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JPMORGAN CHASE & CO.

**CORPORATE SOCIAL RESPONSIBILITY
REPORT**

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Message from the CEO

In this year's ESG Report, I'm thrilled to share how we've navigated through economic challenges and remained dedicated to supporting our clients, employees, and communities. Despite the pressures from inflation, volatile markets, and political tensions, our strong balance sheet and commitment to operational excellence have kept us on track.

We've made notable strides in our sustainability initiatives, updating our targets to better reflect our efforts in reducing emissions and supporting the energy transition. We've also expanded our focus to new sectors like Shipping and Aluminum, demonstrating our comprehensive approach to decarbonization.

Our \$200 million investment in Detroit's economic recovery has been incredibly rewarding, leading to increased market share and stronger account balances. This investment highlights the importance of community support in our success.

I'm particularly proud of our 309,000 employees, whose dedication and integrity drive our impact and connect us with those we serve. We remain committed to building a talented and diverse workforce to support our future endeavors.

Jamie Dimon
Chairman & CEO, JPMorgan Chase

About JPMorgan Chase & Co.

JPMorgan Chase & Co. is a major financial services firm based in the U.S., with \$3.9 trillion in assets, 309,926 employees across 65 countries, and branches in 48 states and Washington D.C. We lead in investment banking, consumer and small business financial services, commercial banking, transaction processing, and asset management.

Our business is organized into five main segments:

Consumer & Community Banking (CCB): Offers services to individuals and small businesses through branches, ATMs, and digital platforms. It includes Banking & Wealth Management, Home Lending, Card Services, and Auto Loans.

Corporate & Investment Bank (CIB): Provides investment banking, market-making, and treasury services to global clients, including corporations, financial institutions, and governments. It includes Banking and Markets & Securities Services.

Commercial Banking: Delivers financial solutions to middle-market companies, large corporations, and real estate clients, including lending, payments, and asset management.

Asset & Wealth Management (AWM): Manages \$5.0 trillion in client assets, offering investment management and wealth services to institutional and high-net-worth clients.

Corporate: Handles firm-wide activities, including Treasury and Chief Investment Office (CIO), and other centralized functions like Real Estate, Technology, Legal, and Human Resources.

\$2.5T Sustainable Development Target

At JPMorgan Chase, we are committed to fostering sustainable economic growth and supporting global development through our Sustainable Development Target (SDT), established in 2021. Our aim is to finance and facilitate over \$2.5 trillion from 2021 to 2030, aligning with our net zero emissions targets and the United Nations Sustainable Development Goals (SDGs).

We are committed to driving sustainable growth through our \$1 trillion Green objective, which focuses on developing and scaling climate solutions and sustainable resource management. Our efforts include investing in clean energy, sustainable transportation, and resource conservation. In 2023, we financed and facilitated \$66 billion toward this objective, with a cumulative total of \$242 billion since 2021.

Key initiatives include:

Green Objective: We support climate solutions and sustainable resource management, including clean energy projects and conservation efforts. Our funding supports diverse green activities, such as renewable energy and water management. Notable projects include a waste-to-energy facility in New York, which will convert food waste into renewable natural gas and reduce CO2 emissions.

Development Finance: We focus on mobilizing capital for sustainable development in emerging markets. In 2023, we facilitated \$102 billion toward this objective, including \$13 billion redirected from Green activities.

Community Development: Our aim is to enhance economic inclusion, particularly for low-to-moderate income individuals and underserved communities. In 2023, we allocated \$26 billion to this goal, including \$8 billion for homeownership, \$2 billion for small business growth, and \$9 billion for affordable housing. This work aligns with our Racial Equity Commitment, which focuses on closing the racial wealth gap and supporting historically underserved communities.

Overall, we have made significant progress toward our Sustainable Development Target, but market conditions and other factors may influence the pace of our efforts. We continue to focus on long-term progress and supporting sustainable development across various sectors and regions.

Governance

At JPMorgan Chase, our corporate governance is designed to address the needs and interests of our diverse stakeholders, including customers, employees, shareholders, and the communities we serve. We believe that our continued success is built on our strong adherence to our Business Principles, which focus on long-term growth and sustainability. As we enhance our understanding of Environmental, Social, and Governance (ESG) issues, we are committed to regularly updating our governance practices to stay aligned with the evolving ESG landscape.

Oversight and Management of ESG

Board of Directors:

- **Role:** The Board oversees the Firm's overall strategy, executive performance, risk management, and ESG matters.
- **Committees:** The Board is supported by five key committees, each responsible for specific aspects of ESG:
 - **Public Responsibility Committee**
 - **Compensation & Management Development Committee**
 - **Risk Committee**
 - **Audit Committee**
 - **Corporate Governance & Nominating Committee**
- **Focus:** These committees operate under detailed charters and Corporate Governance Principles, integrating ESG issues into their discussions and director education programs.

Senior Management:

- **Structure:** Our senior management team, including the Operating Committee (OC), drives corporate strategy and operations, with a focus on ESG matters.
- **Members:** The OC comprises the CEO, Chief Risk Officer (CRO), Chief Financial Officer (CFO), General Counsel, and other senior leaders.
- **ESG Reporting:** Key executives, including the CRO and heads of Human Resources, Diversity, Equity and Inclusion, Corporate Responsibility, and Sustainability, provide regular updates on ESG initiatives to both the OC and the Board.

Our governance framework ensures that ESG considerations are embedded in our strategic and operational decisions, and we are dedicated to adapting our practices to meet global ESG standards and expectations.

Stakeholder Engagement Overview

JPMorgan Chase actively engages with its customers and clients through various methods such as surveys, one-on-one meetings, and community events. This engagement helps the firm gather feedback and ensure its products and services align with social and environmental responsibilities. Notable initiatives include offerings for affordable housing and electric vehicles, reflecting the firm's commitment to supporting both social equity and environmental sustainability.

For its employees, JPMorgan Chase employs a range of engagement methods including surveys, town halls, focus groups, and feedback tools. The firm saw a high level of participation in its Employee Opinion Surveys and celebrated its employees with annual appreciation events. These efforts highlight the firm's dedication to understanding and addressing the evolving needs and perspectives of its workforce.

In terms of community engagement, JPMorgan Chase utilizes Chase Advisory Panels, listening sessions, and interactions with civic groups and non-profits. In 2023, the firm engaged with over 130 community stakeholders to solicit feedback on its services and approaches, demonstrating its commitment to addressing the diverse needs of the communities it serves.

The firm maintains robust dialogue with investors through quarterly reports, earnings calls, investor meetings, and dedicated outreach sessions. In 2023, JPMorgan Chase received feedback from approximately 120 equity holders and participated in ESG-focused investor events. This engagement helps the firm stay responsive to investor concerns and align its strategies with stakeholder expectations.

JPMorgan Chase also engages with regulators and policymakers through ongoing discussions on issues related to banking, financial services, and other regulatory matters. The firm participated in over 150 consultations and proposals in 2023, both directly and through trade associations, showcasing its proactive approach to regulatory engagement.

By leveraging insights from these various engagements, JPMorgan Chase continually refines its business strategies, policies, and ESG disclosures, ensuring alignment with evolving regulatory requirements and stakeholder expectations.

JPMorgan Chase maintains robust engagement with ESG raters to enhance transparency and performance. The firm prioritizes open, transparent dialogue with rating agencies to better understand their methodologies and scoring systems. In 2023, JPMorgan continued this engagement, actively participating in sessions hosted by various ESG raters. These interactions

helped the firm stay informed about industry developments and refine its practices based on feedback.

The firm also engages regularly with key suppliers to ensure high standards of business conduct and to address topics related to operational efficiency, risk management, and sustainability. In early 2023, JPMorgan introduced Supplier Environmental Sustainability Guidelines and provided training to sourcing managers. ESG-related questions were standardized in all supplier requests for proposals to reinforce the firm's commitment to sustainability.

For research analysts, JPMorgan Chase provides comprehensive information through regulatory filings, quarterly earnings materials, and reports. In 2023, the Investor Relations team hosted a panel event to discuss the firm's 2023 Climate Report. This event featured senior executives and focused on clarifying the differences between the firm's emissions reporting and the Partnership for Carbon Accounting Financials (PCAF) methodology, enhancing transparency and comparability

JPMorgan Chase is dedicated to maintaining accountability, transparency, and integrity in its interactions with customers, employees, suppliers, shareholders, and other stakeholders. The firm's Code of Conduct and Business Principles are central to fostering a culture of respect, safety, and ethical behavior. Employees are trained on the Code of Conduct upon hiring and must reaffirm their compliance annually. The Code addresses avoiding conflicts of interest, safeguarding confidential information, and ensuring a workplace free from threats and harm.

Employees, consultants, agents, and temporary workers are expected to adhere to the Code, with additional ethical guidelines for senior finance roles. Concerns about unethical behavior can be reported through the Conduct Hotline, which is accessible 24/7 and operated by a third-party provider. The firm ensures that reports are reviewed promptly, with confidentiality maintained as much as possible, and prohibits retaliation against those who report issues in good faith.

The Board of Directors plays a crucial role in overseeing ethics and culture. The Compensation & Management Development Committee evaluates the firm's culture and employee feedback, while the Audit Committee oversees compliance with the Code of Conduct.

JPMorgan Chase enforces a zero-tolerance policy for bribery and corruption, supported by a global Anti-Corruption Policy. This policy, governed by anti-corruption professionals and senior management, prohibits any form of improper payments or benefits and includes comprehensive training and monitoring. Additionally, the firm is committed to combating financial crimes, including money laundering and sanctions violations, through its Anti-Money Laundering Compliance & Sanctions Program and participation in international efforts like the Wolfsberg Group.

Environment

JPMorgan Chase is committed to advancing environmental sustainability by scaling green solutions and mobilizing capital for climate and sustainable initiatives. The firm has set a \$1 trillion Green target to support climate and resource management projects as part of its broader \$2.5 trillion Sustainable Development Target. This includes issuing Green Bonds and providing financing and strategic advice to clients transitioning to low-carbon operations.

The Green Economy Banking team offers specialized banking solutions and credit underwriting to companies focused on decarbonization technologies. In 2023, JPMorgan Chase arranged a \$1 billion credit facility for First Solar to support its expansion in solar panel manufacturing.

The Corporate Advisory and Sustainable Solutions (CASS) team, formed in 2023, integrates various advisory and finance teams to drive sustainable solutions and coordinate green capital allocation. The Center for Carbon Transition (CCT) helps clients with low-carbon transition strategies and manages the firm's Carbon Assessment Framework to track progress towards net-zero emissions.

JPMorgan Chase is also a leading underwriter of green, social, and sustainability-linked bonds. In 2023, the firm underwrote \$36.7 billion in such bonds, including a \$2 billion sustainable bond for Brazil, aimed at funding green and social projects.

The Global Markets Sustainability Center offers sustainability and climate solutions across asset classes, including ESG benchmarks and investable indices. It supports charitable causes related to sustainability through structured notes.

JPMorgan Chase's global research team publishes ESG-focused investment research, and its Asset Management and Global Private Bank divisions offer sustainable investing solutions. The firm also supports the transition to electric vehicles through its auto lending and online EV Education Center.

JPMorgan Chase is dedicated to achieving long-term, inclusive, and sustainable economic growth by balancing environmental goals with societal and economic needs. The firm aims for net zero greenhouse gas emissions by 2050 while addressing global energy demands and ensuring equitable energy access. Key strategies include supporting clients in their low-carbon transitions, setting 2030 emissions intensity reduction targets for sectors such as Oil & Gas and Electric Power, and expanding the Energy Mix target to include zero-carbon power generation. The Carbon Assessment Framework (CAF) is used to assess clients' emissions and decarbonization plans, enhancing transparency and engagement.

Social

JPMorgan Chase is actively supporting inclusive growth and workforce development through various initiatives. In 2023, the firm committed \$3.5 million to U.S. apprenticeship programs, bringing its total to \$15 million since 2017. It also invested \$10 million in Tech Equity Miami and supports the NY Jobs CEO Council to improve job access and career pathways. The firm promotes second-chance hiring by working with employers to create opportunities for individuals with criminal records, hiring over 3,000 such individuals in 2023. The U.K. Aspiring Professionals Program aids high-achieving students from low-income families, with 86% of participants securing employment within 15 months of graduation.

Globally, JPMorgan Chase's \$75 million Global Career Readiness Initiative expands career opportunities for young people, while its green jobs funding supports workforce development in response to climate change. Investments in technology, like the \$40 million Series-C funding for Transfr, enhance career exploration and training. The firm also backs policies to improve career pathways and supports various programs to aid small and mid-sized businesses, including the Entrepreneurs of Color Fund and Small Business Investment Companies. Through senior business consultants, mentorship programs, and support for underserved businesses, JPMorgan Chase aims to foster growth, resilience, and equitable access to resources and networks for diverse entrepreneurs.

JPMorgan Chase is dedicated to advancing community development through several key initiatives. Since 2021, the firm has committed \$400 million to improve housing stability and affordability for Black, Hispanic, and Latino households, investing over \$275 million to support more than 170 organizations with grants, loans, and equity investments.

In 2023, JPMorgan Chase extended \$5 billion in lending for affordable rental housing, creating and preserving over 41,000 units. The firm is also supporting innovative housing solutions with a \$15 million commitment to organizations working on scalable, climate-resilient, and energy-efficient housing models. This includes investments in factory-built homes and mixed-use developments.

To address the homeownership gap, JPMorgan Chase is expanding access to home lending products, increasing its presence in historically underserved communities, and offering initiatives like the \$5,000 Chase Homebuyer Grant. The firm has removed income limits for this grant in many majority Black, Hispanic, and Latino communities. It also supports innovative homeownership models, such as the Equity Boost Mortgage and SAFE mortgage reserve account, with a \$4.5 million commitment to the Center for Community Self-Help.

Commitments

JPMorgan Chase has actively pursued community development and racial equity through various initiatives. They supported Pride Global, a diverse-owned business, by providing mentorship and training to enhance its supplier diversity program, resulting in increased spending with Black, Hispanic, and Latino suppliers. In New Orleans, they financed \$7.6 million for the redevelopment of the Hollygrove neighborhood, rehabilitating historic buildings and constructing new housing units to provide affordable options for low-income families. Locally, their Community Managers promote financial health resources, with events like a back-to-school workshop in Atlanta offering guidance on budgeting and credit. Additionally, the firm invested \$32.5 million into a healthcare and research center in Washington, D.C., expanding services and clinical trials for underserved communities. These efforts, overseen by the Community Impact Team and supported by various stakeholders, build on the firm's long-standing commitment to addressing racial wealth gaps and supporting underserved communities, extending beyond their initial five-year commitment.

Conclusion

JPMorgan's commitment to Corporate Social Responsibility is demonstrated through impactful initiatives worldwide. From enhancing energy efficiency and reducing greenhouse gas emissions to promoting biodiversity and supporting sustainable communities, the company's holistic approach integrates innovation with environmental stewardship. By fostering partnerships and leveraging technology, JPMorgan continues to drive positive change and contribute to a sustainable future globally.