

OUR PURPOSE & PROMISE

2018 Corporate Social Responsibility Report



 **BerkshireHills**
Bancorp™

Life is exciting. Let us help.

OUR PURPOSE & PROMISE

We're focused on moving forward together and building a bank culture ready to compete in the 21st century. We unite our workforce around a common purpose - to financially empower our communities and help everyone realize life's exciting moments. It could be funding for a business opportunity, building a home, saving for retirement or going to college. Banks play a pivotal role in every individual's life, and with changes in technology, the regulatory environment and consumer behavior, we must reimagine the role we play in communities. For our inaugural Corporate Social Responsibility report, we demonstrate how our social, environmental and governance performance intersect with our purpose and the future of banking by highlighting our promise to build a responsible workforce, foster sustainable communities and finance the future.

In 2018, we integrated the operations of Commerce Bank & Trust Company, announced the proposed acquisition of SI Financial Group, improved profitability, announced record return on assets and increased philanthropic donations in our communities. To build on that longstanding legacy of responsible citizenship, we named a senior leader for corporate responsibility and culture, retained a diversity consultant to advise management and the board on diversity and inclusion programs, and formalized our approach to promoting a culture of inclusion, engagement and accountability.

Paramount to all of this work is ensuring that we are investing in our human capital. Our employees must feel valued and recognized for their contributions to our success. That's why we instituted a \$15 per hour minimum wage and provided one-time \$1,000 bonuses during the first quarter of 2018 to approximately 70% of our workforce. We also heard from employees that they wanted more opportunities for development, so we made additional investments in our training programs. We made pay equity a top priority and we are pleased to report that we implemented the Massachusetts Equal Pay Act companywide, ensuring that women and men who do comparable work with similar experience receive the same wage.

We have a lot to be proud of and know every year we will be better. We believe that a socially responsible business more effectively mitigates risk, provides employees with a culture of belonging, drives higher returns for shareholders and provides resources for our communities. Building on our success is going to take a team effort but we are confident that our approach will drive results. We thank you for your interest in Berkshire Hills Bancorp's Corporate Social Responsibility performance and look forward to continuing our work together.

Sincerely,



Richard Marotta
Chief Executive Officer



Gary R. Levante
SVP, Corporate Responsibility & Culture

REPORTING SCOPE AND BOUNDARY

This report presents the material topics and impacts of our Corporate Social Responsibility activities during the year ended December 31, 2018. This report encompasses all of Berkshire Hills Bancorp's wholly owned operations and activities. Throughout this report, "the bank" refers to Berkshire Bank. "BHLB" or "the company" refers to Berkshire Hills Bancorp, including the operations of Berkshire Bank, Berkshire Insurance Group, Firestone Financial, 44 Business Capital and First Choice Loan Services. All data reported in currency is in U.S. dollar.

REPORTING FRAMEWORK

Berkshire Hills Bancorp based its inaugural Corporate Responsibility Report on globally recognized reporting frameworks and standards, including the Global Reporting Initiative (GRI) and the Sustainability Accounting Standards Board (SASB) Commercial Bank disclosure topics. We continue to monitor the reporting landscape to ensure our reporting aligns with best practices as well as the size and complexity of our operations.

SUSTAINABLE DEVELOPMENT GOALS (SDGS):

Launched in 2015 by the United Nations General Assembly and signed by 193 world leaders, the 17 Sustainable Development Goals (SDGs) provide a plan for action to end hunger, poverty and inequality, improve education, economic growth and address climate action across the globe. The company's corporate responsibility work contributes in some way to all 17 goals but most closely aligns with the following:



CORPORATE PROFILE

- » Boston headquartered, regional banking company with \$12.2 billion in assets
- » 115 branches located across New England, New York, New Jersey and Pennsylvania
- » Retail banking, commercial banking, insurance and wealth management
- » FY18 Revenue: \$469 million
- » \$9.0 billion in loans and \$9.0 billion in deposits
- » Wealth assets under management of \$1.4 billion
- » National lending operations

HOW TO CONNECT

We value your active engagement. If you would like to connect with us to offer your feedback or stay involved, here are a few ways:

Berkshire Hills Bancorp, Inc.

60 State Street
Boston, MA 02109
800-773-5601

berkshirebank.com

Customer Service: 800-773-5601

Investor Relations

investorrelations@berkshirebank.com

Corporate Social Responsibility

csr@berkshirebank.com

Community Giving

foundation@berkshirebank.com

Twitter

[@BerkshireBank](https://twitter.com/BerkshireBank)

Facebook

facebook.com/BerkshireBank

LinkedIn

linkedin.com/in/BerkshireBank

INVESTOR PERFORMANCE SUMMARY

If you only have time to read one item, this is a brief and informative summary of our 2018 Corporate Social Responsibility performance. As we move forward in 2019, we look forward to sharing our long-term targets and plan for achieving those commitments by 2025.



BUILD A RESPONSIBLE WORKFORCE

TOPIC	MEASURE	2018 RESULT
Ethics	Percent of employees completing ethics training	100%
	Number of hours of internal audit Code of Business Conduct	20,459
		Yes
Data Privacy, Security & Fraud	Number of data breaches	0
	Percent of employees completing information security & fraud training	100%
Diversity & Inclusion	Percent of women in workforce	63%
	Percent of women in management (officer level)	46%
	Percent of women in Senior Executive Management (bank only)	42%
	Percent of employees completing diversity & bias training	100%
Pay Equity	Dollar Value of Minimum Wage (per hour)	\$15
	Ensure Gender Pay Equity	Ongoing
Regulatory Compliance	CRA Rating	Satisfactory
	Number of hours of compliance training (bank only)	31,502
Customer Satisfaction	Percent of customer problems successfully resolved at year end	99.5%
Employee Development & Engagement	Dollar spend on employee training/development (excluding staff salaries, bank only)	\$782,000
	Voluntary Retention Rate (bank only)	83%
	Percent of employees completing online or classroom training	100%



FOSTER SUSTAINABLE COMMUNITIES

TOPIC	MEASURE	2018 RESULT
Community Giving	Dollar spend for all community contributions and sponsorships	\$4,264,964
	Number of individuals impacted by philanthropic grant funding	3,839,662
	Percent of grant dollars spent benefiting under-resourced populations	67%
Employee Volunteerism	Percent employee participation in XTEAM™ employee volunteer program	100%
	Number of hours of volunteer service	40,793
	Number of individuals impacted by company volunteer events	1,010,374
Financial Inclusion	Number of individuals impacted by financial inclusion programming	29,658
Education & Scholarships	Funding granted to support education, job training and workforce development	\$622,800
Environmental Responsibility	Percent paper reduction (from 2014 baseline)	43%
	Percent of company electronics recycled	100%



FINANCE THE FUTURE

TOPIC	MEASURE	2018 RESULT
Homeownership	Dollar value of mortgages originated	\$2,576,300,000
Small Business Lending	Dollar value of loans committed to support small businesses	\$248,585,833
Community Development Lending & Investments	Dollar value of all qualified community development loans originated	\$27,649,000
	Dollar value of qualified community development investments at year end	\$94,490,973
Renewable Energy Lending	Dollar value of loans supporting renewable energy and low-carbon projects at year end	\$71,592,915

STAKEHOLDER ENGAGEMENT

It's our goal to engage stakeholders clearly, honestly and respectfully to understand current and emerging trends that may affect our business operations. We work together to identify social, environmental and governance topics that demand our attention. We are proactive and responsive to the unique needs of each stakeholder, evaluating each of their priorities based on its influence, legitimacy and urgency. We understand that meaningful engagement with our stakeholders is critical to improving our business and communities.

HOW WE ENGAGE

Employees	Performance reviews, training and development, surveys, emails, intranet, employee assistance program
Customers	Meetings, phone calls, emails, online and in-branch surveys, social media, community rooms
Communities	Meetings, conferences, forums, social media, email, Foundation grant making, XTEAM™ volunteering, stakeholder listening sessions, industry/chamber memberships, community rooms
Shareholders	Phone calls, emails, annual shareholder meeting, quarterly earnings calls, shareholder outreach, conferences
Government & Regulators	Meetings, webinars, CRA and compliance reviews, emails, phone calls
Suppliers	Meetings, phone calls, emails
Nonprofit Organizations	Meetings, email, social media, conferences, stakeholder listening sessions, Foundation grant making, XTEAM™ volunteering





MATERIALITY

Our Corporate Social Responsibility Report centers on the material topics identified in our 2018 materiality assessment. We define material topics as those that affect our economic, environmental and social performance or influence the decisions of our stakeholders today and into the future. To identify our material topics, we conducted in-depth research, media audits, surveys and stakeholder interviews and then validated results with executive management. Our assessment process helps inform the overall Corporate Social Responsibility program, set priorities, effectively use resources and ensure we are managing those material topics in an appropriate matter. Top material topics are outlined below and grouped into three aspirational themes that drive the content, structure and scope of our report and program: Build a Responsible Workforce, Foster Sustainable Communities and Finance the Future.

Build a Responsible Workforce

- » Data Privacy, Security & Fraud
- » Ethics
- » Regulatory Compliance
- » Pay Equity
- » Diversity & Inclusion
- » Employee Development & Engagement
- » Customer Satisfaction

Foster Sustainable Communities

- » Economic Development & Business Growth
- » Education
- » Community Investments - Giving & Volunteerism
- » Financial Inclusion
- » Environmental Responsibility/ Natural Resource Management

Finance the Future

- » Responsible Finance
- » Homeownership
- » Community Development Lending/Investments
- » Small Business Lending

Commitment in Action

Non-profit, community and government leaders in Worcester, MA, joined Berkshire Bank and Berkshire Bank Foundation leadership after the acquisition of Commerce Bank to discuss key issues in the Worcester community and inform Berkshire Bank's local strategy.



BUILD A RESPONSIBLE WORKFORCE

OUR ASPIRATION

To build the workforce of tomorrow, today, by engaging and developing ethical, knowledgeable, diverse, inclusive and passionate employees.

PERFORMANCE HIGHLIGHTS

Employees: Our employees stand united to help everyone realize life's exciting moments. As a growing company, we must attract, develop and retain top talent. We continually evaluate our strategies, look at best practices, and survey the landscape of our peers to provide competitive pay and benefits packages including paid time off, 401(k) plan with an employer match, comprehensive medical and dental plans, tuition reimbursement, employee referral bonus, internal training programs, short-term sick pay allowance, long-term disability insurance and group term life insurance. In addition, we offer a day care reimbursement program, dependent care expense account, family and medical leave, and an employee assistance and financial wellness program. Today, employees seek more meaning from their careers. We provide opportunities to engage in the causes employees care about through volunteer time off and a matching gifts program.



In 2018, we implemented the Massachusetts Equal Pay Act companywide, ensuring male and female employees in comparable roles are compensated equitably. We regularly conduct robust statistical analyses of our pay and performance measures and when we discover differences, we resolve them.

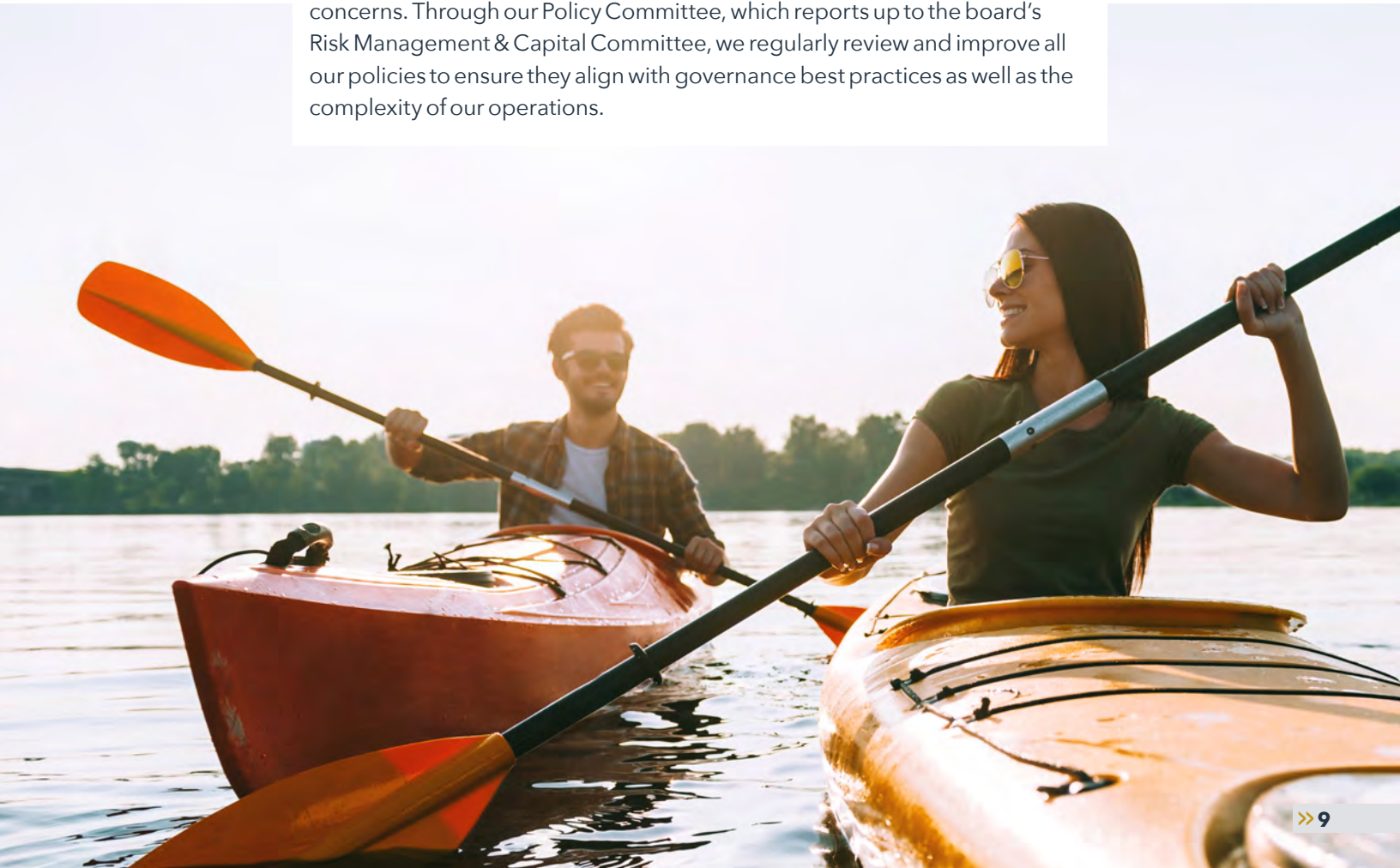
We made investments in employee development and training, so our employees have the skills and knowledge to do their jobs today and into the future. Our training programs cover a variety of topics ranging from information security, detecting and preventing phishing fraud and to role specific instruction on managing teams and leadership. As a result, training hours for our retail division employees increased by 12%. In our most recent community engagement survey, 79% of employees reported developing a skill through our XTEAM™ employee volunteer program, 93% of employees reported feeling good about the company, and 90% indicated they improved their relationships with managers.

Commitment in Action

- » 63% women in workforce
- » 46% women in management
- » 100% employee ethics training

Governance: Our corporate governance framework and practices guide us as we grow, ensuring that management and employee values align with those of our company, shareholders and communities. Implementing mechanisms and processes that promote good governance, including board diversity, compensation oversight, risk management and top-down accountability throughout the organization, are critical to delivering sustainable performance. The company's board of directors includes a majority of independent directors (11 of 13 current directors) with a diverse set of skills, tenure, age and experiences. Beginning in 2019, all members of the board are up for annual election. Our board oversees an annual review of our CEO, senior management, succession planning and provides risk oversight.

In addition to strong board governance, we follow a formal Code of Business Conduct, which includes annual ethics training, and over the last few years we have increased disclosure surrounding our compensation policies for executive management and the board of directors, strengthened disclosure of our restrictive pledging policy, introduced an anti-hedging policy, declassified the board and eliminated a geographical residency requirement for eligibility to serve on the board. In 2018, we made additional enhancements to our Code of Business Conduct and related whistleblower policy to provide employees with three ways to anonymously raise any concerns. Through our Policy Committee, which reports up to the board's Risk Management & Capital Committee, we regularly review and improve all our policies to ensure they align with governance best practices as well as the complexity of our operations.



Diversity & Inclusion: A workforce that brings together diverse perspectives, ideas and experiences based on competencies, not backgrounds, leads to stronger financial performance, improved reputation, increased market share, reduced risk and gives us the ability to attract and retain the best talent. Having the right talent in the right places doing the right things is critical to our long-term success and competitive advantage. Although we've made progress in many areas in 2018, we recognize there is still work to be done. We must do a better job attracting and retaining a workforce that is representative of the populations we serve. In small cities and towns in which we operate, we are well-positioned to take on this challenge. But as we grow our franchise in larger and more diverse areas, we understand the importance of enhancing that work.

As a result, we retained a diversity and inclusion consultant to advise our board and senior management on diversity and inclusion strategies. We are developing a long-term strategic plan for diversity and inclusion that focuses on enhancing our training and education programs, improving our hiring practices, creating a pipeline of diverse talent, fostering a sense of belonging, vendor procurement and accountability with a focus on building a culture ready to compete in the 21st century.





BUILD A RESPONSIBLE WORKFORCE DETAILED SCORECARD

TOPIC	MEASURE	2018 RESULT
Ethics	Percent of employees completing ethics training	100%
	Number of hours of internal audit	20,459
	Code of Business Conduct	Yes
Data Privacy, Security & Fraud	Number of data breaches	0
	Percent of employees completing information security & fraud training	100%
Diversity & Inclusion	Percent of women in workforce	63%
	Percent of women in management	46%
	Percent of women in Senior Executive Management (bank)	42%
	Percent of women on board	15%
	Percent of minorities in workforce	13%
	Percent of minorities in management	6%
	Percent of disabled in workforce	2%
	Percent of employees completing diversity & bias training	100%
Pay Equity	Dollar Value of Minimum Wage (per hour)	\$15
	Ensuring Gender Pay Equity	Ongoing
Regulatory Compliance	CRA Rating	Satisfactory
	Number of hours of compliance training (bank only)	31,502
Customer Satisfaction	Number of customer problems referred to our compliant center	1,884
	Percent of customer problems successfully resolved at year end	99.5%
Employee Development & Engagement	Total number of employees at year end	1,966
	Dollar spend on employee training/development (excluding staff salaries, bank only)	\$782,000
	Voluntary Retention Rate (bank only)	83%
	Percent of employees completing online or classroom training	100%





FOSTER SUSTAINABLE COMMUNITIES

OUR ASPIRATION

To create thriving and prosperous neighborhoods by investing in what can be and managing our environmental footprint.

PERFORMANCE HIGHLIGHTS

Community Investments: We understand the important connection between the vitality of our communities and success of our business. When our communities thrive, our company thrives. At the center of this commitment is Berkshire Bank Foundation, the philanthropic arm of our company. Our Foundation granted nearly \$2.4 million to over 500 non-profit organizations in 2018 with plans to increase funding to \$3 million in 2019. The Foundation

focuses its funding on education, economic development, diversity, equity and inclusion programs that support the needs of under-resourced populations. Regional committees comprising local business unit leaders guide the assessment process, ensuring locally relevant decisions. Financial support goes a long way but we know that financial support alone will not create sustainable communities. Through our XTEAM™ employee volunteer program, we harness our human capital to contribute meaningfully through skills-based, pro-bono and group volunteer events including our annual Xtraordinary Day of Service. In 2018, as part of Xtraordinary Day, 92% of our workforce participated in 74 service projects across the country.

Commitment in Action

- » Volunteer participation 100%, national average 30%, 1M people impacted
- » 99% of our non-profit partners would recommend the company for business
- » 25% of employees generated a new business relationship
- » 92% retention rate amongst active employee participants

Commitment in Action

- » In collaboration with Common Impact, Social Venture Partners and IMPACT2030, Berkshire Bank spearheaded the launch of Skills for Cities Boston, a citywide day of skills-based volunteerism to address critical issues in the greater Boston community. The event supported the United Nation Sustainable Development Goals and took place at the Federal Reserve Bank of Boston.
- » Berkshire Bank Foundation provided grant support to YMCA Career Training in Boston, Massachusetts for its financial services job-training program which prepares diverse under-resourced adults for jobs in the financial services industry. The program creates a pipeline of talent for Berkshire and other financial institutions.
- » Meeting Our Customers' Needs - To ensure that customers fully understand important information, we have the ability to offer services in 22 languages, in addition to English, by directing a customer to one of our multilingual employees.

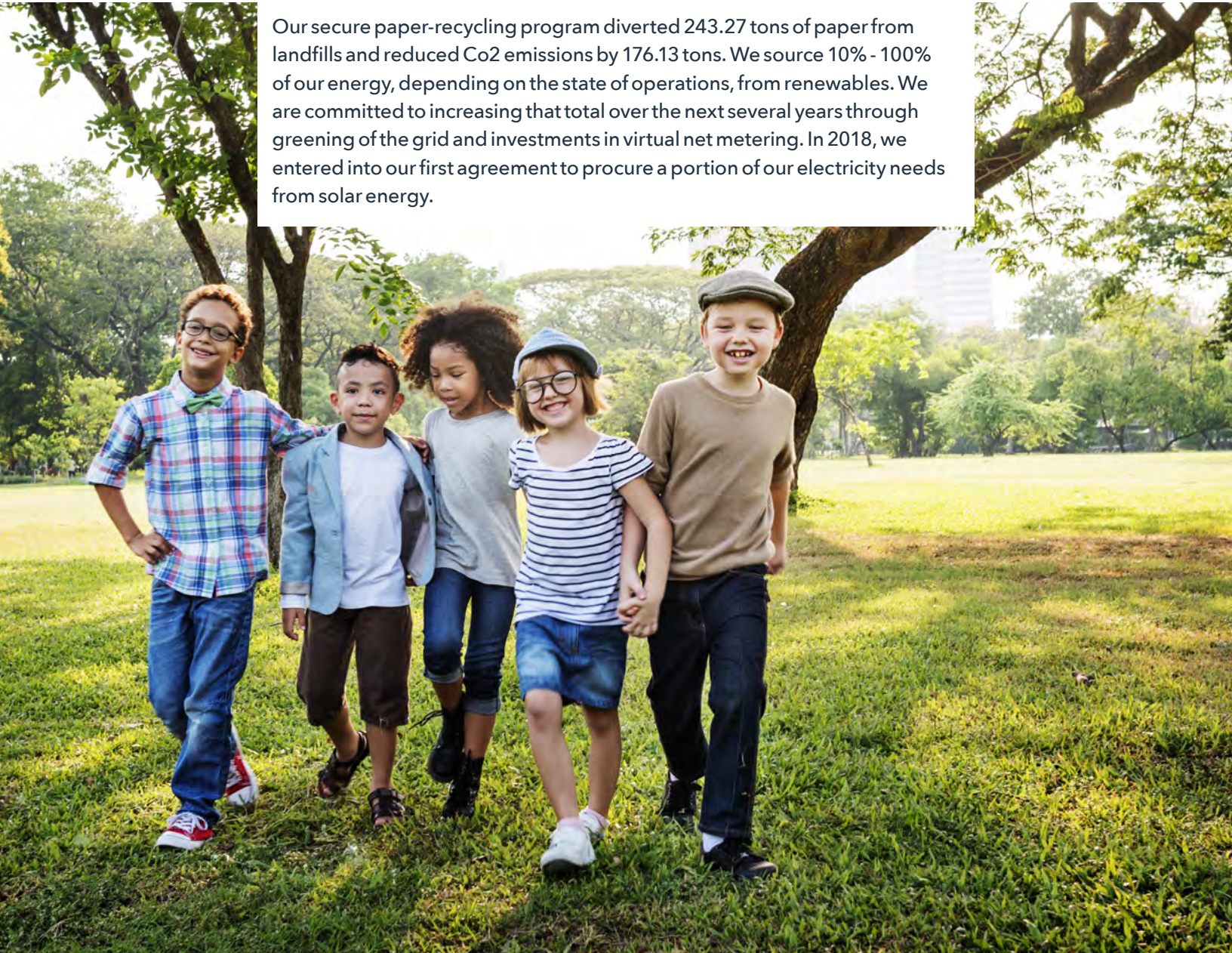
Financial Inclusion: We make banking more accessible for all individuals by providing products, services and educational opportunities. In 2018, we entered into a partnership with GreenPath Financial Wellness, a national non-profit organization that provides our employees, customers and communities with free access to financial counseling and tools to help them improve or maintain their financial well-being. We also expanded our financial education programming, leveraging our employees' expertise to deliver community-based financial education classes.

We provide a number of low-cost, no monthly maintenance fee banking products to assist teens, senior citizens and the underbanked, as well as active duty military members and veterans. Our MyTellerSM Interactive teller machines provide customers with a convenient way to bank on their schedules with extended hours. Our unique MyBankerTM program provides concierge and private banking level services to everyone regardless of wealth or income at no extra cost.



Environment: We know that environmental issues, such as natural resource management, climate change and renewable energy use impact our business, customers and communities. Our commitment to managing and reducing our environmental footprint evolves as the scope and size of our operations grow. Employees in select departments have the option to work remotely, which provides the flexibility today's worker needs while reducing our carbon footprint.

Our secure paper-recycling program diverted 243.27 tons of paper from landfills and reduced Co2 emissions by 176.13 tons. We source 10% - 100% of our energy, depending on the state of operations, from renewables. We are committed to increasing that total over the next several years through greening of the grid and investments in virtual net metering. In 2018, we entered into our first agreement to procure a portion of our electricity needs from solar energy.





FOSTER SUSTAINABLE COMMUNITIES DETAILED SCORECARD

TOPIC	MEASURE	2018 RESULT
Community Giving	Dollars granted by Foundation to all non-profit organizations	\$2,386,481
	Number of individuals impacted by philanthropic grant funding	3,839,662
	Dollars granted to support small business & economic development	\$454,133
	Percent of grant dollars spent benefiting under-resourced populations	67%
	Dollar spend for all community contributions and sponsorships	\$4,264,964
Employee Volunteerism	Percent of employee participation in XTEAM™ volunteer program	100%
	Number of hours of volunteer service	40,793
	Number of hours of skills-based volunteer service for under-resourced populations	3,401.25
	Number of company volunteer events	342
	Number of individuals impacted by company volunteer events	1,010,374
Financial Inclusion	Percent of company volunteer events supporting financial inclusion	16%
	Number of individuals impacted by financial inclusion programming	29,658
	Number of low-cost retail checking accounts	134,246
Education & Scholarships	Dollars granted for college scholarships	\$100,000
	Dollars granted to support education, job training and workforce development	\$622,800
Environmental Responsibility	Amount of paper recycled (tons)	243.27
	Percent of company electronics recycled	100%
	Percent of sustainably harvested and environmentally conscious paper	84%
	Percent paper reduction (from 2014 baseline)	43%*

* Berkshire Bank began using a new calculation in 2018 to more accurately account for changes and growth in our operating environment when measuring our paper usage



FINANCE THE FUTURE

OUR ASPIRATION

To serve as a catalyst for economic and sustainable growth by bringing big bank resources and small bank attention to all individuals and communities.

Commitment in Action

- » Berkshire Bank in collaboration with the Center for Women & Enterprise and the Rutland Economic Development Corporation hosted a 10-week business planning course to assist Southern Vermont area businesses.
- » 44 Business Capital, A Division of Berkshire Bank, provided a SBA Express Line of Credit and SBA 7(a) financing to help Advanced Enviro Systems acquire TrashPro, a company specializing in multifamily, municipal and residential waste reduction and recycling services. The acquisition allowed this New Jersey-based, woman owned, certified B Corporation to expand its service offerings while bringing its commitment to social and environmental responsibility to new heights.

PERFORMANCE HIGHLIGHTS

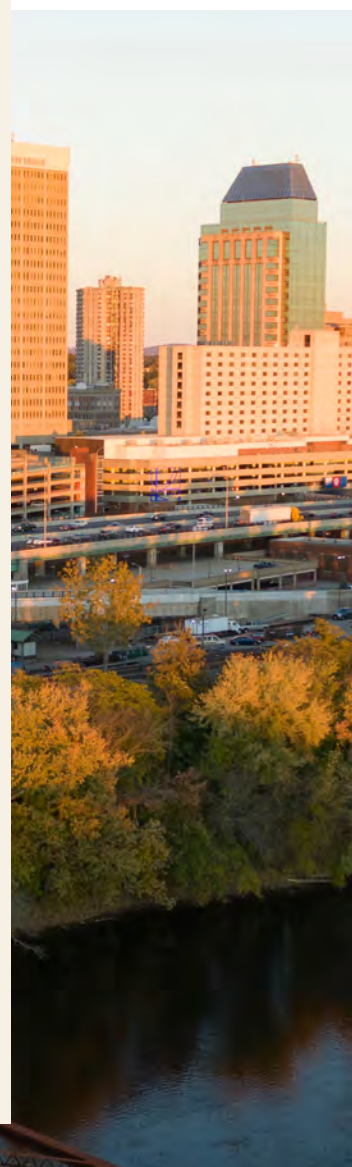
Homeownership: We take pride in helping our neighbors realize the dream of homeownership. Through Berkshire Bank Home Lending and First Choice Loans Services, Inc., A Berkshire Bank Company, we provide customers with a wide array of mortgage options to help people obtain their first home or their dream home. We participate in the Federal Home Loan Bank of Boston Home Equity Builder Program, USDA Residential Program, VA Mortgages and the FHA Loan Program as well as other state and local programs aimed at assisting low and moderate income individuals. Our efforts extend directly into neighborhoods, as dedicated Community Reinvestment Act (CRA) Mortgage Loan Officers work with under-resourced and diverse first-time homebuyers to put them on a path to homeownership. Our Foundation also invests in programs that help prepare individuals for their first home. Through a unique partnership with Habitat for Humanity affiliates, we provide free loan servicing to Habitat clients.

Fueling Small Business: Small businesses are the backbone of the American economy and our main streets. We pride ourselves on having the right solution when small businesses start to think big, providing financing and friendly repayment terms for all kinds of purchases. We work with the federal government to provide a full suite of Small Business Administration loans with competitive interest rates and longer repayment periods—an excellent way to obtain working capital. When a small business is ready to grow, we have the size and scale to help. Fueling small business growth isn't just about providing the capital. That's why our Foundation made \$454,133 in contributions to organizations working to enhance entrepreneurship and the health of the business community. This included grants to Northeastern New York SCORE, Onondaga (NY) Small Business Development Center, Utica (NY) SCORE, Rutland (VT) Economic Development Corporation, reSET (CT), International Hartford (CT), the Small Business Development Center at The College of New Jersey and dozens of others.



Commitment in Action


- » Berkshire Bank provided financing to support the redevelopment of the historic St. Mary's Church property in Pittsfield, Massachusetts. Located in the Morningside section of the city and in a designated Transformative Development Initiative area, the project will create 29 units of new housing in four buildings on the property: the church, the rectory, the convent and the school on the hill. The expected \$6.5 million redevelopment preserves a historic structure and helps kick-start revitalization efforts in the neighborhood. Led by CT Equities 100, additional partners in the project include Mass Development, Milltown Capital, City of Pittsfield and the Commonwealth of Massachusetts.
- » At Hudson Park, Berkshire Bank provided the financing for renovations and the equity investment in historical tax credits to developers Eric Moses and Dan Odabashian to support the redevelopment and re-adaptive use of the historic Hinckel Brewery property in Albany, New York, later used by Long Energy. The property comprises three interconnected masonry structures built between 1880 and 1919 and is soon to be home to 75 apartments (28 studios, 32 lofts and 15 one-bedrooms) containing approximately 37,419 SF of living area. BBL Construction Services, a leading U.S. construction firm that offers a complete scope of services both locally and nationally, is the general contractor. The expected \$13.1 million redevelopment preserves a historic structure and helps continue revitalization efforts in the neighborhood with affordable, modern apartments.
- » Berkshire Bank provided State and Federal Historic Tax Credit Investment & Bridge Financing as well as a grant from Berkshire Bank Foundation to Develop Springfield to help advance the Springfield Innovation Center. The revitalization project will create a home for Valley Venture Mentors, a group that helps people start businesses, office space for startups, shared co-working space for entrepreneurs and retail storefronts in the heart of downtown Springfield, Massachusetts.





Community Development Lending & Investments: We help rebuild neighborhoods across our footprint by working with local government, non-profit, private sector and individual stakeholders to help under-resourced individuals and communities. We look to harness our expertise to catalyze economic development. Our community development lending encompasses a variety of activities all aimed at creating jobs and stabilizing and revitalizing neighborhoods. Our commitment is responsive to local needs with a focus on collaboration.

Responsible Finance: We uphold strong ethical, social and environmental standards as they relate to our business activities. We work to minimize our exposure to potential social, environmental, cultural and reputational risks. As part of our mitigation process, we regularly engage with our stakeholders to understand emerging areas of interest and communicate those with any impacted business unit. We expect our lines of business to integrate social and environmental considerations into their decision-making processes by creating formal policies and guidelines. Existing combinations of policies already support a strong culture of social responsibility including our Code of Business Conduct and various lending policies governing environmental due diligence and responsible lending practices. In addition to those, we continue to look for opportunities to strengthen our social and environmental commitment by identifying industries and sectors that may pose a high potential for negative social or environmental impacts. We regularly evaluate and make recommendations to mitigate any risks we discover. The goal of our approach is to support responsible, risk-based decision-making and drive sustainable returns for our shareholders.



FINANCE THE FUTURE DETAILED SCORECARD

TOPIC	MEASURE	2018 RESULT
Homeownership	Dollar value of mortgages originated	\$2,576,300,000
Small Business Lending	Dollar value of loans committed to support small businesses	\$248,585,833
Community	Dollar value of all qualified community development loans originated	\$27,649,000
Development Lending & Investments	Dollar value of qualified community development investments owned at year end	\$94,490,973
Renewable Energy Lending	Dollar value of loans supporting renewable energy and low-carbon projects at year end	\$71,592,915



AWARDS & RECOGNITION

Our goal is not to earn awards or accolades, but the recognition we received in 2018 might mean we are doing something right.

» **United Nations IMPACT2030 Innovation Award**

For Leadership & Collaboration with Human Capital Investments - Small-Medium Enterprise (International)



» **Halo Award presented by Engage For Good**

Gold Halo Award Winner 2018 Top Employee
Community Engagement Program in North America - XTEAM



» **Invest In Others National Corporate Philanthropy Award Winner**

Financial Institutions (National)



» **PR Daily Corporate Social Responsibility Award**

XTEAM Volunteer Program - Top Volunteer
Program in North America



» **Boston Business Journal Top Charitable Contributors List**

6th Straight Year 2013-2018



» **Communitas Awards 2018**

International Leadership Award Winner for Corporate Social
Responsibility & Community Service

» **Nationally Ranked #23 in SBA 7(a) Loan Volume with 375 Loans for \$179M**

SBA Fiscal Year 2018, Gross Loan Approvals

PURPOSE

To financially empower our communities and help everyone realize life's exciting moments.

CULTURE

A culture that fosters respect, ethical behavior, diversity and inclusion creates an environment where all employees belong and can reach their full potential.

VISION

To succeed as a relationship-driven financial institution by operating responsibly, investing in our people and communities and fostering a strong sense of belonging while creating sustainable returns.

FOOTPRINT

With corporate headquarters in Boston, we operate in six Northeastern states and in targeted national markets as the premier banking institution with a reputation for local responsiveness and engagement.



This document contains forward-looking statements (within the meaning of the Private Securities Litigation Reform Act of 1995). There are several factors that could cause actual results to differ significantly from expectations described in the forward-looking statements. For a discussion of such factors, please see Berkshire's most recently filed reports on Forms 10-K and 10-Q, which are available on the SEC's website at www.sec.gov. Berkshire does not undertake any obligation to update forward-looking statements.



Banking products are provided by Berkshire Bank: Member FDIC; Equal Housing Lender. Berkshire Bank is a Massachusetts chartered bank. Insurance and investment products as well as investment securities and obligations of Berkshire Hills Bancorp, Inc. are not FDIC-insured, are not a bank deposit, "NOT GUARANTEED BY THE BANK," "NOT INSURED BY ANY FEDERAL GOVERNMENT AGENCY" and may lose value.