



**Environmental, Social and  
Governance Report 2021**



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# 04 Letter from the Chairman, President and CEO

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## **TO OUR FIRST HAWAIIAN STAKEHOLDERS,**

At First Hawaiian Bank, success metrics stretch beyond the balance sheet. While financial performance is the foundation of our work, we understand that the role we play within our community is far more significant. Our business practices are equally connected to the welfare of our society, the health of our environment, and strength of our future generations.





## We are extremely proud to be an integral part of the communities we serve.

It's that connection that drives how we structure our governance to serve our communities, minimize our impact on the environment, and create equitable career opportunities for our employees.

This report provides insights into the strides we have taken with our environmental, social and governance initiatives. It's a focus that is essential to our continued success, and demonstrates our commitment to being a sustainable, inclusive and responsible organization.

### MINIMIZING OUR ENVIRONMENTAL IMPACT

As the state's largest bank, we take our responsibility to serve as an example of corporate environmental stewardship seriously. Our most exciting example of this expanding commitment is our new partnership with Carbon Lighthouse, which will advance our efforts to reduce our

CO2 emissions. Carbon Lighthouse will identify and quantify energy efficiency measures and track results of to ensure we're maximizing the efficiency of our facilities that lead to financial and environmental benefits for the bank and the communities we serve. Beyond this partnership, we also offer transportation initiatives bank-wide and continue efforts reduce our impact on our island environments, such as eliminating single-use plastics from all of our cafeterias.

### STAYING SECURE IN OUR VALUES

First Hawaiian's corporate governance is based on our values, from the board governance structure to the details of our bank-wide code of conduct. Working with senior management, our board develops effective policies for risk appetite, ethical business standards, and long-term strategy for sustainability. Part of responsible, sustainable growth is effective internal controls and strong data protection practices. As First Hawaiian transitions to a digital-first organization and pursues product innovation initiatives, we have expanded our cybersecurity program to ensure security is embedded in our platforms and offerings.

### SERVING OUR COMMUNITIES

Our employees are shining examples of how to support our communities. Despite the global economic challenges faced by individuals and families, our employees and retirees donated nearly \$1 million to 36 charities through our employee-led annual giving campaign, Kokua Mai. Between their generous donations and philanthropic contributions from First Hawaiian and the FHB Foundation, a substantial contribution was given to 200 charities in Hawai'i, Guam and Saipan.

FHB also continues to earn an Outstanding rating for Community Reinvestment from the FDIC. We help strengthen our community through development initiatives and partnerships, financial literacy

outreach, and small business support. We also have numerous programs helping locals gain access to homeownership, an increasingly pressing issue in the islands. One such program helps low- to moderate-income Native Hawaiian families build financial literacy and savings with the goal of homeownership, and another provides matching funds for down payments.

### STRENGTHENING OUR WORKFORCE

Looking inward, First Hawaiian Bank also knows that recruiting and retaining a talented and diverse workforce is critical to our long-term success, as is investing in employee development opportunities. A bright spot among First Hawaiian's efforts is the Women's Leadership Forum, which has grown over the years and helps build leadership capacity and prepare women for senior leadership roles.

First Hawaiian Bank depends on the dedication and initiative of each of its team members, who champion the bank's values, environmental initiatives, and social impacts. This made itself even more clear while we continued to confront the ramifications of a global pandemic.

We made clear our commitment to reducing the bank's environmental impact and have made strides in building our ESG program. As we continue to pursue financial objectives, we also intend to create a formal ESG program with board oversight because we know that to truly serve our customers and our communities, we must take care of the people we value and the places we call home.

**Robert S. Harrison**

Chairman, President and Chief Executive Officer



# FIRST HAWAIIAN BANK SNAPSHOT

**51**  
BRANCHES

## 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.

**\$21.8B**  
DEPOSITS  
(UP 13.5% FROM 2020)

**\$25B**  
ASSETS  
(UP 10.3% FROM 2020)

**\$265.7M**  
NET INCOME  
(UP 43%)

**\$910,225**  
raised by employees and retirees  
through the bank's Kokua Mai program

During 2020 and 2021,  
we originated approximately  
10,000 PPP loans, totaling  
\$1.4 billion.

During 2021, we supported  
many customers through  
the forgiveness process,  
and, at Dec. 31, 2021, only  
approximately 1,000 PPP loans,  
totaling \$222 million,  
remained outstanding.

**12 YEARS**  
HAWAII BUSINESS MAGAZINE'S  
BEST PLACES TO WORK

**2,063**  
EMPLOYEES

64%  
Female  
36%  
Male



Energy consumption reduction  
at First Hawaiian Center from  
Phase I LED Lighting Retrofit



(outperforming peer  
Hawaii banks)



# 02 Defining our culture.

## OUR CORE VALUES

### VALUE-BASED GOVERNANCE

As a community-minded bank, our approach to governance is guided by our dedication to our Company's core values of Caring, Character and Collaboration, which are at the heart of every decision our leaders and governing bodies make. It defines our culture and shapes our commitment to our stockholders, employees, and the communities we serve.

Our Board and senior management provide oversight through the development of effective policies for risk appetite, ethical business standards and long-term strategy for sustainability.



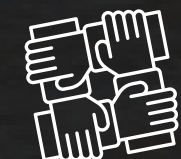
#### CARING

- We value relationships over transactions.
- 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.



## BOARD GOVERNANCE STRUCTURE

Sound corporate governance under the oversight of a strong, knowledgeable, and engaged board of directors working collaboratively with senior leadership is essential for our Company's long-term success. Our Board and senior management provide oversight through the development of effective policies for risk appetite, ethical business standards and long-term strategy for sustainability.

Adherence to our corporate policies creates an environment where employees act with integrity, honesty, and fairness. It is through our consistent ethical behavior that we can build trust with our stakeholders.

A key part of our governance structure is a strong compliance program that features:

- Culture of compliance at the top
- Strong policies, procedures, and controls
- Compliance training program
- Centralized complaint monitoring
- Quality assurance monitoring and testing program
- Regular senior management and board reporting
- Regulatory tracking and monitoring
- Remediation Program to self-identify and remediate issues
- Independent audits by our internal Audit Division



**“Risk management and oversight is a fundamental responsibility of the Board that we take seriously. We work closely with management on setting a risk appetite that aligns with our capacities as well as our desire to protect the brand, culture and reputation of the institution. The Board expects management to consider all stakeholders in how we approach our business - not just stockholders but employees, customers and the community.”**

- ALLEN UYEDA, LEAD INDEPENDENT DIRECTOR

## BOARD DIVERSITY

In nominating directors, the board has sought out individuals that bring a diversity of views and experience to the team. The current Board of directors is composed of 10 members, including the chief executive officer. The current board is 40 percent female with an ethnic diversity of 50 percent. Our non-management directors are all prominent members of the community with diverse experience leading organizations or serving on boards of publicly traded corporations with significant involvement in civic and charitable organizations.

## BOARD REFRESHMENT

2018	3 DIRECTORS ADDED
2020	1 DIRECTOR ADDED
2021	2 DIRECTORS ADDED





## SENIOR MANAGEMENT COMMITTEE

Our senior management team is comprised of nine executive leadership members from across the company including the chairman, president and chief executive officer, chief operating officer, interim chief financial officer and risk officer, chief lending officer, chief compliance officer and general counsel. Our senior management team develops the strategic plan, oversees its execution, ensures that all business units adhere to effective risk controls and provides a positive work environment for all employees. Each year, senior management communicates the Bank's strategic initiatives to employees at a series of annual presentations in Hawaii, Guam, and Saipan to help promote full engagement at all levels of the organization.



# TRANSPARENCY THROUGH PROACTIVE STOCKHOLDER COMMUNICATIONS



## INTERNET IR.FHB.COM

Press Releases  
Securities and Exchange  
Commission Filings  
Annual Report



## PHONE

Quarterly  
Earnings  
Calls



## MAIL

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



## EVENTS

Annual  
Stockholder  
Meeting



## Our internal control environment reflects our corporate culture, which is set by the tone and priorities of the bank's senior management committee.

### RESPONSIBLE RISK MANAGEMENT

First Hawaiian Bank's ultimate purpose is to improve the financial lives of our customers and increase shareholder value. As part of delivering on that responsibly today and into the future, we understand the importance of managing risk effectively through ethical business practices that enable responsible, sustainable growth. We accomplish this by promoting effective internal controls, our code of conduct, stockholder communication transparency and strong data protection practices.

### PROMOTING EFFECTIVE INTERNAL CONTROLS

Our internal control environment reflects our corporate culture, which is set by the tone and priorities of the Company's senior management committee.

Management designs and the Board oversees our system of internal controls. Each business unit is responsible for identifying the risks associated with its business activities and for developing policies under which it will operate. There is appropriate, comprehensive training throughout the enterprise on these policies, as well as critical legal and regulatory requirements, and our policies are reviewed by the Board of Directors and updated on an annual basis. An enterprise-wide assessment is conducted periodically and we identify material risks and report our position and performance against established risk guidelines and limits to the Board's Risk Committee on a quarterly basis. The Audit Committee oversees a robust internal audit function that ensures that Bank personnel are

In 2021, there were 20 mandatory compliance courses assigned to various departments of the bank based on the applicability of the course with approximately 99.12% completion rate.



#### INTEGRITY HOTLINE POLICY

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



#### CLAWBACK POLICY

Compensation is structured to avoid excessive risk taking with improperly earned incentive compensation being returned to the Company.



operating within our policies and control framework. The Board's Compensation Committee ensures that FHB's compensation structure incentivizes appropriate behavior, including compliance with our system of internal controls. In connection with annual employee evaluations, all employees, including the CEO, are evaluated for their success in meeting audit, compliance, and risk standards.

## **A FAIR AND RESPONSIBLE BANKING CODE AND CULTURE OF CONDUCT**

The FHB 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. Our Code of Conduct is part of our culture and is fundamental to the success of our Company. It promotes honest and ethical conduct, including fair dealing and the ethical handling of conflicts of interest, full, fair, accurate, timely and understandable disclosure, compliance with applicable laws, rules and regulations, the protection of the Company's

legitimate business interests, including corporate opportunities, assets and confidential information, and the deterrence of wrongdoing.

[Click here to read the Code of Conduct](#)

## **DATA SECURITY AND PROTECTION**

First Hawaiian Bank is dedicated to meeting the increasing customer desire for services through our digital and mobile platforms. This demand requires cybersecurity safeguards that protect our customers' information and a program of continuous monitoring and reporting.

Safeguarding the confidentiality and integrity of our customers' information, while ensuring availability of services, is accomplished through a cybersecurity governance program that includes a "defense in depth" security approach. This approach leverages multiple levels of cybersecurity tools and controls, rigorous systems testing, special training for IT staff, and a security awareness program for both employees and customers.



In 2018, we developed a multi-year strategic plan for cybersecurity improvements and have adopted the NIST Cybersecurity Framework as our governance framework and maturity assessment tool. To continuously mature our cybersecurity program and improve our security posture, we assess our program regularly against the evolving cybersecurity threat landscape. The Bank improves existing controls, and implements new controls as needed, and reports this progress to both management and



## REGULATORY CONTROLS

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

Securities Exchange Commission

the Board. Aligned with First Hawaiian Bank's digital transformation and product innovation initiatives, the cybersecurity program has expanded to ensure security is embedded in our platforms and integrated into our digital service offerings.

### CYBERSECURITY RISK MANAGEMENT

First Hawaiian Bank continues to mature its risk management efforts. We have invested in additional cybersecurity resources and integrated them into our enterprise management framework so they align with our business objectives. This approach requires continuously identifying, analyzing, and managing

cyber risks within a business context, and continuously measuring and reporting on the effectiveness of controls utilizing data analytics. We are committed to supporting a holistic and comprehensive risk management strategy across the organization by maturing our practices across the three lines of defense.

The FHB Incident Response Team is 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 services.

### 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.



# 03 Securing the future.

## ENVIRONMENTAL STEWARDSHIP

First Hawaiian Bank is committed to being an environmental steward, and our employees work diligently to reduce our impact throughout the organization. We actively pursue our sustainability goals of maintaining energy efficient facilities, reducing waste, advancing sustainable transportation, and encouraging employees to participate in ongoing FHB and community-led sustainability initiatives.





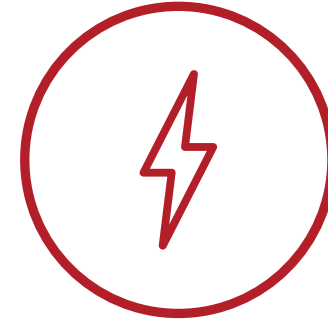
## ENERGY INITIATIVES

Hawaii has the highest energy costs of any State due to the high price of shipping petroleum to the archipelago. First Hawaiian's long-standing commitment to energy savings is driven by our energy conservation practices and cost reduction measures. Our Bank's headquarters, the tallest building in downtown Honolulu, was built 26 years ago to Energy Star standards.

Since then, we have made energy-efficient upgrades to our facilities as well as key building systems at our First Hawaiian Bank headquarters and at our operations facility. At the First Hawaiian Center, we have a building-wide initiative to upgrade all common areas with higher efficiency LED technology, and we expanded that initiative to all areas in 2021.

We added window tint and replaced air conditioning equipment with new technology to increase cooling efficiency and conducted HVAC optimization. In our branch network, we have integrated energy saving features, including photovoltaic systems, to harness solar energy.

## TRANSPORTATION ALTERNATIVES



Supporting alternative transportation options is an important component of sustainability and one that First Hawaiian Bank has embraced for many years by offering employees a 50 percent bus pass subsidy and free, secure bicycle parking facilities at First Hawaiian Center. We also have electric charging stations at the Center and offer one hour of free charging to encourage electric vehicle use.

## ENVIRONMENTAL SUSTAINABILITY AT A GLANCE

Operating 54 branch locations spread out across Oahu, Maui, Kauai, Lanai and Hawaii Island, as well as in the island communities of Guam and Saipan, we have the unique logistical challenge of doing business in communities where a majority of our food, building materials and consumer goods must be shipped to us

## TRACKING OUR PROGRESS

In the fourth quarter of 2021, First Hawaiian Bank launched a partnership with Carbon Lighthouse to reduce CO2 emissions through energy efficiency projects in lighting, HVAC, and/or related controls. The Bank enrolled the First Hawaiian Center as the pilot site in the Carbon Lighthouse Unified Engineering System (CLUES) platform. CLUES will identify and quantify energy efficiency measures for consideration. Following implementation of selected measures, the platform will track the results, ensuring both financial and environmental benefits persist. Through this partnership, the Bank saw a 10% reduction in kilowatt usage in December 2021 and plans to expand this program throughout the Center. We anticipate continued savings and a decrease in energy usage during 2022.





from across the Pacific Ocean. To reduce our waste and the amount of goods shipped, we are working towards eliminating single-use plastics from our cafeterias. We have installed filtered water stations

throughout our network of offices and branches, and our employees are encouraged to refill reusable water bottles.

**“At the end of 2021, we expanded our LED retrofit lighting project from its focus on common areas at First Hawaiian Center to include the entire building. The project is underway and expected to be complete by the third quarter of 2022. This is just one of the many sustainability initiatives that we are proud to implement as we continue to develop a comprehensive strategy to reduce our carbon footprint as an organization.”**

– CAMERON NEKOTA, EXECUTIVE VICE PRESIDENT & DIVISION MANAGER, BANK PROPERTIES DIVISION



From 2015 through 2020, FHB reduced its annual paper usage by an average of 10% every year



Reduction in paper usage due in part to a switch to digital documents and communications in 2020



Energy Star monitors used throughout our facilities



Reduction in utility costs due to energy efficiency and water conservation practices



Pounds of e-waste collected and properly disposed of in 2020





# 04 Connecting with value.

## **SUPPORTING OUR COMMUNITY, CUSTOMER, AND EMPLOYEES**

First Hawaiian Bank's commitment to supporting communities is a 163-year tradition our employees proudly continue today. We deliver value through our relationship banking strategy, which is predicated on meaningful connections that lead to personalized financial solutions. The Bank remains committed to providing our teams with an inclusive, diverse, and positive work environment centered around our culture of collaboration and an award-winning talent development program. Our Company's success comes from our dedicated and engaged employees who develop meaningful and long-lasting connections with our customers and community.



**FHB Foundation grants, along with employee donations, helped to alleviate hardships felt throughout our island communities.**



### **GIVING BACK TO OUR COMMUNITY**

Supporting the island communities where we do business has always been a priority for our Bank. First Hawaiian is the only Hawaii bank to earn an Outstanding rating for Community Reinvestment over nine consecutive FDIC evaluation periods since 1995 and has led the for-profit companies in Hawaii Business magazine’s “Hawaii’s Most Charitable Company” for the past ten years.

The COVID-19 pandemic created an unprecedented financial upheaval of our local economy that relies heavily on tourism and service sector jobs. FHB Foundation grants, along with employee donations, helped to alleviate hardships felt throughout our island communities. Substantial philanthropic contributions were made to over 200 charities in Hawaii, Guam and Saipan from First Hawaiian Bank, the FHB Foundation and our Kokua Mai employee giving campaign.

### **KOKUA MAI: EMPLOYEE GIVING**

In 2021, FHB employees and retirees generously donated \$910,225 to 36 charities in Hawaii, Guam, and Saipan through Kokua Mai, the Bank’s employee-led annual giving campaign. An impressive 98% of employees participate in the campaign every year. Since Kokua Mai’s inception in 2007, \$10.4 million has been donated to charities.

**\$910,225**

donated to 36 charities in Hawaii, Guam, and Saipan

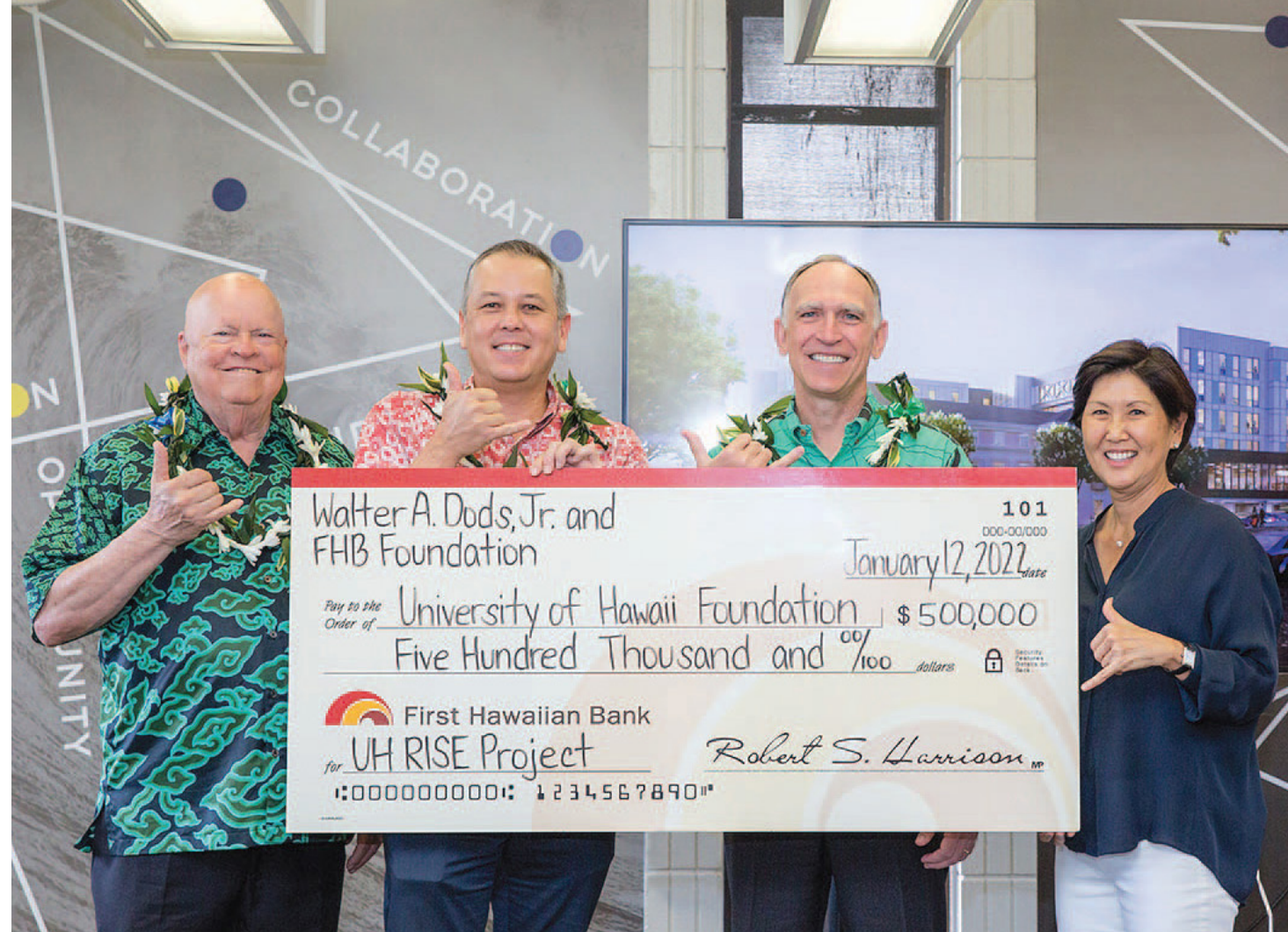


Participate in the Kokua Mai campaign



Donated to charities since 2007





## PHILANTHROPIC PARTNERSHIPS AND VOLUNTEER OPPORTUNITIES

Each year, FHB employees donate thousands of hours serving on nonprofit boards, participating in fundraising events, and volunteering in the community. The following are initiatives employees led or supported through 2021.



## SLIPPAH DRIVE

FHB hosted a Slippah Drive benefitting Child and Family Services. The public was invited to drop off new pairs of slippers to any of our 49 branches statewide. The initial donation of 800 new slippers were made by the Bank's employees, and the Community Care team, a bank-wide group of employees who volunteer their time to community service activities, helped sort and tag each pair.



## CLIMBHI BRIDGE

ClimbHI Bridge is a public-private partnership that links businesses and organizations with schools and provides key metrics for workforce development progress in Hawaii. FHB actively monitors and facilitates opportunities for Bank employees to connect with local schools and students through this program.



## CENTER FOR TOMORROW'S LEADERS

The bank's Emerging Leaders alumni have continued to serve as mentors for the Center For Tomorrow's Leaders UNFOLD program. This initiative digitally connects students with professionals across the community so that they are supported through their post-graduation transition with 1-on-1 mentorship.

## DISTRIBUTIVE EDUCATION CLUBS OF AMERICA (DECA)

The DECA State Conference for Hawaii offers high school students the opportunity to compete against each other in events pertaining to various business fields. FHB employees partnered with the Hawaii State Department of Education and volunteered as judges for the competition.



## ABILITIES UNLIMITED

Abilities Unlimited is a nonprofit whose mission is building inclusive communities for individuals with disabilities. In 2021, the organization launched a new program for Hawaii's high school transitioning youth called "Wellness Through Work." FHB employees attended the inaugural Abilities Unlimited program at Camp Erdman and discussed financial literacy with student participants. Topics included budgeting, credit, and basic banking. They also spoke about careers at the Bank as well as potential career paths within the industry.

## HAWAII STATE 4-H'S CREATING A VILLAGE PROGRAM

"Creating a Village for Transition into Adulthood through Youth-Adult Partnerships, Teen Mentoring, and Community Sustainability" was started by the Hawaii State 4-H Program as part of a grant that focuses on at-risk youth and inter-generational programming. FHB employees participated in the Creating a Village program teaching at-risk middle school students the basic principles of banking, budgeting, spending, and investing.





**As of December 31, 2021, FHB is waiving the monthly service charges for 56 student accounts as part of the Stronger Together Hawaii Scholarship Fund partnership.**

### **STRONGER TOGETHER HAWAII SCHOLARSHIP FUND**

In 2020, First Hawaiian Bank partnered with the Hawaii Communication Foundation and University of Hawaii to create the Stronger Together Hawaii Scholarship fund. In addition to the donation, the Bank also developed a financial education seminar to present to the scholarship recipients. The seminar was held in April 2021 and reached approximately 360 graduating seniors from 2020.

Topics during the FHB hosted seminar included building credit, budgeting and money management, and the importance of saving and planning for the future. FHB also offered participants flexible products such as a Personal Checking accounts and Personal Savings accounts with waived monthly service charges and minimum deposits, as well as a lower minimum opening deposit requirement. As of December 31, 2021, FHB is waiving the monthly service charges for 55 student accounts as part of the partnership.

### **PUEO SCHOLARS**

FHB employees volunteered to teach Punahou PUEO scholars about foundational financial concepts with a focus on budgeting. This program shares these needed foundational concepts in addition to others with participants over the course of five weeks with students from public, private, and charter schools.



## FINANCIAL LITERACY

We believe that financial health begins with financial education.

The FHB Foundation advocates the integration of financial literacy into school classrooms to fill the curriculum gap at Hawaii public schools.

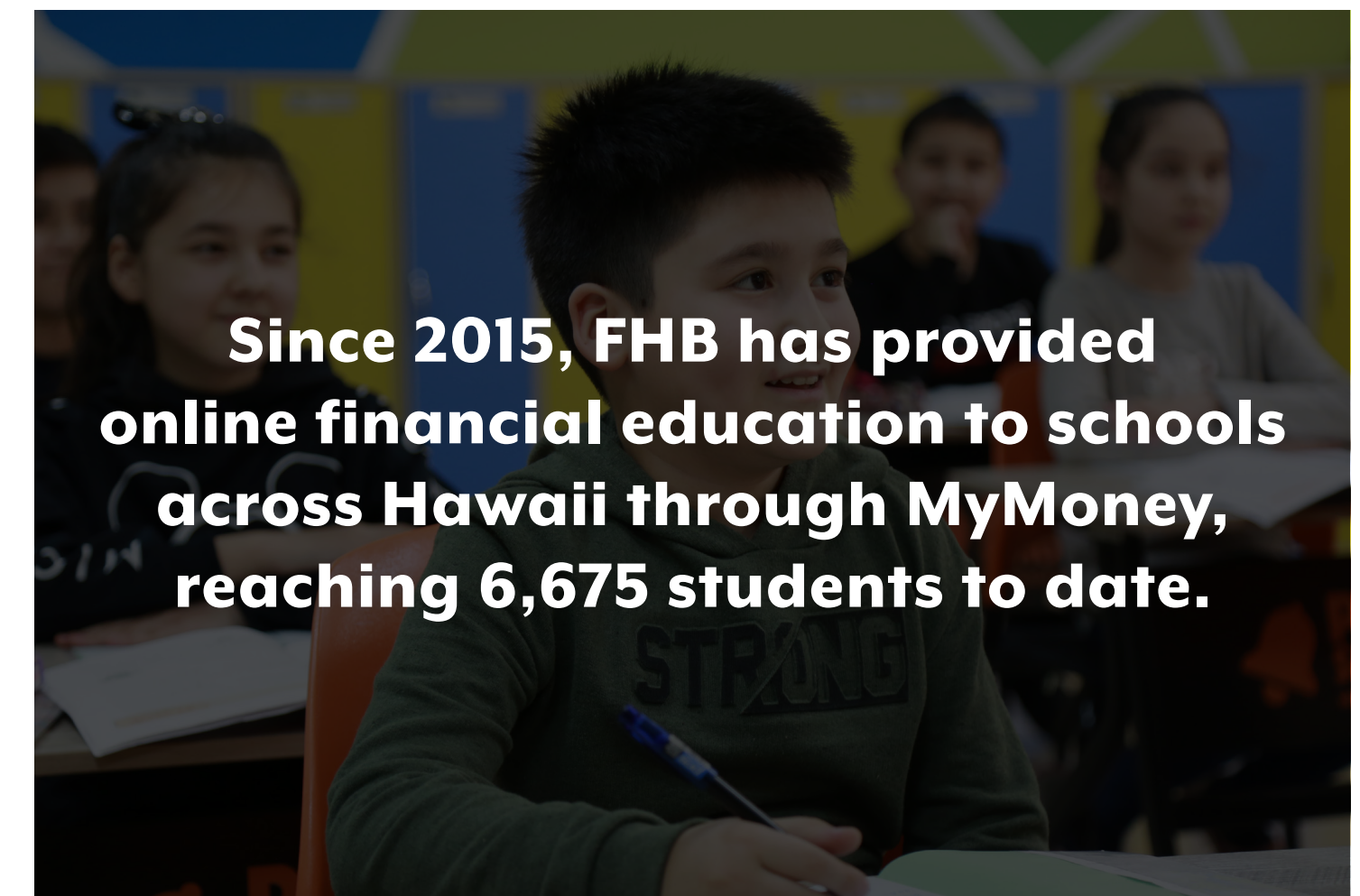
## MYMONEY

Since 2015, FHB has provided online financial education to schools across Hawaii through MyMoney, reaching 6,675 students to date. The program is an online interactive financial education experience for public high school students that helps prepare them for making sound decisions about money management. In 2020, FHB announced that access would be available, free, and online to all

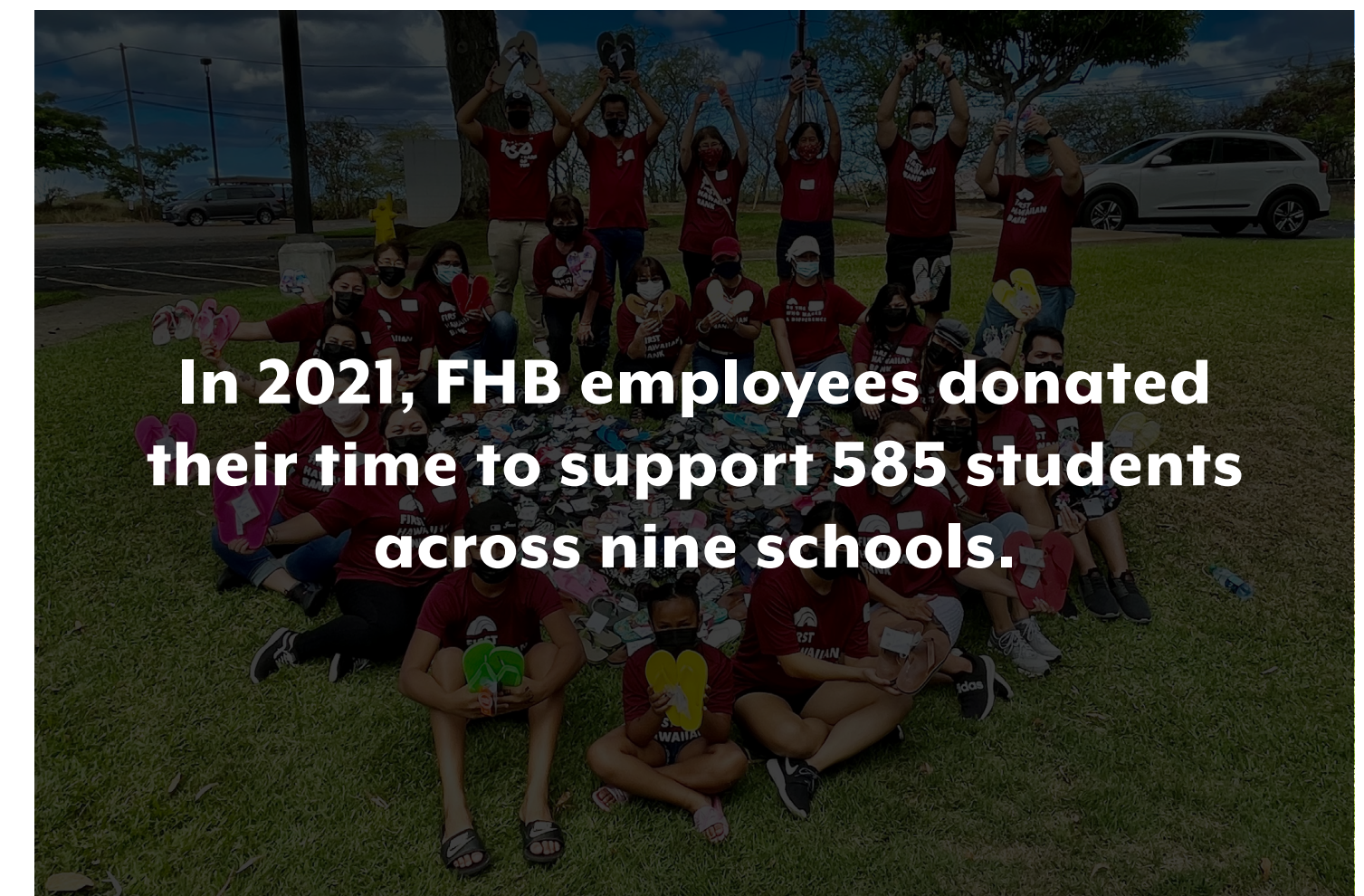
Hawaii, Guam, and Saipan students, kindergarten through 12th grade. This was done in response to the pandemic's disruption to schools and provided supplemental curriculum for elementary, middle, and high schools that could be used by students, parents, and teachers. In 2021, FHB advertised EverFi's Family Portal on our website as a resource for students in grades K-12 to access a free interactive digital learning resource.

## JUNIOR ACHIEVEMENT OF HAWAII (JA)

FHB employees donated their time to mentor students about business and financial strategies through Junior Achievement of Hawaii (JA), the largest organization dedicated to educating students about work readiness, entrepreneurship and financial literacy through hands-on programs. In 2021, FHB employees donated their time to support 585 students across nine schools.



**Since 2015, FHB has provided online financial education to schools across Hawaii through MyMoney, reaching 6,675 students to date.**



**In 2021, FHB employees donated their time to support 585 students across nine schools.**



## **AMERICAN BANKERS ASSOCIATION'S (ABA) LIGHTS, CAMERA, SAVE!**

FHB participated in the ABA's Lights, Camera, Save! video contest for a second consecutive year. The bank worked with the various MyMoney schools to share the submission guidelines and judged the videos that students submitted. FHB worked with the ABA on submitting the winning entry and led the submission coordination efforts with the schools. FHB also provided additional monetary incentives to the top three winners and the participating school for their involvement and commitment to financial education.





## COMMUNITY DEVELOPMENT

As a community bank we play an important role in supporting the development of low- to moderate-income communities. The FDIC has recognized our efforts with its highest rating of “Outstanding” for our community reinvestment performance.

First Hawaiian is the only Hawai'i bank to earn an Outstanding rating for Community Reinvestment over nine consecutive FDIC evaluation periods since 1995.

The FDIC rating is based on community development projects through loans and grants such as:

- Over \$152 million was extended to various local entities to further the construction, development, and sustenance of various affordable housing projects in Hawaii; units of which are to be sold or rented to seniors and socioeconomically challenged families and individuals.
- FHB committed to invest \$35.7 million in low-income housing projects to help fund the construction of 216 affordable housing units across two projects in Waikoloa and Honolulu.



- The Bank partnered with several community organizations to provide COVID-19 relief assistance to many impacted by the pandemic:

*Rental Assistance Partnership with the City and County of Honolulu, Catholic Charities, and the Council for Native Hawaiian Advancement (CNHA)*

In April 2021, FHB provided banking solutions to allow the City and County of Honolulu to fund two non-profit organizations, which were designated to administer the CARES Act program. The program assists applicants who need help with rent and utility payments. FHB conducted personalized training for these organizations, assisted with check printing, mailing to recipients, and check fraud protection with Positive Pay. FHB also waived fees and provided discounts to these organizations for certain services provided.

*Native Hawaiian Rental & Utilities Relief Program in Partnership with the Council for Native Hawaiian Advancement and Department of Hawaiian Home Lands*

In June 2021, FHB assisted the Department of Hawaiian Home Lands (DHHL) and the CNHA with setting up banking services to better help them with distributing and processing payments going to Native Hawaiian individuals in need of rental and utilities assistance due to the COVID-19 pandemic. This partnership provides \$5 million in rental and utilities assistance to all eligible Native Hawaiians living in Hawaii and was made possible through the American Rescue Plan of 2021 and is part of the DHHL COVID-19 Emergency Rental Assistance Program. The \$5 million is expected to help 800 households pay rent and utilities for up to 12 months.



## STRENGTHENING THE COMMUNITY THROUGH HOMEOWNERSHIP

With the growing demand for affordable housing in our communities, FHB participates in various affordable housing activities.

- Hawaii Individual Development Account (HIDA) Program: Helps low- to moderate-income Native Hawaiian families expand their financial knowledge, increase savings and improve credit scores with the eventual goal of homeownership. The Individual Development Account Program also provides matching funds for down payments on home purchases.
- Hawaii Homeownership Center (HHOC) Individual Development Account (IDA) Program: FHB partners with the HHOC to develop individual development accounts to encourage monthly savings by matched deposits from the organization. The program has evolved to help low- to moderate-income Native Hawaiian families expand their financial knowledge, increase savings, and improve credit scores with the goal of homeownership.
- Hawaii Homeownership Center (HHOC) Down Payment Assistance Loan Program (DPAL): FHB provided a \$50,000 grant to the Hawaii Homeownership Center in 2005 to create DPAL, an affordable and flexible loan product for low-to moderate income first-time home buyers.
- City and County of Honolulu Down Payment Loan (DPL): In concert with the City and County of Honolulu's effort to promote homeownership and create stronger communities, this second mortgage down payment assistance loan program provides interest-free loans to assist eligible borrowers to meet down payment requirements to qualify for a first mortgage loan.
- Landed Down Payment Support Program: Offers first mortgage loans in conjunction with down payment support offered by Landed, Inc., a nonprofit organization that works with school employees to purchase a home and provides up to \$120,000 to school employees buying a home in the community where they work.
- Participating Lender: FHB is a participating lender in several community condominium projects with affordable housing units.







## **ENHANCING THE CONSUMER BANKING EXPERIENCE**

Empowered with digital tools that provide 24/7 remote access to an array of banking solutions, we saw a significant rise in the number of customers using online and mobile banking services.

We further expanded our digital offerings by accelerating the development of online portals for our customers seeking assistance and for our Paycheck Protection Program loan applicants. We were also the first Hawaii bank to introduce contactless debit and credit cards, making the in-person shopping experience safer and more convenient for our merchant clients and cardholders.

## **SMALL BUSINESS SUPPORT**

Small businesses represent the majority of companies in Hawaii. As a full-service bank, we assist our small business customers through all phases of their development from start-up to growth and expansion. We utilize a holistic approach to pinpoint where assistance is needed most and customize financial solutions for each business's specific needs.

To support and help our local businesses survive, in 2020 we implemented the US Treasury's Paycheck Protection Program (PPP). During 2020 and 2021, we originated approximately 10,000 PPP loans, totaling \$1.4 billion. During 2021, we supported many of our customers through the forgiveness process, and, at December 31, 2021, only approximately 1,000 PPP loans, totaling \$222 million, remained outstanding.

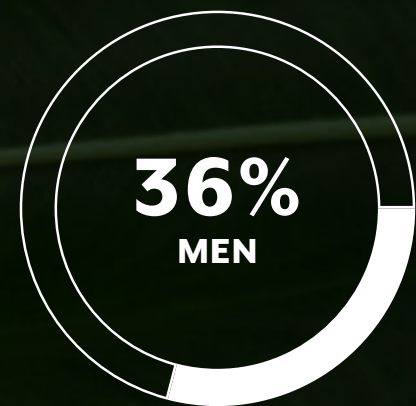


## A DIVERSE WORKFORCE

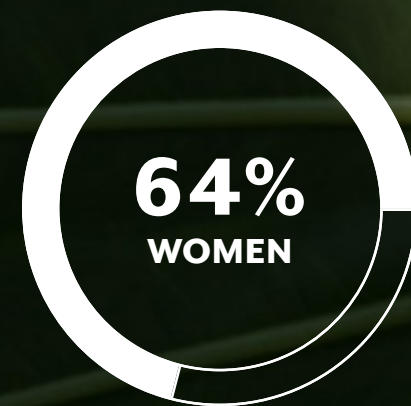


**2,063**  
EMPLOYEES

- 15% of women are in management roles
- 12% of men are in management roles



751 Men



1,312 Women

**28%**  
MANAGEMENT  
POSITIONS

- 56% women
- 44% men

**We pride ourselves on fostering an atmosphere of acceptance and celebrating the differences that are a reflection of the diverse communities we serve.**

### EQUALITY AND INCLUSION

Our employees come from a wide array of cultures, generations and backgrounds. We pride ourselves on fostering an atmosphere of acceptance and celebrating the differences that are a reflection of the diverse communities we serve.

In 2021, the Bank sponsored and supported LGBTQ+ initiatives through its FHB Pride Committee including a Community Cares event in support of Residential Youth Services & Empowerment (RYSE) for homeless youth, many of which are LGBTQ+; the Hawaii LGBT Legacy Foundation was added to the list of Kokua Mai beneficiaries resulting in \$20,000 in donations for the organization; and First Hawaiian was a Visionary-level sponsor for the 2021 Pride Festival.

These initiatives are important to the Bank as we strive to make a difference for the next generation and our employees who are raising them.

### INVESTING IN OUR EMPLOYEES

The aloha spirit and the blending of myriad cultures make Hawaii a unique place to live and work. Through empathy and inclusion, all of our employees are contributing members of our community. At First Hawaiian, our employees are a diverse group, speaking multiple languages and enriching our Bank's culture with their unique life experiences and cultural heritages. We are also fortunate to have five generations from traditionalists and baby boomers to Gen X, millennials and Generation Z working alongside each other, which provides a smooth transfer of institutional knowledge and consistent service for loyal customers who have been with us for multiple generations.





## **BENEFITS OF WORKING AT FHB**

Our Company's success comes from our employees who develop meaningful and long-lasting connections with our customers and community. We are dedicated to creating an inclusive, diverse, and positive work environment centered around our culture of collaboration and an award-winning talent development program. Investing in our employees ensures service excellence consistency and stability for our long-term business growth.

As part of these efforts, the Bank's generous benefits package includes:

- Career and leadership development programs
- Flexible remote work options
- YesHealth: Health assessment screening and flu shot
- Pet insurance
- Company contributions of up to 7.5% to retirement plans
- Tuition reimbursement for continuing education (up to \$3,000 per year)
- Exclusive discounted banking services
- Child and eldercare subsidy: Up to \$2,400 per year toward either child or elder care expenses
- Monthly bus pass subsidy
- College scholarships for employee dependents





**We value different perspectives,  
draw strength from diversity  
and we achieve our best results  
when we work together.**

### **CULTURE OF COLLABORATION**

Collaboration is a core value that defines how every employee contributes to and shares the Bank's goal of providing long-term value to customers and stakeholders. We value different perspectives, and draw strength from diversity, and we achieve our best results when we work together. Our ability to collaborate across divisions and departments has played a key role in our agile response to the challenges presented by the pandemic. Our teams demonstrated the highest level of collaboration to quickly problem solve, ideate, and develop initiatives that positioned the bank as a resource for our customers and the community.



### **COMMITMENT TO TALENT DEVELOPMENT**

Recruiting, developing, and retaining a talented and diverse workforce is critical to our long-term business sustainability and success. We offer generous benefits packages and career development pathways. Career development opportunities are available to all 2,063 employees through a 24/7 online learning center featuring 90 classes ranging in topics from banking fundamentals to communication. We provide technical training through our Teller School, which specializes in hands-on instruction and skill building. Each year, the bank also sponsors high performing employees to attend prestigious graduate level banking schools.

### **LEADERSHIP DEVELOPMENT**

Our award-winning leadership development program promotes growth in core competency areas, encourages networking, provides role models, increases employee engagement, and creates highly skilled internal talent pools for leadership continuity. The Bank proudly offers numerous leadership development programs. The Women's Leadership Forum has grown since its 2019 inception.

As First Hawaiian Bank continues its transition to a digital-first company, employees attend change management training to successfully lead and anticipate the necessary changes in the Bank's business systems, processes, and procedures.



## HOW WE INVEST IN OUR EMPLOYEES

**Executive Leadership Program** – Develops leadership and self-awareness skills for Senior Vice Presidents and Executive Vice Presidents while being coached through action planning and implementation to support their team members.

**Mainland Banking Schools** – Develops banking technical skills through the American Bankers Association and the Pacific Coast Banking School.

**Advanced Leaders Program** – Develops FHB’s vice president and senior vice president level leaders for strategic visioning and team influence to optimize leadership results.

**Circles of Growth** – Self-sustaining, peer-to-peer learning networks available to all employees.

**Women’s Leadership Forum** – Builds female leadership capacity at the assistant vice president level and above, preparing more women for senior leadership roles.

**YES!Link Culture of Collaboration** – Develops multi-disciplinary talent at the emerging leader level, focused on strengthening our collaboration culture.

**Transformational Leadership Program** – Cultivates cross-functional leadership driving business unit change management for transformation initiatives.

**Toastmasters** – Develops public speaking skills.

**Emerging Leaders Program** – Prepares employees up to the assistant vice president level to lead others by cultivating FHB’s next generation of leaders.

**Strive Book Club** – Encourages ongoing leadership learning and practice while extending social connections among employees at the emerging leader level.

**FHB Fundamentals** – Enhances employee business comprehension through quarterly open sessions for all employees. Core banking topics such as credit cards, deposits, loans and digital adoption are covered.





# 2021 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 2018-10 issued by the Sustainability Accounting Standards Board (SASB). The Index includes data and descriptions from First Hawaiian's activities and operations during the 2021 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 involving personally identifiable information (PII), (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, 2021 ("2021 Annual Report").
Description of approach to identifying and addressing data security risks	FN-CB-230a.2	Please see pages 11-12 of our 2021 ESG Report.



# I. COMMERCIAL BANKS STANDARD

## FINANCIAL INCLUSION & CAPACITY BUILDING

ACCOUNTING METRIC	CODE	RESPONSE															
(1) Number and (2) amount of loans outstanding qualified to programs 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 2021:</p> <table border="1"> <thead> <tr> <th><i>(Dollars in thousands)</i></th> <th>Number</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Small Business</td> <td>6,947</td> <td>\$755,396</td> </tr> <tr> <td>Small Farm</td> <td>4</td> <td>1,225</td> </tr> <tr> <td>Community Development</td> <td>413</td> <td>730,922</td> </tr> <tr> <td><b>Total</b></td> <td><b>7,364</b></td> <td><b>\$1,487,543</b></td> </tr> </tbody> </table> <p>In our most recent FDIC Community Reinvestment Examination in 2018, FHB received an “Outstanding” rating for the ninth 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	6,947	\$755,396	Small Farm	4	1,225	Community Development	413	730,922	<b>Total</b>	<b>7,364</b>	<b>\$1,487,543</b>
<i>(Dollars in thousands)</i>	Number	Value															
Small Business	6,947	\$755,396															
Small Farm	4	1,225															
Community Development	413	730,922															
<b>Total</b>	<b>7,364</b>	<b>\$1,487,543</b>															
(1) Number and (2) amount of past due and nonaccrual loans qualified to programs designed to promote small business and community development	FN-CB-240a.2	Not disclosed. Please see Code B page 30 above.															
Number of no-cost retail checking accounts provided to previously unbanked or underbanked customers	FN-CB-240a.3	None															

continued on following page...



# I. COMMERCIAL BANKS STANDARD

## FINANCIAL INCLUSION & CAPACITY BUILDING

ACCOUNTING METRIC	CODE	RESPONSE
Number of participants in financial literacy initiatives for unbanked, underbanked, or underserved customers	FN-CB-240a.4	<p>Please see page 21 of our 2021 ESG Report.</p> <p><b>MyMoney Program</b> – Since 2015, FHB has provided online financial education to various schools across Hawaii that primarily serve LMI students through the MyMoney program. In 2021, FHB advertised EverFi’s Family Portal on our website as a resource for students in grades K-12 to access free interactive digital learning courses. As of December 31, 2021, since the program’s inception, 6,675 students have benefited from the MyMoney program investing 24,850 learning hours.</p> <p><b>Financial Literacy Volunteer Hours</b> – FHB recorded a total of 415 employee hours dedicated to providing and furthering the purposes of financial education in 2021.</p>

## INCORPORATION OF ENVIRONMENTAL, SOCIAL, AND GOVERNANCE FACTORS IN CREDIT ANALYSIS

ACCOUNTING METRIC	CODE	RESPONSE
Commercial and industrial credit exposure, by industry	FN-CB-410a.1	Not disclosed. Please see Code B page 30 above.
Description of approach to incorporation of environmental, social, and governance (ESG) factors in credit analysis	FN-CB-410a.2	First Hawaiian does not engage in any financing, investments or transactions with great risk of 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

## 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 2021 Annual Report.
Description of whistleblower policies and procedures	FN-CB-510a.2	Please see page 10 of our 2021 ESG Report.



# I. COMMERCIAL BANKS STANDARD

## 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 incorporation of 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

ACCOUNTING 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	<p><b>(a) Personal</b></p> <p><i>(Dollars in thousands)</i></p> <table border="1"> <thead> <tr> <th></th> <th>Number</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Personal Savings</td> <td>129,993</td> <td>\$4,402,381</td> </tr> <tr> <td>Personal Checking</td> <td>278,474</td> <td>4,509,228</td> </tr> <tr> <td><b>Total</b></td> <td><b>408,467</b></td> <td><b>\$8,911,609</b></td> </tr> </tbody> </table> <p>* Excludes Public Fund Products and all CDs</p> <p><b>(b) Small Business</b> – Not disclosed. Please see Code A page 30 above.</p>		Number	Value	Personal Savings	129,993	\$4,402,381	Personal Checking	278,474	4,509,228	<b>Total</b>	<b>408,467</b>	<b>\$8,911,609</b>			
	Number	Value															
Personal Savings	129,993	\$4,402,381															
Personal Checking	278,474	4,509,228															
<b>Total</b>	<b>408,467</b>	<b>\$8,911,609</b>															
(1) Number and (2) value of loans by segment: (a) personal, (b) small business, and (c) corporate	FN-CB-000.B	<p><i>(Dollars in thousands)</i></p> <table border="1"> <thead> <tr> <th></th> <th>Number</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Personal</td> <td>220,579</td> <td>\$1,132,100</td> </tr> <tr> <td>Small Business</td> <td>15,048</td> <td>90,400</td> </tr> <tr> <td>Corporate</td> <td>7,911</td> <td>3,198,000</td> </tr> <tr> <td><b>Total</b></td> <td><b>243,538</b></td> <td><b>\$4,420,500</b></td> </tr> </tbody> </table>		Number	Value	Personal	220,579	\$1,132,100	Small Business	15,048	90,400	Corporate	7,911	3,198,000	<b>Total</b>	<b>243,538</b>	<b>\$4,420,500</b>
	Number	Value															
Personal	220,579	\$1,132,100															
Small Business	15,048	90,400															
Corporate	7,911	3,198,000															
<b>Total</b>	<b>243,538</b>	<b>\$4,420,500</b>															



## II. MORTGAGE FINANCE STANDARD

### LENDING PRACTICES

ACCOUNTING METRIC	CODE	RESPONSE																						
(1) Number and (2) value of residential mortgages of the following types: (a) Hybrid or Option Adjustable-rate Mortgages (ARM), (b) Prepayment Penalty, (c) Higher Rate, (d) Total, by FICO scores above or below 660	FN-MF-270a.1	<p><b>(a) Hybrid or Option Adjustable-rate Mortgages</b> (Dollars in thousands)</p> <table border="1"> <thead> <tr> <th colspan="2">HYBRID MORTGAGES</th> </tr> <tr> <th>#</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>1,634</td> <td>\$493,789</td> </tr> </tbody> </table> <p>We do not offer option adjustable-rate mortgages.</p> <p><b>(b) Prepayment Penalty</b> We do not assess any prepayment penalties on residential mortgages.</p> <p><b>(c) Higher Rate</b> We do not offer any higher rate residential mortgages.</p> <p><b>(d) Total, by FICO scores above or below 660</b> (Dollars in thousands)</p> <table border="1"> <thead> <tr> <th colspan="4">TOTAL RESIDENTIAL MORTGAGES</th> </tr> <tr> <th colspan="2">FICO ≤ 660 *</th> <th colspan="2">FICO &gt; 660 *</th> </tr> <tr> <th>#</th> <th>Value</th> <th>#</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>257</td> <td>\$55,538</td> <td>9,842</td> <td>\$3,672,324</td> </tr> </tbody> </table> <p>* Excludes data for customers who do not have an approved credit score</p>	HYBRID MORTGAGES		#	Value	1,634	\$493,789	TOTAL RESIDENTIAL MORTGAGES				FICO ≤ 660 *		FICO > 660 *		#	Value	#	Value	257	\$55,538	9,842	\$3,672,324
HYBRID MORTGAGES																								
#	Value																							
1,634	\$493,789																							
TOTAL RESIDENTIAL MORTGAGES																								
FICO ≤ 660 *		FICO > 660 *																						
#	Value	#	Value																					
257	\$55,538	9,842	\$3,672,324																					
(1) Number and (2) value of (a) residential mortgage modifications, (b) foreclosures, and (c) short sales or deeds in lieu of foreclosure, by FICO scores above and below 660	FN-MF-270a.2	<p><b>(a) Not disclosed</b> – Please see Code C page 30 above.</p> <p><b>(b) and (c) None</b> – Note that a foreclosure and short sale moratorium was in place during 2021 due to the COVID-19 pandemic.</p>																						



## II. MORTGAGE FINANCE STANDARD

### LENDING PRACTICES

ACCOUNTING METRIC	CODE	RESPONSE
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 2021 Annual Report.
Description of remuneration structure of loan originators	FN-MF-270a.4	<p>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.</p> <p>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.</p>



## II. MORTGAGE FINANCE STANDARD

### DISCRIMINATORY LENDING

ACCOUNTING METRIC	CODE	RESPONSE																																				
(1) Number, (2) value, and (3) weighted average Loan-to-Value (LTV) ratio of mortgages issued to (a) minority and (b) all other borrowers, by FICO scores above and below 660	FN-MF-270b.1	<table border="1"> <thead> <tr> <th colspan="5">LOANS ORIGINATED IN 2021</th> </tr> <tr> <th>(Dollars in thousands)</th> <th>FICO *</th> <th>Number</th> <th>Value</th> <th>Weighted Average LTV</th> </tr> </thead> <tbody> <tr> <td rowspan="3"><b>MINORITY</b></td> <td>FICO ≤ 660</td> <td>220</td> <td>\$43,263</td> <td>63.77%</td> </tr> <tr> <td>FICO &gt; 660</td> <td>7,546</td> <td>2,695,997</td> <td>61.71</td> </tr> <tr> <td>N/A</td> <td>494</td> <td>213,943</td> <td>62.60</td> </tr> <tr> <td rowspan="3"><b>NON-MINORITY</b></td> <td>FICO ≤ 660</td> <td>37</td> <td>12,276</td> <td>65.70</td> </tr> <tr> <td>FICO &gt; 660</td> <td>2,296</td> <td>976,327</td> <td>62.70</td> </tr> <tr> <td>N/A</td> <td>182</td> <td>78,683</td> <td>63.35</td> </tr> </tbody> </table> <p>* N/A represents customers who do not have an approved credit score.</p>	LOANS ORIGINATED IN 2021					(Dollars in thousands)	FICO *	Number	Value	Weighted Average LTV	<b>MINORITY</b>	FICO ≤ 660	220	\$43,263	63.77%	FICO > 660	7,546	2,695,997	61.71	N/A	494	213,943	62.60	<b>NON-MINORITY</b>	FICO ≤ 660	37	12,276	65.70	FICO > 660	2,296	976,327	62.70	N/A	182	78,683	63.35
LOANS ORIGINATED IN 2021																																						
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<b>NON-MINORITY</b>	FICO ≤ 660	37	12,276	65.70																																		
	FICO > 660	2,296	976,327	62.70																																		
	N/A	182	78,683	63.35																																		
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 2021 Annual Report.																																				
Description of policies and procedures for ensuring nondiscriminatory 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"> <li>• Underwriting and pricing mortgages according to clearly established written guidelines</li> <li>• Fair lending training for all employees involved in mortgage lending</li> <li>• Regression analysis of HMDA-reportable loans to proactively identify potential discrimination</li> <li>• Periodic testing for compliance with fair lending and related regulatory requirements</li> </ul> <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												
(1) Number and (2) value of mortgage loans in 100-year flood zones	FN-MF-450a.1	<table border="1"> <thead> <tr> <th data-bbox="1476 615 1819 649"><i>(Dollars in thousands)</i></th> <th data-bbox="1819 615 2169 649">Number</th> <th data-bbox="2169 615 2518 649">Principal Balance</th> </tr> </thead> <tbody> <tr> <td data-bbox="1476 649 1819 682">Residential</td> <td data-bbox="1819 649 2169 682">1,995</td> <td data-bbox="2169 649 2518 682">\$702,048</td> </tr> <tr> <td data-bbox="1476 682 1819 716">Commercial</td> <td data-bbox="1819 682 2169 716">278</td> <td data-bbox="2169 682 2518 716">1,280,167</td> </tr> <tr> <td data-bbox="1476 716 1819 750"><b>Total</b></td> <td data-bbox="1819 716 2169 750"><b>2,273</b></td> <td data-bbox="2169 716 2518 750"><b>1,982,215</b></td> </tr> </tbody> </table>	<i>(Dollars in thousands)</i>	Number	Principal Balance	Residential	1,995	\$702,048	Commercial	278	1,280,167	<b>Total</b>	<b>2,273</b>	<b>1,982,215</b>
<i>(Dollars in thousands)</i>	Number	Principal Balance												
Residential	1,995	\$702,048												
Commercial	278	1,280,167												
<b>Total</b>	<b>2,273</b>	<b>1,982,215</b>												
(1) Total expected loss and (2) Loss Given Default (LGD) attributable to mortgage loan default and delinquency due to weather-related natural catastrophes, by geographic region	FN-MF-450a.2	Not disclosed. Please see Code A page 30 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

ACCOUNTING METRIC	CODE	RESPONSE												
(1) Number and (2) value of mortgages originated by category: (a) residential and (b) commercial	FN-MF-000.A	<table border="1"> <thead> <tr> <th><i>(Dollars in thousands)</i></th> <th>Number</th> <th>Principal Balance</th> </tr> </thead> <tbody> <tr> <td>Residential</td> <td>4,327</td> <td>\$1,393,206</td> </tr> <tr> <td>Commercial</td> <td>50</td> <td>\$17,603</td> </tr> <tr> <td><b>Total</b></td> <td><b>4,377</b></td> <td><b>\$1,410,809</b></td> </tr> </tbody> </table>	<i>(Dollars in thousands)</i>	Number	Principal Balance	Residential	4,327	\$1,393,206	Commercial	50	\$17,603	<b>Total</b>	<b>4,377</b>	<b>\$1,410,809</b>
<i>(Dollars in thousands)</i>	Number	Principal Balance												
Residential	4,327	\$1,393,206												
Commercial	50	\$17,603												
<b>Total</b>	<b>4,377</b>	<b>\$1,410,809</b>												
(1) Number and (2) value of mortgages purchased by category: (a) residential and (b) commercial	FN-MF-000.B	<table border="1"> <thead> <tr> <th><i>(Dollars in thousands)</i></th> <th>Number</th> <th>Principal Balance</th> </tr> </thead> <tbody> <tr> <td>Residential</td> <td>0</td> <td>\$0</td> </tr> <tr> <td>Commercial</td> <td>52</td> <td>\$327,093</td> </tr> <tr> <td><b>Total</b></td> <td><b>52</b></td> <td><b>\$327,093</b></td> </tr> </tbody> </table>	<i>(Dollars in thousands)</i>	Number	Principal Balance	Residential	0	\$0	Commercial	52	\$327,093	<b>Total</b>	<b>52</b>	<b>\$327,093</b>
<i>(Dollars in thousands)</i>	Number	Principal Balance												
Residential	0	\$0												
Commercial	52	\$327,093												
<b>Total</b>	<b>52</b>	<b>\$327,093</b>												



### 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 <a href="#">privacy policy</a> , 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 2021 Annual Report.



### III. CONSUMER FINANCE STANDARD

#### DATA SECURITY

ACCOUNTING METRIC	CODE	RESPONSE
(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of account holders affected	FN-CF-230a.1	If applicable, any material cybersecurity incidents would be reported in our 2021 Annual Report.
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 B page 30 above.
Description of approach to identifying and addressing data security risks	FN-CF-230a.3	Please see pages 11-12 of our 2021 ESG 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 30 above.
Approval rate for (1) credit and (2) pre-paid products for applicants with FICO scores above and below 660	FN-CF-270a.2	Not disclosed. Please see Code A page 30 above.
(1) Average fees from add-on products, (2) average APR, (3) average age of accounts, (4) average number of trade lines, and (5) average annual fees for pre-paid products, for customers with FICO scores above and below 660	FN-CF-270a.3	Not disclosed. Please see Code C page 30 above.
(1) Number of complaints filed with the Consumer Financial Protection Bureau (CFPB), (2) percentage with monetary or non-monetary relief, (3) percentage disputed by consumer, (4) percentage that resulted in investigation by the CFPB	FN-CF-270a.4	(1) 16 complaints filed with the CFPB (2) 0% monetary relief; 6.3% non-monetary relief (3) 0% disputed by the consumer (4) 0% resulted in investigation by the CFPB
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 2021 Annual Report.



### III. CONSUMER FINANCE STANDARD

#### ACTIVITY METRICS

ACCOUNTING 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 30 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 30 above. (2) The bank does not issue pre-paid debit card accounts.





**First Hawaiian, Inc.**

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