

# The Powerful Backing of American Express



2017-2018 Corporate Social Responsibility Report Highlights

## 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**.

Each colleague is personally accountable for fulfilling our company's mission and receives Global Regulatory Learning Enterprise Essential Training.



Serving Our Colleagues:

SDGs **3, 5, 8**



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.

Named to **Bloomberg's Financial Services Gender-Equality Index**, based on our efforts to create a work environment that supports gender equality.



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.



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<sup>SM</sup>  
program to benefit charitable causes.

Announced SafeKey<sup>®</sup> 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  
volunteerism

**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.

**ZERO NET**

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



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.



Engage our colleagues  
in sustainability

**20,000+**

colleagues participated  
in our Earth Month activities.