How We Approach Corporate Social Responsibility:

Our approach to CSR is a natural extension of both our mission—to become essential to our customers by providing differentiated products and services to help them achieve their aspirations—and our commitment to doing what is right.

We deliver value for both our business and our communities by investing financial and human resources in ways that address the social, environmental, and economic needs of our communities, customers, colleagues, shareholders, and partners.

This year, we mapped the United Nations Sustainable Development Goals (SDGs) to our business initiatives and programs and believe our work is most aligned with:

2017/2018 HIGHLIGHTS

Promoting Responsible Business Practices:

- **Maintain the highest standards of ethics and integrity**
  - 24/7 the Amex Ethics Hotline provides a channel in over 200 languages for colleagues, contractors, vendors, and suppliers to raise ethical or compliance concerns.

Serving Our Colleagues:

- **Foster a diverse and inclusive culture**
  - 100% on the Human Rights Campaign’s Corporate Equality Index score since 2004, based on our policies and practices that support LGBTQ inclusion.
- **Support our colleagues’ professional and personal goals**
  - 20 WEEKS paid parental leave for male and female U.S.-based regular full-time and part-time salaried colleagues.
  - 70% of our colleagues participated in either a personal or a professional development experience through trainings we offer.
  - 43% of U.S. colleagues had a flexible work arrangement.

Named to Bloomberg’s Financial Services Gender-Equality Index, based on our efforts to create a work environment that supports gender equality.
2017/2018 HIGHLIGHTS (CONTINUED)

Delivering for Our Customers and Partners:  
SDG 8

Meet the evolving needs of our customer base  
Rated as one of Ponemon’s Most Trusted Companies for Privacy for the past 10 YEARS.

Support small business growth  
8th YEAR Small Business Saturday’s celebration, a day we created to support local businesses.

Make our products and services better for society  
$89M+ donated from 2010 to 2017 by U.S. Card Members through our Members Give program to benefit charitable causes.

Announced SafeKey® 2.0, our next generation online authentication tool that provides an extra layer of security when an American Express Card Member makes an online purchase at a participating merchant.

Caring for Our Communities:  
SDGs 11, 17

Strengthen the communities in which we operate  
$40M in charitable giving, including grants provided by our Foundation, our Center for Community Development, and gift matching programs.

Engage citizen volunteering  
85+ nonprofits supported by our grants in 2017 engaged nearly six million volunteers in about 25 million hours of service.

Empower emerging nonprofit and social leaders  
$70M since 2008 to develop more than 70,000 social purpose leaders who are tackling some of society’s most complex issues.

Promote stewardship of historic places  
$65M+ since 1974 in support of historic preservation efforts around the world, helping to preserve more than 600 sites.

Managing Our Operations Responsibly:  
SDGs 13, 17

Reduce our environmental footprint  
50% carbon emissions reduction for scope 1 and 2 emissions since 2011.

Commit to responsible sourcing and operations  
98% of paper used in our U.S. direct marketing was certified from sustainably managed forests. Committed to limiting single-use plastic in our operations.

ZERO NET carbon emissions for our employee business travel (third party air, rail, and rental cars) through carbon offsets.

Engage our colleagues in sustainability  
20,000+ colleagues participated in our Earth Month activities.

TO READ OUR FULL 2017-2018 CSR REPORT, PLEASE VISIT: https://amex.co/CSR-report