Disaster Response and Employee Relief Funds

April 2014
Being a socially responsible business is integral to the success of our customers, our clients, our shareholders and the communities we serve around the world.

Corporate Social Responsibility (CSR) is embedded in our values and informs how we conduct business, develop products and services and deliver on our goals and commitments.

Core areas where we focus our CSR our resources are:

• Responsible business practices
• Building strong economies through lending and grant-making in the areas of housing, critical needs and jobs.
• Environmental sustainability
• Leadership & service
• Arts & culture
• Diversity & inclusion
Approach to Disaster Response

When disaster strikes, Bank of America and our employees move quickly to provide relief to help individuals, businesses and communities in need. Our support aims to assist in the immediate relief, and mid and longer term recovery efforts that communities face when rebuilding from these catastrophic events.

How do we determine our response?

The Global Corporate Social Responsibility team works with key internal partners, including:

- Market leadership, line of business partners, regional support teams, Security Operations Analysis Command Center (SOACC), and our Customer Assistance Team

Additionally, we work with key national and global non-profit partners to determine impact of the event and to assess both short and long terms needs of the affected communities.
What are factors considered in determining response?

A number of factors determine the appropriate philanthropic and collective enterprise response.

**Triggers/criteria evaluated** includes the following considerations, however each of these are not required in order for the Bank to respond.

FEMA Declaration (Y/N?)

Event Impact:

- Number of individuals displaced, homes or businesses impacted and extent of impact (e.g., destroyed, unlivable, temporary impacts, etc.)
- Major disruption in markets; permanent infrastructure damages to schools, hospitals, social unrest
- Duration of the disaster (earthquake, flooding, etc.)
- Size of our business presence and employee base in impacted markets
- Competitor responses
- Previous bank response to similar events
Types of Response

- Direct grants to on-the-ground nonprofit partners
- Employee giving – financial and volunteerism
- Customer assistance
- Employee assistance