



WASHINGTON TRUST BANCORP, INC.

*Environmental, Social
and Governance Report*





Message from Our Chairman and CEO



Edward O. "Ned" Handy III
Chairman & Chief Executive Officer

A Meaningful and Positive Impact

To Our Valued Stakeholders:

It is my honor to present you with Washington Trust's inaugural Environmental, Social and Governance Report. In these pages, we aim to provide a transparent view of our efforts to provide a meaningful and ongoing positive impact in the communities we serve.

Washington Trust was founded in 1800 by a group of entrepreneurs who established the bank with the purpose of providing "those little assistances, from time to time, which banks only can give." Their vision was for Washington Trust to be a catalyst for growth and opportunity in the Southern Rhode Island and Southeastern Connecticut regions. And, while our roots have spread into new markets, the spirit of the founders' intentions and core values still guides us to this day.

Our goal always is to be a good corporate citizen with an evolving, purposeful approach to all aspects of our operations. In an era where people are reassured by fast access to actionable information, we are committed to sharing our intentions, practices, and results as we strive to be a valuable contributor to the betterment of our local communities. Our

company's ethical standards include an absolute resolve to tend to the well-being of the people, institutions, and places where we do business as we achieve responsible growth.

While this report represents a moment in time, we take heart in the areas where our aspirations have been matched by our actions, and we commit ourselves to improvement where they have not. The work is ongoing, and we embrace it.

Sincerely,

Edward O. Handy III
Chairman & Chief Executive Officer



Who We Are

Washington Trust opened for business on August 22, 1800, in Westerly, Rhode Island, to provide banking services to local people and businesses along both sides of the Pawcatuck River, which forms a natural border between Rhode Island and Connecticut. This commitment, along with adherence to high standards of governance, has enabled us to be a pillar of our communities and serve our customers with integrity and compassion for more than 200 years.



Washington Trust Bancorp, Inc. (NASDAQ: WASH) is a publicly-owned registered bank holding company organized in 1984 under the laws of the state of Rhode Island. Washington Trust Bancorp owns all of the outstanding common stock of The Washington Trust Company, of Westerly, a Rhode Island-chartered commercial bank founded in 1800.

OUR CULTURE

Washington Trust represents the best in community banking. We believe that providing caring, personal service with a human connection is an important differentiator for us— especially in this digital age. We have an experienced and dedicated team of trusted advisors who get to know our customers personally and professionally and understand each individual's needs. We offer comprehensive financial solutions, including personal banking, commercial banking, mortgage banking, and wealth management and trust services, through our branches and offices in Rhode Island, Massachusetts and Connecticut. We are committed to offering a competitive level of technology and digital solutions, while ensuring we maintain the personal touch that comes with customized advice and service. We believe that, even in this digital age, being a local community bank and providing personal service with a human connection still matters and is an important differentiator for us.

We continue to expand our technical capabilities to ensure we can meet our customers through the channel of their choosing— whether it is digitally, by phone, video conference, or in person at a local branch or office. Our trusted advisors listen and respond to our customers to ensure that we are providing appropriate solutions to meet their unique needs while maintaining the personal touch that comes with customized advice and exceptional service.



A Rich History



\$4.3 Billion
Total Loans



\$5.0 Billion
Total Deposits



\$7.8 Billion
Wealth Management AUA



\$5.9 Billion
Total Assets

As of December 31, 2021



About Our First Report

Our commitment is to serve as a trusted advisor and support the long-term financial well-being of our customers and our communities. The intention of this report is to communicate, in a transparent manner, the actions we are taking to fulfill our obligations as an employer of choice and a responsible corporate citizen.

Our story will be told through our efforts in the following areas:



EMPLOYEE ENGAGEMENT: Our employees are our greatest asset and their direct interactions with our customers and the community truly matters and is the foundation of our success. This report describes our commitment and efforts to engage our employees and create an environment of trust where employees feel valued and empowered.



DIVERSITY, EQUITY & INCLUSION COMMITMENT: We believe deeply that a diverse team and a culture of inclusion and mutual respect bring great value to our company, our shareholders and our communities. This report describes the progress we have made in supporting equity for all individuals and our aspirations for further progress.



CORPORATE GOVERNANCE: Washington Trust believes in maintaining integrity in everything we do. We expect high ethical standards from our employees and comply with the law in all of our transactions. This report explains our governance policies, including Board oversight.



DATA SECURITY & PRIVACY: Our customers rely on us to provide secure banking services. In this report we explain our framework for protecting our customers' data and privacy, as well as the ways in which we help our customers protect themselves from fraud.



COMMUNITY INVOLVEMENT & INVESTMENT: As a community bank, Washington Trust believes in giving back to the communities where we operate. This report shares how we enrich our communities through affordable banking services, philanthropy and volunteer initiatives.



ENVIRONMENTAL RESPONSIBILITY: Washington Trust believes that being a good corporate citizen means doing our part to protect the environment. This report illustrates our efforts to reduce our environmental footprint and help preserve our environment for future generations.



Quality



Integrity



Community

Employee Engagement

Our employees are the foundation of our success. They serve as trusted advisors, brand ambassadors, and leaders within the community. They are the spirit of Washington Trust and embody our core values of Quality, Integrity and Community.

We strive to create an environment where people feel valued and empowered. We seek to provide opportunities for professional growth—a place where individuals don't find a job, they find a career. We listen to our employees.

"When you know your employer cares about you as an individual, it makes you want to do more for the company and succeed."

"I have never felt like a number or felt that no one would listen to my comments."

"The organization has a corporate culture of treating everyone with care, respect, and fairness."

Washington Trust is a place where people matter— our employees, our customers and our community.

Our talented team is committed to providing an exceptional customer experience by listening and providing expert advice and personalized solutions. We build strong relationships with our customers and understand their needs and challenges. Our professionals help individual consumers achieve their financial goals, business owners grow their companies and families plan for their future.

*In 2021, Washington Trust was recognized as one of the nation's **Best Banks to Work For** by American Banker magazine. We were also named one of Rhode Island's **Best Places to Work** by Providence Business News— for the eleventh consecutive year.*





EMPLOYER OF CHOICE

We take numerous steps to ensure that we are providing a satisfying work experience for employees. We evaluate compensation in relation to market trends and internal pay equity to ensure that we are providing fair and competitive pay; promote and recognize employees for their work successes; provide training and professional development opportunities for employees to enhance their skills; offer a flexible, wide-ranging benefit package to meet the diverse needs of our workforce; and provide policies and benefits to help employees create a work-life balance. The success of these programs was recognized by Providence Business News (PBN) who named us as one of the *Best Places to Work in Rhode Island* for the eleventh year in a row and by American Banker, who named us as one of the *Best Banks to Work For* for the third consecutive year. Both of these recognitions are based on our workplace policies and practices, as well as a survey of our employees regarding life at Washington Trust— work environment, morale, benefits, and growth opportunities.



TRAINING AND DEVELOPMENT

At Washington Trust, we pride ourselves on serving as trusted advisors for our customers. We emphasize solutions, not products, to meet our customers' personal and business banking needs. To be successful, we must have a well-trained team who listens. New hires do not simply go through training, but rather embark on a "learning journey" that continues throughout their employment.

We recognize that each position builds a foundation for the next, and we make a conscious effort to provide opportunities for professional growth and advancement. Across all our business lines, we identify high-potential employees, assess their skills gaps, and develop individualized training programs for them to advance in their careers at Washington Trust. We also see the value in bringing new perspectives to our team by hiring from outside of our organization. We always seek to hire the best and brightest employees who are committed to providing a superior customer experience with each interaction.

Washington Trust provides professional development opportunities through internally and externally developed webinars and instructor-led programming, as well as access to and funding for conferences. Additionally, we encourage employees to advance their education

by providing a generous Educational Assistance Policy to assist employees in pursuing job-related undergraduate and graduate degrees. We also encourage employees to pursue professional certifications and designations in their field.

All employees participate in comprehensive training programs, customized to their specific job functions, to ensure our business practices exceed all regulatory standards. Additionally, we strive to help our employees refine and build their technical and soft skills on topics such as principles of banking, data systems and software, customer service excellence, people skills, coaching, management, and leadership.

We employ a robust succession planning process which begins by determining critical roles within the organization; identifying core competencies for individuals in those roles; identifying and assessing possible successors; and providing opportunities for those individuals to develop and hone core competencies through training, mentoring and professional experience. This process is essential to ensure leadership continuity in key positions, retain and develop intellectual and knowledge capital for the future, and encourage professional development.



Diversity, Equity & Inclusion Commitment

Washington Trust is committed to fostering a diverse and inclusive work environment and embracing cultural awareness to ensure all perspectives and experiences are welcome. We celebrate our differences and recognize the value that diversity brings to our company. Equity has played a key role in the Corporation's success, and we continually provide resources, training, and support for all individuals who seek opportunities for professional advancement and personal growth.

As a community bank, we understand our company and employees must be reflective of the people and communities we serve, and our numbers illustrate our efforts, as women make up nearly two-thirds of our workforce and just under half of our Board members are women or people of color. We acknowledge we have more work to do and are taking actions to improve our efforts in this area. In 2021, our CEO Ned Handy signed the CEO Action for Diversity and Inclusion™ pledge, joining more than 2,000 CEOs throughout the country in a promise to advance diversity and inclusion within the workplace. In so doing, we have pledged to take these four essential actions:

- To focus on cultivating a trusting environment that supports open dialogue on complex, and sometimes difficult, conversations about diversity and inclusion, where employees feel comfortable reaching out to their colleagues to gain greater awareness of each other's experiences and perspectives.
- To implement and expand unconscious bias education, in the form that best fits our culture and business.
- To share best and unsuccessful practices, to help businesses evolve and enhance diversity strategies.
- To create and share strategic inclusion and diversity plans with our Board of Directors.

Washington Trust has built a company and fostered an environment based on mutual respect and trust, where employees feel welcome, comfortable, and empowered to share their ideas and have open conversations. The CEO Action for Diversity and Inclusion™ pledge reinforces our commitment to diversity, inclusion, and equity.

*Washington Trust is proud to partner with **Year Up Rhode Island**, a program that seeks to close the Opportunity Divide by ensuring that young adults gain the skills, experiences, and support that will empower them to reach their potential through careers and higher education. We provide internships for program participants, many of whom are placed in full-time positions following graduation from the program. Additionally, our employees enthusiastically support the program by serving as mentors, participating in resume review and mock interview workshops and volunteering time and talent through board service.*

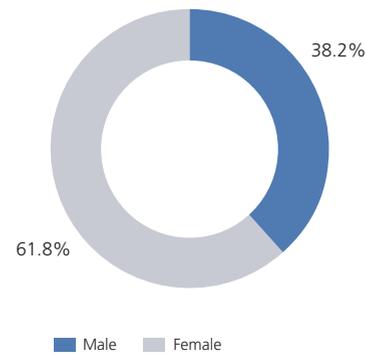
Supportive



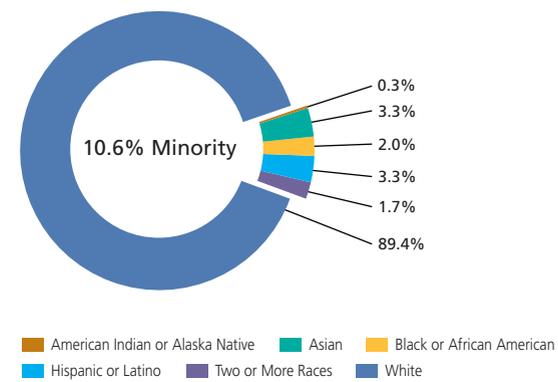
All statistics as of March 1, 2022.

Our Workforce Demographics

Gender Representation

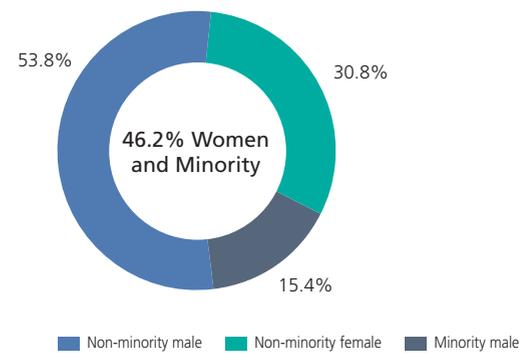


Race/Ethnicity

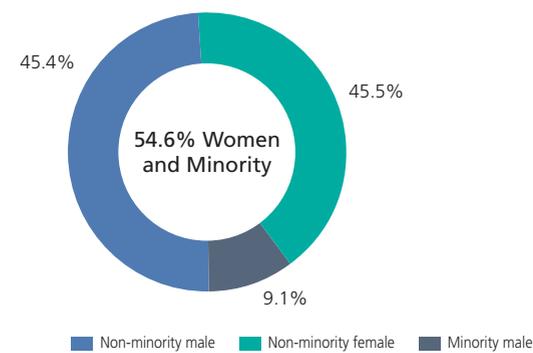


Our Board and Leadership Demographics

Board Diversity



Leadership Diversity



All statistics as of March 1, 2022.

SUPPORTING MINORITY-OWNED AND WOMEN-OWNED BUSINESSES

The COVID-19 pandemic was devastating to many local businesses. Washington Trust partnered with **Lawyers for Civil Rights** (LCR) and **Tufts Health Plan** and awarded \$1,000 grants to 30 minority-owned and women-owned small businesses in Rhode Island. The businesses used the funds to purchase personal protective equipment (PPE) and technology, which would allow their employees to work safely and remotely. Funds were also used for other health and wellness-related support and to help the businesses reopen after the state-mandated COVID-19 shutdown was over.

The 30 businesses, located throughout Rhode Island, include a diverse group, as 77% are female-owned, 20% are Black-owned, 63% are Latino-owned, 13% are Asian-owned, and 3% are LGBTQ+-owned.

Washington Trust also used social media and website posts to share their stories and help promote the businesses.

Small business is the engine of our local economy and minority and women-owned businesses are the fabric.



Minnie Luong, Co-Owner, Chi Kitchen, Pawtucket, RI



Corporate Governance

Since 1800, Washington Trust has considered good governance a top priority. We have always been committed to serving our customers and stakeholders as a stable and resilient community institution. To do so, we must lead by example, and govern our organization in an ethical and transparent manner.



Since our founding, Washington Trust has been guided by strong core values and operated in a manner which exemplifies good governance, ethics and an overriding commitment to people. We believe in the importance of sound and effective corporate governance and have instilled this into our culture and operations at every level. We have an uncompromising commitment to upholding our core values of quality, integrity and community, and have based the foundation of our governance structure on these principles.

Our independent directors bring experience, oversight and expertise from outside of the Corporation. The Board recognizes its responsibility to hold management accountable for the execution of strategy once it is developed. We have an independent Lead Director who presides at all executive sessions of the independent directors, consults with the Chairman and Chief Executive Officer on Board and committee meeting agendas, and acts as a liaison between management and the non-management directors. We believe the separation of the Chairman and Lead Director roles is critical because it fosters effective decision making and strategy development while providing for independent oversight of management.

Our Board has adopted Corporate Governance Guidelines that are intended to assist and guide the Board in the exercise of its responsibilities and provide a framework for our governance structure. The Board reviews and updates these guidelines at least annually.

We have adopted a Code of Ethics and Standards of Personal Conduct (“Code of Ethics”), which establishes the standards of ethical business behavior and personal conduct for all directors, executive officers and employees. The purpose of the policy is to safeguard our tradition of strong moral, ethical, and social standards of conduct. All directors, executive officers and employees are required to annually acknowledge their commitment to comply with the letter and spirit of the Code of Ethics. If any suspected violations of our ethical standards occur, Washington Trust has procedures in place so that individuals can report them anonymously.

We encourage stakeholders to review our governance documents including the Corporate Governance Guidelines and the Code of Ethics by visiting ir.washtrust.com/corporate-governance.

RISK MANAGEMENT

We have implemented a suite of programs and mechanisms to identify potential risks to our business and to our customers and have taken the appropriate steps to mitigate those risks where possible. Our risk management governance structure is detailed in our Enterprise Risk Management Policy and in a series of other policies. Our teams continually review, identify and assess areas of potential risk, including: operational, credit, interest rate, liquidity, fiduciary, legal, regulatory, compensation, strategic, or reputational risks. The Board provides oversight of our risk management program and receives regular reporting on material risk and mitigation strategies as well as areas of emerging risks and remediation and improvement efforts.

OVERSIGHT AND AUDIT

Management is responsible for the financial reporting process and prepares our consolidated financial statements. The Audit Committee reviews our financial statements and compliance program, as well as our accounting procedures. The Audit Committee also oversees an independent registered public accounting firm, which audits our records.



Data Security & Privacy

Our customers trust us to keep their money and data safe and secure, and have confidence that we will keep them informed of how to safeguard their assets and information. Upholding these standards requires a broad-based program of policies, procedures, and technology tools overseen at the highest levels.

BOARD AND MANAGEMENT OVERSIGHT

The security and privacy of our customer data is of utmost importance to us. As part of its charter, the Audit Committee of the Board of Directors is responsible for review and oversight of the Corporation's Enterprise Risk Management Program, which includes information security. Every quarter, detailed reports of information security status, including improvements, remediation, emerging risks, and the results of risk assessment processes, are presented. On an annual basis, management presents its Written Information Security Plan for approval, per regulatory requirements.

Our information security and IT programs are audited annually by a third-party expert. We have risk mitigation strategies in place to protect the Corporation and our customers in the event of a potential breach. In the past three years, we have not experienced any material breaches to our systems, nor incurred any expenses related to such.

CYBERSECURITY

Our systems environment adheres to all applicable laws regarding digital security and follows best practices as benchmarked by the NIST Cybersecurity framework and CIS/SANS Top 20 IT Controls. We regularly test them to ensure that we are meeting the standards we have set. We also comprehensively assess the cybersecurity risk of our third-party service providers, since they represent a critical part of our environment.

INFORMATION SECURITY TRAINING AND TESTING

Information security training and testing are conducted annually to ensure all employees have mastered the content. Specific topics such as phishing, vishing and other social engineering testing are addressed. Managers are held accountable for ensuring that employees complete all required courses.

To make sure that our employees remain vigilant and that data security is always top of mind, we regularly stage "phishing" tests, sending seemingly innocuous emails that may contain viruses or dangerous links to our employees to be sure that they handle cyber-threats appropriately. In the event that an employee fails a test, we provide re-training and work with the employee and their manager to increase awareness.

Protecting Data

**The Washington Trust Company**

Nov 1, 2021 · 🌐

November Security Tip: Take steps to protect yourself from online scams! Washington Trust's Security Governance Officer recently appeared on [The Rhode Show](#) with tips on how to lock down your accounts before a scammer can single you out and try to access your information.

<https://www.washtrust.com/blog/protect-yourself-from-online-scams>



WASHTRUST.COM

Protect Yourself from Online Scams

12

1 Comment 1 Share

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Comment

Share

Protecting our customers' privacy and security is of utmost importance to us, so we regularly post and share security tips, alerts, and information on our website, through social media blogs, and through seminars and other public appearances made by our trusted advisors.

KEEPING OUR CUSTOMERS SAFE

We believe it is our responsibility to inform and educate our customers about ways in which they can protect their identity and secure their financial information. We frequently remind customers that we would never ask for personal information, such as account numbers, PINs, and social security numbers through unsolicited phone calls or emails. With increased Internet use for shopping, banking, and social media, we caution customers about sharing or posting confidential information which could be used for unauthorized purposes. We also share tips, received from the Federal Deposit Insurance Corporation, the American Bankers Association, and law enforcement agencies, to alert customers about current or local fraudulent schemes, scams, or activities.

KNOWING OUR CUSTOMERS

One of our hallmarks is that we know our customers well through our banking relationship. Our team pays close attention to their accounts and if any suspicious or unauthorized activity is observed, we alert them to our concerns and take the necessary steps to secure their accounts. We work with our customers to prevent online fraud and we are vigilant about any attempts to trick customers into divulging any information to unauthorized people.



*Each year we partner with **Shred-it**, a leading waste and document destruction company, to host free Shred-it Days at our branch locations. Customers and neighbors bring confidential and personal documents, such as bank and tax statements, family photos and DVDs, for on-site shredding. Our events help raise awareness of fraud and identity theft, and allow our neighbors to securely dispose of confidential information in an environmentally-safe manner.*

Fraud Prevention



Community Involvement & Investment

At Washington Trust, our commitment to the communities we serve goes well beyond simply providing banking services. It's our mission to provide support to organizations and efforts that are helping to build strong, resilient communities. We are proud to invest in community work focused on affordable housing, basic needs, family services, financial literacy, environmental sustainability, diversity and inclusion and more.

EMPOWERING OUR COMMUNITIES

As a community bank, we understand the power and independence that comes with homeownership. We offer our customers many financing options, as well as access to state lending programs in Rhode Island, Connecticut, and Massachusetts. For qualified individuals, we facilitate access to both Veterans Affairs and Federal Housing Administration loans.

We are an active participant in community redevelopment activities, providing financial services, assistance, and funding to help revitalize the region in which we live and work. This funding is used for major real estate projects, many of which provide affordable housing to people and families in our community.

We also believe that locally-owned businesses are vital to the economy of our region. From managing cash flow to financing new businesses or the expansion of an existing company, we cover all aspects of commercial banking, much of it tailored to small and medium-sized businesses. We offer many different lending and deposit products to accommodate businesses of different sizes.

Washington Trust is proud to serve as a Small Business Administration Preferred Lender to support local businesses with their banking needs.

SUPPORTING FINANCIAL LITERACY

We understand financial terminology, documents, and procedures can be confusing. We believe it is our responsibility to offer financial literacy programs to help our customers and the community at large better understand bank products, services, and how to protect their personal financial information. We regularly post articles on our website or on social media about such topics as credit scoring, mortgage financing, and savings. Our *Trusted Advice* blog contains the latest news from the financial industry with updates on new products and useful tips, such as how one can protect themselves from fraudulent schemes and financial scams. And, as always, if customers need more individualized advice, they can speak with one of our team members over the phone, in person or via video conferencing.



OUR SIGNATURE HUNGER RELIEF PROGRAM

*A healthy community is a well-fed community. Particularly in trying economic times, making sure that people and their families have enough to eat is essential. Since 2001, Washington Trust has led a **Peanut Butter Drive**, an annual event dedicated to collecting donations to support local food pantries and other organizations dedicated to improving food security in our communities. To date, we have collected enough money and food to make more than 4.5 million peanut butter sandwiches.*

We have also worked in partnership with schools and community groups to provide free financial literacy classes, seminars, and programs that cover topics such as budgeting, the path to home ownership, and understanding credit. In 2022 we will launch a new digital financial wellness initiative that will provide schools, nonprofit organizations, and customers with even greater access to financial education tools.



In 2021, Washington Trust and our employee group contributed more than \$1 million in total giving to support nonprofit organizations in the cities and towns in which we live and work in Rhode Island, Massachusetts, and Connecticut.



SUPPORTING NONPROFIT ORGANIZATIONS

Washington Trust is proud to have a long-standing reputation as a reliable partner and fierce supporter of nonprofit organizations dedicated to improving the communities where we live, work and play. We provide our time, our talent, and our financial investment to nonprofit organizations working to make our communities stronger.

Our team serves as a trusted advisor to many nonprofit organizations by helping them make strategic investments, build stable financial growth plans, design programs, and more. We also provide wealth management services to many nonprofits and foundations, managing their endowments and retirement portfolios. We recognize many nonprofits often don't have the resources to pay for banking services, so we offer special services, such as low-cost checking accounts, tailored to the needs of these organizations.

Our giving is focused on a variety of key areas, including affordable housing, basic needs, family services, financial literacy, environmental sustainability, diversity and inclusion and more. Each year, Washington Trust also offers scholarships to students through the financial aid offices of local colleges and universities.

REWARDING EMPLOYEE VOLUNTEERISM

Community is one of Washington Trust's core values and we encourage our employees to get involved in the community through our Points of Light® award-winning Reach for the Stars employee volunteerism program. The program not only encourages participation in company-sponsored and other volunteer opportunities, but also recognizes our employees' involvement and efforts as volunteers, or members of nonprofit boards, advisory councils, or

committees. Each year, our employees donate thousands of hours of their time and talent to their communities and earn "stars" that can be redeemed for merchandise, gift cards and company-branded items in recognition of their efforts. Washington Trust also partners with the United Way of Rhode Island to offer a payroll deduction program, making it easy for our employees to provide financial support to local community organizations.

Giving Back

Environmental Responsibility

We are fortunate to have been founded, and have many locations, in the beautiful southeastern New England region. We cherish our scenic coastline, as well as all of the natural resources and environmental treasures that can be found within the communities we serve, and in which we live and work. We believe it is important and we are doing our part to help preserve and protect our environment for future generations.

OPERATIONAL EFFICIENCY

Our environmental impact may seem modest, but we are motivated to do the right thing and lead by example by minimizing our own use of energy and natural resources. In recent years, we have upgraded our corporate offices with new LED lighting, HVAC equipment and other renovations to ensure they are more energy efficient, cost-effective, and reliable in the future. We have a robust internal recycling program and encourage employees to reduce paper usage and printing.

All new Washington Trust branches are built with a smaller footprint and meet the Leadership in the Energy and Environmental Design (LEED) Gold Standard, making them more energy efficient. In addition to branch banking, we offer digital solutions and encourage customers to “go green” by eliminating paper statements, receipts, and documents.

ENVIRONMENTAL PRESERVATION

Our coastline is truly a treasure and one of New England’s most valuable resources. Tourism is key to the region’s economy and each year we partner with the Rhode Island Department of Environmental Management to conduct a statewide beach cleanup. The event brings hundreds of employees and members of the community together to collect debris along the coastline. It also teaches young people the importance of protecting our natural resources.



Sustainability



About This Report

This report, published March 15, 2022, speaks as of the date it is published. All information, data, opinions and activities contained in this report are subject to change without notice. The contents of this report were developed based on feedback from our internal and external stakeholders and metrics used by corporate responsibility and sustainability rating providers. The metrics and quantitative data contained in this report are not based on generally accepted accounting principles and have not been audited. Neither Washington Trust nor any of its affiliates assume any responsibility or obligation to update or revise any such information, data, opinions or activities, without regard to whether any of these are affected by the results of new information, future events or otherwise. This report does not, and is not intended to, create any relationship, rights or obligations, legal or otherwise, and you should not rely upon this report to do so.

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Our goals regarding our corporate responsibility and ESG initiatives are aspirations. They are not guarantees or promises that we will meet all or any of our goals. Any statistics and metrics regarding our corporate responsibility and ESG activities are estimates and may be based on assumptions or developing standards.

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We welcome your feedback and questions on the contents of this report as well as any of our corporate responsibility initiatives. You can reach a team member at Washington Trust by contacting investor.relations@washtrust.com.



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