

City's Diversity, Equity & Inclusion Policy Statement

As societal demographics change, our company must remain intentional in how we engage, develop, retain and attract talent in order to create a more inclusive environment. At City National Bank ("City"), we are committed to Diversity, Equity & Inclusion (DEI). Supporting diversity in our workplace, community outreach, and in our suppliers/vendors is important at City. As a leading financial institution, we must model inclusive behaviors, show respect for all individuals, and appreciate differences between people.

Every colleague contributes to our organization by using and exhibiting their unique talents and individual experiences arising from their diverse backgrounds. We evidence the core value of inclusion by embracing each colleague's uniqueness. Our commitment to inclusion is our commitment to each person individually. We want every employee and business colleague to feel valued, respected and heard because we believe that our differences add value to the organization. Appreciating these rich differences informs how we cultivate the best ideas and develop the best innovations for maintaining City as a leader in customer service, profitability and community involvement.

Skip Hageboeck

President and CEO, City National Bank and City Holding Company

Dallas Kayser

Chairman of the Board of Directors

Human Rights Statement

City supports fundamental principles of human rights across all our business activities.

At City, we subscribe to a way of operating that enhances the competitiveness and profitability of the company while simultaneously being a conscientious leader and supporter in the communities where we operate and beyond. We are committed to our purpose of making lives better, helping businesses thrive, and strengthening the communities we serve. Our colleagues' efforts to better serve our customers and their financial needs, in turn, enable the strength and growth of our communities and the success of our business. Our commitment to diversity, equity and inclusion reflects an understanding and acceptance of diverse points of view, abilities, backgrounds, and experiences. This commitment applies to every aspect of our business, and we firmly stand against discrimination and harassment of any type with regard to race, color, religion, age, national origin, disability status, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.

Additionally, each City employee and the members of City's Board of Directors are governed by codes of business ethics that outline how we desire to behave. These codes serve as the ethical compass and a powerful guide to decision-making across the

organization. These codes provide guidance and resources to help avoid unethical behavior, conflicts of interest, any appearance of impropriety, and creates a meaningful connection to our mission, vision, and values. On an annual basis, all City Employees and Officers are required to complete online training and acknowledge that they have read, understood, and will comply with the Code of Business Conduct and Ethics. Members of City's Board of Directors are also bound by their own Code of Business Conduct and Ethics and acknowledge and attest the same each year. Anyone who violates the Code or otherwise fails to follow our ethical and professional standards may be subject to disciplinary action, up to and including, termination of employment or business relationship.

City strives to support our markets and communities in a responsible manner, contributing to an environment of economic stability and sustainable growth. We also expect our vendors to embrace appropriate social, environmental, and ethical responsibilities. We recognize that respecting and supporting human rights requires ongoing leadership and effort. Below are just some of the things that City does to ensure that our actions reflect our values every day and that we are unwavering in our commitment to the promotion of human rights:

- Offering equal employment opportunity
- Committing to our colleagues to provide diversity, equity, inclusion and accessibility in our workplace
- Committing to diversity, equity, inclusion and accessibility within how we interact with our customers, as well as within the services we provide
- Committing to providing a respectful, safe and secure work environment for all colleagues
- Conducting our business in accordance with applicable workplace laws and regulations related to the prohibition of discrimination, retaliation and harassment
- Ensuring the safety, health and protection of all of our colleagues
- Encouraging colleagues to raise concerns, ask questions and report potential policy violations or suspicious behaviors, without fear of retaliation, using multiple available resources including a confidential 24-hour Ethics Hotline which provides the option of reporting anonymously
- Requiring the completion of annual training by our colleagues on many topics related to promoting a workplace free from unlawful discrimination, harassment and retaliation

A Culture of Inclusion

Through our Board of Directors and our executive leadership, we hold ourselves accountable for creating and maintaining a culture of inclusion.

The strategy, policy and direction of City's activities is set by the Board of Directors within an annual Strategic Plan that is developed and supported by leaders at all levels of our organization.

Our Commitment to Affirmative Action

Our policy of affirmative action facilitates the placement of qualified women, minorities, individuals with disabilities, and veterans at all levels of the organization. Through our affirmative action plans, we identify the good faith efforts the organization will take to achieve the appropriate representation of women and minorities in our workforce. Our affirmative action plans include targeted research, detailed information regarding recruitment, and detailed methods of compliance with all federal, state and local affirmative action laws and regulations.

All managers are responsible for complying with federal affirmative action regulations. This includes complying with site-specific affirmative action plans and ensuring that there are no artificial barriers to the advancement of qualified women, minorities, veterans and people with disabilities anywhere in our company. These annual plans are monitored by senior management, the human resources department, and the federal government.

Supplier Diversity

City is committed to economic inclusion through expanding relationships with diverse business enterprises that are owned by, or support through its conduct, minorities, women, members of the LGBT community, disabled individuals, and veterans. We believe that an inclusive supplier base fosters a better understanding of the needs of the marketplace. Working together, we can contribute toward economic development, job creation and stronger communities.

Suppliers

City is committed to developing supplier relationships that help drive efficiency and profitability across the City organization, including its subsidiaries and affiliated entities. City is committed to the communities it serves and has developed sourcing strategies with consideration to local, minority, women, LGBT, disability and veteran owned businesses. City awards business to its suppliers through a competitive process, based on the best overall value to City, including quality, experience, capability, diversity, local community commitment, price and relationship.

Supplier Risk Management and Performance

In compliance with regulatory guidelines and leading business practices, City conducts initial and ongoing risk evaluations of its suppliers. Initial due diligence reviews of potential suppliers are based upon the scope of services to be provided and the potential risk to City associated with these services. Due diligence reviews are performed in an effort to:

- Understand goals and objectives surrounding the proposed engagement in conjunction with direct costs in addition to other indirect operational costs
- Validate that activities: (i) be conducted in a safe and sound manner; (ii) comply with regulatory guidance; and (iii) remain in line with industry leading business practices
- Identify, assess, quantify and mitigate risks that may be associated with services to be provided
- Understand how a supplier's performance expectations will be actively managed at the time of contract initiation and on an ongoing basis

Requests made to potential suppliers may include, but are not limited to:

- Participating in a Request for Information (RFI), Request for Proposal (RFP), reverse auction and/or other method of supplier selection
- Completing risk questionnaire surveys to review risk areas determined to be applicable to the service
- Reviewing supporting documentation and/or on-site review to validate responses to surveys
- Presenting a product, service, technology and/or system architecture overview, as applicable
- Providing names of clients to be contacted as reference checks
- Supplying proof of employee background checks, as applicable
- Providing minority or veteran-owned certifications, as applicable

City's Vendor Management team and Legal Department collaborate with its business segments to develop robust supplier risk and performance management plans. In accordance with regulatory guidance, these plans include an evaluation of risks inherent to a particular product or service and the control environment established by the supplier, as well as a defined process to periodically monitor the supplier's performance. Supplier risk and performance management plans may include on-site visits to a supplier location, periodic review of the effectiveness of security and disaster recovery policies, ongoing monitoring of a company's financial health, review of audit reports and other evidence of effectiveness of internal or external controls, and evaluation of service level agreements and key performance indicators.

Supplier Inclusion

City knows that inclusion is key to innovation, which is why it has created an inclusive culture, where everyone's resources are recognized and considered in achieving City's goals.

As outlined in detail above, City's extensive Vendor Management Program serves to identify and eliminate barriers for impactful supplier diversity execution. This collaborative approach is designed to increase business capacity and opportunities for diverse companies within each business segment.