.

Loan originators are paid a base salary in addition to commissions resulting from the origination of mortgage loans. Commissions are based on the loan amount, production volume, loan quality, and compliance.

II. Mortgage Finance Standard

Discriminatory Lending

Accounting Metric	Code	Response
1) Number, (2) value, and (3) weighted average loan-to-value ratio of mortgages issued to (a) minority and (b) all other borrowers	FN-MF-270b.1	Not disclosed. Please see Code B page 24 above.
Total amount of monetary losses as a result of legal proceedings associated with discriminatory mortgage lending	FN-MF-270b.2	If applicable, any material legal proceedings would be reported in our 2024 Annual Report.
Description of policies and procedures for ensuring non-discriminatory mortgage origination	FN-MF-270b.3	<p>We maintain a Fair Lending Program with related policies and procedures to ensure compliance with the Equal Credit Opportunity Act (ECOA), Fair Housing Act, and implementing laws and regulations. Highlights of our program related to mortgage loans include:</p> <ul style="list-style-type: none"> • Underwriting and pricing mortgages according to clearly established written guidelines • Fair lending training for all employees involved in mortgage lending • Regression analysis of HMDA-reportable loans to proactively identify potential discrimination • Periodic testing for compliance with fair lending and related regulatory requirements <p>All new products, services or significant changes related to mortgage activities are reviewed, including all mortgage related marketing campaigns and materials.</p>

II. Mortgage Finance Standard

Environmental Risk to Mortgaged Properties

Accounting Metric	Code	Response		
		<i>(Dollars in thousands)</i>		
		Number	Value	
(1) Number and (2) value of mortgage loans in 100-year flood zones	FN-MF-450a.1	Residential	2,711	\$932,221
		Commercial*	36	27,112
		Total	2,747	\$959,332
* Includes solely loans secured by residential real estate				
(1) Total expected loss and (2) Loss Given Default (LGD) attributable to mortgage loan default and delinquency because of weather-related natural catastrophes, by geographic region	FN-MF-450a.2	Not disclosed. Please see Code A page 24 above.		
Description of how climate change and other environmental risks are incorporated into mortgage origination and underwriting	FN-MF-450a.3	As part of the underwriting and approval process, our internal policies ensure that our customers adhere to all applicable zoning and permitting requirements. The potential environmental impact of a proposed real estate project is an inherent consideration in any transaction we evaluate for financing.		

II. Mortgage Finance Standard

Activity Metrics

Activity Metric

Code

Response

(1) Number and (2) value of mortgages originated by category:
(a) residential and (b) commercial

FN-MF-000.A

(Dollars in thousands)

	Number	Value
Residential	1,209	\$285,410
Commercial*	25	19,867
Total	1,234	\$305,277

* Includes solely loans secured by residential real estate

(1) Number and (2) value of mortgages purchased by category:
(a) residential and (b) commercial

FN-MF-000.B

(Dollars in thousands)

	Number	Value
Residential	0	\$0
Commercial*	2	32,722
Total	2	\$32,722

* Includes solely loans secured by residential real estate

III. Consumer Finance Standard

Customer Privacy

Accounting Metric	Code	Response
Number of account holders whose information is used for secondary purposes	FN-CF-220a.1	As described in First Hawaiian Bank's privacy policy , the bank does not share any personal information with any third party except to adequately serve and protect our customers' accounts, to process our customers' financial transactions, and to provide valuable offers to our customers. We comply with the Gramm-Leach-Bliley Act, as implemented by Regulation P, and other applicable federal and state laws and regulations.
Total amount of monetary losses as a result of legal proceedings associated with customer privacy	FN-CF-220a.2	If applicable, any material legal proceedings would be reported in our 2024 Annual Report.

Data Security

Accounting Metric	Code	Response
(1) Number of data breaches, (2) percentage that are personal data breaches, (3) number of account holders affected	FN-CF-230a.1	If applicable, any material cybersecurity incidents would be reported in our 2024 Annual Report or in a Current Report on Form 8-K.
Card-related fraud losses from (1) card-not-present fraud and (2) card-present and other fraud	FN-CF-230a.2	Not disclosed. Please see Code C page 24 above.
Description of approach to identifying and addressing data security risks	FN-CF-230a.3	Please see pages 4, 11, and 12 of our 2024 Corporate Responsibility Report.

III. Consumer Finance Standard

Selling Practices

Accounting Metric	Code	Response						
Percentage of total remuneration for covered employees that is variable and linked to the amount of products and services sold	FN-CF-270a.1	Not disclosed. Please see Code C page 24 above.						
Approval rate for (1) credit and (2) pre-paid products for applicants	FN-CF-270a.2	Not disclosed. Please see Code C page 24 above.						
(1) Average fees from add-on products, (2) average APR of credit products, (3) average age of credit products, (4) average number of credit accounts, and (5) average annual fees for pre-paid products	FN-CF-270a.3	Not disclosed. Please see Code C page 24 above.						
(1) Number of customer complaints filed, (2) percentage with monetary or non-monetary relief	FN-CF-270a.4	<table border="1"> <thead> <tr> <th colspan="2">Complaints Filed*</th> </tr> </thead> <tbody> <tr> <td>Number</td> <td>15</td> </tr> <tr> <td>Percentage with Relief</td> <td>13%</td> </tr> </tbody> </table> <p><i>* Consists of complaints filed with the CFPB, FDIC, and the Hawaii Division of Financial Institutions.</i></p>	Complaints Filed*		Number	15	Percentage with Relief	13%
Complaints Filed*								
Number	15							
Percentage with Relief	13%							
Total amount of monetary losses as a result of legal proceedings associated with selling and servicing of products	FN-CF-270a.5	If applicable, any material legal proceedings would be reported in our 2024 Annual Report.						

III. Consumer Finance Standard

Activity Metrics

Activity Metric	Code	Response
Number of unique consumers with an active (1) credit card account and (2) pre-paid debit card account	FN-CF-000.A	(1) Not disclosed. Please see Code C page 24 above. (2) The bank does not issue pre-paid debit card accounts.
Number of (1) credit card accounts and (2) pre-paid debit card accounts	FN-CF-000.B	(1) Not disclosed. Please see Code C page 24 above. (2) The bank does not issue pre-paid debit card accounts.



First Hawaiian, Inc.

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