



CORPORATE CITIZENSHIP REPORT 2024

Do Right Together

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Letter to our stakeholders

At Umpqua Bank, we're on a mission to ensure the long-term success of our stakeholders. We center our business decisions in our Do Right Together culture using a sustainable and disciplined approach. We consider how our impact will ripple outward to our associates, customers, communities and shareholders.

As one of the largest banks headquartered on the West Coast, our company has tremendous opportunity for making a positive impact in the communities we serve. This impact starts with our incredible people whose passion and commitment are evident in everything we do. In 2024, our associates volunteered almost 30,000 hours to over 1,200 community organizations while our company gave \$7.7 million to over 1,900 nonprofit organizations through sponsorships and the Umpqua Bank Charitable Foundation.

By providing financial expertise and capital, our associates help customers across our eight-state footprint navigate opportunities and challenges, building enduring relationships. In 2024, we made progress on our goal of increasing access to capital through our mortgage and small business lending programs.

March 1, 2025, marked the two-year anniversary of the merger between Columbia Banking System and Umpqua Holdings Corporation. We are excited to deepen our impact by welcoming a new group of associates as we complete our acquisition of Pacific Premier Bancorp, expected later in 2025.

We strive to be a bank that serves our full community, and we are dedicated to helping our stakeholders prosper.



Clint Stein

Chief Executive Officer



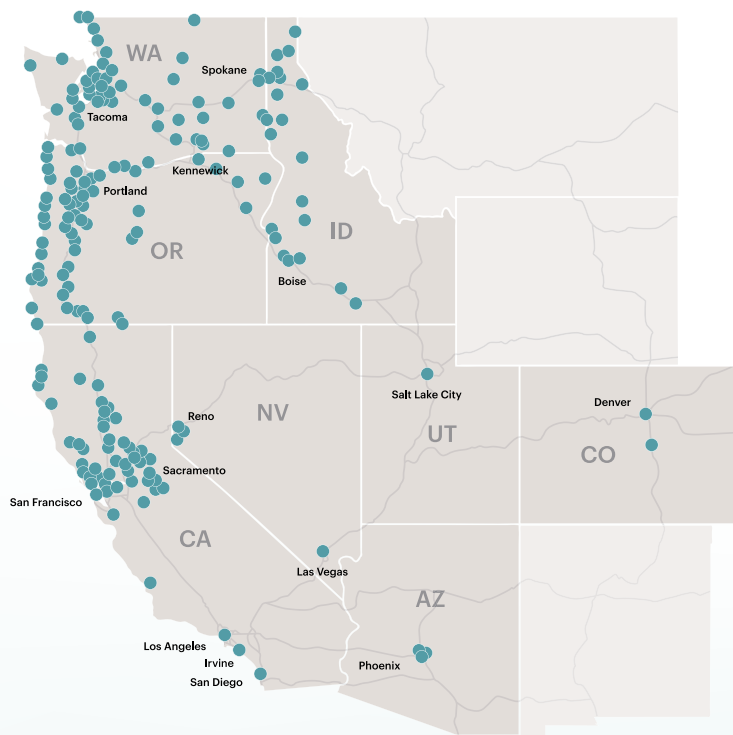


Our company profile

Overview

Umpqua Bank is proud to serve more than 700,000 customers across eight states, with over 300 branches, commercial banking centers, and home lending locations. Umpqua Bank, headquartered in Lake Oswego, Oregon, and Columbia Banking System, Inc., headquartered in Tacoma, Washington, together have a talented team of over 4,700 associates, offering a comprehensive suite of banking and financial services. Our approach is a concentrated focus on full banking relationships, bringing together collaborative teams from commercial and consumer banking as well as wealth management, and leveraging our retail branch network to provide community banking at scale. We stay true to our small-town roots, seeking to build economic vitality across all the communities where we live and work.

Relationship banking is at our core. We believe in providing comprehensive financial services in a manner by which associates thrive, customers grow, shareholders invest and communities prosper. Our sustainability strategy supports this focus on our core stakeholders, as well as our vision to delight customers with tailored financial solutions, expertise and a plan for their success. We strive to provide exceptional and equitable banking solutions to the communities we serve.



300+

Branch and office locations

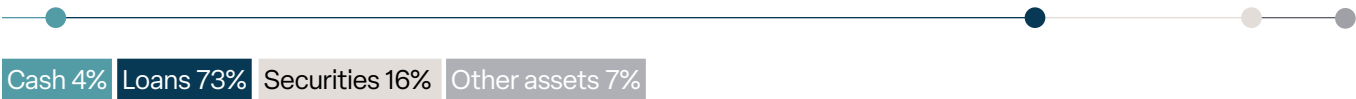
700,000+

Customers



Strength in numbers

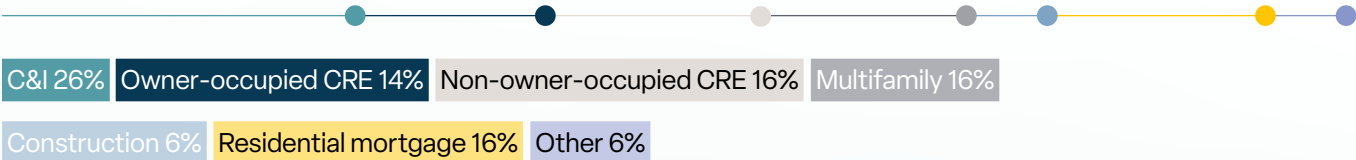
Assets \$52B



Deposits \$42B



Loans \$38B



Family of Brands



2024 Highlights



UMPQUA BANK



COLUMBIA BANKING SYSTEM

Recognition

- » America's Most Trustworthy Companies by Newsweek
- » Best US Regional Bank in the Far West by Global Finance
- » Business Leader of the Year from UW Tacoma
- » Puget Sound Business Journal Corporate Compassion Award
- » Portland Business Journal Executive of the Year Honoree
- » Pacesetter Award from Glia
- » AI Innovator: Customer Experience from Cisco Webex
- » Corporate Partner of the Year by Oregon Association of Minority Entrepreneurs

Communities

- » \$7.7 million in charitable giving
- » 29,935 hours volunteering with local organizations
- » 1,244 total organizations served through volunteering
- » 1,919 organizations benefitted from charitable giving
- » \$8.1 billion committed over five years under Community Benefits Agreement

Customers

- » 2 new branches opened
- » Top-20 SBA lender nationally
- » 1,200 businesses surveyed for the 2024 Umpqua Bank Business Barometer

Associates

- » 1,867 associates volunteered with community organizations
- » 994 attendees across nine core professional development programs
- » 24% growth in associate participation in Associate Resource Groups



Sustainability and responsible business

Our strategy

At Umpqua Bank, sustainability is about driving community prosperity and long-term business value, ensuring we are in a lasting position of strength for our stakeholders. Rather than treating sustainability as a separate goal, we weave its concepts and perspectives into our overall strategy of doing business responsibly. This approach informs how we engage with our people, show up for our customers and communities, offer products and services, and care for the planet.

Umpqua Bank's strategic approach to sustainability and responsible business goes beyond reporting and disclosure. We are purposeful and ethical in our risk management practices, corporate strategy and governance structure.

For further information in related disclosures, please visit the following:

- » [2023 Report](#)
- » [SEC filings](#)
- » [Governance documents](#)

Our core stakeholders

Umpqua Bank's four core stakeholders drive our overall company strategy.

CUSTOMERS

Customers access the financial sophistication and product depth of a regional banking company while receiving the attention and service level of a community bank.

COMMUNITIES

Communities gain support through our charitable giving, associate volunteerism and the capital we lend to help local businesses grow.

ASSOCIATES

Associates have the chance to grow, connect and do meaningful work together.

SHAREHOLDERS

Shareholders can confidently invest in a disciplined organization with diverse sources of liquidity, capital strengths and a determination to deliver consistent, top-tier results.



Material topics¹

To align our sustainability program activities with the wants and needs of our stakeholders, we performed an assessment of our corporate impact to evaluate which topics were most relevant to each stakeholder group. We began this analysis in 2023, selecting 14 topics that are all relevant and important to our business model and industry. Then, in early 2024, we prioritized the topics using feedback from each of our core stakeholder groups. The result is the ranking below, with “material” being the top four topics our program should focus on. We reviewed the current state of our material topics for this report and determined no changes were required.

IMPORTANT	SIGNIFICANT	MATERIAL
Topics we are continuing to expand and grow, monitoring for business impacts	Topics influencing strategic priorities and decisions	Critical topics driving our strategy
<div>» Energy management</div> <div>» Environmental benefits of products and services</div> <div>» Environmental impact of operations</div> <div>» Sustainability oversight and practices</div> <div>» Resource management</div> <div>» Suppliers and third-party vendors</div>	<div>» Associate inclusion and belonging</div> <div>» Corporate structure and practices</div> <div>» Ethical practices</div> <div>» Social benefits of products and services</div>	<div>» Associate engagement and development</div> <div>» Community engagement</div> <div>» Customer experience and feedback</div> <div>» Cybersecurity and data privacy</div>

¹ The use of the terms “material” and “materiality” as used in this report are different than the definitions of those terms as used by the Securities and Exchange Commission (SEC) in the context of securities laws and rules related to financial statements and financial reporting.



Governance

Board oversight

Nominating and Governance Committee

Oversees stakeholder accountability program, including annual updates from Director of Strategic Impact

Enterprise Risk Management Committee

Provides governance of our overarching risk objectives with a view towards managing stakeholder expectations

Executive oversight

Strategy and Innovation

Operates stakeholder accountability program alongside investor relations

Corporate Risk Committee

Monitors risk frameworks, approves quarterly updates from Director of Strategic Impact

Impact workstreams

Sustainability team

Led by Director of Strategic Impact, includes stakeholder accountability initiatives, reporting and disclosure

Community Development Committee

Collaborates on Community Benefits Agreement, CBA, commitments, CRA goals and strategic impact objectives

Belonging Council

Oversees Associate Resource Group activities and supports overall culture of belonging



Customers Grow

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Overview and highlights

Umpqua Bank delivers exceptional banking services with a relationship-based approach, giving individuals, families and businesses the tools they need to thrive. We take pride in listening to our customers to understand what matters to them. By expanding access to banking and financial services, we act consistently as a pillar of support in the communities where we live and work.



Named **Best Bank** from South Sound Magazine



Named one of the region's **Most Admired Companies** for the 20th straight year by leaders across Oregon



Named among **Oregon's Most Admired Financial Services Company** in Portland Business Journal



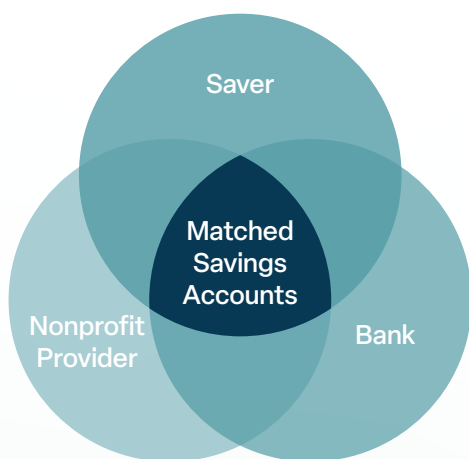
2 new branches opened in the Phoenix, Arizona, metropolitan area



Became the **Official Banking Partner** of Seattle Seahawks and Seattle Sounders sports teams



Financial inclusion



Matched savings accounts

Matched savings accounts, including Individual Development Accounts, IDAs, are designed to help low- and moderate-income, LMI, individuals save for major life milestones and reach financial independence. Matched savings accounts are managed by our nonprofit partners, who match savers' deposits dollar for dollar.

As of 2024 Umpqua Bank partners with 13 nonprofit providers to host 1,407 matched savings accounts with an average value of over \$1,000 per account.

Umpqua Bank expanded its operational capacity and is proud to be one of the few financial institutions in the West with the ability to meet the needs of providers and savers, and we're excited to use our extensive experience and robust branch network to help administer matched savings accounts.



Umpqua Bank is proud to partner with Washington Workforce Association, WWA, and Financial Beginnings to offer matched savings accounts and financial coaching to low-income and under-employed job seekers across Washington state. These Matched Investment Savings Accounts allow job seekers to save for specific personal goals that promote economic mobility and stability, like education, homeownership or starting/growing a business, by providing a 2:1 match up to the first \$10,000 in savings for a total of up to \$20,000 in matched funds.

PARTNERSHIPS FOR WASHINGTON MATCHED INVESTMENT SAVINGS ACCOUNTS



Participant meets with WWA to determine eligibility and be designated a local workforce development organization



Local workforce development organization works with Umpqua to open a Matched Investment Savings Account for the participant



Participant receives financial literacy education through Financial Beginnings



Participants save money in their Umpqua account and earns a 2:1 match from the local workforce development organization



Participant is able to meet their financial goals, such as starting a business or buying a house.

Umpqua Bank was selected through a grant submission and approval process as the primary partner to administer the accounts in this program. Our expertise in this area, having operated a similar program in Oregon for many years, gave us a leg up to be considered as the primary partner. Local workforce development boards — members of the Washington Workforce Association — act as custodians for the accounts, ensuring certain conditions are met. Account holders also receive access to financial literacy courses through Financial Beginnings, a national organization that aims to address the country's widening wealth gap through accessible and unbiased financial education for all ages and backgrounds.



The Foundation Checking account

For customers who are new to banking or are restarting their banking journey, Umpqua Bank offers our Foundation Checking account, a BankOn-certified checking account that offers safe, affordable online and mobile banking access with no minimum balance requirement and no overdraft fees. The Foundation Checking account expands financial services to unbanked or underbanked individuals across our communities, helping customers establish a financial foothold with some safeguards.

We also partner with the Veterans Benefits Banking Program, VBBP, to offer veterans and beneficiaries a reliable way to receive and manage monetary benefits. We waive the monthly maintenance fee on Foundation Checking and Grow Savings accounts to customers who identify under a qualifying category.

For more information, please visit the [Umpqua Foundation Checking](#) webpage.



Financial tools for success

Modern amenities like print-on-demand debit cards and online account opening allow customers access, flexibility and convenience.

INSTANT ISSUE DEBIT CARDS

If a customer's debit card is lost, damaged, or stolen or just needs replacing, an instant issue debit card can be printed and provided to them immediately at any local branch. With debit cards printed on site, there's no shipping fee, and customers have seamless access to their funds.

CUSTOMER ONLINE ACCOUNT OPENING

Our new online account opening process launched in March of 2024 with an updated and more mobile-friendly user interface, allowing consumer customers to open up to five different new deposit accounts at the same time, including a Foundation Checking account.

Visit [our website](#) for more information on Umpqua Bank's financial service offerings.



Disaster relief loans

The disaster relief loan program is available to customers affected by recent natural disasters. These reduced-rate loans are intended to help customers get through difficult times, providing emergency resources for short-term expenses such as repairs and daily necessities.

Branching out

Umpqua Bank is excited to have opened two new branches in Arizona.

Scottsdale, AZ

8501 N Scottsdale Rd, Ste 190
Scottsdale, AZ 85253

Phoenix, AZ

10201 S 51st St, A105
Phoenix, AZ 85044



Financial health

Understanding money management and common banking terms empowers customers to make informed decisions about their financial futures and creates healthier local economies. We support educational programs and initiatives that prioritize financial literacy, financial health and economic empowerment.

Financial Literacy Month

Umpqua Bank recognizes Financial Literacy Month each year in April, working to raise public awareness of the importance of financial literacy and maintaining smart money management habits. Throughout the month, we share resources and volunteer opportunities with our associates to help support financial literacy in our communities.

Financial Beginnings

As part of our partnership with Washington Workforce Association, we continue to work with our longtime community partner, Financial Beginnings, to help lead financial literacy courses on envisioning, funding, managing and living the life you want.

Junior Achievement

In 2024, Umpqua Bank associates volunteered at Junior Achievement BizTown, a learning experience that provides elementary school students with firsthand experience of how businesses operate. Students enter a small simulation town where they get to write checks, manage restaurants and vote for mayor. As a “Storefront Sponsor,” we operate as a bank within the simulation, helping students develop a deeper understanding of personal finance and the role of financial institutions within communities. This experience is provided alongside class-based learning, helping children connect the dots between what they learn in school and the real world.



Housing access

Umpqua Bank supports homeownership through responsible lending practices and homebuyer education programs. We are committed to understanding and meeting the needs of our customers, including low- to moderate-income and underserved communities across our footprint.

Community lending

COMMUNITY LENDING TEAM

The committed bankers on our Community Lending team help people move toward their goals of purchasing a home or building a business. The team is located across our footprint and works with nonprofit housing organizations, real estate associations, local elected officials and state agencies to address housing issues and lack of neighborhood resources. The team also helps recruit lending officers and branch managers who understand the needs of our customers and communities.

Umpqua Bank is committed to business practices that ensure fair lending for every customer of the bank, regardless of race, color, religion, national origin, marital status, age, sex (including sexual orientation and gender identity), disability, familial status, military or veteran status, receipt of public assistance, or having exercised in good faith any right under the Consumer Credit Protection Act.

Home ownership support	
Available loan programs for first-time homebuyers and LMI borrowers	270
Loans closed with income-based or down payment assistance	607



AFFORDABLE HOUSING

According to Oregon’s Office of Economic Analysis, more than half of renters in the state of Oregon are unable to afford both rent and other basic needs. Throughout 2024, we continued to expand awareness around and access to avenues that support housing and homeownership for all.

Umpqua’s Affordable Housing team works with for-profit and nonprofit housing developers alongside city, state and federal agencies to finance multifamily projects across our footprint, including Community Reinvestment Act, CRA, qualified developments. These bankers provide customized solutions for experienced affordable housing developers seeking financing for new construction or acquisition and rehabilitation projects.

For more on our partnerships to support access to affordable housing, visit the [Communities](#) chapter.

Affordable housing	
Total number of loans to affordable housing projects	14
Total value of loans (in millions USD)	\$159
Number of affordable housing units created by projects	1,506



Specialty banking services

Umpqua Bank continues to expand and refine our offerings, using our expertise and relationship-focused services to meet the unique banking needs of specialized industries. From healthcare facilities to farming, our bankers use a customer-first mindset to provide highly individualized recommendations and service.

Agriculture banking

Umpqua Bank is a Top 10 agricultural bank with more than 30 years of experience in agricultural financing. Our dedicated local teams have a deep understanding of their areas' unique agricultural needs — and we're always looking to improve. We created the Agriculture Task Force in 2024 with the goal of refining the agricultural customer experience by creating more efficient processes and enhancing consistency and alignment around best practices for all things agriculture within Umpqua Bank. Of the 496 agriculture loans originated in 2024, 356 or 72%, were loans to small farms with \$1 million or less in annual revenue.

We provide financing for more than 50 crop types across our footprint. Our dedicated teams understand their local markets and tailor financial solutions to the area's unique agricultural needs. Our Agriculture Consultants are a key part of the team offering industry support and expertise to the farmers, ranchers and others who ultimately grow our food.

Our commitment to agriculture extends well beyond being trusted financial advisors; we are dedicated to nurturing the growth of our agricultural communities by actively participating in industry associations, engaging with local 4H and Future Farmers of America chapters, and supporting various events and sponsorships. We continue to improve our offerings to meet agricultural industry needs, serving with intention and building relationships that last.

Legal services banking

Legal professionals have unique banking needs and we're proud to offer tailored solutions, such as minor settlement accounts and specialty financing for situations like partner buy-in and acquisitions. Umpqua Bank is also among the leading financial institutions participating in the Oregon Law Foundation's Interest on Lawyers' Trust Accounts, IOLTA, program. Client funds held in qualifying trust accounts earn interest that is forwarded on to the state IOLTA program, which uses the money to support charitable activities, such as funding legal services for those living in poverty.



Healthcare banking

Our teams have extensive expertise and experience with a variety of healthcare organizations, supported by a comprehensive suite of financial solutions designed specifically for the healthcare industry. Having navigated numerous market cycles, we're committed to providing the stability, guidance and trusted partnership providers need.

Columbia Trust Company

A division of Umpqua Bank, Columbia Trust Company is a trust and investment management institution with nearly 60 years of experience helping customers build their wealth and leave meaningful financial legacies. Columbia Trust Company builds enduring relationships with customers and their families, providing advice and expertise around topics such as income tax planning, real estate management, estate taxation and more. These services are available across our footprint and customers include individuals, nonprofit organizations and trust relationships.

Columbia Wealth Advisors

Columbia Wealth Advisors offers comprehensive planning, investment and interest management, insurance, retirement management and investment banking services. Individuals, families and business owners can connect with wealth advisors in their area to collaborate on developing a comprehensive financial plan, receiving guidance with tailored solutions, all while keeping our customers informed and in control throughout.

Wealth Management Solutions: • Private Banking • Healthcare Banking • Columbia Wealth Advisors ¹ • Columbia Trust Company ²	
¹ Securities offered through Raymond James Financial Services, Inc. , Member FINRA/SIPC, and are not insured by bank insurance, the FDIC or any other government agency, are not deposits or obligations of the bank, are not guaranteed by the bank, and are subject to risks, including the possible loss of principal. Investment Advisory services offered through Raymond James Financial Services Advisors, Inc. Columbia Wealth Advisors and Umpqua Bank are not registered broker/dealers and are independent of Raymond James Financial Services, Inc.	
² Views of Columbia Trust Company are as of the date published and are subject to change based on market conditions and other factors. These views should not be construed as a recommendation for any specific security. Products and services are offered by Columbia Trust Company, a division of Umpqua Bank, which is an Oregon state chartered bank and a wholly owned subsidiary of Columbia Banking System Inc. The professionally managed investments of Columbia Trust Company are:	• NOT A DEPOSIT • NOT FDIC INSURED • NOT INSURED BY ANY FEDERAL GOVERNMENT AGENCY • NOT GUARANTEED BY UMPQUA BANK • MAY GO DOWN IN VALUE



Small business banking

Our small business lending metrics demonstrate our drive to be the premier business banking partner in the West.

Small business lending origination	Number of loans	Value of loans (in millions USD)
Total loans for small businesses and small farms qualified for the CRA Loan Register	4,135	\$1,161
Loans to small businesses	3,639	\$1,045
Loans to small farms	496	\$116
SBA 7(a) loans	674	\$57
Third-party and vendor financing for small businesses	11,417	\$563
Community development lending origination		
Community development loans	76	\$599
Community development consortia	61	\$11
Past due and nonaccrual loans to promote small business		
Past due and nonaccrual loans to promote small business	87	\$70

CDFI Referral Process

In 2024, we launched our pilot of the Community Development Financial Institutions Fund, CDFI, Referral Process, which serves low-income and underserved communities, promoting community development through financing and other support. We had 39 total referrals in our first year, using a partner matrix that included local and regional CDFIs. Our retail lending team also created a referral tracking process and communication strategy to get the word out to our customers about this new program.



Customer engagement

Meaningful engagement with our customers, such as through quarterly pulse surveys and our Client Advisory Board, keep us informed of customer attitudes toward the bank and about the business climate in general. Asking our customers directly how we can best serve them or what pain points they're experiencing allows us to tailor our services to effectively meet their needs and gives us a broader view of the current financial climate.

Customer Pulse Survey

Each quarter, we send a Customer Pulse Survey to a percentage of business and consumer customers. The survey provides us with a snapshot of how our customers are feeling and their experience and satisfaction with the bank. The findings from those surveys directly inform our interactions with customers, letting us know what needs to change — and what we're doing well.

Client Advisory Board

Established in 2020, the Client Advisory Board, CAB, serves to discuss various topics such as industry trends, economic updates and fraud trends. On a limited basis, we also request feedback from the CAB on Umpqua Bank products and services.

2024 Business Barometer

Umpqua Bank's annual Business Barometer is an in-depth study of the mood, mindset and strategic focus of U.S. businesses. Last year, we surveyed 1,200 small and middle market business leaders nationwide and held multiple focus groups to create the Barometer.

This year's report dives into topics such as how business leaders see the state of the economy, their anticipated growth, and strategic direction for the year ahead. The report also looks at key topical issues such as artificial intelligence, cybersecurity and other topics impacting businesses. We conduct this report each year, which helps us track changes in the business climate over time. Our 2024 report reveals:

- » More optimism about the economy among middle market businesses than among small businesses
- » Growing interest in artificial intelligence, particularly for middle market businesses
- » Cybersecurity continues to be a top priority for middle market businesses

For more, read the full [2024 Business Barometer](#) report.



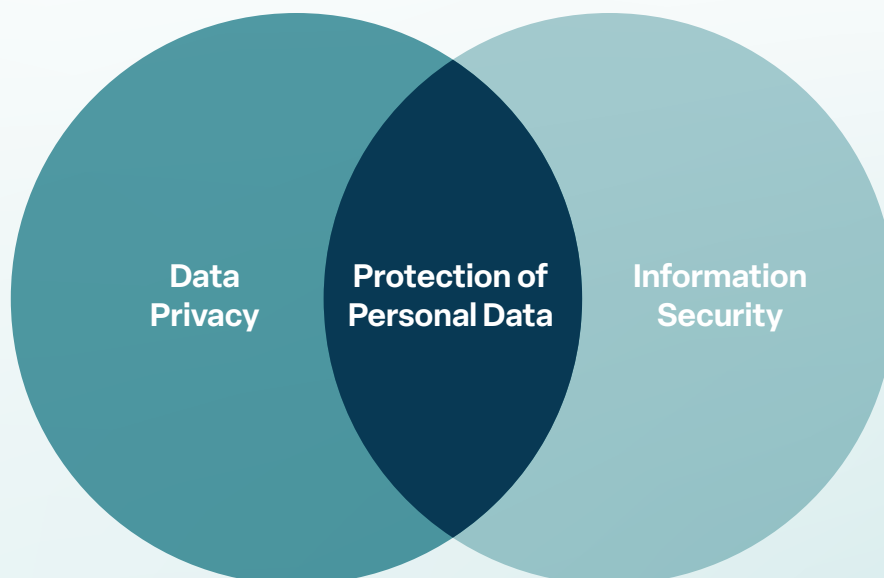
Customer privacy and fraud prevention

From the beginning, the heart of Umpqua's culture has been caring for our customers, focusing not only on their financial well-being but also ensuring that they are treated with respect and dignity and feel confident that their concerns and complaints are being handled properly. Our associates complete training on critical topics related to these goals including cybersecurity, information security, fraud prevention and identification, and preventing unfair sales practices. The bank maintains a dedicated team with expertise in fraud investigations including elder abuse.

Five principles guide our approach to safeguarding customer information: trust, transparency, value, privacy and security. We build trust by being transparent around the kind of data we collect and what it's used for, and we use that data to increase the value of our offerings. We also comply with all applicable laws and regulations and maintain the highest degree of security to safeguard sensitive information.

For more information on our cybersecurity and data privacy, please visit our [Shareholders](#) chapter.

For more information on our secure shredding practices, please visit our [Footprint](#) chapter.



Success Against Fraud Events (S.A.F.E.)

Threats of fraud remain prevalent among businesses and can put our customers, and us, at risk of significant financial loss. In an effort to reduce the number of unprotected customers and financial loss, we launched a fraud prevention initiative to reinforce the value of our fraud protection solutions for our business customers.

We created a Success Against Fraud Events (S.A.F.E.) Resource Center and posted a three-part educational webinar series available to customers and associates covering current fraud trends, cybersecurity and proactive solutions we offer to protect against fraud.

Fraud prevention

In 2024, our fraud response team continued to assist business customers to prevent and minimize disruptions caused by fraud. We also significantly reduced wait times for business customers using phone or chat to contact a Treasury Management expert.

For more information about anti-money laundering efforts, please visit our [Shareholders](#) chapter.



Communities Prosper

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Overview and highlights

Named **Top Corporate Philanthropists** in San Francisco Business Times

Won the **Corporate Citizenship Award** in the Puget Sound Business Journal



\$7.7 million

in charitable giving



Nearly 30,000

associate volunteer hours

Umpqua Bank is dedicated to building healthier, more resilient, better connected and inclusive communities throughout our footprint. We invest in economic prosperity through grants, volunteering and sponsorships to nonprofit organizations with programming in one of our priority focus areas.

SHARING OUR TIME

Our Connect Volunteer Network® provides Umpqua Bank associates with up to 40 hours of paid time off each year to volunteer.

SHARING OUR EXPERTISE

We help individuals become more comfortable with personal finances by teaming up with partners like Junior Achievement and Financial Beginnings. Beyond financial knowledge, Umpqua associates are also professionals in fields like information technology and human resources. Our experts can help with needs like mock interviews, analytics, reporting and career mentoring.

SHARING OUR RESOURCES

Through grantmaking and the deployment of other charitable resources — both financial and human — we invest in nonprofit organizations, communities and leaders with the intent of supporting programming that builds vibrant communities.



Giving

Company giving and the Umpqua Bank Charitable Foundation

\$300K

in Associate Resource Group grants

supporting communities and nonprofit organizations represented by our five associate resource groups

\$100K

in Native American community support grants

including culture-specific financial education, small business technical assistance and cultural community centers and resources

\$150K

in New Markets Support grants

celebrating our arrival in our three newest states by showcasing local partners in Arizona, Colorado and Utah

\$220K

in Economically Vibrant Community Support grants

further investing in financial health and workforce mobility



Umpqua Bank’s strong community-centered values guide us in our giving. We work to improve our communities’ prosperity by supporting under-resourced individuals, families and small businesses.

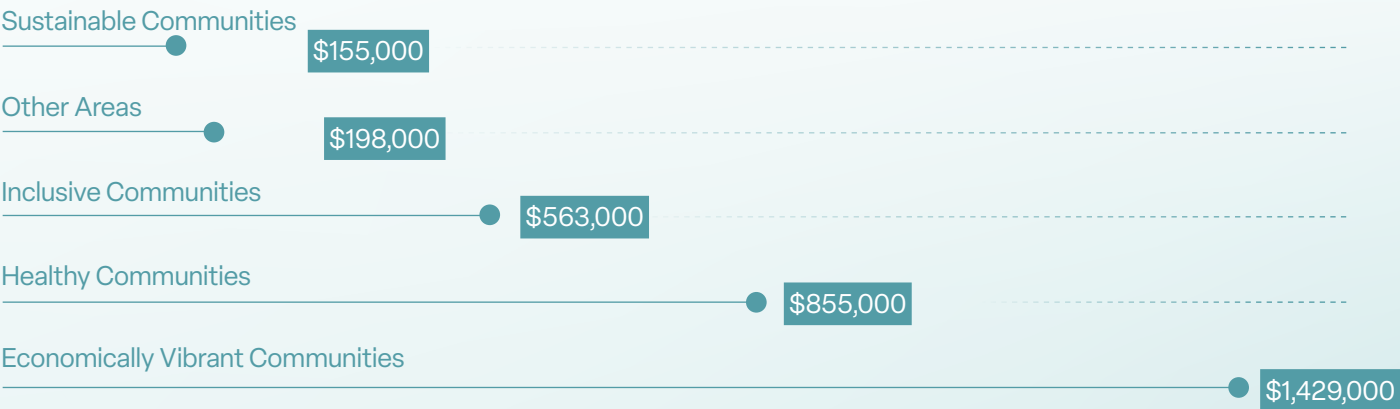
Umpqua Bank’s charitable giving totaled over \$7.7 million in 2024. This includes over \$4.5 million of corporate giving, such as a \$1 million grant to MultiCare Mary Bridge Children’s Hospital to support the construction of a new, state-of-the-art pediatric hospital. As one of the few children’s hospitals in the state of Washington, this aid will help them expand their footprint and continue to deliver lifesaving care.

Another way we give is through the Umpqua Bank Charitable Foundation, UBCF, which is a separate 501(c)(3) organization that oversees and directs many of Umpqua Bank’s philanthropic investments through grants. UBCF donated a total of \$3.2 million to nonprofit organizations across our footprint in 2024.

Community Grants

Eligible nonprofits can apply directly for grants ranging from \$5,000 to \$10,000 once each year, during one of our three grant cycles. In 2024, UBCF awarded 212 grants to local nonprofits across our footprint through the Community Grant program, totaling \$1.3 million.

Giving by focus area



Associate Resource Group Grants

Once per year, associates can nominate nonprofits that serve communities represented by Umpqua Bank's Associate Resource Groups, ARGs, to receive grant funding. This program supports under-resourced communities throughout our footprint by demonstrating Umpqua Bank's "Do Right Together" culture, encouraging ARG engagement and delivering assistance where needed.

With an emphasis on inclusivity, this program supports nonprofits that have a mission of assisting, or programs serving, one or more of the following five communities that align with Umpqua Bank's ARGs:

- » Women
- » BIPOC (Black, Indigenous, People of Color)
- » Pride (LGBTQIA+)
- » Military
- » People with Disabilities

For more information on our ARGs, please visit our [Associates](#) chapter.

Associate Giving Match

Associates at Umpqua Bank are encouraged to donate to nonprofits of their choosing with the support of our Associate Giving Match program. Through the program, the Umpqua Bank Charitable Foundation matches eligible charitable donations dollar for dollar, up to \$1,000 per associate each calendar year. Associates can donate to one organization or to many. In 2024, 946 associates donated a total of \$293,000, of which \$126,000 was matched by UBCF.

Dollars for Doers

Through our Dollars for Doers program, associates who volunteer 40 or more hours during the calendar year can receive a \$500 donation to an eligible nonprofit of their choice. This program encourages our associates to volunteer, using up to 40 hours of working hours to volunteer and raise additional money for the communities they serve.





UMPQUA BANK'S Warm Hearts WINTER DRIVE

Warm Hearts

Our 10th annual Warm Hearts Winter Drive kicked off in November 2024 with efforts from associates across the bank resulting in donations totaling \$344,000. The Warm Hearts Winter Drive began in 2015 when a group of associates came together to discuss the necessity of warm clothing and shelter for those in need during the winter months.

Warm Hearts raised over \$100,000 in that inaugural year. Over the past 10 years, total donations have reached over \$2.8 million, and Warm Hearts has grown into a company-wide fundraising drive that benefits shelters and service organizations focused on meeting the needs of our neighbors experiencing homelessness during winter.

Associate-Driven Sponsorship Program

Nobody is more familiar with the needs of a community than the people who live and work in it. Each fall, our associates are encouraged to request sponsorships for eligible nonprofits that they would like Umpqua Bank to support for the following calendar year. We prioritize causes where our associates are engaged, in combination with those meeting the unique needs of the communities where we are located. When we Do Right Together, our communities prosper.

Submissions are reviewed by panels of market and regional leaders, who make decisions based on community needs, budget and associate engagement. This is one of the ways our associates are empowered to provide much-needed support for the nonprofits doing crucial work in our communities.

In-branch drives

In-branch drives provide associates with the opportunity to gather community support for causes they are passionate about, by collecting items such as school supplies and nonperishable food. These drives are generally associate-driven, demonstrating their interest in supporting our local communities.



Volunteer service

Umpqua's Connect Volunteer Network® continues to be one of the nation's leading company volunteer programs. Associates working full-time are given up to 40 hours of paid volunteer time off per year, eligible to use for volunteering during regular work hours in service to any eligible nonprofit or school within the bank's footprint. Associates can determine which volunteer activities they would like to participate in, including CRA-qualified activities. This includes skilled volunteering, such as financial education, professional support of a nonprofit or serving on a board or in another leadership capacity.

29,935

Total volunteer hours

1,867

Total associates participated

1,244

Organizations supported

4,465

Hours served in board and committee service



Melanie Dressel Community Commitment Month

Aligned with National Volunteer Month in the U.S., our volunteer month in April is named for Melanie Dressel, the former President and CEO of Columbia Banking System, Inc., who lived her life with community at the forefront before she passed away in 2017. We honor and celebrate her passion for people through a bank-wide campaign of community service. In 2024, 731 associates came together across our footprint to volunteer a combined total of 4,544 hours throughout the month.

Melanie Dressel Community Commitment Month is a month of volunteerism that brings our associates out to volunteer in groups in the communities where they live and work. Volunteers supported food banks, youth experiencing homelessness, financial literacy initiatives and many more activities that make a difference in our communities.

Tacoma Park named for Melanie Dressel

Melanie Dressel's legacy is also honored through the recent dedication of a new neighborhood park in downtown Tacoma, Washington. Previously home to a steam plant, this area has been reclaimed as part of a larger Superfund project to clean up the Foss Waterway that began in the 1980s. In an effort to maintain its cleanliness, our associate volunteers participated in a cleanup effort at the Foss Waterway Seaport.

The Melanie Jan LaPlant Dressel Park officially opened in 2024. Melanie's friends, family and colleagues gathered to remember her legacy and celebrate the opening of the waterfront space.



Community development

Federal Home Loan Bank of Des Moines

Through the Federal Home Loan Bank, FHLB, of Des Moines' Member Impact Fund, Umpqua Bank and other member financial institutions pledge financial support to eligible nonprofit and government organizations for affordable housing and community development initiatives, and FHLB Des Moines provides a three-to-one match.

Last year, 13 Oregon-based organizations received a total of \$160,000 in matched funds: \$40,000 from the Umpqua Bank Charitable Foundation and \$120,000 from FHLB Des Moines. Grant recipients included, among others:

- » Bienestar, an affordable housing developer based out of Hillsboro, Oregon
- » Northwest Housing Alternatives, which connects seniors, veterans and people with disabilities to affordable housing across Oregon
- » Central City Concern, a Portland, Oregon-based nonprofit seeking to end homelessness

Umpqua Bank also lent our support for the Wiyot Tribe, who applied to the FHLB and was awarded \$3 million for their Dishgamu Senior Living project in Eureka, California.

Community engagement

COMMUNITY BENEFITS AGREEMENT

In 2024, we continued to work with numerous local groups to provide underserved communities with benefits that align with our mission and the Community Reinvestment Act, CRA. Our Community Benefits Agreement, CBA, completed in partnership with the National Community Reinvestment Coalition, earmarks \$8.1 billion in investments over the next five years to:

- » Increase homeownership rates for underrepresented communities of color and low- to moderate-income, LMI, borrowers
- » Support small businesses and new business creation and growth within LMI areas
- » Provide loans and investments to fund community development initiatives

COMMUNITY DEVELOPMENT INVESTMENTS

In 2024, we held more than \$1 billion in investments that support affordable housing, revitalization or stabilization of economically distressed areas and other community development investments.



Native American Empowerment and Investment Initiative

The Native American Empowerment and Investment Initiative seeks to promote economic self-sufficiency, cultural preservation and economic well-being among Native American communities through a combination of community investments, charitable donations, technical assistance and empowerment programs.

We began the initiative in 2024 with Native American community support grants of \$25,000 to four nonprofit partners that are supporting the needs of Native American communities.

Community impact oversight

COMMUNITY DEVELOPMENT COMMITTEE

In 2024, Umpqua Bank formed a new Community Development Committee, aimed at improving effective collaboration across community impact departments within the bank. The committee builds on long-standing efforts and allows us to be more coordinated and strategic in our cross-functional efforts around the Community Benefits Agreement.

COMMUNITY ADVISORY PANEL

Our Community Advisory Panel serves as an essential communication channel between Umpqua Bank and community stakeholders. Using our community development strategies and initiatives, the panel helps identify areas of unmet need that our services could benefit and gives leaders of select nonprofit organizations the ability to engage directly with Umpqua Bank leadership. The advisory panel also identifies opportunities for Umpqua Bank to expand our reach into underserved communities through financially inclusive programs. The panel meets at least twice yearly and is joined by a mix of key Umpqua Bank and community leaders.

SUPPLIER OPPORTUNITY

In 2024, we continued to build out our supplier program. Using new reporting tools and dashboards, Umpqua Bank can more effectively evaluate the representation of our suppliers and strive toward inclusivity in our enterprise procurement operations.

Total spend with small/diverse businesses: \$16.6 million, 4.3%

Number of small/diverse business suppliers: 253



Associates Thrive

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- 39 Wellness
- 43 Culture
- 46 Development



Overview and highlights

Our associates are the backbone of Umpqua Bank. We value their many talents and perspectives and believe that we are stronger when all our associates' voices are heard. We are committed to providing a safe and welcoming working environment with competitive benefits, growth opportunities and compensation that rewards performance.

Our associates were recognized by many awards in 2024, such as:

- » 2024 Women of Influence by Portland Business Journal
- » Banking & Finance Visionaries by the LA Times
- » Most Influential Women in Payments by American Banker
- » Leaders of Influence: Banking & Finance by Los Angeles Business Journal
- » LA500 by Los Angeles Business Journal
- » OC500 by Orange County Business Journal



5 Associate Resource Groups (ARGs)



Hosted nearly 3,300 associates and family members at regional fairs

Growth

RECRUITMENT AND RETENTION

To better meet the needs of our customers, we hire talent that is representative of the communities in which we live and work and strive to retain our employees through high satisfaction, self-empowerment and work/life balance. We offer a competitive starting wage of at least \$18 per hour in all markets and comply with all applicable equal opportunity laws and practices.

4,721

Total year-end associates

25%

Total turnover



Internships

SUMMER INTERNS

Our Summer Internship program offers real-world work experience to undergraduate and graduate students. The program includes project-based assignments, professional development workshops, community impact through volunteerism, lunch with the executive leadership team and an end-of-program showcase where each intern shares an overview of their experience and accomplishments.

CORPORATE WORK STUDY

De La Salle North Catholic High School in Portland identifies as the most diverse private high school in Oregon. De La Salle offers need-based tuition assistance and has a cumulative college acceptance rate of 98%. 2024 is our 18th year supporting their Corporate Work Study program, in which students spend four days a week in class and one day working for a local company throughout the school year. Students gain valuable job experience, giving them a competitive edge for future employment opportunities. Umpqua Bank welcomed four students during the most recent school year.



Wellness

Benefits

As our associates are the pillars of our culture and success, our benefits suite offers the security and comfort needed to balance healthy relationships both at work and at home. Umpqua Bank invests in resources to support the physical, emotional and financial health of our associates and their families. For full-time associates, benefits include:

- » Medical, dental and vision plans
- » Health savings plans
- » Paid time off for vacation, sick leave, bereavement and jury duty
- » Short- and long-term disability
- » Health Care and Dependent Care Flexible Spending Accounts
- » Commuter or parking savings account
- » Health management program
- » Health advocacy
- » Company-paid life insurance
- » Vacation purchase program
- » Employee stock purchase plan
- » 401(k) with company match regardless of hours worked
- » Tuition reimbursement program for gaining relevant education while at Umpqua Bank
- » Mass transportation reimbursement program

Our Employee Assistance Program through Uprise Health is available at no additional cost to our associates and their families, and provides access to counseling, coaching, financial guidance, legal consultations, parenting and eldercare support, and trainings that build skills and resilience. Other wellness resources include Health Advocate and Perkspot, which incentivize healthy living and habits. Associates who complete a Personal Health Profile also are eligible to receive a significant wellness discount toward their medical insurance plan for the full year.

Leading up to open enrollment, our Human Resources Benefits team sends out weekly education to help ensure that our associates understand and make the most of their benefits packages.



Employee Stock Purchase Plan

One of the ways we support our associates is through our Employee Stock Purchase Program, ESPP. Through the ESPP, associates have the opportunity to purchase company stock at a discounted price, providing financial benefit and promoting employee financial health. This is a company-run and optional program which aligns the interests of associates with the company's success, potentially providing financial benefits through stock appreciation.



Family Fair Days

Each summer, we celebrate our associates' hard work through Family Fair Days. Associates and their families get free admission to the Oregon State Fair, the Washington State Fair and the Spokane County Interstate Fair. Attendees can win ride tickets, food, free parking and concert tickets. Family Fair Days are just one way we celebrate our associates and say thank you to their families.



Safety

We take the health and safety of our associates very seriously. Our occupational health and safety management system aligns with requirements from federal and state OSHA, Washington Labor & Industries, Centers for Disease Control and Prevention and the World Health Organization.

Our safety program relies on understanding potential hazards and vulnerabilities so we can respond effectively and efficiently to any safety risks. The program provides proper leadership and staff training, identifies and mitigates safety risk to critical business operations and ensures a safe environment for associates and clients.

Our numerous policies and programs include the following:

- » Detailed plans and procedures for responding to physical threats and related workplace risks
- » Ongoing associate safety training
- » A network of safety representatives at every branch and across key facilities
- » Health and safety risk assessments performed quarterly by trained associates and every two years by the Safety Officer
- » A risk rating for each site
- » Building safety orientation for all new associates

Our leaders are responsible for the safety of their associates. As part of their daily duties, leaders monitor the workplace for unsafe conditions and unsafe behavior and take prompt action to eliminate any hazards. We also encourage any associate who observes a safety hazard to immediately report it.

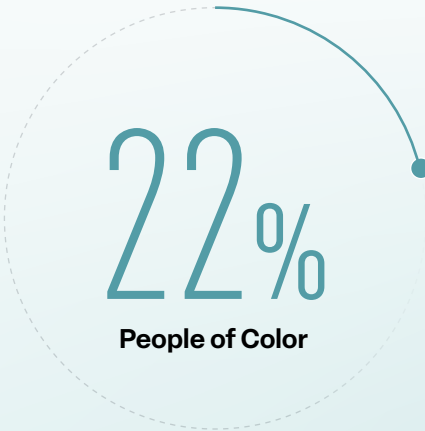
Umpqua Bank experienced zero work-related fatalities and zero serious injuries across our footprint in 2024.



Fostering a respectful workplace

Umpqua Bank is committed to fostering a fair and respectful environment and workforce. We stand against discrimination and harassment of any type and it is our policy to grant equal opportunity to qualified persons without regard to their membership in any protected classification such as sex, race, color, creed, national origin, religion, age, marital status, pregnancy, genetic information, protected veteran status, disability, sexual orientation, gender identity, gender expression, or any other status protected under applicable local, state, or federal law. We perform an annual gender pay equity analysis to monitor and manage pay across the company.

Associate demographics	Women	People of color
Overall	58.6%	21.8%
Leadership	16.7%	16.7%
Professional	52.3%	22.4%
Non-exempt	64.8%	22.0%



Culture

Inclusion and belonging

By bringing broad perspectives, backgrounds and points of view to our workplace, we encourage a more innovative and competitive company. Creating an organization that reflects our values and the communities in which we live and work is an ongoing journey, and as one of our material topics, we continue to incorporate inclusion and belonging into our work at Umpqua Bank.

The Belonging Council supports our Do Right Together culture vision by fostering an inclusive culture and nurturing a sense of belonging for all our associates and customers. The council does this by using ARGs in partnership with departments across the bank to:

1. Find, grow and keep associates and customers who reflect our communities, experiences, cultures and perspectives
2. Support community organizations representing underserved groups through volunteerism and philanthropy
3. Provide a venue for associates of underrepresented groups to build a sense of belonging

Membership consists of the Belonging Council executive sponsor, all ARG executive sponsors and ARG co-leads, and select departments such as the Consumer Group, Commercial Group, Social Impact Team and Talent Acquisition. Together we work to ensure equity for all our stakeholders.



Associate Resource Groups

Core to our belonging and inclusion efforts are our Associate Resource Groups, ARGs, in which associates from a variety of backgrounds can connect, share experiences and support each other. Every ARG is open to all associates, whether they identify in that group's demographic or as an ally wanting to learn more. Our five ARGs are:

- » Women
- » BIPOC (Black, Indigenous, People of Color)
- » Pride (LGBTQ+)
- » Military
- » People with Disabilities

ARGs offer expanded professional development and leadership opportunities across a variety of topics, empowering associates to make meaningful impacts in their communities and their careers.

ARG events in 2024 included virtual fireside chats with board members Peggy Fowler and Hilliard Terry III, as well as educational lunch-and-learns from Umpqua Bank's Investor Relations Director Jacque Bohlen and Scott Hatley of the disability-focused nonprofit organization INCIGHT. Every November, the Military ARG holds a Push-Up Challenge to honor and support our veterans, raising awareness and funds for veteran mental health causes.



Heritage months

Umpqua Bank is proud to celebrate heritage months year-round, as appreciating the identities of our associates serves to foster an inclusive workplace culture. As part of the celebration, we spotlight associates and their perspectives and bring in virtual speakers to participate in our bank-wide Speaker Series, inspiring associates with their stories and wisdom. Speakers this year included:

- » Linda Johnson Rice, current chair and CEO of Johnson Publishing Company, for Women's History Month
- » Mark Lindquist, veteran of the U.S. Air Force and the Afghanistan war, for National Military Appreciation Month and Asian American and Pacific Islander Heritage Month
- » Wade Davis, former NFL cornerback and the NFL's first LGBT inclusion consultant, for Pride Month
- » Wesley Hamilton, founder of nonprofit Disabled But Not Really, for Disability Pride Month
- » Gaby Natale, three-time Emmy winner and media entrepreneur, for Hispanic Heritage Month
- » John Herrington, NASA astronaut and the first Native American in space, for Native American Heritage Month

FocusFour

FocusFour is a quarterly call for all associates to hear from leaders throughout the bank to align on strategic company goals, celebrate wins and highlight colleagues doing crucial work to propel our company forward.

FocusFour speaks to the four primary stakeholder groups in our strategy and our culture: associates, customers, shareholders and communities. It is designed to help our associates connect the goals of our corporate strategy and Do Right Together culture with the projects and programs being designed, implemented or updated across the bank. It also gives our associates a regular opportunity to hear directly from senior leadership on company culture.

Engagement survey

Each year, we launch an internal Associate Engagement Survey, administered by a third-party to maintain confidentiality, to gather feedback from our associates about their work experience, including satisfaction with their roles, work environment, communication effectiveness, professional development opportunities and overall company culture. Offering an avenue for our associates to anonymously share candid feedback improves our organization as a whole and allows us to better enhance associate satisfaction and engagement.

In 2024, leadership used insights from the survey to improve company efficiency and the associate experience through more frequent and varied communication.



Development

Goals

As part of our learning and development process, all associates are expected to set goals, which are revisited during the year and assessed as part of their annual performance evaluations. Documented goals provide a roadmap for career development, helping associates track progress over time and allowing them to accurately reflect on their achievements and focus on what matters most. Associates also align their personal goals with our overall goals as a company, making this process critical to our success as an organization.

Self-evaluations and performance evaluations

In addition to receiving annual performance evaluations from their managers, associates perform self-evaluations, which allow them to showcase the impacts they had on the organization over the year. If an associate takes initiative in an area that is not directly tied to one of their goals, they can describe their achievements in their self-evaluation, which is reviewed by their manager. Self-evaluations also allow for self-reflection on areas of improvement, empowering associates to take ownership of their career development next steps.

In 2024, 96% of Umpqua associates submitted self-evaluations and managers provided evaluations to 99% of associates.

Leadership and recognition

DEVELOPMENT CIRCLES

In 2024, we launched the first phase of a new Development Circles program designed to support the personal and professional growth of our associates. In this pilot, small groups of associates and facilitators met monthly to explore curated topic areas such as Influencing Without Authority, Emotional Intelligence, and Teamwork and Trust.

The program exposed associates to new perspectives and experiences from other areas within the bank, which served not only as an enriching learning experience, but also as a unique networking opportunity for participants to build new connections. Participants and facilitators also developed a sense of community due to the nature of the small group setting, gaining confidence to share personal ideas and opinions in a safe and structured environment. Meanwhile, facilitators honed their leadership and communication skills by guiding a group of participants from across the company. In 2025, we plan to take the next step and open the program to a larger, bank-wide audience.



FOCUS FORWARD AWARDS

In early 2024, the bank held its inaugural Focus Forward Conference, which brought together leaders from across the organization to dive into our strategy for 2024. The event also provided an opportunity to recognize and celebrate associates and leaders from across the organization with Umpqua Bank's highest honors.

Awards were given to the top producing bankers from Commercial and Consumer Banking as well as top performers across all departments within the bank. Additional awards were presented to associates who exemplified Do Right Together values, individuals who exhibited extraordinary leadership over the past year, and two very special awards to recognize leaders who rose to the unique challenges and opportunities the organization faced who have provided steady guidance and leadership.

ANNIVERSARY PROGRAM

Our Years of Service program celebrates the anniversary of associates joining the bank. Associates celebrating a milestone anniversary receive a gift, bank-wide recognition and a message board with appreciation from colleagues.



Training

LEADERSHIP ACCELERATION PROGRAMS

Our leadership acceleration programs are year-long intensive programs intended for current and up-and-coming leaders who are highly successful in their current roles and are looking to develop further leadership capabilities in preparation for a more broad or complex role. Each program is highly interactive and participation is granted through a nomination process.

In 2024, we offered nine elective core professional development training programs, enrolling 994 attendees.

CONTINUING EDUCATION

Pacific Coast Banking School, PCBS, is a three-year, graduate-level education program where associates gain a comprehensive understanding of the banking industry, improve their leadership skills and effectiveness, and enhance their analytical, problem-solving and strategic thinking abilities. Completing the program allows associates to get started on an enhanced career path. They also become part of a network of current and future industry leaders.

Umpqua Bank has sponsored 171 associates at PCBS. In 2024, we sponsored six first-year students, graduated eight students and had 22 associates enrolled in the program.

We also had 27 associates receive tuition reimbursement for industry-related undergraduate programs.

FOCUSED TRAININGS

Umpqua Bank maintains an annual required training program, reviewed by the FDIC, to ensure compliance with all regulations. Our associates' time is valuable, so we aim to make sure each area of the bank receives the appropriate training for their position. Our hiring managers receive guidance and specialized training. Bank-wide training is focused on topics that manage risks, fuel a vibrant culture and enhance our customers' experience.



Our Footprint

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- 56 Climate risk



Overview and highlights

We understand that climate change affects our business, communities and customers. We focus on operations that are both good for business and lessen our environmental impact. We work to minimize the resources we use and the waste we create.



Top Bank in The People's Ecochallenge



23% decrease in our Scope 1 and 2 greenhouse gas emissions since 2019



Participant in Energy Trust of Oregon's **Strategic Energy Management** program

The People's Ecochallenge

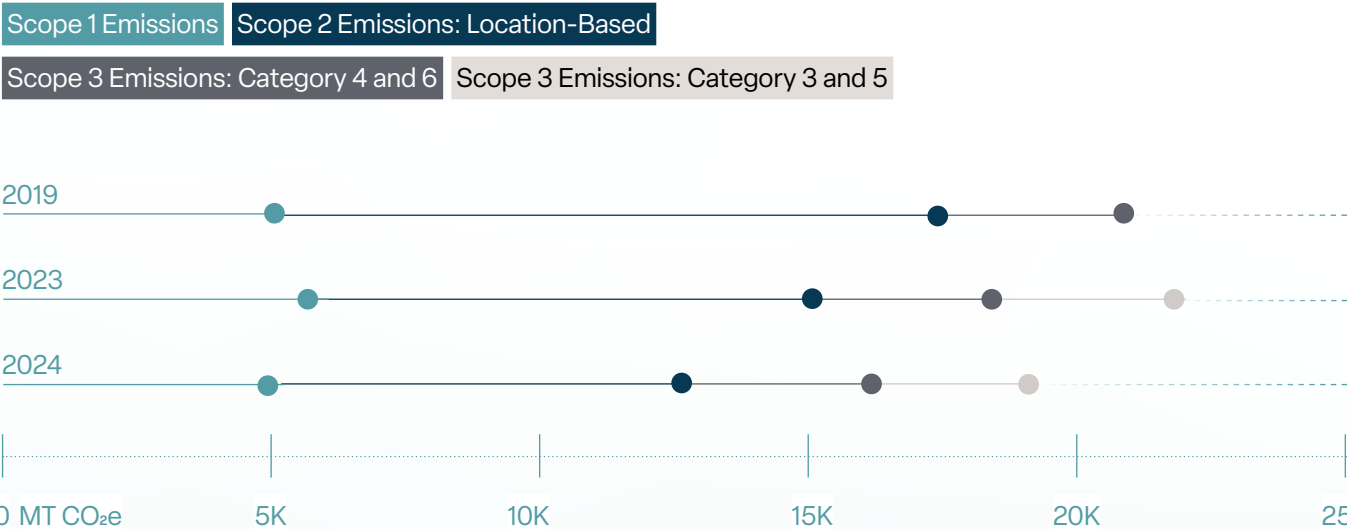
One of the ways our associates Do Right Together and take care of our communities is by learning about environmental stewardship and practicing sustainable living. That's why Umpqua participated in the 2024 People's Ecochallenge, hosted by the Oregon-headquartered Ecochallenge.org. The challenge helps people connect the dots between individual action and collective impact to create global change on a human scale. More than five dozen associates joined over a thousand other people from across the world during the month-long competition to build more sustainable habits.

By implementing a few simple changes, participating Umpqua Bank associates saved 906 gallons of water and 1,624 pounds of CO₂, traveled 225 miles by bike, consumed 48 zero-waste meals, and spent 1,910 minutes learning about the environmental impacts of individual actions.



Measuring our impact

To become better stewards of our environment, we work to manage our greenhouse gas, GHG, emissions as well as limit our waste and use of water and electricity across our footprint.



2024 analysis

We take our responsibility seriously to limit any negative impacts our operations have on the environment. Using a 2019 baseline, we measure and disclose our GHG footprint each year. By precisely calculating and managing our emissions, we can better understand our carbon footprint and mindfully manage our environmental impact.

Our Scope 1 and 2 emissions have decreased 23% since our 2019 baseline.

The calculation of our combined emissions allows us to better understand our footprint and will inform how we manage our emissions. Read more on our emissions reduction efforts in Resources.



GHG emissions, by the numbers

	2019	2023	2024
Total GHG emissions (MT CO ₂ e)	20,939	22,365	19,125
Scope 1	5,006	5,573	4,978
Scope 2 (Location-based)	12,416	9,712	8,372
Scope 3*	3,516*	7,080*	5,775*
Emissions intensity (Scopes 1 & 2, MT CO ₂ e/1,000 cal. Norm. sq. ft.)	5.74	5.77	4.93
Energy intensity (Scopes 1 & 2, MWh/1,000cal. Norm. sq. ft.)	23.48	22.65	19.82

*In 2023 and 2024, scope 3 emissions include partial categories 3, 4, 5 and 6. Prior to that, only categories 4 and 6 were included.

A note on our methodology

To complete our 2024 GHG inventory, we engaged a third-party firm to calculate emissions using best practices as outlined in the GHG Protocol's Corporate Accounting and Reporting Standard. The inventories use emission factors from the USEPA eGRID, The Climate Registry, DESNZ, IEA, EPA Center for Corporate Climate Leadership and Ecolinvent. The calculations include CO₂, CH₄, N₂O and HFC gases. To consolidate our GHG emissions, we utilize the operational control approach: Our Scope 1 and 2 emissions include any asset or facility in which the company has an operating interest, whether leased or owned. For Scope 3 emissions, we currently calculate partial calculations of Category 6: Business Travel, Category 3: Fuel- and Energy-related Activities, Category 4: Upstream Transportation and Distribution and Category 5: Waste Generated in Operations.

We remain committed to collecting and using actual data where possible when calculating our GHG emissions, and are continuously improving data quality. Umpqua Bank's inventory employed actual use data for 68% of the calculation, relying on modeled data for the remaining 32%. We use modeled data where needed to ensure we report on 100% of our owned and leased sites and produce a complete and comprehensive inventory.



Travel

Our travel policies and standards establish a company-wide process, including a centralized booking system that provides executive leadership and management with easy visibility into, and reporting on, all associate business travel. This ensures that we can monitor and identify opportunities to reduce costs associated with business travel. In addition, our platform provides CO₂ emissions data for both air and train travel, which allows travelers to select more environmentally friendly booking options.

In 2024, 195 associates used our public transit reimbursement program for regular commutes. Umpqua Bank provides associates with this program to encourage the use of mass transit to or from work by helping to offset the cost.



Resources

Purchased Supplies



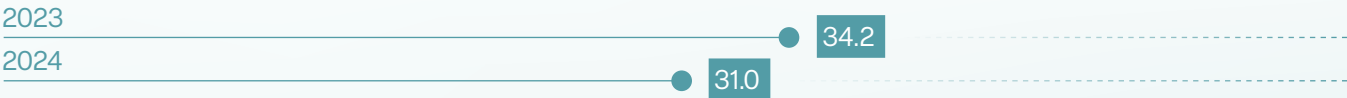
560,000 lbs of paper purchased

Across our business, we aim to buy less and recycle more. While regulations require some physical mailings, we work to curb our paper needs by digitizing our processes and procedures. Additionally, we shred and recycle all paper, reducing the amount of waste going to landfills.

Through our digital and online banking experiences, we cut down on paper usage and reduce our reliance on paper-intensive processes. As of April 30, 2025, 53% of our customers use paperless statements, and 55% are enrolled in online banking.

Other efforts to control waste include prioritizing renewable materials for office supplies, print products and packaging. In 2024, 7.8% of our office supply spend and 23% of print product weight were renewable materials.

Electricity use (kWh, in millions)



Natural gas, propane, and fuel oil use (therms)



In 2024, we continued our enrollment in the Strategic Energy Management program through the Energy Trust of Oregon, which helps Oregon businesses manage and reduce their energy usage. The Umpqua sites enrolled in the program reduced emissions by 34.4 MT CO₂e.



Waste

PAPER SHREDDING

As part of our information security practices, we place all paper waste in secured bins for shredding through third-party vendors. Shredded paper is then transported to a paper mill for recycling and all confidential documents are destroyed with a certificate of destruction issued.



1,491,000 lbs of paper shredded and recycled

ELECTRONIC WASTE

We aim to dispose of retired equipment in an environmentally thoughtful manner, including reuse and reclamation of precious metals. Our procedures call for recycling electronic waste with an approved third-party vendor whenever possible. In 2024, we recycled 6,611 electronic assets, including computers, docking stations, printers, servers, scanners and communication devices.

Water



Total water consumed across our footprint:
91,000 kilogallons

We aim to use less water wherever we can, including using native landscaping and efficient irrigation.

GIVING APPLIANCES A NEW LIFE

Our commitment to responsible business means looking for eco-friendly and community-building opportunities whenever we can. When we remodeled kitchens at our headquarters in Tacoma, we donated the refrigerators, dishwashers and ice makers to Affordable Housing and Treatment Homecare, a nearby nonprofit that provides housing and access to healthcare to people living with HIV/AIDS and hepatitis C in Washington state.



Climate risk

Climate events pose potential economic, societal, regulatory and ecological impacts that could affect our business and our customers. We understand that natural disasters such as wildfires and storms may negatively impact customers and associates in our footprint, and we are committed to maintaining strong business resilience. We continue to identify, monitor and manage climate-related impacts across our business.

We measure our GHG emissions, monitor policy and regulation at the local, state and federal levels and assess evolving stakeholder expectations on climate-related issues.

We integrate climate-related impacts in our evaluation of overall risks to our business. Our Directors of Business Resilience and Strategic Impact periodically report to the Corporate Risk Committee and the board's Enterprise Risk Management Committee. Climate-related stress tests are part of our evaluation process.

For more on the governance of our Sustainability program, see [Sustainability and Responsible Business](#), p. 8.



Shareholders Invest

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Overview and highlights

We are dedicated to ensuring shareholder confidence and delivering favorable returns as we serve our customers and communities. To achieve this, our business focuses on making informed decisions, managing our capital responsibly and adhering to policies that help us deliver attractive growth and profitability metrics.



A member of our Board of Directors was recognized as one of the **2024 Directors of the Year** by the Puget Sound Business Journal.



Engaged with representatives from approximately **120 investment firms** that represented current, former and prospective shareholders. Conversations were conducted through in-person conferences and similar events, virtual meetings and phone calls.



Regularly engaged with shareholders throughout the year through investor conferences, roadshows and tours as well as via our Investor Relations department.

Board

Umpqua Bank's business and affairs are overseen by our Board of Directors. The board's main responsibility is to use their expertise and business judgment to serve the interests of the company and its shareholders.

As of May 15, 2025, the Board of Directors of Columbia Banking System, Inc., consists of 11 members who meet quarterly. The board includes people from varied backgrounds with a broad range of skills, experience, contacts and industry knowledge relevant to the company's business.

A majority of the directors, 10 of 11, are independent, meaning they:

- » Are neither officers nor employees of the company nor its subsidiaries
- » Do not have a relationship which, in the opinion of the board, would interfere with the exercise of independent judgment in carrying out their director responsibilities
- » Are otherwise "independent directors" under the rules of the Nasdaq Stock Market

Our current Board, led by an independent female Board Chair, is composed of 38% women and 31% people of color, with women chairing three, or 60%, of the Columbia or Umpqua Bank board committees.

For details regarding director nomination and performance, refer to our most recent [Proxy](#).



COMMITTEES

Each of the board's four committees, composed of 100% independent directors, are governed by a charter which is reviewed annually by the board.

Audit Committee

The Audit Committee meets at least four times a year. Their responsibilities include appointment, compensation, retention and oversight of the work of the company's independent auditors and reviewing audit reports and filings with the SEC.

Compensation Committee

The Compensation Committee meets at least quarterly, and their responsibilities include advising executive management on human capital management strategies, including talent, leadership, culture and inclusion strategy. They oversee the administration of the company's equity-based compensation plans and compensation for executive leadership.

Enterprise Risk Management Committee

The ERM Committee meets at least quarterly, and their responsibilities include governance of the company's overall risk management framework.

Nominating and Governance Committee

The NGC meets at least twice a year and is responsible for activities such as: monitoring and reviewing the corporate governance policy, evaluating board performance, reviewing shareholder proposals, overseeing sustainability initiatives, policies and practices, and identifying and nominating board members.



Risk management

Three lines model

As led by the board and senior management, Umpqua Bank follows a “three lines” model that addresses everything from stress testing and data security to consumer privacy and disaster response. The “three lines” model emphasizes three layers of defense to ensure we integrate risk management across the business, with different groups having distinct but complementary roles:

- » First line: This is the business line, from associates to top levels of management. Business units directly own, measure and manage risks and control processes.
- » Second line: This includes dedicated risk management, legal and compliance functions that provide complementary expertise, monitoring, oversight and support.
- » Third line: This includes internal and external audit functions, which help assess the effectiveness of governance and risk management practices.

We also maintain a Corporate Risk Management Policy updated every two years under the direction of the CRO. Among the policy highlights:

- » The board defines its appetite for risk via a formal Risk Appetite Statement, against which the company continually measures its risk profile.
- » Risk information is integrated into decision-making at every level to help set priorities and allocate resources.
- » Following laws and regulations is an integral component of our risk management practice.
- » Major risk decisions are documented, reported and escalated throughout the organization in accordance with a formal risk governance framework.



Climate-related stress testing

We maintain various risk management models and inventories including business impact analyses, risk assessments, planning and stress testing. We performed stress testing in 2024 to estimate the potential impact on income, capital and liquidity as a result of major changes in the following risk factors, among others:

- » Market conditions
- » Credit environment
- » Liquidity demands
- » Environmental changes

In 2021, Umpqua completed climate-related stress testing using a physical risk scenario on a 30-year mortgage portfolio. In 2024, we used a scenario designed by the Network of Central Banks and Supervisors for the Greening of the Financial System, NGFS, on our commercial portfolio. The board receives reports on stress testing performance regularly and, where appropriate, reviews results and compares to policy limits and triggers.

Governance

Umpqua's board and senior management work together to achieve company goals and identify the best ways to manage related risks.

The board and its committees actively oversee company-wide risk management. Specifically, the ERM Committee provides governance of our overarching risk objectives through risk policy, risk limits and the Risk Appetite Statement. The ERM Committee approves a risk framework, which is monitored by the CRC, comprised of select executives and led by the Chief Risk Officer, CRO. Generally, executive management and the CRO, with support from the CRC, are responsible for overall risk management.

We continually strive to improve our risk management processes while making sure we communicate and escalate all critical concerns. Last year, there were no critical concerns as defined by applicable regulatory requirements. Any material critical concerns would be communicated to our board of directors through the applicable committee and disclosed in our 10-K report.



Business continuity, disaster management and crisis management

Umpqua Bank maintains plans and procedures to facilitate our response to and recovery from incidents ranging from minor emergencies to major disaster events. This helps to ensure the safety of associates and clients and allows us to continue to operate under adverse conditions. Plans are tested annually in scenario-driven exercises involving bank management teams.

Our Business Continuity Management, BCM, program helps protect company assets, provide for the well-being and safety of associates and ensure critical functions and services are maintained in the event of a disruption. Umpqua Bank's policy is to develop, maintain and exercise our BCM program consistent with the company's strategic objectives, operational priorities, client services, risk appetite and regulatory requirements.

UMPQUA WEATHERS GLOBAL INFORMATION TECHNOLOGY OUTAGE

In July 2024, a global technical outage caused disruptions to airlines, emergency services, banks and critical businesses around the world—including Umpqua Bank. This was due to a flawed software update from a major cybersecurity provider, but it was not a cybersecurity breach, and no customer information or data was exposed.

Our response teams worked through the night to minimize impact to our customers and associates, neutralize disruption and validate that services were functioning properly prior to the bank opening. The bank remained fully functional, customer service was available and customer accounts stayed safe and secure.

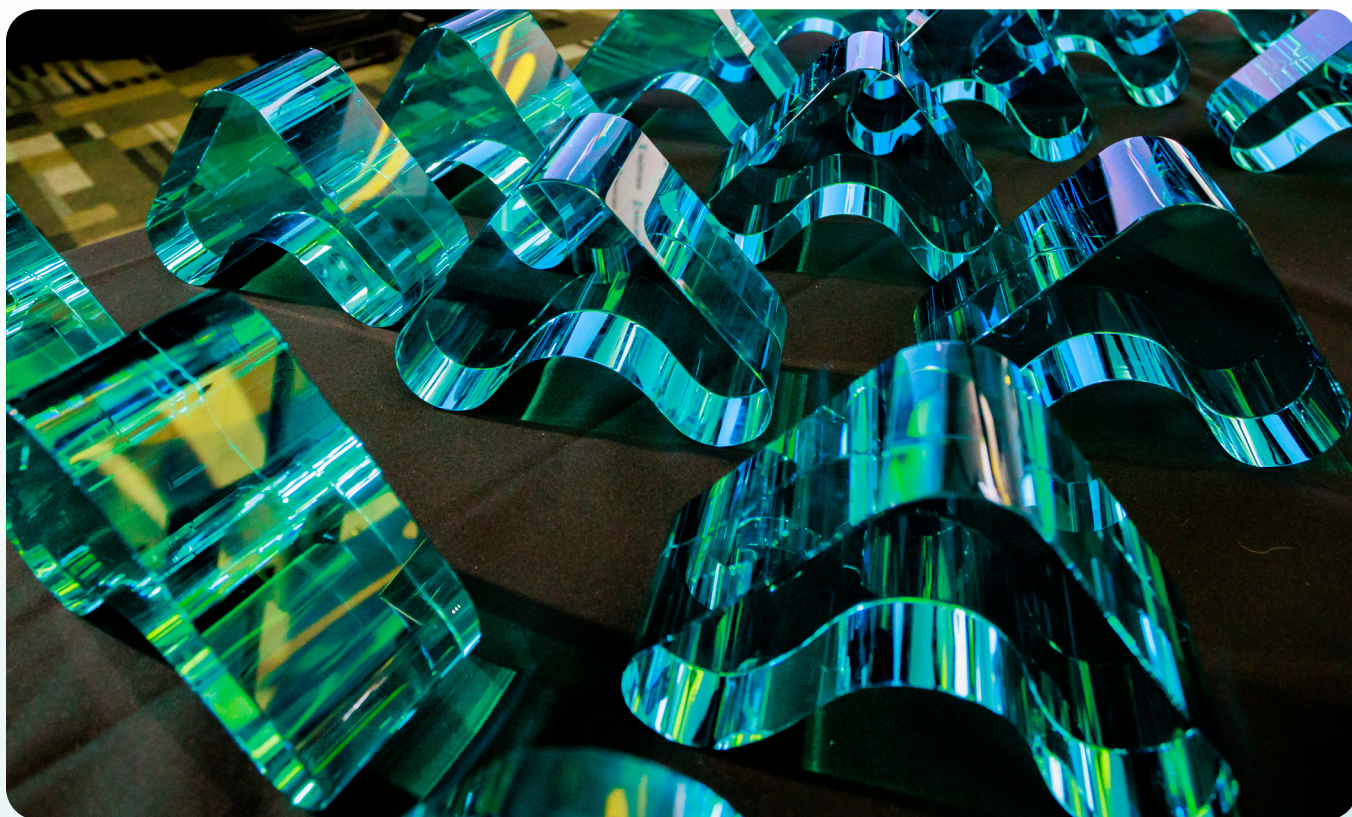
Anti-money laundering

The Bank Secrecy Act, BSA, requires all financial institutions to establish a risk-based system of internal controls reasonably designed to prevent money laundering and the financing of terrorism. At Umpqua Bank, we follow our board-approved BSA policy by running transaction monitoring, fraud prevention and customer due diligence systems. Our experienced staff of trained investigators and analysts review customer and transactional activity daily, monitoring and screening transactions for anomalies and unusual activities.



Cybersecurity and information security

Umpqua Bank's Information Security Program includes processes to discover, analyze and understand cyber threats, with the capability to share information internally and with appropriate third parties. We continually invest in new resources to strengthen our cyber defenses.



Information security

Our approach to information security follows the “three lines” model for risk management and combines two key elements: technology and people. Our Information Security Policy, reviewed annually by the ERM, establishes that all associates are responsible for the security of confidential company information. Business units are responsible for managing information security controls and acceptable use practices appropriately and seeking additional insight when needed. The policy also provides guidance for management of external connections and third-party relationships with access to our technology assets and information.

For more information on our data privacy, please visit our [Customers](#) chapter or our [privacy policy](#).

BOARD

The ERM oversees the Information Security Program, Information Risk Management Program and related cybersecurity and incident response initiatives. The Audit Committee oversees disclosure controls and procedures related to cybersecurity.

TECHNOLOGY

Our defense strategy includes preventive, detective and corrective controls. We integrate new technologies and changes carefully to address any security considerations. We also review security controls on an ongoing basis and conduct independent penetration testing.

PEOPLE

We require associates to complete information security training annually. We tailor the training to meet the needs and challenges of various roles across the company. In 2024, nearly 100% of associates participated in training on data privacy and security. We also conduct an information security risk assessment to identify and plan for emerging risks, technologies and vulnerabilities. Our skilled Incident Response and Crisis Management team is ready to resolve any data issue swiftly.



Utilizing artificial intelligence

Responsible AI

In 2024, in response to feedback from the Associate Engagement Survey, Umpqua Bank created the Responsible AI Working Group to help our teams further harness the power of artificial intelligence, AI. Their first mission: defining our approach to developing, assessing and deploying the technology in a safe, trustworthy and ethical way.

AI technology has been used at the bank for some time now, underpinning everything from internal service desks to the cybersecurity technology that filters spam in our inboxes. Opening our doors to new AI-powered tools in a safe and secure manner requires good governance. Our cross-functional Responsible AI Working Group is co-led by executive sponsors including our Chief Information Officer, Chief Risk Officer and Chief Administration Officer, and is supported by members from technology, model risk management, compliance, legal, privacy, data governance and information/cyber security.

The group has developed a collection of frameworks, policies, standards and best practices that serve as guardrails to ensure that new AI technologies are procured, developed and used in a way that minimizes potential risks and maximizes intended benefits. These include a new AI Policy which was approved by the board in 2024.

Copilot

As part of Umpqua Bank's adoption of generative AI technology, we rolled out Microsoft's Copilot, an AI-powered digital assistant that provides personalized assistance to users for a range of tasks and activities. We expect that Copilot use will make it easier and faster for associates to complete rote job tasks, allowing them to focus their time on serving our customers and other stakeholders.



Ethical policies and practices

Umpqua Bank's success depends wholly on our reputation for honesty, integrity and security. We hold ourselves to the highest ethical standards per our internal policies and all relevant laws.

Business ethics and reporting

Associates at every level of the company must follow the company's Business Ethics and Conduct Statements, as well as the Code of Ethics for Senior Financial Officers and our Insider Trading Policy. These policies are available publicly on Columbia Banking System, Inc.'s website.

Umpqua Bank had zero legal actions regarding anti-competitive behavior or violations of antitrust and monopoly laws in 2024.

Our conflicts of interest policies require all associates to hold themselves to the highest standards of lawful and ethical behavior, to report known violations and to seek management's advice when they are uncertain. Internal policies cover:

- » Anti-Harassment, anti-discrimination and anti-retaliation
- » Personal, customer and vendor relationships
- » Outside business activities, political activities and gifts
- » Associate banking
- » Equal employment opportunity
- » Third-party oversight
- » Solicitation

We require all new associates to review and certify their understanding of these codes and policies, and all associates must reaffirm their understanding annually.



Whistleblower protection

Our Business Ethics Reporting Policy provides the framework for confidential treatment and restricted access to any complaints reported relating to accounting, auditing, internal controls, fraud and alleged criminal violations.

We are committed to promoting a safe and respectful work environment. Any associate may use our anonymous reporting system, EthicsPoint®, to express concerns about unethical or unlawful behavior and organizational integrity without fear of retaliation. Additionally, associates may raise concerns directly with their managers or with an HR representative.

All investigations are conducted in a confidential manner to the extent possible, so that information will be disclosed only as needed to facilitate review of the investigation or otherwise as required by law.

Political contributions

Umpqua Bank is committed to transparency and compliance in our political activities. Our Political Activity Policy prohibits associates from using company resources or seeking reimbursement for personal political activities. Associates are encouraged to engage in political activities on their own time and with their own resources, without representing the company. In accordance with federal law, Umpqua Bank does not contribute directly to individual federal candidates.

In 2024, Umpqua Bank hired a Director of Government Relations to oversee our political contributions and ensure alignment with our corporate values. Our political contributions totaled less than \$217,000, primarily through memberships and direct contributions to banker association Political Action Committees. We did not make any in-kind contributions during this period.



About This Report

This report covers the sustainability and responsible business strategy, activities, progress and performance of Columbia Banking System, Inc., and its subsidiaries and divisions, including Umpqua Bank, Columbia Trust Company, Columbia Wealth Advisors, Financial Pacific Leasing, Columbia Private Bank and Columbia Healthcare Banking for the period of January 1, 2024, to December 31, 2024, unless otherwise noted. On January 1, 2024, Columbia Trust Company became a division of Umpqua Bank.

Responsible Business Reports are published annually. For more information on our sustainability practices, refer to our investor relations site or our most recent 10-K Report.

We welcome comments and questions. Please contact us at [**Responsibility@UmpquaBank.com**](mailto:Responsibility@UmpquaBank.com)

This report was published June 2025.



Appendices

70	SASB Index
77	GRI Index
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84	SDG Index

STANDARDS AND FRAMEWORKS

We disclose the environmental, social and governance, ESG, metrics aligned to the Sustainability Accounting Standards Board, SASB, industry standards Commercial Banks, Consumer Finance, Mortgage Finance and Asset Management & Custody Activities. The report references the Global Reporting initiative, GRI, standards, as well as the Task Force on Climate-Related Financial Disclosures. We have also aligned our company's efforts with the Sustainable Development Goals, SDGs.

We intend to operate in alignment with upcoming climate disclosure regulations that apply to our footprint.

SASB Index

Columbia Banking System, Inc., including Umpqua Bank, responds to four SASB industry standards that have overlapping indicators. In lieu of repeating indicators, we have combined them under the first instance where the indicator is addressed.

SASB Code	Accounting or Activity Metric	Response
Commercial Banks		
Data Security		
FN-CB-230a.1 FN-CF-230a.1	(1) Number of data breaches (2) percentage that are personal data breaches (3) number of account holders affected	Shareholders Invest , p. 63-64 Columbia Banking System, Inc. 2024 10-K , p. 33-35 Any data breach which requires public notification would be reflected in a Form 8-K.
FN-CB-230a.2 FN-CF-230a.3	Description of approach to identifying and addressing data security risks	Customers Grow , p. 24 Shareholders Invest , p. 63-64
Financial Inclusion & Capacity Building		
FN-CB-240a.1	(1) Number and (2) amount of loans outstanding qualified to programs designed to promote small business and community development	Customers Grow , p. 18-22
FN-CB-240a.2	(1) Number and (2) amount of past due and nonaccrual loans or loans subject to forbearance that qualify for programs designed to promote small business and community development	Customers Grow , p. 22
FN-CB-240a.3	Number of no-cost retail checking accounts provided to previously unbanked or underbanked customers	Foundation Checking accounts: 13,975
FN-CB-240a.4	Number of participants in financial literacy initiatives for unbanked, underbanked or underserved customers	Customers Grow , p. 17, 33
Incorporation of Environmental, Social and Governance Factors in Credit Analysis		
FN-CB-410a.2	Description of approach to incorporation of environmental, social and governance, ESG, factors in credit analysis	There are currently no requirements in Credit Policy or Credit Guidelines to complete an ESG analysis as part of the standard credit analysis. We intend to explore this in 2025. Please refer to p. 23-33 of the Columbia Banking System, Inc. 2024 10-K .



SASB Code	Accounting or Activity Metric	Response																		
Commercial Banks																				
Financed Emissions																				
FN-AC-410b.1 FN-CB-410b.1	Absolute gross financed emissions, disaggregated by (1) Scope 1, (2) Scope 2 and (3) Scope 3	We do not currently measure financed emissions.																		
FN-CB-410b.2	Gross exposure for each industry by asset class	Columbia Banking System, Inc. 2024 10-K , p. 52-55																		
FN-CB-410b.3	Percentage of gross exposure included in the financed emissions calculation	We do not currently measure financed emissions.																		
FN-AC-410b.4 FN-CB-410b.4	Description of the methodology used to calculate financed emissions	We do not currently measure financed emissions.																		
Business Ethics																				
FN-AC-510a.1 FN-CB-510a.1	Total amount of monetary losses as a result of legal proceedings associated with fraud, insider trading, antitrust, anti-competitive behavior, market manipulation, malpractice or other related financial industry laws or regulations	No losses resulting from legal proceedings in this category were incurred in 2024.																		
FN-AC-510a.2 FN-CB-510a.2	Description of whistleblower policies and procedures	Shareholders Invest , p. 67																		
Systemic Risk Management																				
FN-CB-550a.1	Global Systemically Important Bank (G-SIB) score, by category	We are not a Global Systemically Important Bank (G-SIB) as defined by the Financial Stability Board.																		
FN-CB-550a.2	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	Shareholders Invest , p. 60-61																		
Commercial Banks Activity Metrics																				
FN-CB-000.A	(1) Number and (2) value of checking and savings accounts by segment: (a) personal and (b) small business	<div>Data as of April 30, 2025</div> <table><tr><th></th><th></th><th>Number of accounts</th><th>Total value (in thousands)</th></tr><tr><td rowspan="2">Personal</td><td>Checking</td><td>472,460</td><td>\$3,237,760</td></tr><tr><td>Savings</td><td>189,955</td><td>\$1,977,304</td></tr><tr><td rowspan="2">Small business</td><td>Checking</td><td>120,548</td><td>\$4,845,929</td></tr><tr><td>Savings</td><td>11,931</td><td>\$195,074</td></tr></table>			Number of accounts	Total value (in thousands)	Personal	Checking	472,460	\$3,237,760	Savings	189,955	\$1,977,304	Small business	Checking	120,548	\$4,845,929	Savings	11,931	\$195,074
		Number of accounts	Total value (in thousands)																	
Personal	Checking	472,460	\$3,237,760																	
	Savings	189,955	\$1,977,304																	
Small business	Checking	120,548	\$4,845,929																	
	Savings	11,931	\$195,074																	
FN-CB-000.B	(1) Number and (2) value of loans by segment: (a) personal (b) small business and (c) corporate	<div>Data as of April 30, 2025. Note, this does not include residential loans.</div> <table><tr><th></th><th>Number of loans</th><th>Total value (in thousands)</th></tr><tr><td>Personal</td><td>60,428</td><td>\$2,223,098</td></tr><tr><td>Small business</td><td>2,797</td><td>\$483,068</td></tr><tr><td>Corporate</td><td>99,139</td><td>\$29,581,830</td></tr></table>		Number of loans	Total value (in thousands)	Personal	60,428	\$2,223,098	Small business	2,797	\$483,068	Corporate	99,139	\$29,581,830						
	Number of loans	Total value (in thousands)																		
Personal	60,428	\$2,223,098																		
Small business	2,797	\$483,068																		
Corporate	99,139	\$29,581,830																		



SASB Code	Accounting or Activity Metric	Response
Consumer Finance		
Customer Privacy		
FN-CF-220a.1	Number of account holders whose information is used for secondary purposes	Please visit umpquabank.com/privacy for details.
FN-CF-220a.2	Total amount of monetary losses as a result of legal proceedings associated with customer privacy	No losses resulting from legal proceedings in this category were incurred in 2024.
Data Security		
FN-CF-230a.2	Card-related fraud losses from (1) card-not-present fraud and (2) card-present and other fraud	Debit card related fraud loss for 2024 was \$2,553 (in thousands). This does not include losses for the credit card portfolio.
Selling Practices		
FN-CF-270a.1	Percentage of total remuneration for covered employees that is variable and linked to the amount of products and services sold	Not disclosed
FN-CF-270a.2	Approval rate for (1) credit and (2) pre-paid products for applicants	Not disclosed
FN-CF-270a.3	(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	Not disclosed Note that we do not have add-on products.
FN-CF-270a.4	(1) Number of customer complaints filed (2) percentage with monetary or non-monetary relief	(1) 162 (2) 0
FN-CF-270a.5	Total amount of monetary losses as a result of legal proceedings associated with selling and servicing of products	No losses resulting from legal proceedings in this category were incurred in 2024.
Consumer Finance Activity Metrics		
FN-CF-000.A	Number of unique consumers with an active (1) credit card account and (2) pre-paid debit card account	Number of unique consumers with an active: (1) credit card account: 96,730 (2) pre-paid debit card account: 1,597
FN-CF-000.B	Number of (1) credit card accounts and (2) pre-paid debit card accounts	Number of: (1) credit card accounts: 110,672 (2) pre-paid debit card accounts: 2,751



SASB Code	Accounting or Activity Metric	Response
Mortgage Finance		
Lending Practices		
FN-MF-270a.1	(1) Number and (2) value of residential mortgages of the following types: (a) combined fixed- and variable-rate, (b) prepayment penalty and (c) total	Residential mortgages: (a) 360 adjustable-rate mortgages originated, totaling \$338,090 (in thousands) (b) Umpqua Bank Home Lending does not offer loan programs with prepayment penalties. (c) 1,879 residential first mortgage loans originated, totaling \$905,377 (in thousands)
FN-MF-270a.2	(1) Number and (2) value of (a) residential mortgage modifications, (b) foreclosures, and (c) short sales or deeds in lieu of foreclosure	(a) 189 residential mortgage modifications; \$47,344 (in thousands) (b) 11 foreclosures; \$3,848 (in thousands) (c) 1 short sale or deed in lieu of foreclosure; \$344 (in thousands)
FN-MF-270a.3	Total amount of monetary losses as a result of legal proceedings associated with communications to customers or remuneration of loan originators	No losses resulting from legal proceedings in this category were incurred in 2024.
FN-MF-270a.4	Description of remuneration structure of loan originators	Not disclosed
Discriminatory Lending		
FN-MF-270b.1	(1) Number, (2) value and (3) weighted average loan-to-value ratio of mortgages issued to (a) minority and (b) all other borrowers	(a) 305 loans, totaling \$142,130 (in thousands) (b) 1,574 loans, totaling \$763,247 (in thousands) to non-minority borrowers, including 375 loans totaling \$233,320 (in thousands) where one or more borrowers did not provide ethnicity and/or race information.
FN-MF-270b.2	Total amount of monetary losses as a result of legal proceedings associated with discriminatory mortgage lending	No losses resulting from legal proceedings in this category were incurred in 2024.



SASB Code	Accounting or Activity Metric	Response
Mortgage Finance		
Discriminatory Lending		
FN-MF-270b.3	Description of policies and procedures for ensuring non-discriminatory mortgage origination	<p>Bank policy prohibits discrimination against any person in the provision of financial services on a prohibited basis, as defined by both the Equal Credit Opportunity Act (ECOA) and the Fair Housing Act (FHA) and applies to all phases of product and service life cycles. Additionally, the Bank prohibits discrimination on the basis of military or veteran status. The Bank's Fair and Responsible Banking Policy and the Mortgage Manual (CP010 Fair Lending) describes practices prohibited at the Bank that mitigate Fair Lending risk including level of service, discouragement, varying terms or conditions on prohibited basis, requiring spousal co-applicants, varying levels of service on a prohibited basis, steering, redlining, reverse redlining, and incentive structures that directly or indirectly incentivize outcomes that harm customers.</p> <p>The Bank maintains a robust Compliance Management System (CMS) that engages directly with the Home Lending Division (HLD) to review new or changing products and services, provide ad hoc compliance advice, review marketing strategies or advertising plans, and review producer incentive plans. Using demographic data collected pursuant to the Home Mortgage Disclosure Act (HMDA), Compliance performs underwriting and pricing comparative file reviews to test for any evidence of disparate treatment or impact on a prohibited basis in consumer loan application decisioning and pricing. Compliance also performs a redlining analysis on HMDA and Community Reinvestment Act (CRA) data annually to ensure the Bank is lending fairly throughout its footprint.</p>
Environmental Risk to Mortgaged Properties		
FN-MF-450a.1	(1) Number and (2) value of mortgage loans in 100-year flood zones	293 loans with an unpaid principal balance of \$136,211 (in thousands)
FN-MF-450a.2	(1) Total expected loss and (2) Loss Given Default, LGD, attributable to mortgage loan default and delinquency due to weather-related natural catastrophes, by geographical region	We do not have actuarial data for mortgage loans.
FN-MF-450a.3	Description of how climate change and other environmental risks are incorporated into mortgage origination and underwriting	Our Footprint , p. 56
Mortgage Finance Activity Metrics		
FN-MF-000.A	(1) Number and (2) value of mortgages originated by category: (a) residential and (b) commercial	1,879 residential first mortgage loans originated totaling \$905,377 (in thousands)
FN-MF-000.B	(1) Number and (2) value of mortgages purchased by category: (a) residential and (b) commercial	Umpqua Bank did not purchase any residential loans in 2024.



SASB Code	Accounting or Activity Metric	Response
Asset Management & Custody Activities		
Transparent Information & Fair Advice for Customers		
FN-AC-270a.1	(1) Number and (2) percentage of licensed employees and identified decision-makers with a record of investment-related investigations, consumer-initiated complaints, private civil litigations or other regulatory proceedings	This information is tracked through and filed by the broker/dealer as required for FINRA and SEC.
FN-AC-270a.2	Total amount of monetary losses as a result of legal proceedings associated with marketing and communication of financial product-related information to new and returning customers	No losses resulting from legal proceedings in this category were incurred in 2024.
FN-AC-270a.3	Description of approach to informing customers about products and services	It is the policy of Columbia Trust Company to provide complete and accurate information to customers, prospective customers and the public with respect to its products and services. All advertising, marketing and promotional materials will be consistent in content and appearance with relevant statutes and with the regulations of the FDIC and the SEC.
Employee Diversity & Inclusion		
FN-AC-330a.1	Percentage of (1) gender and (2) diversity group representation for (a) executive management, (b) non-executive management, (c) professionals and (d) all other employees	Associates Thrive , p. 42



SASB Code	Accounting or Activity Metric	Response
Asset Management & Custody Activities		
Incorporation of Environmental, Social and Governance Factors in Investment Management & Advisory		
FN-AC-410a.1	Amount of assets under management, by asset class, that employ (1) integration of environmental, social and governance, ESG, issues, (2) sustainability themed investing and (3) screening	Value (in thousands): \$57,053
FN-AC-410a.2	Description of approach to incorporation of environmental, social and governance, ESG, factors in investment or wealth management processes and strategies	ESG investments are driven by client choice.
FN-AC-410a.3	Description of proxy voting and investee engagement policies and procedures	<p>From Section 6.1 under Article 6 of the company's Articles of Incorporation (see Articles of Incorporation, p. 2): Each shareholder entitled to vote at any election for directors shall have the right to vote, in person or by proxy, the number of shares owned by him for as many persons as there are directors to be elected and for whose election he has a right to vote, and no shareholder shall be entitled to cumulate his votes.</p> <p>See Corporate Disclosure Policy for investee engagement policies and procedures as well as page 16-17 of 2025 proxy for shareholder engagement.</p>
Financed Emissions		
FN-AC-410b.2	Total amount of assets under management, AUM, included in the financed emissions disclosure	We do not currently measure financed emissions.
FN-AC-410b.3	Percentage of total assets under management, AUM, included in the financed emissions calculation	We do not currently measure financed emissions.
Asset Management & Custody Activity Metrics		
FN-AC-000.A	Total assets under management, AUM	Value (in thousands): \$1,476,732
FN-AC-000.B	Total assets under custody and supervision	Value (in thousands): \$1,407,687



GRI Index

Statement of Use	Columbia Banking System, Inc., including Umpqua Bank, has reported with reference to the GRI Standards for the period January 1, 2024 until December 31, 2024.
GRI 1 Used	GRI 1: Foundation 2021
Applicable GRI Sector Standard(s)	There are no applicable GRI sector standards

GRI Standard	Disclosure	Response
General disclosures		
GRI 2: General Disclosures 2021	2-1 Organizational details	Our company profile , p. 5 Sustainability and responsible business , p. 8-10 About This Report , p. 68
	2-2 Entities included in the organization's sustainability reporting	About This Report , p. 68
	2-3 Reporting period, frequency and contact point	About This Report , p. 68
	2-4 Restatements of information	In 2023, we reported 172,398 kgal of water consumed. However, there was a material error in the meter records at one of our locations. Upon further review and recalculation, our 2023 water consumption was 122,555 kgal.
	2-5 External assurance	We have not received external assurance for any metrics in this report, including greenhouse gas emissions.
	2-6 Activities, value chain and other business relationships	Our company profile , p. 5 Sustainability and responsible business , p. 8-10 About This Report , p. 68 Columbia Banking System, Inc. 2024 10-K , p. 6-12
	2-7 Employees	Our company profile , p. 5 2024 Highlights , p. 7 Associates Thrive , p. 37, 39
	2-8 Workers who are not employees	Umpqua relies on some contracted and temporary workers, including paid internships. Temporary workers make up 0.3% of the workforce.
	2-9 Governance structure and composition	Shareholders Invest , p. 58-59 Corporate Governance Policy Columbia Banking System, Inc. 2025 Proxy Statement , p. 9-10, 24-26
	2-10 Nomination and selection of the highest governance body	Shareholders Invest , p. 58-59 Columbia Banking System, Inc. 2025 Proxy Statement , p. 6-14 Nominating and Governance Committee Charter Corporate Governance Policy
	2-11 Chair of the highest governance body	Shareholders Invest , p. 58-59 Columbia Banking System, Inc. 2025 Proxy Statement , p. 16-17
	2-12 Role of the highest governance body in overseeing the management of impacts	Sustainability and responsible business , p. 10 Our Footprint , p. 51-52 Shareholders Invest , p. 58-59
	2-13 Delegation of responsibility for managing impacts	Sustainability and responsible business , p. 10 Our Footprint , p. 51-52 Shareholders Invest , p. 58-59



GRI Standard	Disclosure	Response
General disclosures		
GRI 2: General Disclosures 2021	2-14	Role of the highest governance body in sustainability reporting Sustainability and responsible business , p. 10 Shareholders Invest , p. 58-89
	2-15	Conflicts of interest Shareholders Invest , p. 66 Columbia Banking System, Inc. 2025 Proxy Statement , p. 16-17, 21 & 86
	2-16	Communication of critical concerns Shareholders Invest , p. 60-64 Columbia Banking System, Inc. did not have material concerns for the reporting year classified as critical per the definition of applicable regulatory requirements. Should we have had a material critical concern, it would be disclosed in our 10-K.
	2-17	Collective knowledge of the highest governance body Shareholders Invest , p. 58-59 Columbia Banking System, Inc. 2025 Proxy Statement , p. 10-15
	2-18	Evaluation of the performance of the highest governance body Corporate Governance Policy , p. 7
	2-19	Remuneration policies Columbia Banking System, Inc. 2024 10-K , p. 145-155 Columbia Banking System, Inc. 2025 Proxy Statement , p. 33-74
	2-20	Process to determine remuneration Columbia Banking System, Inc. 2024 10-K , p. 145-155 Columbia Banking System, Inc. 2025 Proxy Statement , p. 33-74
	2-21	Annual total compensation ratio Columbia Banking System, Inc. 2024 10-K , p. 129 Columbia Banking System, Inc. 2025 Proxy Statement , p. 78
	2-22	Statement on sustainable development strategy Letter to our stakeholders , p. 4
	2-23	Policy commitments Customers Grow , p. 12-25 Associates Thrive , p. 37-48 Our Footprint , p. 50-52 Shareholders Invest , p. 58-67 Umpqua Commitment Statements Columbia Banking System, Inc. Governance Documents
	2-24	Embedding policy commitments Associates Thrive , p. 37-48 Our Footprint , p. 50-52 Shareholders Invest , p. 58-67 Umpqua Commitment Statements Columbia Banking System, Inc. Governance Documents
	2-25	Processes to remediate negative impacts Communities Prosper , p. 27-35 Associates Thrive , p. 41 Our Footprint , p. 50-52 Shareholders Invest , p. 60-64 Umpqua Commitment Statements Feedback through the Community Advisory Panel and the CRA public file process help the bank to remediate negative impacts.
	2-26	Mechanisms for seeking advice and raising concerns Sustainability and responsible business , p. 9 Customers Grow , p. 23 Shareholders Invest , p. 60-67
	2-28	Membership associations Umpqua is a member of a number of trade associations at both the national and regional levels. Our main memberships include the American Bankers Association and the Independent Community Bankers of America. Additionally, Umpqua Bank's memberships include the Federal Home Loan Bank of Des Moines and many local chambers of commerce, economic development councils and affordable housing organizations operating across our footprint.
	2-29	Approach to stakeholder engagement Sustainability and responsible business , p. 8-10 Columbia Banking System, Inc. 2024 10-K , p. 11 Columbia Banking System, Inc. 2025 Proxy Statement , p. 21-22
	2-30	Collective bargaining agreements Columbia Banking System, Inc. 2024 10-K , p. 11-12



GRI Standard		Disclosure	Response
Material and important topics			
GRI 3: Material Topics 2021	3-1	Process to determine material topics	Sustainability and responsible business , p. 9
	3-2	List of material topics	Sustainability and responsible business , p. 9
Associate engagement and experience			
GRI 3: Material Topics 2021	3-3	Management of material topics	Associates Thrive , p. 37-48
GRI 401: Employment 2016	401-1	New employee hires and employee turnover	Associates Thrive , p. 37
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Associates Thrive , p. 39
GRI 402: Labor/Management Relations 2016	402-1	Minimum notice periods regarding operational changes	Not disclosed
GRI 403: Occupational Health and Safety 2018	403-1	Occupational health and safety management system	Associates Thrive , p. 41
	403-2	Hazard identification, risk assessment and incident investigation	Associates Thrive , p. 41
	403-3	Occupational health services	Associates Thrive , p. 41
	403-4	Worker participation, consultation and communication on occupational health and safety	Associates Thrive , p. 41
	403-5	Worker training on occupational health and safety	Associates Thrive , p. 41-48
	403-6	Promotion of worker health	Associates Thrive , p. 41
	403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	<p>We provide quarterly training on: ergonomics, stress at work, employee injuries and first aid, how and when to use a fire extinguisher, winter safety tips, eye strain, often ignored office safety hazards, personal safety, etc.</p> <p>We also conduct quarterly reviews at each site by the safety representative. The safety officer reviews each site approximately once every two years and higher risk sites receive annual visits. Each site receives a risk rating and new associates to each site receive a safety orientation of their new building.</p>
	403-8	Workers covered by an occupational health and safety management system	<p>Associates Thrive, p. 41</p> <p>All associates are 100% covered by an occupational health and safety management system. All training is kept and documented by each site. Online Emergency Evacuation Training is also documented, but done online via our training team. Contracted workers are given training on a case by case basis depending on the management requests</p>
	403-9	Work-related injuries	Associates Thrive , p. 41
	403-10	Work-related ill health	Associates Thrive , p. 41



GRI Standard		Disclosure	Response
Associate inclusion and belonging			
GRI 405: Diversity and Equal Opportunity 2016	405-1	Diversity of governance bodies and employees	Associates Thrive , p. 42 Shareholders Invest , p. 58
GRI 406: Non-discrimination 2016	406-1	Incidents of discrimination and corrective actions taken	Associates Thrive , p. 43-45
Community engagement*			
GRI 3: Material Topics 2021	3-3	Management of material topics	Communities Prosper , p. 27-35
GRI 413: Local Communities 2016	413-1	Operations with local community engagement, impact assessments and development programs	Communities Prosper , p. 27-35
	413-2	Operations with significant actual and potential negative impacts on local communities	Our Branching Policy ensures comprehensive review and consideration of the impact on its communities prior to opening, closure, relocation or consolidation of any branch, and to ensure compliance with the letter and spirit of applicable regulations. A number of socioeconomic indicators and elements are also aggregated into a community impact rating so that communities needing additional attention can be identified and those needs can be addressed.
Corporate structure and practices*			
GRI 201: Economic Performance 2016	201-1	Direct economic value generated and distributed	Strength in numbers , p. 6 Sustainability and responsible business , p. 8-10 Associates Thrive , p. 37-48 Columbia Banking System, Inc. 2024 10-K , p. 7-12 As of December 31, 2024, Umpqua Bank had approximately \$298 million in sustainability-related investments.
	201-2	Financial implications and other risks and opportunities due to climate change	Our Footprint , p. 56 TCFD Index , p. 83
	201-4	Financial assistance received from government	Financial assistance received from the government in the form of tax credits/relief, incentives and other benefits are disclosed in our 10-K.
GRI 207: Tax 2019	207-1	Approach to tax	Columbia Banking System, Inc. 2024 10-K , p. 86
	207-2	Tax governance, control and risk management	Columbia Banking System, Inc. 2024 10-K , p. 86, 139-140
	207-3	Stakeholder engagement and management of concerns related to tax	Columbia Banking System, Inc. 2024 10-K , p. 30-31
	207-4	Country-by-country reporting	Columbia Banking System, Inc. 2024 10-K , p. 78, 139-140
GRI 203: Indirect Economic Impacts 2016	203-2	Significant indirect economic impacts	UmpquaBank.com/Our-Impact Customers Grow , p. 12-25 Communities Prosper , p. 27-35 Columbia Banking System, Inc. 2024 10-K , p. 10-11
GRI 204: Procurement Practices 2016	204-1	Proportion of spending on local suppliers	Communities Prosper , p. 27-35
GRI 205: Anti-Corruption 2016	205-3	Confirmed incidents of corruption and actions taken	Shareholders Invest , p. 66-67

*Umpqua reports additional GRI standards beyond its material topics to meet specific stakeholder expectations



GRI Standard	Disclosure	Response
Corporate structure and practices*		
GRI 206: Anti-competitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, antitrust and monopoly practice	Shareholders Invest , p. 66-67 No legal actions in this category in 2024.
GRI 415: Public Policy 2016	415-1 Political contributions	Shareholders Invest , p. 67
GRI 417: Marketing and Labeling 2016	417-1 Requirements for product and service information and labeling	We have established standards for ensuring the accuracy of consumer protection regulatory content through clear ownership, review and approval, tracking and archiving. First line manages content according to these standards to maintain compliance with federal and state regulations, policies and procedures, and confirm the accuracy of terms of products and services. Content reviews can include and are not limited to: Advertising and social media posts Change management Compensation plans Disclosures Third-party reviews Training
	417-2 Incidents of non-compliance concerning product and service information and labeling	There have been no incidents of non-compliance with regulations or voluntary codes, concerning product and service information and labeling resulting in a fine or penalty or warning.
	417-3 Incidents of non-compliance concerning marketing communications	There have been no incidents of non-compliance with regulations and/or voluntary codes that have resulted in a fine or penalty, or warning.
Customer experience and feedback		
GRI 3: Material Topics 2021	3-3 Management of material topics	Customers Grow , p. 12-25
Customer health and safety*		
GRI 416: Customer Health and Safety 2016	416-1 Percentage of significant product and service categories for which health and safety impacts are assessed for improvement	100% of products and services are assessed for consumer health and safety. Our compliance management system (CMS) is board approved and routinely audited and examined by regulators. Through our CMS we internally review all products on a regular, periodic basis. We are subject to consumer regulations applicable to financial institutions. We are CFPB supervised and FDIC regulated as a state-chartered bank.
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	Umpqua Bank did not experience any incidents of non-compliance on this topic in 2024.

*Umpqua reports additional GRI standards beyond its material topics to meet specific stakeholder expectations



GRI Standard		Disclosure	Response
Cybersecurity & data privacy			
GRI 3: Material Topics 2021	3-3	Management of material topics	Customers Grow , p. 24-25 Our Footprint , p. 55 Shareholders Invest , p. 63-64
GRI 418: Customer Privacy 2016	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Customers Grow , p. 24-25 In 2024, Umpqua Bank received 68 complaints related to privacy.
Environmental impact of operations*			
GRI 302: Energy 2016	302-1	Energy consumption within the organization	Our Footprint , p. 50-55
	302-3	Energy intensity	Our Footprint , p. 52
	302-4	Reduction of energy consumption	Our Footprint , p. 50-55
GRI 303: Water and Effluents 2018	303-5	Water consumption	Our Footprint , p. 55
GRI 305: Emissions 2016	305-1	Direct (Scope 1) GHG emissions	Our Footprint , p. 51-52
	305-2	Energy indirect (Scope 2) GHG emissions	Our Footprint , p. 51-52
	305-3	Other indirect (Scope 3) GHG emissions	Our Footprint , p. 51-52
	305-4	GHG emissions intensity	Our Footprint , p. 51-52
	305-5	Reduction of GHG emissions	Our Footprint , p. 50-55
Talent development			
GRI 3: Material Topics 2021	3-3	Management of material topics	Associates Thrive , p. 37-48
GRI 404: Training and Education 2016	404-2	Programs for upgrading employee skills and transition assistance programs	Associates Thrive , p. 46-48

*Umpqua reports additional GRI standards beyond its material topics to meet specific stakeholder expectations



TCFD Index

Task Force on Climate-Related Financial Disclosures









As of June 2023, the International Sustainability Standards Board, ISSB, issued IFRS S2 Climate-Related Disclosures, which integrates and builds on the recommendations of the TCFD. As California regulations reference TCFD, we have chosen to continue to report using TCFD recommendations until further guidance is issued.

Recommended Disclosure	Response
Governance	<p>Umpqua's business and affairs, including our sustainability program, is overseen by our Board of Directors. The board's main responsibility is to utilize their expertise and business judgment to serve the interests of the company and its stakeholders.</p> <p>We integrate climate concerns in our evaluations of overall risks to our business. This effort is further managed through our Corporate Risk Committee, CRC, which reports to the board's Enterprise Risk Management Committee, ERM. Umpqua's Chief Risk Officer is responsible for overall climate risk on behalf of Umpqua, with support from the Business Resilience Director.</p> <p>The Nominating and Governance Committee, NGC, is responsible for oversight of our Sustainability program. Our executive leadership team approves the priorities identified in our materiality assessment and the disclosures in this report. The Sustainability program is led by our Director of Strategic Impact who updates the CRC monthly and the NGC periodically. These discussions include two-way communication where directors can ask questions and learn more about emerging sustainability risks and opportunities.</p> <p>Umpqua's board and senior management work together to achieve company goals and identify the best ways to manage related risks. With support from our executive leadership, we're evaluating and managing environmental risks across our business.</p> <p>For more information, please see: Sustainability & Responsible Business, p. 10 Our Footprint, p. 56 Shareholders Invest, p. 58-61</p>
Strategy	<p>ISS scores, which include climate risks, are tracked in our program scorecard presented quarterly to the CRC.</p> <p>Sustainability & Responsible Business, p. 8-9 Our Footprint, p. 56 Shareholders Invest, p. 60-62 Columbia Banking System, Inc. 2024 10-K, p. 33-34</p>
Risk Management	<p>We have a Corporate Risk Management Policy updated every two years. Our enterprise risk management program looks at the seven types of risk, including our operations, credit and reputation, which are impacted by climate-amplified events. In 2024, our Risk Appetite Statement did not document climate-related risk as a standalone category. In 2025, climate-related risks are being recategorized to reflect their complexity.</p> <p>In our effort to mitigate climate-related risks, we measure and report our environmental impacts through an annual GHG inventory.</p> <p>For more information, please see: Our Footprint, p. 56 Shareholders Invest, p. 60-62</p>
Metrics and Targets	<p>We have not set climate-related targets. However, we are committed to reducing our GHG footprint and have made progress in reducing our emissions intensity since our 2019 baseline.</p> <p>For more information, please see: Our Footprint, p. 50-52</p>



SDG Index

Sustainable Development Goals 2015*

Goal	Link to Report	Our Contributions
 4 QUALITY EDUCATION	4.4 4.7 Associates Thrive , p. 38, 46-48	<ul style="list-style-type: none"> • Learning and development programs for all associates • Sponsorships to Pacific Coast Banking School • Leadership development programs • Tuition reimbursement • Summer internship program • Corporate Work Study program with De La Salle North Catholic High School • Mentorship for retail associates
 8 DECENT WORK AND ECONOMIC GROWTH	8.3 8.5 Communities Prosper , p. 34-35 Associates Thrive , p. 13-15, 25, 40	<ul style="list-style-type: none"> • Community Benefits Agreement of \$8.1 billion • Associate Resource Groups • Expand professional development for colleagues • Empowering women and minority entrepreneurs • Pay equity reviews • Supplier program • Melanie Dressel Community Commitment Month and other associate volunteering initiatives • Employee Stock Purchase Plan
 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	9.3 Customers Grow , p. 13-22	<ul style="list-style-type: none"> • Matched Savings Accounts • Success Against Fraud Events
 10 REDUCED INEQUALITIES	10.2 10.3 10.4 Customers Grow , p. 19-23 Communities Prosper , p. 34-35 Associates Thrive , p. 38, 42-45	<ul style="list-style-type: none"> • Bank On-certified Foundation Account • Community Advisory Panel • Community Lending Team • Matched Savings Accounts • CDFI referrals • Associate Resource Groups • Belonging Council
 11 SUSTAINABLE CITIES AND COMMUNITIES	11.1 Customers Grow , p. 18-19	<ul style="list-style-type: none"> • Community Lending team • Affordable Housing lending team
 12 RESPONSIBLE CONSUMPTION AND PRODUCTION	12.5 12.6 Our Footprint , p. 54-55	<ul style="list-style-type: none"> • Tracking renewable materials content of office supplies • Reduce paper waste by digitizing, where possible • Shredding and recycling paper waste • Recycling electronic waste
 13 CLIMATE ACTION	13.1 13.3 Our Footprint , p. 51-52, 56 Shareholders Invest , p. 61	<ul style="list-style-type: none"> • Conduct an annual GHG emissions inventory • Conducted a climate-related stress test
 16 PEACE, JUSTICE AND STRONG INSTITUTIONS	16.4 16.5 16.6 Shareholders Invest , p. 66-67	<ul style="list-style-type: none"> • Columbia Banking System, Inc.'s Board oversight • Ethics policies, practices and training

*Umpqua's 2024 Responsible Business Report aligns with the Sustainable Development Goals established in 2015; "2015" refers to the issue date, not the date of information presented in this report.



Umpqua Bank, an Oregon state-chartered commercial bank headquartered in Lake Oswego, OR, is a wholly owned banking subsidiary of Columbia Banking System, Inc. (Ticker: COLB), which is headquartered in Tacoma, WA. For more information on Columbia Banking System, Inc., including financial filings and investor relations documents, please visit our website at [www. columbiabankingsystem.com](http://www.columbiabankingsystem.com). For more information on Umpqua Bank, please visit our website at www.umpquabank.com.



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