



2023 BUSEY
**IMPACT
REPORT**



Busey[®]
FIRST BUSEY CORPORATION

MESSAGE FROM THE CEO

At Busey, our commitment to the **Pillars** of our organization—*associates, customers, communities and shareholders*—has never wavered. It's the defining aspect of our culture, a vision that is brought to life each day by associates throughout our organization.

Busey's focus has always been—and will always be—on doing the right thing for our Pillars. We lead and help our communities prosper. We make a positive impact.

In this report, you will see the latest results of those concentrated efforts. We've highlighted our progress with data and metrics that quantify the impact of our initiatives in several dedicated areas:

Associates | We recruit and retain the best and brightest associates, provide them with the knowledge and resources needed to succeed, empower them to take ownership of their tasks and recognize them accordingly.

Customers | We serve our customers as One Busey, operating multiple business lines to bring a suite of solutions to each customer.

Communities | We bridge community needs by providing financial and human capital.

Corporate Governance | A top priority, we embrace strong governance practices to provide a foundation for sustainable growth through strengthening of governance tools, risk management strategies, business ethics, data privacy, security and policy development.

As we reflect on 2023 and Busey's impact on the people and places we serve, we're proud of what we've accomplished. But we realize more can always be done. We will continue to prioritize successful initiatives and strive to find new impactful methods to meet and exceed the unique needs of our **Pillars**—now and into the future.



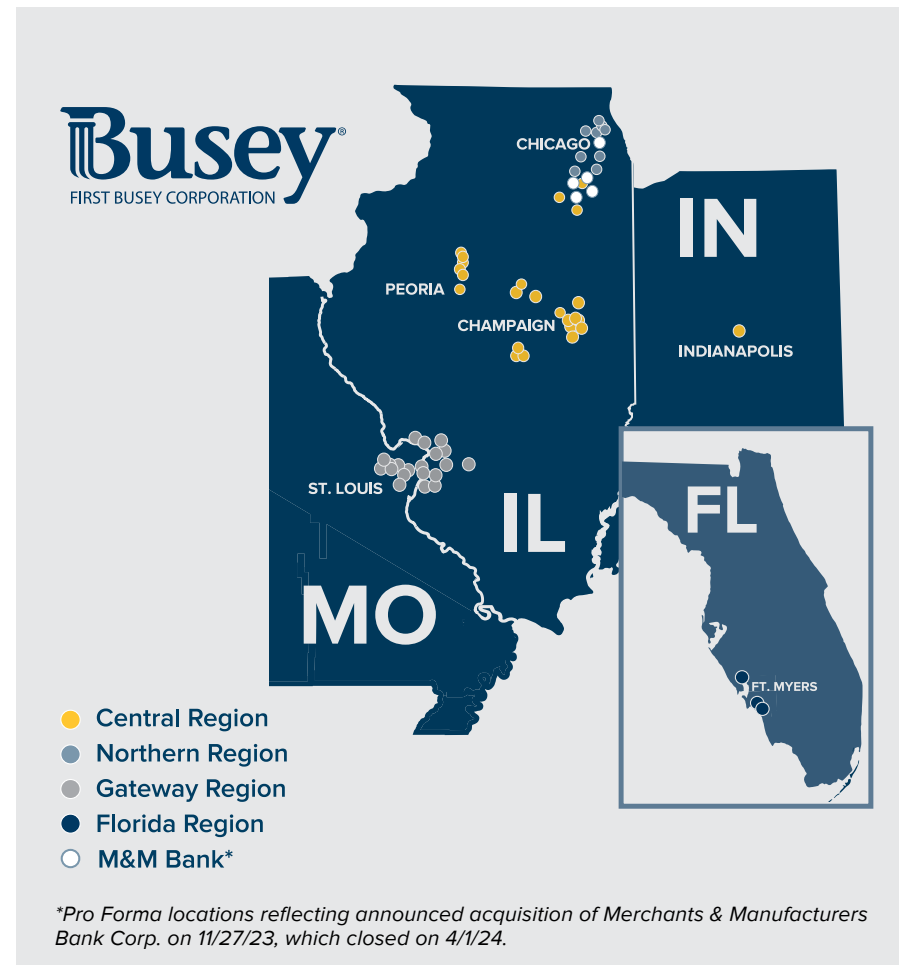
Van A. Dukeman, CFA

Chairman & Chief Executive Officer
First Busey Corporation & Busey Bank

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ABOUT BUSEY



HEADQUARTERED
in Champaign, Illinois

\$12.28 BILLION
IN TOTAL ASSETS

\$12.14 BILLION
IN WEALTH MANAGEMENT
ASSETS UNDER CARE

\$7.65 BILLION
IN PORTFOLIO LOANS

as of 12/31/23

CORPORATE OVERVIEW

BuseyBANK®

Busey Bank, a wholly-owned bank subsidiary of First Busey Corporation, had total assets of \$12.25 billion as of December 31, 2023, and is headquartered in Champaign, Illinois. Busey Bank currently has 58 banking centers, with 21 in Central Illinois markets, 13 in suburban Chicago markets, 20 in the St. Louis metropolitan area, three in Southwest Florida and one in Indianapolis, Indiana.

More information about Busey Bank can be found at busey.com

Busey WEALTH MANAGEMENT®

Through Busey's Wealth Management division, the Company provides a full range of asset management, investment, brokerage, fiduciary, philanthropic advisory, tax preparation and farm management services to individuals, businesses and foundations. Assets under care totaled \$12.14 billion as of December 31, 2023.

More information about Busey's Wealth Management services can be found at busey.com/wealthmanagement.

firstech

Busey Bank's wholly-owned subsidiary, FirstTech, specializes in the evolving financial technology needs of small and medium-sized businesses, highly regulated enterprise industries and financial institutions. FirstTech provides comprehensive and innovative payment technology solutions including online, mobile and voice-recognition bill payments; money and data movement; merchant services; direct debit services; lockbox remittance processing for payments made by mail; and walk-in payments at retail agents. Additionally, FirstTech simplifies client workflows through integrations enabling support with billing, reconciliation, bill reminders and treasury services.

More information about FirstTech can be found at firsttechpayments.com.

Forbes AMERICA'S BEST BANKS

Busey Bank is honored to be named among **America's Best Banks** by *Forbes* magazine for the third consecutive year. Ranked 40th overall in 2024 compared to 52nd in 2022, Busey was the second-ranked bank headquartered in Illinois. We are honored to be consistently recognized both nationally and locally for our culture of integrity and commitment to community development.

PROMISE, VISION & VALUES

We're proud to give back to our communities by supporting the arts, advocating for our youth, helping those in need, doing the right thing for our customers and building trusted relationships that span generations.

OUR VISION

Service Excellence in Everything We Do for Our Pillars

To achieve our vision, we consistently fulfill promises made to our **Pillars**—*associates, customers, communities and shareholders*. By investing in our associates, empowering them to exceed the needs of our customers and working together to strengthen our communities, our shareholders are rewarded with a vibrant, thriving company.

While we operate multiple business lines, we serve our customers as **One Busey**. Since we first opened our doors, our core values have remained the same, creating a strong foundation and shaping our culture.



KNOWLEDGEABLE We give customers correct information rather than guesses. We find answers rather than say "I don't know." We understand Busey services and the technical aspects of our jobs.



TRUSTWORTHY We handle customer accounts with care and confidentiality. Integrity is our guiding principle as we work with customers and their financial affairs. We demonstrate good judgment and common sense when making decisions.



FRIENDLY We remember that every customer is our guest. We greet each customer immediately with a warm and sincere welcome. We use the customer's name, smile, shake hands and introduce ourselves as though the customer were a guest in our home.



RESPONSIVE We acknowledge our customers immediately. We put aside what we are working on and give that individual our full attention. We follow up to be sure customers' needs are met within 24 hours.



COMMUNITY-MINDED We build strong communities through leadership and volunteerism. We work in the community to ensure stable foundations for our families and our organization.



CUSTOMER-CENTRIC We operate our company from a customer's point of view. We develop long-term, trusting relationships by continually listening to and solving key customer needs.



HISTORY



Our promise began when we first opened our doors in 1868.

Our founders were leaders who understood the significance of economic prosperity and improving our communities. They offered more than a bank—they empowered community members to grow businesses, build homes and start families.

That was more than 155 years ago. Since then, we have built on a tradition of outstanding service through close relationships and broad financial capabilities. Today, Busey is a leading financial institution serving Illinois, Missouri, Florida and Indiana. We are large enough to provide innovative products and services while also making local decisions and knowing our customers by name. We've come a long way, yet the core values instilled years ago—dedicated associates, strong customer partnerships and thriving communities—are still the cornerstones of Busey.

AWARDS AND RECOGNITION

NATIONAL

2022-2024 America's Best Banks
Forbes

2016-2023 Best Banks to Work For
American Banker and Best Companies Group

2017-2024 BEST Award
Association for Talent Development

2018-2023 Best Places to Work in Money Management
Pensions & Investments and Best Companies Group

2023 Champion Awards Finalist
WebEx

2023 DiversityInc Top Regional Companies
DiversityInc.

REGIONAL

2016-2024 Best Places to Work in Illinois
Busey Associates, Daily Herald and Best Companies Group

2017-2023 Best Companies to Work For in Florida
Busey Associates, Florida Trend and Best Companies Group

2019-2021 & 2024 Best Places to Work in Indiana
Busey Associates, Indiana Chamber of Commerce and Workforce Research Group

2018-2023 Illinois' Healthiest Employers
Crain's Content Studio and Cigna

2017-2023 Healthiest Employers
St. Louis Business Journal

2022-2023 Best Large Bank
St. Louis Small Business Monthly



HUMAN RIGHTS STATEMENT

Human rights are the basic standards of treatment to which all people are entitled worldwide, regardless of race, religion, sexual orientation, gender identity, disability, economic status or background. At Busey, we are committed to improving the quality of life of those we serve by supporting the communities in which they live. We strive to fulfill this responsibility through our interactions and relationships with our associates, customers, vendors and communities.

Busey does not tolerate unethical behavior, corruption, harassment, forced or child labor, modern slavery or human trafficking. We are committed to fair, ethical and responsible business practices as we engage with our Pillars.

OUR APPROACH

COMMITMENT

Busey is dedicated to advancing consistent and enduring value for our **Pillars**—*associates, customers, communities and shareholders*. Our framework consists of frequent inter-departmental collaboration and meaningful leadership communication, ensuring Busey's actions are intentional, impactful and aligned with our values.

Our commitment supports this mission, building upon Busey's legacy of purposeful action, civic responsibility and positive impact by promoting sound governance, investing in our associates, strengthening our communities and operating in a way that promotes sustainability.

OUR FRAMEWORK

Strong governance is the foundation of Busey's commitment, along with a robust risk culture, an emphasis on purpose-driven performance, stakeholder engagement and ethical policies and procedures. We attract, develop and retain the best and brightest talent who have built a thriving company with a positive workplace culture. Together, associates at all levels strengthen the communities in which we live and work through community development investments, associate volunteerism and philanthropic impact. Finally, Busey actively strives to improve the environmental footprint of our company while also serving as a resource for all clients and customers to generate positive environmental and social impacts in our communities.



COMMITMENT to Governance

- Strong corporate governance and risk culture
- Ethical conduct
- Data security and privacy



COMMITMENT to Associates

- Talent recruitment and retention
- Associate development and wellness
- Positive workplace culture



COMMITMENT to Communities

- Customer support and service excellence
- Community development and investment
- Philanthropic giving and volunteering

LISTENING TO OUR PILLARS

Busey incorporates multiple channels of communication that allow us to connect with our stakeholders, solicit feedback and engage on issues that are important to their lives and communities.

PILLARS	HOW WE ENGAGE
 <p>ASSOCIATES</p>	<p>Regional and enterprise-wide surveys</p> <p>Training, recognition and professional development</p> <p>Intranet, e-newsletter</p> <p>B Well wellness program</p> <p>State of Busey quarterly Executive Team updates</p> <p>Regular feedback opportunities</p>
 <p>CUSTOMERS</p>	<p>Direct connections <i>(meetings, phone calls, emails)</i></p> <p>Corporate website at busey.com</p> <p>Loyalty and satisfaction surveys</p> <p>Social media</p> <p>Community Banking & Busey Bank Bridge</p>
 <p>COMMUNITIES</p>	<p>Direct connections <i>(meetings, phone calls, emails)</i></p> <p>Corporate website at busey.com</p> <p>Charitable giving, volunteering</p> <p>Busey Bank Bridge</p>
 <p>SHAREHOLDERS</p>	<p>Direct connections <i>(meetings, phone calls, emails)</i></p> <p>Corporate website at busey.com</p> <p>Annual shareholder meeting</p> <p>Earnings reports</p> <p>Investor outreach</p> <p>Investor conferences</p>



2023 CORPORATE SUSTAINABILITY



RECYCLED OVER
35,000 POUNDS
SAVING
300 TREES



CONSERVED OVER
125,000 GALLONS OF WATER
ENOUGH TO FILL
1 MILLION
16 oz. WATER BOTTLES



MORE THAN 1.3 MILLION KILOWATT HOURS

OF **ENERGY** GENERATED FROM **SOLAR** SINCE 2019



REDUCED USAGE OF BUILDING **ELECTRICITY BY 5% & GAS USAGE BY 8%**

AVOIDING OVER **1,000 TONS** OF CARBON DIOXIDE





Busey believes in offering our clients the opportunity and financing needed to reduce their environmental impact, while also supporting new projects around renewable energy and sustainable agriculture that move our economy toward a low-carbon future.

In 2023 Busey helped make the following projects possible:

- Committing to invest \$2.75 million to rehabilitate a vacant five-story nearly 100-year-old building, reducing the need for construction of new buildings and the consumption of land, energy, materials and financial resources that they require.
- Purchasing of additional Certificates of Participation, which will finance energy conservation improvements in the Hazelwood School District, a majority-minority community in Northern St. Louis County, Missouri.

Busey provided over \$7 million in green project financing in 2023, including energy efficiency improvements, historic preservation, solar development on commercial buildings and other green construction projects.



CLIMATE EMISSIONS REDUCTION

Busey is committed to reducing its greenhouse gas emissions wherever possible and employs strategies related to energy efficiency, renewable energy, transportation, waste reduction and water conservation.



ENERGY EFFICIENCY AND CONSERVATION

In 2023, Busey invested over \$1 million in energy efficiency upgrades across 12 locations that included heating and cooling improvements, water heater updates and upgraded lighting controls. In addition, we onboarded an energy management program to benchmark each of our facilities and identify opportunities for energy efficiency gains.

In-depth reviews of all properties are part of a proactive property management program that practices smart energy consumption and conservation.

Practices include:

- Insulating water heaters to reduce operating costs and reviewing heaters for proper water temperature setting.
- Working with contractors during any roof repair/replacement projects to install appropriate light-colored roofing material.
- Utilizing a thermostat setback program which defines the winter (68°F) and summer (74°F) set points for the HVAC control system with nighttime temperatures set.
- Encouraging associates to turn off computers and monitors when they leave at night and to turn off monitors when they will be away from their work area for an hour or more.
- Activating energy-saving features on copiers and printers to allow the machines to go into sleep mode until they are needed for production.
- Continuing to utilize a proactive approach to sustainable lighting fixture selection and installation, such as utilizing LEDs on all appropriate replacement bulbs.



RENEWABLE ENERGY

Busey is committed to increasing renewable energy usage wherever feasible across our footprint to reduce reliance on fossil fuels.

Busey has installed solar panel systems at 11 Busey facilities, including the Champaign, IL, corporate headquarters, avoiding over 900 tons of CO² emissions as of 2023.

Buildings are evaluated regularly to determine the feasibility of adding solar panels based on roof conditions and adequate sun exposure.



TRANSPORTATION

Transportation offers opportunities to improve our carbon impact, whether through the use of more efficient vehicles for our fleet or reducing the need for associate travel altogether. Solutions to increase sustainability include the following:

- Implementing fuel-efficient options and a no-idling policy for courier and maintenance vehicles.
- Providing bike racks for customer and associate use.
- Encouraging the facilities management team to plan the most efficient route to accomplish their daily functions—including walking, if possible, to obtain needed supplies.
- Encouraging the use of video and voice conferencing systems allowing close collaboration without travel.
- Hosting regular educational webinars on carpooling, active transportation and public transit for associates.



WASTE REDUCTION

Busey works across our footprint to offer ample recycling opportunities to associates and reduce waste bound for landfills.

Our commitment to sustainable waste reduction includes the following practices and goals:

- Ensuring 100% of our paper is recycled annually, which is part of our commitment to a shred-all/recycle-all policy. This approach ensures confidentiality while recycling all paper waste.
- Encouraging customers to receive statements and other bank-generated information via electronic delivery.
- Transitioning to digital-first publishing for publications traditionally offered as hard copies, such as the Annual Report and our magazine, the *Pillar*.
- Recycling cardboard boxes and other packing material.
- Encouraging associates to “print to PDF” whenever possible—and default to double-sided, black-and-white printing when not.



WATER CONSERVATION

Although business practices do not require significant water consumption, Busey understands the need to responsibly manage water resources.

The organization reduces water consumption and prevents runoff from our properties with the following practices and goals:

- Retrofitting faucets with aerators to help reduce water usage in restrooms and break areas.
- Running dishwashers only when fully loaded, whenever possible.
- Using low- or no-water methods to remove debris and dirt from parking lots, sidewalks or outdoor venues.

INVESTING IN SUSTAINABLE CONSTRUCTION

Although wood has been widely used to build durable structures throughout history, it has gained a reputation over the last few centuries for being unsafe and unstable in comparison to the staples of the modern construction industry—concrete and steel.

Now, thanks to mass timber, wood is enjoying a surprising return to the spotlight.

Mass Timber—shorthand for massive timber—is comprised of multiple solid wood panels nailed or glued together, providing exceptional strength and stability. The most common form of mass timber is cross-laminated timber (CLT), which was first developed in Austria in the early 1990s.

To create CLT, lumber boards that have been trimmed and kiln-dried are glued atop one another in layers, crosswise, with the grain of each layer facing against the grain of the layer adjacent. Stacking boards together this way creates large slabs that can match or exceed the performance of concrete and steel. The slabs allow buildings to be constructed faster, with lower labor costs and less waste.

Mass timber projects not only avoid the emissions of concrete and steel production—they also have the potential to sequester CO².

CLT performs remarkably well in earthquakes and due to the lighter weight, can be used on urban land not suitable for heavy construction.

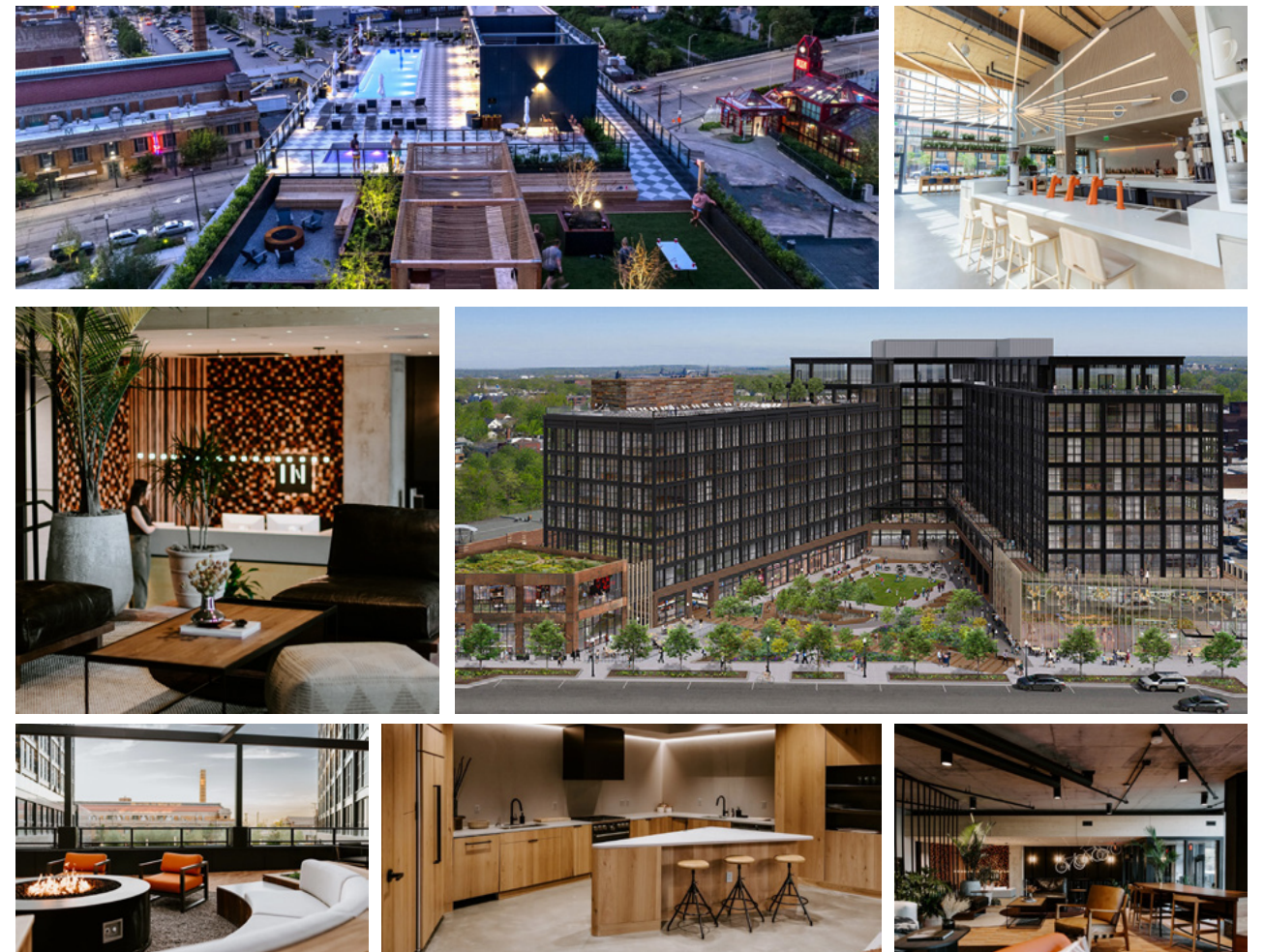
Additionally, the large, solid compressed masses of wood are difficult to ignite, eliminating the threat of fire that can accompany traditional wood buildings.

In the United States, CLT gained popularity in 2010 and became more accessible as a large-scale construction material when a code change in 2021 allowed for taller mass timber buildings.

Busey is proud to take part in this industry shift by providing term financing to Intro, Cleveland's first—and America's largest—mass timber project.

Located in Cleveland, OH, Intro (formerly Market Square) is a new-construction mixed-use development consisting of two high-rise buildings—a nine-story residential building with first-floor retail and basement parking and an 11-story office building with first-floor retail and parking from the basement to the third floor.

Intro is LEED Gold certified for ecological construction—releasing 21% less CO² than an equivalent steel or concrete building and setting a new sustainability standard.





In January 2023, Busey launched the Green Team to empower associates to get involved in areas of sustainability. With over 75 associates joining in the first year, the Green Team is dedicated to improving our recycling rates, waste reduction, water conservation and energy efficiency.

The Green Team helped to identify opportunities for increased sustainability across our footprint while promoting associate education by:

- Sharing monthly sustainability tips with associates through email and intranet
- Creating sustainability “how-to” guides for around the office
- Promoting environmental wellness throughout the year through Wellness Wednesday presentations
- Presenting on the most impactful ways to Go Green on Earth Day
- Encouraging associates to complete Go Green wellness challenges



Emily Pickel, Officer - Charitable Relations Specialist, & **Allie Willibrand**, Senior Vice President - Commercial Portfolio Manager Team Lead, volunteer their time in the Greater St. Louis area.





40%
OF MID-LEVEL LEADERSHIP
are women or racially/ethnically diverse

44%
OF EXECUTIVE LEADERSHIP
are women or racially/ethnically diverse

Monica Bowe, Executive Vice President - Chief Risk Officer; Karen Rock, Executive Vice President - Chief Auditor; and Felicia Arnold, Senior Vice President - Director of Enterprise Risk Management

OUR ASSOCIATES

Busey has always been committed to attracting and retaining talent across a variety of backgrounds and experiences.

Busey engages with an array of recruiting firms, online platforms and local efforts to reach an expanded talent pool. These platforms include:

- **Circa** | A network of 600 employment and diversity sites with access to over 18,000 organizations serving minorities, women, people with disabilities, veterans, LGBTQ+ individuals, colleges and universities (including historically Black colleges), state workforce agencies and professional/technical groups.
- **BankTalentHQ** | A partnership with the Illinois Bankers Association that targets diverse groups.
- **Chamberlain Advisors, LLC** | A direct hire firm that places military leaders into finance positions.
- **Illinois Hires Heroes Consortium** | A group committed to recruiting, hiring and retaining veterans.
- **SLATE** | A firm that uses a diversity and data-based approach to executive and C-suite recruiting.
- **University of Illinois' Disability Resources & Educational Services** | Serving those with visible and invisible disabilities.

Busey's Associate Experience and Talent Acquisition Teams lead our diversity efforts, resulting in content that is representative of Busey's engaged culture.

Diversity training is available to all associates regardless of their position within the company. From **Taking Flight** and **Service Academy** for our new team members to Busey's core leadership and development training programs—including **Busey Leadership Institute**, **Develop** and **Evolve**—associates learn through courses like *Leading with Emotional Intelligence*; *Putting Our Strengths to Work*; *Diversity at Busey*; *Leading Across Generations*; *Diverse Leadership* and more.

- In 2023, Busey associates completed over 10,000 hours of Diversity training.
- Annual compliance training and corresponding course assessments are also required of all Busey associates, which includes courses on **Elder Financial Abuse**, **the Community Reinvestment Act (CRA)**, **Fair Lending** and more.

SOCIAL IMPACT

BILINGUAL ASSOCIATES

We believe hiring multilingual associates is critical for service excellence, community impact and workplace culture. As part of our Community Banking program, Busey maintains a Busey Bilingual Directory to connect associates and customers across our footprint with multilingual speakers. This initiative builds partnerships with our neighbors, ensures customers fully understand pertinent details of the services we provide and enables all of our Pillars to fully engage with Busey.



FROM ARABIC TO VIETNAMESE

WORLD LANGUAGES SPOKEN AT BUSEY

Arabic | Armenian (western) | ASL | Assyrian | Bulgarian | Dutch | English | Filipino | French | German | Greek | Gujarati | Hindi | Japanese | Korean | Mandarin Chinese | Polish | Portuguese | Punjabi | Romanian | Russian | Spanish | Swedish | Telugu | Ukrainian | Urdu | Vietnamese

AWARENESS AND EDUCATION

Busey celebrates the remarkable diversity within our organization and regularly provides cultural resources and engagement opportunities. Our internal awareness and engagement opportunities. Our internal awareness calendar includes nearly 70 dates. These occasions include:

- Black History Month
- Black Business Month
- Women's History Month
- National Hispanic Heritage Month
- American Asian & Pacific Islander Heritage Month
- Pride Month
- Mental Health Awareness Month
- Military Appreciation Month
- Disability in Employment Awareness Month

Busey celebrates these opportunities for education, inviting associates to share their stories and experiences with one another through internal campaigns. As an organization, we honor heritage months and awareness days through timely internal articles, webinars with pertinent experts and external organizations, book clubs and additional resources.

FAIR COMPENSATION

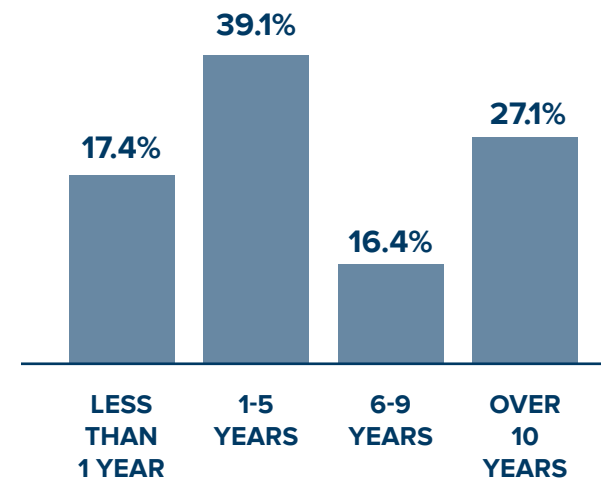
Busey is committed to compensating all associates fairly, free of any discrimination. Associate pay is determined using a balanced approach, taking into consideration a wide variety of key internal and external factors aligned with our culture, values and business strategies while rewarding high quality performance and encouraging growth and development.

Contributing factors include internal pay equity for positions based on similar skills, knowledge, training, experience, responsibility and accountability, external market competitiveness, relevant associate experience and individual and organizational performance.

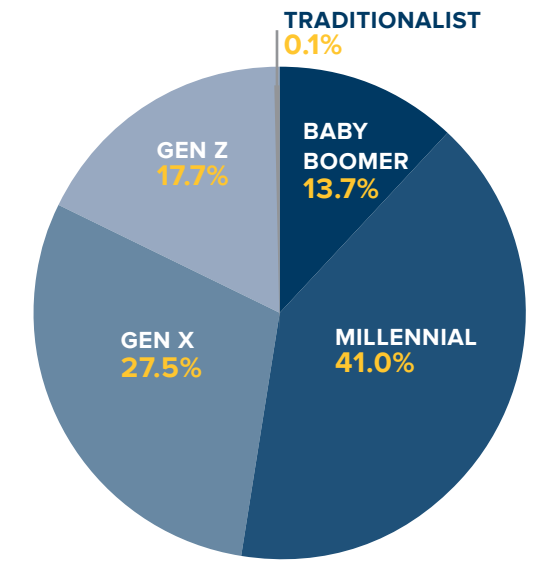
In 2023, those who self-identified as women were paid on average 100% of what those who self-identified as men were paid for similar roles.

Similarly, associates who self-identified as other than white under the EEO Commission classification were paid on average 100% of what employees who self-identified as white were paid for similar roles.

ASSOCIATES BY TENURE

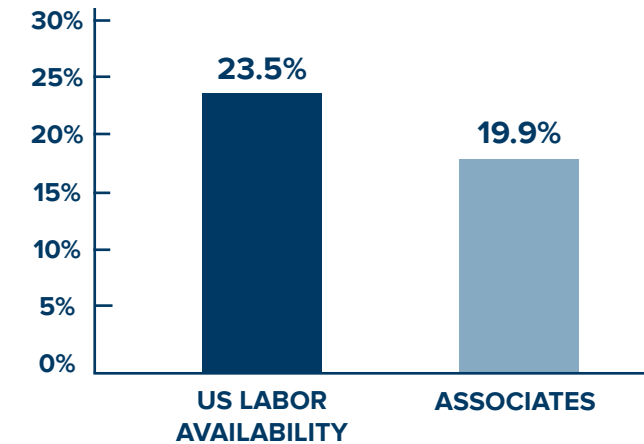


ASSOCIATES BY GENERATION



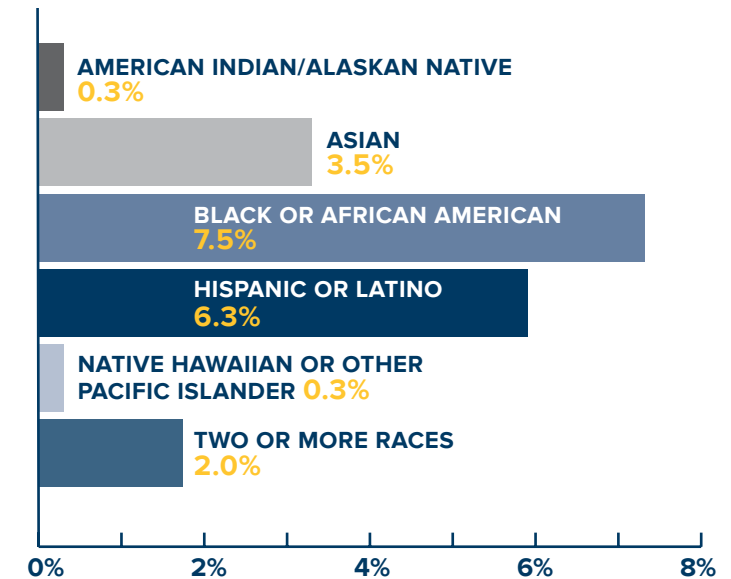
Traditionalist: 1928-1945 | Baby Boomer: 1946-1964 | Gen X: 1965-1980 | Millennial: 1981-2000 | Gen Z: 2001-2012

ASSOCIATES OF COLOR VS. US LABOR FORCE AVAILABILITY



Labor Force availability according to the U.S. Bureau of Labor Statistics Report on Labor Force Characteristics by Race and Ethnicity, January 2023

ASSOCIATES OF COLOR PERCENTAGE OF BUSEY WORKFORCE



When each of us is **visible**, **included**, **welcome** and **heard**, we **grow** and **thrive** both as **people** and as an **organization**.

ASSOCIATE ENGAGEMENT

We recruit and retain the best and brightest associates—associates who are positive, determined, thoughtful, resilient and humble.

We provide them with the knowledge and resources needed to succeed at Busey, empower them to take ownership of their tasks and recognize them accordingly.

- Nearly 1,500 associates with an average tenure of 7.6 years.
- Over 216 internal promotions in 2023, based on personal/team performance and achievements.
- 25% of hires in 2023 were referred by a Busey associate.

Through the annual Associate Engagement Survey, each department identifies strengths and areas for improvement. Busey partners with Gallup™ to administer the survey, which focuses on 12 elements that exist in every high-performing work environment. In 2023:

- 91% of associates completed the survey, which has been an annual initiative since 2015.
- Busey scored 4.31 (out of 5.0) based on the 12 critical measures of engagement—an increase from 2022’s score of 4.28.

Additionally, through independent, third-party award programs, Busey routinely offers opportunities for associates to provide confidential feedback through surveys.

These feedback channels have identified associate needs, providing Busey with the opportunity to enhance several components of the associate experience.



TRAINING, DEVELOPMENT & RECOGNITION

Busey is committed to providing opportunities that equip associates with the knowledge, skills and behaviors necessary to support and embody the **Busey Promise** by delivering on our vision of **service excellence in everything we do for our Pillars**.

Our corporate development programs focus on optimizing our greatest asset—our people—no matter where they are in their careers.

- Since 2017, Busey has been an annual recipient of the **BEST Award** from the *Association for Talent Development*.
- In 2023, Busey associates completed over 59,000 hours of personal and professional development training, including all program participation, leadership development, required material and voluntary e-learning.
- 55% of Busey associates are actively participating in programming designed to further develop their capabilities.
- Over \$8 million invested in associate training and development since 2014.
- In 2023, Busey associates completed more than 4,000 e-learning courses and nearly 65,000 e-learning videos.
- Associates shared nearly 1,500 Mission Moments in 2023 to express gratitude for their colleagues.

BUSEY’S AWARD-WINNING, MULTI-TIERED TRAINING & DEVELOPMENT PROGRAMS INCLUDE:



TAKING FLIGHT

A robust, multi-phased onboarding program for new team members. Includes lessons on Busey’s history and heritage, community engagement, diversity efforts and our core values.



DEVELOP

Open to all associates interested in growing individually and professionally with a strengths-based approach.



SERVICE ACADEMY

A program aimed at further enhancing the internal and external customer experience.



EVOLVE

Highly selective program for emerging leaders including mentorship by senior leaders.



TRANSFORM

High-level program geared towards the continual refinement of influential leaders responsible for transforming our organization.



CAREER EXCURSIONS & DEVELOPMENT

Career services, support, tools and resources to help associates navigate and achieve their career goals.



BUSEY LEADERSHIP INSTITUTE

This program allows managers to hone leadership abilities for high-performing and highly engaged workplace teams.



BUSEY LEADERSHIP DEVELOPMENT INSTITUTE | COMMERCIAL & WEALTH

A formal two-year program designed to recruit and train high-level talent, providing participants with a solid foundation for future roles in Commercial Banking or Wealth Management.



TAKE 5

This program provides associates with an opportunity to step away from the daily routine and learn something new in just a few minutes.



CERTIFIED FINANCIAL PATHWAYS FACILITATOR PROGRAM

A program designed to identify, recognize and train Busey associates who are interested in facilitating financial literacy workshops or act as support partners during live and virtual training events.



THRIVE

This program is designed to support continuous learning no matter where associates are on their career path. It is offered on an ongoing basis to expand knowledge, foster a continued growth mindset and support personal well-being.



WELLNESS WEDNESDAY

Weekly Wellness Wednesday sessions provide associates a productivity and mindfulness break, education on a wellness topic and answer any wellness-related questions.



ELEVATE

A mentoring program available to all associates to support a diverse workforce and address individualized needs for professional development. The program is structured to provide mentoring that fosters collaboration and connects people with varied experiences to achieve their goals at Busey.

Jennifer Soderlind, Vice President - Strategic Project Manager, high-fives Dr. John Eliot during his *Transform* keynote address “One Busey - Help the Helper: Building a Culture of Extreme Teamwork”



Maddie Klein
Commercial & Wealth Analyst
and BLDI graduate

BUSEY LEADERSHIP DEVELOPMENT INSTITUTE

Busey’s Leadership Development Institute (BLDI) was created in 2017 and redesigned in 2021 to immerse emerging leaders in a robust two-year curriculum comprised of hands-on commercial, credit and wealth management training, leadership development opportunities and thorough exposure to all facets of Busey and banking.

The innovative curriculum provides candidates with foundational skills and specialized insight into our relationship-focused culture—ultimately developing a strong team that understands customer needs and can deliver unique strategies through personalized, comprehensive solutions.

SERVICE RECOGNITION

Busey believes the most effective way to recognize an associate is through individualized and specific feedback. We have established more than 25 opportunities that encourage both peer-to-peer and leadership-to-associate recognition and appreciation. These unique opportunities include:

Associate Appreciation Month

Busey dedicates the entire month of September to our outstanding associates. With a new surprise each day throughout the month, we recognize Team Busey with personalized gifts and prizes, positive experiences and opportunities to engage with their colleagues.

Random Acts of Kindness Week

Each February, Busey spends one week making the world a kinder place. Associates are encouraged to initiate random acts of kindness and help spread a culture of appreciation to our associates, customers and communities.

Giving Gratitude Week

Each November, Busey spends one week reminding associates of the power of gratitude and encouraging specific practices that make a difference for themselves and others.

Fulfilling Dreams

Each month, Busey provides a select few associates with a little extra help for themselves and their families. Associates nominate themselves or their coworkers, and gifts so far have included adoption assistance for an LGBTQ+ family, a safe at-home playground for autistic children, a headstone for a deceased parent and funds to rebuild after severe storms.

Mission Moments

Busey encourages associates to celebrate Mission Moments—moments when associates showcase Busey’s core values through interactions with colleagues and customers. Our intranet platform allows this recognition to be organic and intimate between members of Team Busey. Quarterly awards from submissions further support a culture of gratitude and excellence.

Individual Recognition Campaigns

Through such campaigns as *Why I Give*, *Volunteer of the Month* and *Volunteer of the Year*, associates’ stories, achievements and philanthropy are shared with our large digital audience.

B Well Workplace and B Well Impactful Leader Awards

Associate groups and individuals who exemplify Busey’s wellness culture are entered for special wellness-related rewards.

TOTAL REWARDS

Total Rewards is what Busey offers our associates in honor of their time, talents, efforts and results. We have always prioritized our associates’ quality of life, both inside and outside of the office.

Work-Life

- Full-time & part-time employment
- Employee Assistance Program (EAP)
- Wellness credit for fitness club membership
- B Well initiatives/incentives
- Dependent care Flexible Spending Account (FSA)
- In-house financial planning services & education
- Legal advisory services
- Community volunteer opportunities
- Bank/wealth management service discounts
- Professional Image Program (PIP)
- Wellness coaches
- Fitness, mindfulness and nutrition streaming service

Performance and recognition

- 1:1 meetings
- Performance reviews
- Performance planning/goal setting
- Service milestones
- Retirement recognition
- Associate Appreciation Month
- Customer service recognition
- Fulfilling Dreams
- Peer-to-peer service recognition

Development and career opportunities

- Tuition reimbursement/educational assistance
- On-the-job learning
- Attendance at outside seminars and conferences
- Access to virtual learning and webinars
- In-house training programs
- Self-development tools
- Career excursions and coaching services
- Internal job postings
- Job advancement and promotion opportunities
- Career discovery internship program

Compensation

- Competitive pay
- Holiday pay
- Sales & performance incentives
- Performance bonus awards

Benefits

- Medical/prescription drug plan
- Dental plan
- Vision plan
- Critical illness insurance
- Flexible Spending Accounts (FSA)
- Health Savings Account (HSA)
- Life insurance
- Spouse/dependent life insurance
- AD&D insurance
- Short-term/long-term disability insurance
- Pet insurance
- Cost transparency & financial advocate tool
- ID theft protection
- Profit sharing plan
- 401(K)/Roth 401(k)
- 401(K) safe harbor match
- Unemployment insurance
- Worker’s compensation insurance
- Social security insurance
- Medicare
- Vacation
- Sick time
- Paid parental leave
- Award time
- Bereavement leave
- Employee Stock Purchase Plan
- Insurance decision support tool
- Medicare consulting services
- Virtual physical therapy for joint/muscle pain



HEALTH & WELLNESS

Busey’s award-winning wellness program, **B Well**, offers challenges, educational opportunities, fitness classes, on-site biometric screenings, clinics and flu shots—all while putting money back in associates’ pockets through cash incentives and Health Savings Account (HSA) contributions.

96% participation rate in wellness program

Over \$6 million paid out in cash incentives and HSA contributions since program inception

Hosted 52 Wellness Wednesday sessions to provide a productivity and mindfulness break while offering education and Q&A sessions on wellness topics

Offered webinars to support mental and financial wellbeing

Nearly 45 Busey associates serve as “Wellbeings” in a champion network to support a culture of wellness

Access to Busey’s 24/7 associates only fitness center and gym reimbursement

Free access to our Employee Assistance Program, ComPsych—a 24/7 online mental health resource and support system

Named among the 2017-2023 Healthiest Employers St. Louis by *St. Louis Business Journal*

Named among the 2018-2023 Illinois’ Healthiest Employers by *Crain’s Content Studio* and *Cigna*



HOLISTIC WELLNESS SUPPORT

Wellness means something different to everyone, and Busey offers a holistic approach by looking at every person as a whole being through **B Well**—a personalized and comprehensive health and wellness program available exclusively to Busey associates. This award-winning program offers encouragement while focusing on the eight interconnected dimensions of wellness—emotional, environmental, financial, intellectual, occupational, physical, social and spiritual.

B Well provides the incentives, privacy and support to adopt and maintain a healthier lifestyle, one habit at a time. By taking advantage of the possibilities offered through the program, **B Well** can help associates enhance their health and wellbeing while putting money back in their pockets. Associates can earn up to \$1,000 in cash or health savings account deposits by tracking healthy habits, competing in friendly challenges and engaging with wellness-related resources.

B Well also offers opportunities for associate recognition through the **B Well Workplace Award** and the **B Well Impactful Leadership Award**.

The Workplace Award provides an opportunity to recognize teams within Busey who are consistently engaged in wellness initiatives. These teams regularly join quarterly challenges, participate in wellness initiatives and outline specific goals for completion.

The Impactful Leadership Award plays a key role in Busey’s culture of wellness by modeling self-care, prioritizing wellness and creating an environment that promotes healthy habits. Associates nominate those within Busey who exemplify wellness-minded leaders.

OUR CUSTOMERS



Busey Bank is a **one of a kind**, absolutely amazing place to bank! You go **above and beyond** serving us in a way that truly shows your passion and commitment each and every time! **By far the best bank!**

- Business client in LeRoy, IL

The Busey team is very **compassionate** and **dedicated**, supporting customers to achieve their financial and personal goals. With your help, I was able to clean up my credit and buy a home. None of this would be possible without your guidance. Thank you!

- Beverly G.

Amazing, smart, helpful staff.

If I have a question and they don't know, they **FIND OUT**, not just tell me what they think might be the case. I feel very comfortable at Busey, and that's why I even bought stock there! Been banking at Busey for at least 20 years and never a bad experience! That is rare!

- Sarah C.

CUSTOMER EXPERIENCE AND RESPONSE

Busey serves our customers as One Busey, operating multiple business lines to bring a suite of products and services to each customer. Since we opened our doors in 1868, our core values to service excellence have remained, creating a strong foundation and shaping our culture.



Over 240,000 individuals served through five segments—business, wealth management, personal, treasury management and FirsTech.



Nearly 60 banking centers in Illinois, Missouri, Florida and Indiana.



Busey offers a full suite of innovative remote banking capabilities, nationwide ATM coverage, drive-up banking, Busey eBank and contactless payments, allowing customers to access our services anytime, anywhere.



VALUED FEEDBACK

Net Promoter Score (NPS®) is a customer experience metric and the global standard used across industries and organizations to gauge customers' satisfaction and loyalty. The score is based on customers' indication of how likely they are to recommend the company's products or services to others, typically on a scale from 0 to 10. Final overall scores for the company range from -100 to 100.

A high NPS indicates stronger customer relationships, more referrals and oftentimes greater growth. Using NPS feedback, companies can get to the heart of why customers would or wouldn't recommend their organization to others and can use that information to make improvements to current operations and guide decision-making on new products and services.

In 2023, nearly every one of Busey's business segments and regions saw record-high scores and significant year-over-year NPS growth.

"These scores are a direct reflection on the outstanding service provided by associates across our organization," said Van A. Dukeman, Chairman and CEO of First Busey Corporation and Busey Bank. "Personalized service, proactive communication and quick response times ensure customers feel supported and valued and help us create deeper and more meaningful relationships that last. That's what we strive for in every interaction we have."

PERSONALIZED & STANDARDIZED

APPROACH TO SERVICE EXCELLENCE

In 2023, Busey created and launched the Client Experience & Survey Playbook, a guide for all associates to understand their impact and role in delivering personalized service excellence to Busey clients, customers and fellow associates. The Playbook further outlines how customer surveys inform our service standards and improvement opportunities. The Playbook has been integrated into onboarding and training plans for all associates, regardless of role or tenure, to standardize expectations and outcomes of service excellence.

- From over 26,000 survey responses, Busey associates followed up with more than 20,000 customers in 2023. Associates conducted 100% of the required outreach to these survey respondents.
- Busey's 2023 Customer Satisfaction score (CSAT) was 9.4 out of 10, an improvement from 9.3 in 2022 and tying a record-high annual score.



A PARTNERSHIP COMBINING OVER 200 YEARS OF EXPERIENCE

On April 1, 2024, Busey acquired Merchants & Manufacturers Bank (M&M Bank). The partnership will enhance Busey's growing suburban Chicago market presence by expanding the company's deposit market share in DuPage and Will counties, while bolstering its commercial banking relationships and wealth management capabilities.

With a shared commitment to service excellence, this partnership of like-minded companies with Midwestern roots and values will advance our longstanding commitments to providing premier associate and customer experiences while supporting the communities where we live and work.

Busey will operate M&M Bank as a separate banking subsidiary of Busey until it is merged with Busey Bank, which is expected to occur in June 2024.

Being a strong, local bank for the communities we serve is important to both Busey and M&M, and thanks to outstanding associates, we both have been successful growing our companies. With a collective, focused expertise in well-capitalized banking—built on the foundational principles of community banking—our combined franchise will pair Busey's regionalized approach with M&M's Life Equity Loan® products and commercial lending expertise to provide clients with personalized solutions.

- Van A. Dukeman, Chairman and CEO of First Busey Corporation & Busey Bank



RECORD-HIGH NPS SCORES IN 2023

Busey's Corporate and Wealth Management NPS results outperformed some of the largest banks and investment firms in the country, per Forrester's 2023 Net Promoter Rankings Report.

FIRST BUSEY CORPORATION



RECORD-HIGH NPS SCORE OF 56.5

14.4 POINT improvement from 2022

WELL ABOVE industry average of 23.5

BUSEY WEALTH MANAGEMENT



RECORD-HIGH NPS SCORE OF 79.8

10.9 POINT improvement from 2022

WELL ABOVE industry average of 24.9



REGIONAL BANK. LOCAL LEADERSHIP.

Busey utilizes a unique regional banking model to bring the entire Busey experience to each community through local leadership and autonomy.

Through this model, Busey is able to “out-big the smalls and out-small the bigs,” meaning we can deliver the customer experience of a smaller community bank with all the efficiencies, products, technology and resources of a larger bank—uniquely consolidating our strengths to the benefit of our clients.

This unique ability allowed Busey to weather the turmoil in the banking industry during the first half of 2023. We proactively addressed clients’ needs while identifying opportunities to communicate and engage with reassurances of our sound and stable balance sheet. This approach resonated with clients and allowed Busey to experience minimal to no disruption following industry upheaval, as evidenced by our record-high NPS performance.

Busey is proud to offer dynamic capabilities across all business lines. Through the regionalization model, we are unified in our efforts to further enhance our clients’ experiences through additional products, tools and resources while continuing to grow the business.

TECHNOLOGY FOCUS AND INITIATIVES

Busey remains committed to delivering on our promise of service excellence by providing the very best in innovative technology.

As an organization, we continue to rigorously pursue digital transformation and optimization in all aspects of our business, from front-line revenue generation to back-office automation.



HOW CUSTOMERS CONNECT WITH BUSEY

Social Media

Engages customers in giveaways and charitable initiatives while keeping them informed about upcoming promotions, new services, opportunities to give back and more.

The Pillar

Busey’s tri-annual magazine explores issues that matter most to Busey’s customers, their families and their financial futures.

Money Matters

A blog designed to provide insights, resources and tips from the experts at Busey.

Financial Pathways

A money-wise educational platform designed for adults and 7th through 12th grade students that provides an engaging learning experience through a series of interactive modules designed to deliver actionable financial education.

Valued Feedback

Through resources such as NPS and customer satisfaction surveys (CSAT), Busey invites, responds to and integrates feedback from thousands of customers.

DIGITAL RELATIONSHIP BANKING INITIATIVES

At Busey, we’re proud to offer convenient digital banking platforms that enhance our customers’ user experience, ensuring service excellence from any location.

eBank and Busey – Mobile App

A full suite of digital banking services that allow our customers to view balances, transfer funds, pay bills, deposit checks and monitor finances remotely.

Schedule an Appointment

Customers can quickly and conveniently book services through our website, including appointments related to personal checking and savings, mortgage and wealth management.

Online Account and Consumer Loan Applications

Open savings, checking, money market or HSA accounts or apply for personal, RV or boat loans any time of day.

Anytime Line

Customers can call our 1-800 number at any time and leave a message or connect with a Customer Care associate.

VALUES-ALIGNED INVESTING

Busey Wealth Management experts have unparalleled experience in devising custom, comprehensive solutions for individuals, families and organizations with complex financial needs.

Some clients want to embrace certain industries and companies or avoid exposures based on their values or impact goals. Busey Wealth Management is committed to delivering a comprehensive approach to meet each of our client’s needs, reflecting their values, vision and legacy for future generations, including:



VALUES-ALIGNED INVESTING

Broadly incorporates financial and non-financial considerations into your portfolio



SOCIALLY RESPONSIBLE INVESTING

Also known as environmental, social & governance investing, investments are screened for their business practices



IMPACT INVESTING

Companies with an intentional positive impact are actively incorporated into the portfolio



MISSION-RELATED INVESTING

Not-for-profit organizations invest their portfolio in ways that align with their charitable mission



BUDGETING TOOLS AND FINANCIAL CALCULATORS

Busey’s budgeting tool, Money Manager, is available as part of the online and mobile eBanking platforms at Busey Bank. The tool is designed to empower our customers to take control of their finances. Busey’s Financial Calculators also help customers plan for their financial futures, no matter where their paths may take them.

Whether our customers are planning to buy their first home, help their children pay for college or plan for their retirement, Busey has the resources to support their goals.

COMMUNITY BANKING

For more than 155 years, Busey has helped identify and bridge the needs of neighbors, working hand-in-hand with the communities we serve to revitalize low- and moderate-income (LMI) neighborhoods. Through our team of 10 Community Banking Officers—four of whom are bilingual—Busey is committed to the fair treatment of all customers and maintains high standards of corporate responsibility by providing consistent, objective and unbiased treatment to all. One family, one street, one city at a time—we are making banking relationships and homeownership happen for those who have historically been unbanked and underbanked.

In addition to promoting community development across the entire footprint of Busey and leading the Busey Bank Bridge effort (more on page 39), the Community Banking Team offers 150 proactive, focused events annually. These include homeowner education workshops, financial literacy seminars, credit education classes and first-time homeowner events. All workshops are geared toward the communities Busey strives to reach.



WORKSHOPS OFFERED

Financial Foundations | Building Financial Capacity
 Owning a Home | Investing in Your Future
 Preparing for Retirement | Small Business Essentials
 Financial Caregiving | Smart Budgeting
 Smart Saving | Smart Investing

CERTIFIED FINANCIAL PATHWAYS PROGRAM

In 2023, Busey grew its Certified Financial Pathways Facilitator Program (CFPF) to identify, train and recognize Busey associates who facilitate workshops or support live and virtual Financial Pathways events.

As of December 2023, the program has 55 certified facilitators who have helped Busey conduct over 150 financial literacy workshops, seminars and presentations across all markets since the program's launch in July 2022. This amounts to over 2,000 hours of training delivered to fellow associates, customers and community members.

FINANCIAL PATHWAYS
 FINANCIAL PATHWAYS

Busey's commitment to bettering the communities we serve includes providing expansive access to financial education tools. Busey's promise to our Pillars—*associates, customers, communities and shareholders*—has taken another step forward with the introduction of Financial Pathways, a financial education platform that provides an engaging learning experience through a series of targeted modules.

The complimentary program is an interactive financial education solution delivering unique learning opportunities to customers and communities throughout our footprint and beyond. With over 250 educational experiences available, these programs were designed with both adult community members and 7th through 12th grade learners in mind.

The personalized experience is centered around a robust content library to support each learner's goals and needs. Programs cover a wide variety of topics—from building financial capability and owning a home to preparing for retirement and investing in the future—and each lesson ranges in length from 5-10 minutes. Each playlist builds on existing knowledge, providing deeper insights to help users make the best decisions for their long-term financial wellness.

To learn more or access the program, visit Busey's financial wellness center at busey.com/financialpathways.

COMMITTED TO THE DREAM OF HOMEOWNERSHIP

Busey offers a suite of products that benefit low- and moderate-income (LMI) borrowers and works with various community partners to promote options including conventional and down-payment assistance programs. Often, our Community Banking Team will utilize more than one program, ensuring that each family is getting the best assistance available.

Busey Bank delivers on its goal of helping LMI families realize their dreams of homeownership through strategic partnerships, financial education and innovative products such as the Bank's own MyCOMMUNITY Home Loan, FHA/VA/USDA lending, and Fannie/Freddie Home Ready and Home Possible programs. In 2023, Busey funded over \$175 million in mortgage loans to LMI families and/or communities.

Just a few of these programs include:

Federal Housing Administration (FHA), Veterans Affairs (VA) and United States Department of Agriculture (USDA)

In 2023, Busey originated over \$8 million in FHA, VA and USDA loans.

Down Payment Plus (DPP) Assistance Grant

In 2023, the DPP grant through the Federal Home Loan Bank of Chicago (FHLBank Chicago) has allowed Busey to deploy approximately 75 grants for \$780,000, helping customers with down payments on their homes.

MyCOMMUNITY Home Loan (MCHL) Program

In 2023, the Community Banking Team closed on nearly 200 loans for over \$40 million. Quite simply, these families would not have had the opportunity to own a home without this specialized portfolio program.

In 2023, the Busey Bank MyCOMMUNITY Home Loan Program reached an incredible milestone—providing over \$100 million in home loan funding for over 850 families since the program's inception. The continued impact of this program is a testament to Busey's steadfast commitment to holistic community development.

The MyCOMMUNITY Home Loan Program was developed in 2014 to assist individuals who may not qualify for traditional banking products, but still dream of owning a home. It offers special loan terms and qualifications to help prospective homebuyers build and establish a record of payment, as well as other benefits to help them through the mortgage process.



SUPPORTING PURPOSE AND PROGRESS IN OUR COMMUNITIES

Building our communities through purpose and progress means partnering with others to provide needed support and funds for various initiatives. In 2023, Busey was proud to be involved with two different programs involving the Federal Home Loan Bank of Chicago (FHLBank Chicago). Busey is a member bank with the FHLBank Chicago.

AFFORDABLE HOUSING PROGRAM SUBSIDY

The Peoria Citizens Committee for Economic Opportunity, Inc. (PCCEO), a nonprofit organization focused on housing development and rehabilitation services in Peoria, IL—and specifically in the economically challenged Southside area—was awarded an Affordable Housing Program (AHP) subsidy of \$360,000 through the FHLBank Chicago towards the South Village Homeowner Rehab Project. This is the third subsidy awarded to the successful project since 2019.

“The South Village Homeowner Rehab project has been a resounding success, and we’re excited about the opportunity to once again team up with PCCEO to help the residents of South Village,” says Sandy DeMond, Senior Vice President - Director of Community Banking at Busey. “Through collaboration with PCCEO, this project really helps local homeowners in the south side of Peoria make substantial improvements to their living conditions. It’s truly had a significant impact on improving people’s lives and making the community a better place to live, and we’re proud to be part of it.”

Busey is working with PCCEO to identify and finance six qualified homeowners, pre-screened by PCCEO under Busey’s minimal credit guidelines, at \$5,000 per borrower to be repaid over 60 months. In all, 24 low-to moderate-income homeowners living in the South Village Tax Increment Financing district will receive funding to renovate their single-family homes with major improvements. Primary renovations focus on roof replacements, with the secondary focus on electrical and structural repairs.

“We know if a homeowner can’t afford to replace their roof, that becomes the death of a house. Eventually, that house is going to become abandoned property, one that the city is going to have to demolish in the future,” says Robin Grantham, Community Development and Engagement Manager at PCCEO. “What we’ve found is that when we help these homeowners make the critical repairs needed to maintain their home, there’s a sense of pride that follows and they continue to make improvements to the home. So, it’s helping to stabilize the area and the market values of properties within the neighborhood.”

COMMUNITY FIRST ACCELERATE GRANT

Busey also worked closely with Tremayne Branch—owner of Rumberger Holding Group, LLC in Peoria—to successfully apply for a Community First Accelerate Grant for Small Business through the FHLBank Chicago during the recent round of submissions in late 2023. The Accelerate Grants provide grant funds, up to \$25,000 per business, to support the growth and development of small businesses in members’ communities in Illinois and Wisconsin.

The holding group operates Rumberger’s Wings & More in Peoria, IL, and was one of 172 businesses in Illinois and Wisconsin to be awarded the grants. In total, the FHLBank Chicago awarded \$4.3 million in Accelerate Grants across the two states.

“The Accelerate Grant allows businesses like Rumberger’s to grow without impacting their bottom line. As a result, they’re able to magnify and nurture the positive progress in the communities they serve,” says DeMond. “For Tremayne, his business will be able to expand their ongoing efforts to help others in the Peoria area. He has already helped provide free meals at local events, and his outreach initiatives have resulted in the recruitment and employment of over 100 employees since the restaurant opened. Tremayne’s philanthropic efforts are commendable and reflect his company’s commitment to giving back to the region.”

In addition to helping expand Rumberger’s kitchen, the grant will be utilized to purchase, repair and upgrade essential equipment to further improve the overall customer experience.

“Small businesses in our members’ communities provide valuable products and services that contribute to local economies,” said Katie Naftzger, Community Investment Officer, FHLBank Chicago. “Accelerate Grants provide an opportunity for our members to strengthen their partnerships with local small businesses, thereby supporting economic growth and job opportunities and strengthening the fabric of the rural, urban and small town communities served by our members.”



- 1) **Tremayne Branch**, owner of Rumberger Holding Group, LLC, pictured with **Rita Ali**, current Mayor of Peoria, IL.
- 2) **Andy Cave**, Executive Vice President - Market President, and **Briggert Carter**, Senior Vice President - Treasury Management Executive, present **Tremayne Branch** with a Community First Accelerate Grant for Small Business through the FHLBank Chicago.
- 3) **Sandy DeMond**, Senior Vice President - Director of Community Banking, and **Luisa Gomez**, Vice President - Community Banking Development Manager
- 4) **Leslie Vallar**, Assistant Vice President - Private Client Manager, sneaks a sample of the famous Rumberger’s Wings from **Tremayne Branch**.

SMALL BUSINESS

Small businesses are vital to the communities we serve, and Busey is committed to supporting small business development through specialized lending programs and proactive small business outreach. In 2023, Busey originated over 1,100 Community Reinvestment Act (CRA) -qualified small business and small farm loans, totaling nearly \$350 million. Busey Bank is a Preferred Lender with the Small Business Administration (SBA) and originated over \$21 million in SBA loans in 2023. The organization focuses on SBA 7(a) loan, SBA Express loan and SBA CAPLine loan products.

Having preferred lending status allows Busey to approve SBA loans in-house, streamlining the process of moving ahead with the borrower.

DEVELOPING OUR LOCAL COMMUNITIES

With a CRA commitment that stretches beyond the minimum legislative requirements, Busey’s goal is to maintain high standards of performance in meeting the needs of our communities.

In the last year, the organization has contributed over \$1.06 million in CRA eligible monetary donations and over 2,400 volunteer hours through CRA efforts across our footprint. Busey associates donate their time and talent to worthy organizations such as:

Children’s Advocacy Center of Southwest Florida

An organization that provides a coordinated response to child victims of abuse and neglect, improving the lives of at-risk children and their families.

C-U One to One

A school-based mentoring program that positively impacts the lives of public school students in Champaign-Urbana, IL, through support, encouragement and guidance.

GiGi’s Playhouse

A network of Down syndrome achievement centers that provide free therapeutic, educational and career programs for individuals of all ages.

The Good Samaritan House

A provider of emergency shelter and other housing-related services to women and children experiencing homelessness.

In 2023, Busey invested a combined \$25 million in CRA qualified commitments, including but not limited to:

- Six **Low-Income & Affordable Housing Tax Credit** investments to provide affordable housing for low-income households in primarily low- or moderate-income and majority-minority census tracts.
- Three **New Market Tax Credit** projects to attract private capital investments and stimulate job growth in low-income communities, including brownfield remediation of a heavy industrial site.
- A **New Market Tax Credit** project to finance preservation of a massive historic structure in a persistent poverty county. The structure will serve as the headquarters, retail space and facilities for a nonprofit that serves over 125,000 low-income residents. The non-profit focuses on empowering African Americans, and other members of the region, to achieve economic self-reliance, social equality and civil rights.
- Investment in a Historic Tax Credit Rehabilitation Project to transform a vacant, five-story industrial building into housing to help revitalize a high-minority, moderate-income community.
- Investments in multiple minority depository institutions to help fund the credit needs of their communities.
- Investment in a school district that serves a high-minority, low-income student population to help lower the cost of energy conservation improvements and refinance other projects.

Busey is proud to report \$257 million in community development loans, as a part of our CRA efforts in 2023.

In addition to conventional financing and loans, Busey offers unique economic solutions by engaging in innovative partnerships to support customers while revitalizing and developing communities across our footprint.

Examples include:

Bridge Checking Account



New in 2023, Busey’s Bridge Checking program is an affordable option with digital banking designed to give access and peace of mind to our communities.

Busey’s Bridge Checking is BankOn certified and available to customers who are unbanked, underbanked or who have encountered financial troubles in the past, providing them with the opportunity to establish a healthy banking relationship. In 2023, Busey helped our customers open more than 900 Bridge Checking accounts.

The BankOn Program ensures every resident has access to affordable financial products and services—Busey is proud to support this effort.

Garden Hills SLEEP

An ongoing collective effort between the City of Champaign, IL, and Busey Bank has resulted in a \$67,500 grant to aid improvement of exterior lighting on 20 homes in the historic Garden Hills neighborhood.

In an effort to revitalize Garden Hills, Busey partnered with the City of Champaign on the SLEEP initiative—Safety, Lighting, Energy-Efficiency Program—by funding emergency escape and rescue windows and exterior lighting installation. Additionally, Busey lent up to \$75,000 for five qualified homeowners to fund further upgrades to their homes.



BUSEY + GIES: PARTNERSHIP WITH PURPOSE

Through a unique, student-centered partnership, Busey Bank and the University of Illinois’ Gies College of Business are working in tandem to prepare tomorrow’s purpose-driven business leaders with the tools and practical skills needed to succeed.

Together, the collaboration between Busey and Gies’ Investment Management Academy (IMA) provides select students with institutional investment experience and the opportunity to manage more than \$1 million of University of Illinois Foundation assets for a truly real-world experience.

As part of the program, students take on all the responsibilities expected of analysts in a fund management environment. Members of the Academy conduct industry research, prepare qualitative and quantitative assessments of investment candidates, present investment recommendations, conduct due diligence on investments, oversee trading, manage industry concentrations and report on fund performance.

Participation in the Academy results in practical feedback from fellow senior members and alumni of the program, who—through internships and experience—sharpen students’ skills in industry analysis, company valuation, modeling and forecasting techniques and the practical use of multiple equity research and multiple information databases.

“The Investment Management Academy reached out to Busey to ask if we wanted to be a part of the program and be a resource for the students, showing them real-world investment reporting and investment management efforts—basically how managing investments works in practice. We jumped at the opportunity to help,” says Bob Ballsrud, Executive Managing Director - Wealth Advisory for Busey Wealth Management. Bob is a Gies Business alumnus with a degree in finance.

“As part of this relationship, we also value the opportunity to be a resource for the students and get to know them so that when they graduate and are looking for internships or full-time positions, we’re an option for them as a robust investment management team, not just the local bank.”

FAIRMONT CITY LOCATION

Just east of St. Louis, MO, sits Busey’s Fairmont City, IL, location—offering unique support and services specifically designed for the Spanish-speaking community in the Metro East area of St. Louis.

With the service center located just five minutes from the Gateway Arch, St. Louis community organizations who serve the Hispanic population are thrilled to have a bank that can meet their clients’ needs. Since its inception, the Fairmont City branch has filled a significant gap for the area’s growing Spanish-speaking population. Sandy DeMond, Senior Vice President - Director of Community Banking, was instrumental in the establishment of the Fairmont City service center.

“My parents are from Guatemala, and I remember being that kid translating for my parents at the bank. The creation of the Fairmont City branch is always going to hold a special place in my heart,” says Sandy. “When you walk into that location, you notice we don’t have a traditional teller line. We don’t have a barrier. It’s a very inviting atmosphere.”

The impact of the branch on the Fairmont City community has been evident. Prior to its opening, residents relied on grocery stores and check cashing establishments for their financial needs. Now, the town’s 2,500 residents have a full-service bank—a place to cash checks, open checking accounts, save money, receive loans for cars and realize the dream of home ownership.



“I am so happy that Busey has a bilingual staff because there is a vast community that needs the Spanish language to communicate, and I applaud them.”
- Petra, Busey customer, translated from Spanish

OUR COMMUNITIES

BUSEY BANK BRIDGE CENTER CELEBRATES ONE-YEAR ANNIVERSARY

Over the past year, one of our most impactful resources for community development has found a home in Peoria—empowering partnerships with various area organizations for purpose and progress.

The Busey Bank Bridge, which was designed to promote financial security and opportunity, celebrated its one-year anniversary on June 8, 2023. This unique community collective provides access to economic opportunity through various means, such as hosting meetings and events, conducting in-person and virtual workshops and providing community members with access to various financial education tools. Notably, each of the resources and services provided by the Bridge is free of charge.

Since the grand opening in June 2022, the Bridge has been able to develop and implement strategies that enhance the overall economic goals of the Peoria community by partnering with key community stakeholders—such as private, non-profit and government organizations—to expand access to economic opportunity for individuals, families and small businesses in the area. One such stakeholder is the Peoria Citizens Committee for Economic Opportunity (PCCEO), an organization that strives to promote economic security for low-income residents in Peoria County.

In a recently conducted survey, the PCCEO found that many individuals in Peoria County are concerned with the lack of financial management skills among those with limited economic support systems. The results indicated that 41% of low-income residents have personally struggled with budgeting skills during the past year. Further, 29% of low-income residents reported having

issues with credit card and loan companies as a result of these deficiencies.

To help solve this issue, the Busey Bank Bridge partnered with the PCCEO to provide budgeting skills development for their Family Empowerment Program.

“The PCCEO is excited to partner with Busey to utilize the skills, knowledge and talents of their employees to assist low-income residents in Peoria County in their pursuit of financial security,” says Jennifer M. Orban, COO of the PCCEO. “The support of the Busey Bank Bridge has allowed Family Empowerment Program participants to learn financial literacy skills and achieve their own short- and long-term financial goals.”

While Busey has invested a significant amount of time, energy and effort into the success of the Bridge, Andy Cave, Executive Vice President – Market President, recognizes how vital such community partners have been toward fulfilling our promise of building a better Peoria.

“Over the past year, we have been so fortunate to work with community members and local organizations such as the PCCEO who share our commitment to investing in the greater Peoria community,” says Andy. “We have improved the financial health of the community by showcasing our exceptional financial education resources and engaging our neighbors for the betterment of the Peoria community.”

For more information on the **Busey Bank Bridge** or to view upcoming events, visit busey.com/thebridge.



VOLUNTEERISM

We’re proud to give back to our communities by doing the right thing for our customers and building trusted relationships that span generations. In 2023, Busey associates generously gave nearly 16,000 hours of their time to hundreds of community organizations. Over 180 associates actively commit to board service in their communities.

Our associates are encouraged and recognized for being actively involved community members who enrich the quality of life for our Pillars. With two hours of paid volunteer time offered monthly to full-time associates, our team is inspired to find causes that resonate with them and get involved.

While associates regularly volunteer throughout the year, Busey dedicates the month of April to service through Community Promise Month. In April 2023, Busey associates volunteered over 2,500 hours of time and talent to worthy causes across our footprint.



Volunteer OF THE YEAR

Busey is proud to recognize Elizabeth Malko, Vice President – Financial Crimes Systems and Analytics Manager, as our 2023 Volunteer of the Year. Living the Busey Promise in her community, Liz completed over 326 hours of service in 2023.

Liz has dedicated her time and talents teaching skills such as effective communication, conflict resolution, leadership, accountability, confidence, respect and teamwork through the sport of fastpitch softball. Serving as a Whitnall Youth Softball coach and managing various youth fastpitch recreational and travel softball teams over the years has allowed her to give back to her community in a meaningful and personal way.

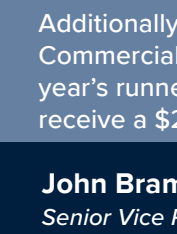
Liz grew up playing softball and went on to play in college. Being able to share her passion and knowledge with a group of athletes who have the same love for softball has been incredibly fulfilling.

Angelica Korzeniowski, Associate Vice President – Financial Crimes Systems and Analytics Officer, praises Elizabeth’s dedication. “Liz always does her best to help others. Just this past year, she spent a great amount of time coaching a girls softball team and mentoring the players. She is always a kind and generous person, and I’m so happy she’s being recognized for all her efforts to help the community.”

As Volunteer of the Year, Elizabeth will receive a \$1,000 donation on behalf of Busey to present to an organization of her choosing.



Elizabeth Malko
Vice President – Financial Crimes Systems & Analytics Manager



John Bramlette
Senior Vice President – Commercial Relationship Manager

COMMUNITY ENGAGEMENT

Working with our communities to support the arts, advocate for our youth and help neighbors in need, we promise to bridge needs by providing financial capital through monetary contributions and guidance, human capital through energetic and committed volunteers and leaders who advocate for business and sustainability practices within our communities.

Busey's charitable donations total over \$1.5 million annually, supporting the critical needs of each community through scholarships, youth programs, court advocacy, food security, shelter and more.

PAY IT FORWARD FRIDAYS

Busey associates have raised more than \$560,000 through the **Pay It Forward Fridays** initiative since its inception in 2015, including over \$110,500 in 2023 alone. Through a voluntary \$5 payroll deduction, associates can go *Casual for a Cause* and wear jeans every Friday. Each quarter throughout the year, associates select the charitable organizations that will benefit from **Pay It Forward Fridays**. These organizations have included:

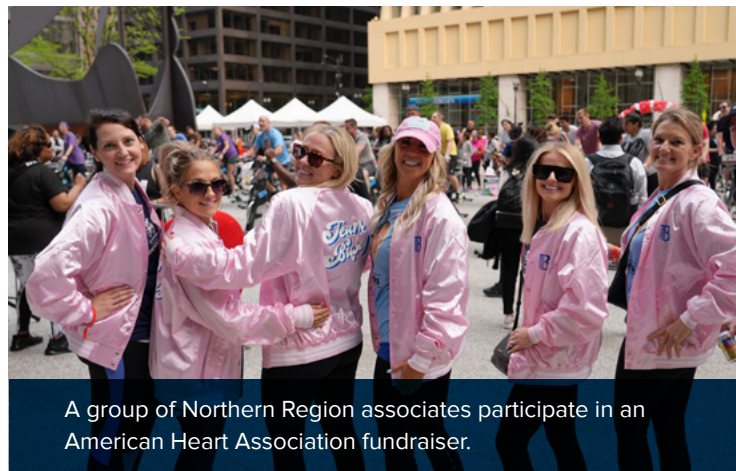
- Habitat for Humanity
- CASA (Court Appointed Special Advocates)
- Boys & Girls Club
- Feeding America chapters
- American Heart Association
- American Cancer Society
- Humane Society

BUSEY DRIVES GENEROSITY

Busey Drives Generosity is a campaign encouraging associates and customers alike to give generously, benefiting their neighbors and communities through donation drives and charitable initiatives. Campaigns include:

- January Sock Drive
- June Book Drive
- September Bandage Drive
- November Food Drive

In 2023, our associates and customers generously donated over 2,000 pairs of socks, 2,500 books, 500 boxes of bandages and 1,700 non-perishable food items to our communities.



A group of Northern Region associates participate in an American Heart Association fundraiser.



Members of the Girls & Boys Club of Greater Peoria choose a Kona Ice treat during a Busey Bank Bridge Center Event.



SCHOLARSHIPS

Available in select counties across our footprint, the Busey Bank Bridge Scholarship supports the academic endeavors of LMI students with a desire to pursue higher education. The \$2,500 scholarship is earmarked for tuition, fees, books and supplies. After meeting eligibility requirements and submitting required documentation, applications are carefully considered and reviewed by a Busey-appointed committee.

FINANCIAL COMMITMENTS & LOCAL INVESTMENTS

CHARITABLE ANCHORS

First Busey Corporation is proud to support charitable organizations working to strengthen the communities we serve. Busey's philanthropic community commitment centers around bridging the needs of our communities and the passions of our associates, with an emphasis on supporting vulnerable populations.



Renee Stagno, Vice President - Director of Regional Sales and Service; Syed Ahmed, Vice President - Commercial Relationship Manager; Farah Huber, Senior Vice President - Regional Manager, present a Busey sponsored **Little Free Library**.

BUSEY'S CHARITABLE GIVING ANCHORS OF 2023



Education for all, including programs focusing on:

- Financial literacy education for all ages
- Scholarships for academic futures
- Professional and educational development through mentorship and training



Health & Wellness advocacy to promote the wellbeing of our Pillars through:

- Local health research foundations
- Hospitals and other health centers
- Mental health awareness



Crisis Support/Human Services programs to improve the quality of life in our communities affected by tragedy, trauma, natural disasters or health related challenges through:

- Relief efforts
- Organizations that focus on food insecurity solutions and helping the unhoused
- Access to basic physical and mental health resources



Community Development initiatives that support community stability and revitalization with a focus on LMI communities through:

- Business development opportunities
- Economic self-sufficiency training and development
- United Way chapters across our footprint

"We understand that the local youth in our communities are our future," says Sandy DeMond, Senior Vice President - Director of Community Banking. "We are a community bank, and we want our communities to thrive. The Busey Bank Bridge Scholarship supports academic endeavors for low- and moderate-income students who want to continue into higher education. It's a great program for the communities and students who need it most. I'm so thankful that these funds are available for our students."

In 2023, the Busey Bank Bridge Scholarship received a record number of applications, resulting in \$27,500 in scholarship funds distributed to deserving students throughout Busey's footprint. The average GPA of each recipient was 4.18, demonstrating impressive academic achievements.

Since the inception of Busey's scholarship programs and partnerships with local universities, we have contributed \$318,000 in scholarships throughout our footprint.

To learn more visit busey.com/scholarship.



PARTNERSHIP WITH UNITED WAY

Each year, Busey partners with the United Way to host a weeklong Corporate Campaign across our footprint—educating associates about the issues that impact our communities and learning how Team Busey can support the United Way in raising hope and awareness. In the last three years, Busey has donated over \$1.14 million to local United Way chapters through our annual Corporate Campaign, with 55% of Busey’s workforce participating in 2023.

“Busey is a true leader in our community by taking purposeful action that creates better tomorrows for our neighbors in need,” says Sue Grey, President and CEO of United Way of Champaign County. “The pledges of support from Busey associates, in addition to the corporate donation, directly support United Way’s fight to improve health, education and financial stability. Busey’s conscious and strategic efforts are exceptionally generous. Their crucial partnership directly impacts our ability to create meaningful change that makes a difference for so many in our communities.”

In 2023 alone, Busey’s United Way Workplace Campaign raised nearly \$360,000 to support local United Way organizations across our footprint—nearly \$240,000 of which was raised by associates through campaign activities such as donations and e-pledges. Through the continued generosity of our associates, we’re creating lasting impact in our communities.



Emily Pickel, Officer - Charitable Relations Specialist, opens the United Way kick off event for the Gateway Region.



Bryan Snodgrass
Vice President - Director of Wealth Management Training and Programs



LITTLE FREE LIBRARIES

Since the inception of Busey’s Little Free Library partnership in 2020, Busey associates have sponsored, built and installed 20 Little Free Libraries across our footprint. In 2023, two libraries were specifically donated to local nonprofit partners in the Peoria and Chicago areas to support literacy initiatives in LMI communities. METEC and Big Shoulders Fund were beneficiaries of this year’s dedications as a result of their tireless dedication to promoting literacy for students and families.



KINDNESS KID

In 2023, Busey launched **Kindness Kid**, a new seasonal campaign. This past August, Busey recognized a child from the communities we serve who showed extraordinary compassion and went above and beyond to help others. The goal of this initiative is to promote goodwill and inspire youth in our communities to become involved.

Receiving nearly 20 nominations, Busey was inspired by the acts of service performed by the children in our communities. We were proud to celebrate Lela Post as our very first Kindness Kid. Lela hosted a lemonade stand where 100% of the proceeds went to HISKids Cancer Support located in Highland, IL, where the funds helped children affected by childhood cancer attend camp.

Lela is passionate about helping with HISKids, as she was diagnosed with Leukemia in February of 2021 and was finally able to ring the “I Beat Cancer’s Butt!” bell in June of 2023.



Lela Post, Busey’s inaugural Kindness Kid, rings the “I Beat Cancer’s Butt!” bell in June 2023



1868 THE EXHIBITION: SUPPORTING THE ARTS IN OUR COMMUNITIES

In the fall of 2018, Busey partnered with the Champaign County Arts Council to introduce the 1868 The Exhibition—an exhibition of artwork from the communities Busey serves. Well-received by customers, associates and the community, the inaugural show was on display for six months at the Busey Wealth Management headquarters in Urbana, IL. The initial exhibition included the work of local artists and school children.

After Busey remodeled its building in downtown Urbana, IL, the Wealth Management Team relocated to what would be its new headquarters. “Busey gave us a budget to put art on the walls of our offices in the new building,” says Brian Snodgrass, Vice President - Director of Wealth Management Training and Programs. “That led us to question if we could do more.”

“We knew if we were going to do it, we needed to do it right, or we were going to be a disservice to the community,” says Brian. The artists and their works were promoted, and the public was invited to visit the building as an art gallery as well as a wealth management firm.

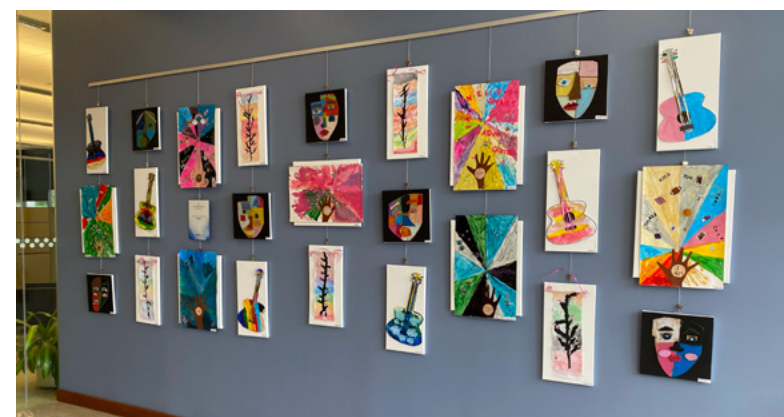
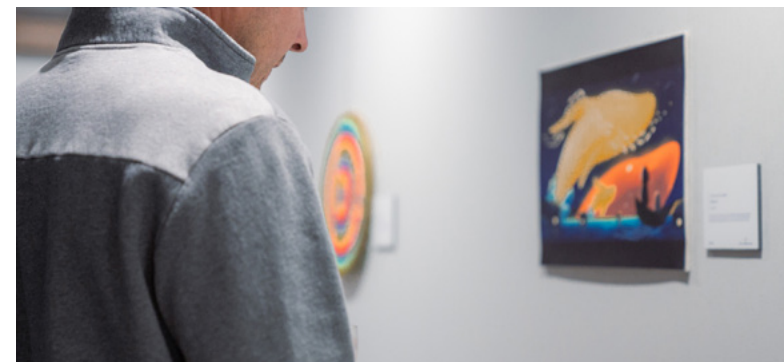
“This year alone, we received 125 submissions,” says Kristen Bosch, Senior Vice President - Director of Marketing and Communications. “We’ve seen several of the same artists submit over the years, but we’ve also seen growth in the number of new artists showing interest in participating. This growth could be attributed to various factors, not the least of which is Busey’s approach and commitment to a polished and professional experience.”

Nearly every piece exhibited is for sale, and Busey associates connect prospective buyers with artists.



“We’ve developed a reputation for supporting the local art community. We’re proud to help them promote and sell their artwork—the ultimate support,” says Kristen. “We connect the purchaser and the artist, receiving no portion of the sales, commissions or fees.”

The exhibit has featured artists of all experience levels in a variety of mediums and styles. Over the years, Busey has featured various collections of children’s artwork from local schools and non-profit organizations. In addition to the exhibit at the downtown Urbana location, the exhibition has grown to the University location in Champaign, the Busey Bank Bridge Center in Peoria and the Clayton, MO, service center.



DOORWAYS OF HOPE: EXPANSION BOLSTERS ST. LOUIS NONPROFIT IN DECADES-LONG FIGHT AGAINST HIV/AIDS

After 34 years of adapting to client needs, DOORWAYS—the lone organization in the St. Louis, MO, area with a mission of providing affordable, secure housing and services to people living with HIV/AIDS—completed its largest expansion ever in the fall of 2022, financed in part by Busey. The organization’s new North St. Louis campus—designed to meet certification under the 2015 Enterprise Green Communities green building rating system—includes a multi-story, 35,000 square foot structure with 50 housing units to accommodate up to 112 people and a new 20,000 square foot multi-use structure that provides their clients with vital community and wellness opportunities.

To finance the expansion, DOORWAYS undertook a \$40 million capital campaign and exceeded fundraising estimates thanks to broad support of the project. The organization also received support from the St. Louis financial community, including Busey Bank, whose partnership with the organization dates back decades.

“Over the years, Busey has established an incredibly responsive team of associates who assist with our treasury and lending needs,” says Gary Mudd, Chief Financial Officer at DOORWAYS.

In 2023 the organization started the next phase of their expansion—breaking ground on a third building. The new building will provide 39 units for residents not only living with HIV, but also suffering from a co-occurring serious mental illness or substance use condition. Further planned enhancements include partnering with a local agency to bring psychiatric services to the campus, a retail pharmacy and the development of a community health outreach program.

In addition to bridge loans, Busey worked with DOORWAYS to provide permanent loans on the residential and administrative buildings, the original loan for the land purchase and lines of credit. Overall, Busey has provided nearly \$15 million of funding to the DOORWAYS mission.

“Obviously, a development of this magnitude wouldn’t be possible for us without help from partners in the community,” says Opal Jones, President and CEO of DOORWAYS. “Busey has been a big part of that in every stage of this project, ensuring our partnership will endure for many years to come.”



ROUND BARN MANOR: AFFORDABLE LIVING IN CENTRAL ILLINOIS

Busey is proud to provide a \$10 million commitment to the rehabilitation of Round Barn Manor, which will include the installation of a new \$1 million ground-mounted solar energy system. This funding will help finance the project alongside a grant from the Department of Housing and Urban Development’s (HUD) Green and Resilient Retrofit Program (GRRP), among other sources.

Located in a majority-minority moderate-income census tract in Champaign, IL, Round Barn Manor is a pet-friendly community for seniors aged 62 and over, as well as handicapped or disabled individuals. A 156-unit complex, Round Barn Manor bases rent on monthly income and provides an extensive support service program for its disabled and elderly residents, representing a valuable resource for the community.

The property employs two resident service coordinators, funded by the HUD grant, to engage with residents and offer community programming and resources. In addition to developing and arranging wellness and educational programs and services for the residents, the coordinators also facilitate comprehensive, non-clinical assessments of residents for wellness and social needs, develop partnerships within the community and maintain a directory to connect residents with local service providers.

Round Barn Manor amenities include weekly exercise classes and group meals, potlucks, monthly bingo games,

resident birthday parties, a multi-service community room with a kitchen and three-story atrium, a hair salon and shuffle-board court.

This is the first major improvement to the property since 2007, when it underwent a \$3 million renovation to update kitchens, bathrooms, heating and cooling systems, roofing, siding, windows and landscaping.

The GRRP is the first HUD program to simultaneously invest in energy efficiency, renewable energy generation and climate resilience in HUD-assisted multifamily housing. Their funding enables building owners to invest in a wide range of beneficial technologies, such as geothermal energy systems, heat pumps, insulation and air sealing, wind- and fire-resistant roofing, low embodied carbon materials and other measures that will reduce energy costs and greenhouse gas emissions—making properties healthier and safer for residents in the face of increasingly severe weather and a changing climate.

Champaign’s Round Barn Manor was selected as a recipient in the first wave of awards in 2023, which provided approximately \$18 million in grant funding and loan commitments. This money will help fund upgrades for 28 multifamily properties with more than 3,400 HUD-assisted multifamily rental homes for low-income families, seniors and persons with disabilities.



SUPPORTING MINORITY-OWNED BUSINESSES THROUGH EMPOWER THE CHANGE

In 2023, Busey increased its commitment to the Empower the Change Fund, a fund dedicated to providing flexible financing solutions to minority-owned business enterprises (MBEs), to over \$1.9 million.

The fund looks to close the racial wealth gap by investing in entrepreneurs of color who are building the products and services of the future.

In the summer of 2023, the first investment from the Empower the Change Fund was announced—\$7.5 million in support of minority investors and entrepreneurs Tannis Fussell of Ascentria Capital and James Collins of Eastwood Capital, in their efforts to acquire a controlling stake in long haul trucking company, General Trucking.

“This financing provided strong support in our efforts to acquire a controlling stake in General Trucking. The company has a significant revenue base and approximately \$10 million of operating profit. The Empower the Change Fund worked to help us arrange our new senior debt partners while providing the junior capital needed to complete the transaction. We believe the Empower the Change Fund’s limited partner base and relationship with the NMSDC Business Consortium Fund (BCF) will continue to provide exciting business development opportunities,” says partners Tannis Fussell and James Collins.

The fund has no geographical limitations and can invest in minority-owned businesses at every stage of the business’ growth.

According to the Federal Reserve, the typical white household in America has eight times the wealth of the typical Black household. This wealth gap contributes to a start-up capital gap—Black entrepreneurs typically begin with one-third of the capital available to their white counterparts. This lack of capital makes it harder for entrepreneurs of color to attract outside funding. By investing in growth-ready MBEs, Empower the Change represents a critical step in eradicating wealth disparities in minority communities.

The fund is a partnership between Advantage Capital and the National Minority Supplier Development Council (NMSDC) Business Consortium Fund, a not-for-profit business development group certified by the United States Department of the Treasury as a Community Development Financial Institution.

“We believe that the best way to close the racial gap and scale minority businesses is to invest in entrepreneurs of color,” says Henry Childs, Chief Fund Manager, NMSDC Business Consortium Fund. “This fund will fill the void in access to capital for minority owned-businesses and revitalize our communities.”





Busey's commitment to strong governance is not only a top priority, but also provides a foundation for sustainable growth and service excellence to our Pillars.

This commitment is fulfilled through continual strengthening and advancement of corporate governance tools, risk management strategies, business ethics, data privacy, security and policy development.

KEY GOVERNANCE METRICS

- Majority of Directors are independent, with varying experiences and backgrounds
- Committees related to audit; compensation and succession; enterprise risk; and nominating and corporate governance
- Strong insider ownership with over 7% owned by Directors and executive officers
- Underrepresented backgrounds and women make up 40% of the Executive Team
- Performance-based incentives
- Strong compliance culture and compliance management system
- Strong internal audit structure, reporting directly to the Board of Directors Audit Committee
- Annual organizational business continuity and cybersecurity programs and planning
- Enterprise risk metrics correspond with conservative business strategy and risk profile
- Robust risk monitoring, reporting and regular assessments
- Confidential and independent whistleblower hotline

CORPORATE LEADERSHIP & GOVERNANCE



Van A. Dukeman
Chairman & Chief Executive Officer of First Busey Corporation & Busey Bank
DIRECTOR SINCE 2007



Gregory B. Lykins
Vice Chairman of First Busey Corporation
DIRECTOR SINCE 2007



Samuel P. Banks
DIRECTOR SINCE 2020



George Barr
DIRECTOR SINCE 2017



Stanley J. Bradshaw
DIRECTOR SINCE 2016



Michael D. Cassens
DIRECTOR SINCE 2019



Karen M. Jensen
DIRECTOR SINCE 2019



Frederic L. Kenney
DIRECTOR SINCE 2018



Stephen V. King
DIRECTOR SINCE 2013



Cassandra R. Sanford
DIRECTOR SINCE 2022

FIRST BUSEY CORPORATION BOARD OF DIRECTORS



First Busey Corporation's Board of Directors is charged with business oversight and monitoring the performance of the management team in executing business strategies and risk oversight.

First Busey Corporation offers a unique model of robust leadership:

- First Busey Corporation's Board of Directors includes industry leaders from diverse backgrounds and areas of expertise.
- Similarly, Busey Bank and FirstTech are led by diverse and experienced Board members. This structure provides strong leadership to all lines of business.
- Busey's approach to governance enables both the Executive Team and the Boards of Directors to succeed in building strong, sustainable financial performance—benefiting associates, customers, communities and shareholders.

FIRSTTECH BOARD OF DIRECTORS

Amy L. Randolph
Humair Ghauri
W. Christopher "Chris" Behnke
Michael D. Cassens
Van A. Dukeman
Joshua D. Hale
Jeffrey D. Jones

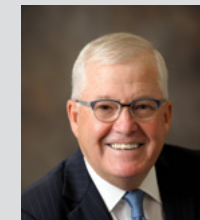
BUSEY BANK BOARD OF DIRECTORS



Van A. Dukeman
Chairman & Chief Executive Officer of First Busey Corporation & Busey Bank
DIRECTOR SINCE 2007



Patrick T. Fitzgerald
DIRECTOR SINCE 2004



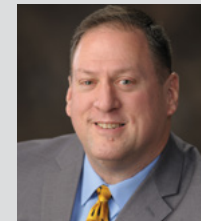
Gregory B. Lykins
DIRECTOR SINCE 2007



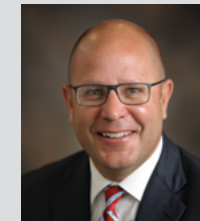
Eric J. Minor
DIRECTOR SINCE 2021



Robert L. Plummer
DIRECTOR SINCE 2019



Mark S. Shashek
DIRECTOR SINCE 2019



David W. Tyrold
DIRECTOR SINCE 2018



Scott A. Wehrli
DIRECTOR SINCE 2017



Tiffany B. White
DIRECTOR SINCE 2021

EXECUTIVE MANAGEMENT TEAM



Van A. Dukeman
Chairman & Chief Executive Officer of First Busey Corporation & Busey Bank



Monica L. Bowe
Executive Vice President, Chief Risk Officer of First Busey Corporation



Amy L. Randolph
Executive Vice President, Chief Operating Officer of First Busey Corporation



Jeffrey D. Jones
Executive Vice President, Chief Financial Officer of First Busey Corporation



John J. Powers
Executive Vice President, General Counsel of First Busey Corporation

GOVERNANCE PRACTICES & POLICIES

FIRST BUSEY BOARD GOVERNANCE

The Company’s board has established a set of Corporate Governance Guidelines that address board composition, the selection of directors, board meetings, committee meetings and other matters. The Corporate Governance Guidelines are available on our website at busey.com/governance.

First Busey’s Board also employs the following practices:

- Lead outside director
- Annual director elections
- Strong director attendance
- Executive sessions of independent directors
- Majority voting policy for director elections
- All members of the Nominating and Corporate Governance, Enterprise Risk, Compensation and Audit Committees are “independent,” as defined by Nasdaq listing standards

Each committee is comprised of different Directors based on their respective experience and skill sets. The following committees have been established by the Board:

Audit Committee

Oversees our outside auditing firm and reviews compliance with legal and regulatory requirements, internal controls, treatment of complaints or concerns regarding accounting and financial statements.

Compensation Committee

Approves the compensation of our Chief Executive Officer and other senior executive officers. Also reviews management succession.

Enterprise Risk Committee

Provides oversight of the Company’s risk management policies related to the identification, assessment and monitoring of the Company’s risks.

Nominating and Corporate Governance Committee

Reviews qualified candidates for directors, especially valuing those who present complementary backgrounds to existing board members in terms of business experience, community standing, areas of expertise, gender, race, ethnicity and other significant factors that may contribute to the vitality of the Board.

RISK MANAGEMENT

First Busey Corporation advances a robust risk management framework that includes general economic risks, credit risks, regulatory risks, cybersecurity risks, audit risks, reputational risks and others, such as the impact of competition or risk-related behavior that may be affected by our compensation plans.

Management is responsible for day-to-day risk management, while the board—as a whole and through its committees—is responsible for risk management oversight. The Chief Risk Officer is responsible for the coordination and oversight of the organization’s risk management processes. Other committees have risk oversight responsibilities, such as the Enterprise Risk Committee, Audit Committee, Compensation Committee and Credit Committee.

First Busey believes that providing full and open communication between management and the Board of Directors is essential for effective risk management and oversight. In addition to regular meetings between executive management and senior officers to address strategy and threats, each board-level committee provides regular reports to the full board and apprises them of our comprehensive risk profile and any areas of concern.

VENDOR DIVERSITY

Busey selects the most qualified vendors, taking into account price and performance. Additionally, we offer all supplier relationship managers access to lists of certified diverse businesses in their geographic area.

Busey values supplier diversity and we work with a third-party management program to provide education on and resources for utilizing diverse vendors.

INTERNAL AUDIT

Busey prides itself on having a strong, independent internal audit team leading the way in monitoring, assessing and improving First Busey’s corporate governance key performance indicators.

Internal Audit is led by the Chief Auditor who reports directly to the Board of Directors Audit Committee. The Audit Committee reviews audit plans, scope and identification of risk areas with internal and external auditors.

THREE LINES OF DEFENSE

1 Ownership and management of risks by the front-line businesses

2 Strong risk management department and Audit and Risk committees of the Board to evaluate efficacy of controls

3 Internal Audit continuously reviews all areas and committees to ensure responsible risk management



Firsttech leadership and associates: **Humair Ghauri**, President & CEO; **Nick Zotti**, Vice President - Director of Technology Operations; **Christen McLeod**, Vice President - Director of Enterprise Sales; **Matt Dowds**, Vice President - Director of Business Development; and **Intisar Chaudhry**, Senior Vice President - Director of IT Business Risk and Controls



Martin O'Donnell, Executive Vice President - Regional President, speaks to a select group of clients and associates at an event held at the University of Illinois Smith Center.

DATA PRIVACY AND INFORMATION SECURITY

Busey maintains a comprehensive Information Security Program that leverages best practices from standards organizations including the National Institute of Standards and Technology (NIST), the Center for Internet Security (CIS) and International Organization for Standardization (ISO). This program governs critical functions including, but not limited to, security awareness and training, user access and authentication management, change management, endpoint protection, logging and monitoring, vulnerability management, data security, network security, remote access, cryptography and incident response. External audits and penetration tests are completed annually, with regular auditing performed by Busey's Internal Audit Department, which includes audits of policies, standards, guidelines, risk assessments and control testing.

DATA SECURITY OVERSIGHT

Busey's Information Security Policy and associated practices are overseen by the Board of Directors and administered by the Chief Information Security Officer. The Chief Information Security Officer is a member of the Technology Executive Steering Committee, which provides accountability, safeguards and controls for the private information of customers, consumers and associates. This Committee makes regular reports to the Board and is comprised of representatives from all areas of the organization. Additional oversight is provided by the Enterprise Risk Committee, comprised entirely of independent Board members. All oversight responsibility rolls up to the Board level and includes annual Board reporting.

ASSOCIATE TRAINING

All new associates are trained on Busey's policies and procedures for security and customer information, and every associate receives annual cybersecurity/information security training. Supplementary training related to social engineering threats is provided on a monthly basis. Associates are notified of policy or procedure modifications and then tested on their retention and understanding of data security information. Individuals responsible for information security attend specific training programs to stay up-to-date on new threats, best practices to protect data and incident response procedures.

PRIVACY & SECURITY

Keeping our customers' data safe and secure is a top priority for Busey. Busey does not provide any personal or account information to unauthorized third parties and only shares information with parties that assist us in servicing accounts to facilitate our banking relationships or as otherwise required by law. We retain personal information only as required by laws, regulations and necessary business purposes.

Busey's Privacy & Security Statement is available publicly on our website at busey.com/privacy-and-security. This statement is a standard for how associates collect, use, retain and secure any nonpublic personal information, and also tells customers how they can limit the use of their information.

EXECUTIVE COMPENSATION

First Busey is committed to providing a total compensation program that supports our long-term business strategy, promotes performance culture and creates a commonality of interest with our stockholders. We believe that the most effective compensation program is one designed to attract, retain and motivate talented associates and leaders who drive our company's success, along with rewarding the achievement of annual, strategic goals, with the ultimate objective of improving stockholder value.

First Busey is dedicated to following the principles of fiscal responsibility, paying associates equitably and fairly, and recruiting and retaining the best and brightest associates from a diverse candidate pool.

Busey employs the following practices for executive compensation:

WHAT WE DO

- **Heavy emphasis on variable ("at-risk") compensation**
- **Annual incentives based on objective measures**
- **Clawback policy**
- **Independent compensation consultant**
- **Equity awards with performance objectives**
- **Equity awards with objectives based on relative performance**
- **Stock ownership guidelines, including stock ownership policy and insider trading policy**

WHAT WE DON'T DO

- **No significant perquisites**
- **No cash dividends on unvested shares**
- **No option backdating or repricing**
- **No hedging of shares**
- **No guaranteed annual bonuses for NEOs**

RELEVANT POLICIES

CODE OF ETHICS

Ethical conduct is at the heart of all Busey's governance practices. All Busey associates, officers and directors must annually review and agree to adhere to Busey's Code of Ethics in addition to attesting their adherence to the code within their first week of employment.

The Code of Ethics sets forth the standards of ethics that all directors, officers and associates are expected to follow, including our Chief Executive Officer and Chief Financial Officer. It covers subjects such as insider training and conflicts of interest. The Code of Ethics is reviewed and approved annually by the Audit Committee and Board of Directors. For more information, visit Investor Relations on busey.com.

WHISTLEBLOWER POLICY

The Whistleblower Hotline is available 24/7 to all individuals who wish to report an allegation of unethical behavior as outlined in the Code of Ethics and in a Whistleblower Policy reviewed and approved annually by the Audit Committee and Board of Directors. Whistleblowers are protected in accordance with all FDIC-regulated banks and public companies' protections. The ethics hotline is posted in public locations and service centers. To report any concerns, call 844-769-5096 or link to the corporate ethics hotline at busey.ethicspoint.com.

POLITICAL CONTRIBUTIONS POLICY

First Busey's Political Contributions Policy is included in our Code of Ethics. While Busey in no way disallows or discourages associates from being involved in their own individual capacities, Busey prohibits the contributions of corporate funds, assets or services to any political candidate, campaign committee, political action committee or political party. This includes direct

or indirect payments, distributions, loans (except a loan made in the ordinary course of business), advances, deposits, gifts, services or anything of value.

INFORMATION SECURITY POLICY

First Busey complies with federal and state regulations for data protection and has crafted a comprehensive Information Security Policy to guide all activities governed by the program elements described in the Data Privacy and Information Security section of this report, including those related to data classification, information security and employee awareness. The Information Security Policy is reviewed and approved annually by the Technology Executive Steering Committee and the Board of Directors.

THIRD PARTY RELATIONSHIP MANAGEMENT POLICY

First Busey recognizes the importance of assessing and managing risks associated with third-party relationships and employs a Third Party Relationship Management Policy to guide the selection, negotiation and monitoring of third-party relationships in compliance with regulatory guidance.

ADDITIONAL KEY POLICIES

- **Capital Policy**
- **CRA Policy**
- **Fair Lending Program**
- **Financial Crimes Risk Management Policy**
- **Risk Management Policy**
- **Workforce Policy Manual**
- **Unfair, Deceptive or Abusive Acts or Practices Policy**
- **Insider Trading Policy**

SUSTAINABILITY ACCOUNTING STANDARDS BOARD (SASB) DISCLOSURE

Data Security

SASB Code	Accounting Metrics	Response
FN-CB-230a.1	(1) Number of data breaches (2) Percentage involving personally identifiable information (PII) (3) Number of account holders affected	First Busey has not experienced material data breaches. Material cybersecurity incidents would be reported in the Annual Report.
FN-CB-230a.2	Description of approach to identifying and addressing data security risks	Please refer to page 56 of this report.

Financial Inclusion and Capacity Building

SASB Code	Accounting Metrics	Response
FN-CB-240a.1	(1) Number of loans outstanding qualified to programs designed to promote small business and community development	In 2023, Busey originated over 1,100 CRA qualified small business and small farm loans.
	(2) Amount of loans outstanding qualified to programs designed to promote small business and community development	In 2023, Busey originated over \$348 million in CRA qualified small business and small farm loans.
FN-CB-240a.2	(1) Number of past due and nonaccrual loans qualified to programs designed to promote small business and community development	Busey has approximately 4 outstanding delinquent or non-accrual loans that were originated in 2023, including CRA-qualified small business, small farm and community development loans.
	(2) Amount of past due and nonaccrual loans qualified to programs designed to promote small business and community development	Busey has approximately \$1.5 million in outstanding delinquent or non-accrual loans that were originated in 2023, including CRA-qualified small business, small farm and community development loans.
FN-CB-240a.3	Number of no-cost retail checking accounts provided to previously unbanked or underbanked customers	Busey Bank offers certified BankOn services with our Bridge Checking, designed to assist unbanked and underbanked clients. Over 900 accounts were opened in 2023. See pages 33 - 39 of this report for more information on our community banking initiatives.
FN-CB-240a.4	Number of participants in financial literacy initiatives for unbanked, underbanked or underserved customers	Over 150 financial literacy workshops were hosted in 2023. See pages 33 - 39 of this report for more information on our financial literacy initiatives.

Incorporation of Environmental, Social and Governance Factors in Credit Analysis

SASB Code	Accounting Metrics	Response
FN-CB-410a.1	Commercial and industrial credit exposure by industry	Please refer to First Busey's 10-K/A, page 75.
FN-CB-410a.2	Description of approach to incorporation of environmental, social and governance factors in credit analysis	Not disclosed.

Business Ethics

SASB Code	Accounting Metrics	Response
FN-CB-510a.1	Total amount of monetary losses as a result of legal proceedings associated with fraud, insider trading, anti-trust, anti-competitive behavior, market manipulation, malpractice or other related financial industry laws or regulations	There are no material pending legal proceedings to which First Busey Corporation or any of its subsidiaries is a party. See First Busey's 10-K, page 50.
FN-CB-510a.2	Description of whistleblower policies and procedures	Please refer to page 56 of this report.

Systemic Risk Management

SASB Code	Accounting Metrics	Response
FN-CB-550a.1	Global Systemically Important Bank (G-SIB) score, by category	First Busey is not considered to be a Global Systemically Important Bank (G-SIB) and, accordingly, does not have a G-SIB score.
FN-CB-550a.2	Description of approach to incorporate both mandatory and voluntary stress test results into capital adequacy planning, long-term corporate strategy and other business activities	See First Busey's 10-K/A, page 12.



FIRST BUSEY CORPORATION

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