

Community Impact Report

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PIONEER

The Pioneer Bank Charitable Foundation ("Foundation") is a donor-funded, 501(c)(3) nonprofit.

*Pioneer Bank, National Association ("Pioneer")

A Message to our Community

Over the course of Pioneer's 135 years in business, we've remained steadfast in our belief that the strength of our organization is tied directly to the strength of the communities in which we are present. During this time, we have expanded as an organization and watched the greater Capital Region continue to grow and flourish. Though much has changed throughout the years, our commitment to inspiring progress remains the same.

In the spirit of transparency and gratitude, we are thrilled to present our first Community Impact Report, representing the culmination of our community development and charitable activities since the establishment of our charitable foundation five years ago. These figures represent more than just numbers; they symbolize the collective dedication and passion of Pioneer employees to give back, and they tell the story of how one institution can create a positive force for good in our community.

In the pages of this report, you will witness the tangible outcomes of our shared efforts. We invite you to celebrate the milestones achieved over the past five years with us and look forward to a promising future.

In closing, we express our deepest gratitude to everyone who has played a pivotal role in making these endeavors possible. It is through your continued support that we can truly make a difference and inspire progress on multiple fronts to help the Capital Region move **All Together Forward**.SM

Thank you for your unwavering support,

Thomas L. Amell
President & CEO

Dr. James K. Reed
Board Chair

OUR PROMISE

To inspire progress
one individual, one family,
one business, and
one community at a time.



Pioneer At-A-Glance

Nasdaq: PBFS
Headquarters:
Albany, NY

Founded:
March 1889

135 Years
in Business

22 Branch
Locations

\$1.85 billion
in Assets*

\$1.28 billion
in Loans*

260
Employees*

*As of December 31, 2023

Awards & Accolades

Best Places to Work – 11 consecutive years
Albany Business Review

Healthiest Employer – 4 consecutive years
Albany Business Review

“Outstanding” CRA Rating
Federal Deposit Insurance Corporation

5-Star Rating
Bauer Financial

Corporate Breath Award
Cystic Fibrosis Foundation

Red Flame Corporate Partner
Epilepsy Foundation of Northeastern NY

Commitment to Crossroads Award
Crossroads Center for Children

OUR FOUNDATION'S MISSION

To achieve our mission of *helping kids be kids*, we give to local charitable organizations that provide opportunities for and improve the lives of children in our communities.

All administrative costs are covered by Pioneer, so 100% of the proceeds go directly to community-based organizations and non-profits.

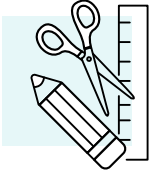
HOW WE GIVE



Education and Learning Opportunities



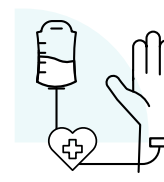
Food, Shelter, and Aid



School Supplies



Youth Sports Sponsorships



Lifesaving Services



Wellness Initiatives

Pioneer's Charitable Foundation

100% of proceeds go directly to community-based organizations and non-profits

71% employee participation rate in charitable activities

Signature events have raised over \$132,000 since 2018

Given \$1.6 million in donations since its founding

Over 400 local organizations impacted

More than 16,000 employee volunteer hours logged

\$35,000 in grants awarded to 10 local organizations

FOUNDATION LEADERSHIP

Thomas L. Amell
Co-Chairperson

Annmarie Perechinsky
Director

Susan M. Hollister
Co-Chairperson

Dr. Farzad Sani
Director

Kelli Arnold
Vice Chairperson & Secretary

Jesse A. Tomczak
Director

Patrick J. Hughes
Treasurer

FOUNDATION EVENTS

Our two signature events provide an opportunity to expand the awareness of the Foundation throughout our community, while raising funds for the organizations we serve.

HIGHLIGHT

Since 2018, these events have raised more than \$132,000.

“Since Pioneer’s founding, giving back to the local community has been engrained in our company values. As we’ve grown, we’ve been able to give more to our local community institutions that provide critical services to those most in need. Our promise is to establish meaningful partnerships with community organizations that provide education, nutrition, clothing, and shelter – among other important needs – to children and their families within our Capital Region community.”

*Susan Hollister,
Pioneer’s Charitable Foundation Co-Chairperson*

Grand Carnival

Supported by several generous corporate sponsors and the volunteer efforts of our employees, the Pioneer headquarters parking lot is transformed into a tented extravaganza of games, food, music, and entertainment that welcomes 1,000 attendees each year.



Mini Golf Tournament

This annual event invites corporate groups to be a kid for a day by playing miniature golf for a good cause! Players compete for the lowest team stroke count and an individual “Most Holes in One” trophy, and everyone enjoys networking, raffle baskets, a barbeque lunch, and delicious ice cream.

EMPLOYEE IMPACT

Led entirely by Pioneer employees, our Foundation is an integral component of our inclusive and engaging culture. Employees have many opportunities to serve on Foundation committees, lead internal fundraising and engagement activities, participate in events, volunteer within the community, advocate for support, and offer their expertise to non-profit organizations.

HIGHLIGHT

Pioneer boasts an impressive 71% employee participation rate in our charitable activities, either through volunteering or regular payroll deductions.

“Thank you for your generosity and long-standing support of the Center’s Mission, the individuals we serve and their families.”

*Anne E. Schneider Costigan
SVP Communications and Development
Center for Disability Services*



Community Board Leadership

Our employees provide organizational leadership to many non-profit boards and committees throughout the Capital Region, including:

- Capital District YMCA
- Center for Disability Services
- Cystic Fibrosis Foundation
- Habitat for Humanity Capital District
- Historic Albany Foundation
- Junior Achievement
- Make-A-Wish Foundation of Northeastern New York
- Northern Rivers
- Vanderheyden
- And many more!

Foundation Committees

Fifty employees participate in leading the Foundation’s four committees, providing decision-making, administrative support, and community outreach efforts.

Volunteer

Sponsorship

Grants & Tangible Giving

Employee Engagement



FOUNDATION GIVING

Pioneer's community outreach takes several forms. In addition to financial support through donations, grants, and sponsorships, Pioneer employees also provide many hours of volunteer time and donations of tangible goods.

HIGHLIGHT

Since its founding, Pioneer's Charitable Foundation has provided \$1.6 million in donations to more than 400 local organizations.

"Thank you so much for Pioneer's ongoing support of our HEAL Program. This project has grown and flourished because of all of you!"

*Lauren S. Roecker
Executive Director
Wildwood Foundation Inc.*



Donations & Sponsorships

Many local charitable groups have a critical need for financial support. Pioneer understands the transformational impact these organizations have on creating a healthy community and is proud to provide monetary support to hundreds of groups that improve the lives of local children each year.



Volunteering

Employees pride themselves on giving back to community organizations as much as possible through volunteering efforts. On average, there is one new volunteer opportunity per week, be it a walk/run in support of a health-related organization, sorting food at a food bank, teaching children the importance of financial literacy, or sprucing up a playground! Pioneer employees also organize and take part in an annual service day throughout the Capital Region.

Pioneers with Purpose Grant Program

The Pioneers with Purpose Grant Program highlights the commitment of our employees to serving the communities they live, work, and play in. Introduced in 2022, the program provides employees the opportunity to nominate a local community organization they are involved in and passionate about to receive a one-time monetary grant funded solely through employee contributions.



Tangible Giving

Throughout the year, Pioneer hosts various drives to support local organizations and provide necessary material goods to children and families within our communities. These drives inspire employees to join together and take part in meaningful philanthropic work.

RESPONSIBLE BUSINESS

Financial institutions like Pioneer have a tremendous responsibility to contribute to the progress of their communities by investing in programs that create opportunities, such as affordable housing, revitalization and stabilization initiatives, community services, and economic development.

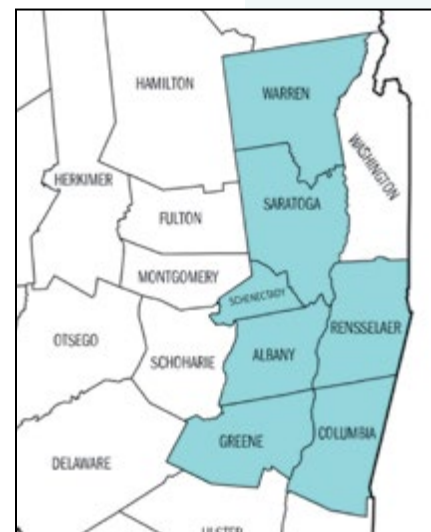
HIGHLIGHT

Pioneer proudly holds an “Outstanding” CRA rating from the Federal Deposit Insurance Corporation (FDIC), the highest level of performance ratings.

Community Development Lending

Community development lending is essential to stabilize and revitalize the Capital Region. The credit facilities Pioneer provides help promote economic development, small business growth, and not-for-profit program expansion. In 2023, Pioneer provided \$20 million of community development lending to 19 companies and not-for-profit organizations. These loans funded programs that provide economic development, low-income housing, small business development, cultural enrichment, and family support.

Pioneer’s Footprint



Small Business Lending

Small businesses are the driving force behind the economy nationally and in our region. In 2023, Pioneer provided over \$28 million of loans to small businesses. These loans provide the needed capital for small businesses to grow, employ more community members, and create sustaining economic development across the Capital Region.



Products and Services

Meeting the financial services needs of all members of the community is integral to financial success. Pioneer ensures access to saving and lending products and services through products like Jump\$tart Basic®, a banking solution for those who may not qualify for other checking account products. With an easy-to-read monthly statement, low opening balance, and no minimum balance required, Jump\$tart Basic® gives customers the tools they need to manage their money, pay bills, and conduct transactions.

In addition, over 27% of our branches are in low- or moderate-income neighborhoods that may otherwise be underbanked.

EMPLOYEE DEVELOPMENT

Pioneer offers a world-class working environment for our employees, supporting their personal and career growth through a variety of training and leadership development opportunities.



Training & Development

Our training and development program, ImagineU, offers ongoing classes pertaining to professional development, job functions, safety and security, and interpersonal skills. Classes are offered both in-person and online throughout the year.

Better Leadership

Currently in its seventh year, this program engages a select group of employees for a two-year intensive leadership curriculum, including monthly professional development sessions, group team building activities, and a capstone class project.



Internships

Continually promoted as a top internship program, Pioneer's comprehensive summer session for college students includes volunteer and professional development opportunities with placements available in a variety of departments including accounting, wealth management, retail banking, marketing, regulatory compliance, financial crimes compliance, and more.



Moving the Capital Region All Together ForwardSM

Scan the QR code to hear more about Pioneer's impact in our local communities!





pioneerny.com/community