



2020  
ENVIRONMENTAL,  
SOCIAL AND  
GOVERNANCE  
REPORT





A YEAR OF  
CARING.

A YEAR OF  
CHANGE.

## **ABOUT THIS REPORT**

This Environmental, Social and Governance (ESG) report provides information on certain ESG activities of Synchrony Financial and its consolidated subsidiaries in 2020, unless otherwise noted. It also includes some of the activities of the Synchrony Foundation, a charitable private foundation established by the company. There was no external assurance from third parties with respect to the information in this report. Many of the targets, goals, impacts and programs described in this report are aspirational, and as such, no guarantees or promises are made that these goals and projects will be met or successfully executed.

This report responds to the Sustainability Accounting Standards Board (SASB) reporting guidelines with respect to our significant ESG topics. The SASB index can be found in the Appendix of this report.

This report includes certain non-financial data and information which is subject to measurement uncertainties resulting from limitations inherent in the nature and the methods used for determining such data. The selection of different but acceptable measurement techniques can result in materially different measurements. The precision of different measurement techniques may also vary.

This report contains forward-looking statements that are provided under the “safe harbor” protection of the Private Securities Litigation Reform Act of 1995, including statements regarding our ESG targets, goals, impacts, programs, and other business plans, initiatives and objectives. Forward-looking statements include all statements that do not relate solely to historical or current facts and involve a number of known and unknown risks, uncertainties and other important factors that may cause actual results and outcomes to differ materially from any future results or outcomes expressed or implied by such forward-looking statements. Such risks, uncertainties and other important factors include, without limitation, those described in our recent filings with the SEC, including, without limitation, in Risk Factors and Management’s Discussion and Analysis of Financial Condition and Results of Operations in our Annual Report on Form 10-K for the fiscal year ended December 31, 2020 and our subsequent Quarterly Reports on Form 10-Q and Current Reports on Form 8-K. If a circumstance occurs after the date of this ESG report that causes any of our forward-looking statements to be inaccurate, whether as a result of new information, future developments or otherwise, we undertake no obligation to announce publicly the change to our expectations, or to make any revision to our forward-looking statements, to reflect any change in assumptions, beliefs or expectations, or any change in events, conditions or circumstances upon which any forward-looking statement is based, unless required by law.



**BRIAN DOUBLES**

President and  
Chief Executive Officer

# LETTER FROM OUR CEO

I'm pleased to present Synchrony's Environmental, Social and Governance (ESG) report for 2020.

Guided by our vision, mission and values, Synchrony's culture is to do the right thing—for our business, our customers, our employees, our communities and our environment. It's why we care and strive to change what's possible for our stakeholders.

Our culture guided our response to the COVID-19 global pandemic, including supporting our customers and partners, protecting the health and safety of our employees and their families, and helping our communities. I am proud that we stood up a nearly 100% work-from-home organization within weeks, enabling our employees to maintain high levels of service for our customers and partners from the safety of their homes.

At Synchrony, diversity and inclusion have always been core to our culture. Devastating events in 2020 drove candid dialogues with our Black colleagues as well as those from outside our company, prompting us to look even deeper at our own corporate practices and propelling us to strengthen our stand against social injustice and racial inequity.

Our culture also drove several notable achievements, including:

- A #44 ranking on Fortune's 100 Best Companies to Work For® list; and
- A #20 ranking on Forbes' annual JUST 100 list of America's best corporate citizens.

In this report, we share more details on our response to the pandemic, our efforts to support social justice and racial equity, as well as the stories behind our rankings, highlighting how Synchrony and our employees come together to do the right thing for our stakeholders.

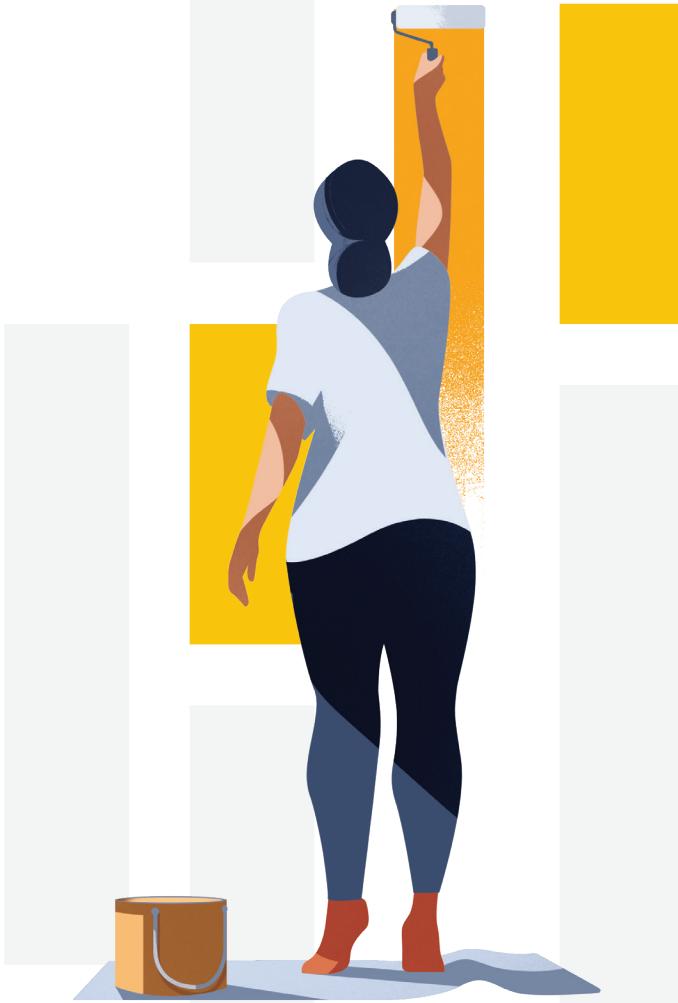
Sincerely,



**BRIAN D. DOUBLES**

President and  
Chief Executive Officer





# OUR BUSINESS

*Doing What's Right.  
Delivering More Value.*

Our Board of Directors (our Board), our executive team and our over 16,500 employees work together to create long-term value for our stockholders. We believe our stockholders are best served when Synchrony achieves results responsibly and in a manner that delivers sustained value to our customers, partners, employees, suppliers and communities. Simply put, Synchrony strives to maintain the highest level of corporate governance, transparency, inclusion and ethical behavior.

## BOARD OVERSIGHT OF COVID-19 PANDEMIC RESPONSE

Synchrony's culture stands for our commitment to do the right thing for all stakeholders, and this culture set the foundation for our collective response to the COVID-19 pandemic.

Our Board works closely with our executive leaders in matters relating to our employees, operations, partners, customers and overall financial performance. They are kept up to date on the pandemic's impact through weekly dashboards and special Board and committee meetings. In 2020, our Board supported management's assessment of strategic risks and opportunities to position Synchrony for success in the post-COVID-19 world. Our Board also oversaw management's adoption of eight new strategic workstreams, including several that impact our ESG activities by addressing:



**Our future operations**



**The ability to work remotely**



**Changes in how we drive agility and accountability**



**Acceleration of our progress toward greater diversity and inclusion**

In 2020, our Board committees were deeply involved in our pandemic response. Our Risk Committee oversaw and monitored management's actions to address cybersecurity and the risks of working from home (WFH). Our Management Development & Compensation Committee worked with its independent consultant and management on the impact of the pandemic on employees and our compensation programs. Our Technology Committee supported management on the tools required to continue innovation and agile development in the WFH setting.

## WELL-QUALIFIED GUIDANCE

Synchrony's Board of Directors and its committees routinely evaluate our Board composition and our latest updated skills matrix. This way, the Board has the requisite expertise to oversee Synchrony's business today and as it evolves under our strategy for the future. In 2020, we added a new director who brings expertise in risk management in the consumer banking sector. Our new director joins a Board with existing expertise in areas directly relevant to our business and strategy—including consumer banking, credit cards, retail, technology, cybersecurity, risk management, marketing, government affairs and accounting.

With seven of 12 of our directors being women and/or minorities, Synchrony has one of the most diverse Board of Directors of any financial services company or commercial bank in the Fortune 200.<sup>1</sup> Ten of our 12 directors are independent; four are women; four are minorities; and one is a veteran. This diversity enables our Board to guide and oversee management more effectively, bringing strategically relevant, forward-looking and inclusive perspectives to our boardroom.

Our Board of Directors has established governance policies and practices that enhance sustained value creation for our stockholders—regularly monitoring emerging corporate governance topics, trends and governance principles and the incorporation of best practices and stockholder feedback where appropriate.

## OUR FOCUS ON ESG

As a consumer financial services company, our most significant ESG topics include: fair lending; responsible marketing; financial inclusion and access; data privacy and information security; human capital management (including diversity and inclusion); and community investment.

Our Nominating and Corporate Governance Committee establishes our corporate governance practices and oversees Synchrony's environmental and social practices. All of our Board committees engage in matters that impact our ESG strategy and performance. For example: our Audit and Risk Committees oversee compliance matters; our Risk Committee oversees cybersecurity risks; and our Management Development and Compensation Committee oversees human capital practices.

In 2020, our Board elevated its attention to, and expanded its activities to support, social justice and racial equity. Our Board received regular updates on progress in Synchrony's diversity and inclusion efforts, including new initiatives such as Advancing Diverse Talent, which uses data analytics to identify opportunities as they relate to our workforce demographics, shaping our strategies around hiring, developing and advancing underrepresented talent. Our directors hosted all-employee events on diversity and inclusion in the workplace, participated in our annual Diversity Experience, and shared their thought leadership on diversity and inclusion at conferences and in publications. As part of its annual review of compensation practices, our Management Development and Compensation Committee reviewed Synchrony's annual pay equity process, which we complete through a third party. The committee also confirmed Synchrony's continued approach to driving more equitable pay practices across gender and race, considering key factors such as job level, function, experience and historical performance.

We maintain a cross-functional working group comprised of senior executives and employees who monitor our current ESG progress. In addition to developing our ESG strategy, the group works with our business and operational leaders to further integrate ESG across our company. To strengthen our company-wide embrace of our ESG strategy, in early 2021, the Management Development and Compensation Committee adopted ESG and corporate culture, including diversity and inclusion, as a component of our annual incentive plan for executives.

<sup>1</sup>Based on 2020 disclosures.

## DOING WHAT'S RIGHT

Synchrony strives to maintain the highest level of corporate governance, transparency, inclusion and ethical behavior. Our vision is to build a future where every ambition is within reach. Our mission—to create financial and technology solutions to move our customers and partners forward—is how we bring our vision to life. Our values—honest, passionate, caring, responsible, bold and driven—shape our actions every day.

### OUR VISION

To build a future  
where every ambition  
is within reach.

### OUR VALUES

Honest.  
Passionate.  
Caring.  
Responsible.  
Bold.  
Driven.

### OUR COMMITMENTS

Champion Customers  
Act Like an Owner  
Relate and Inspire  
Elevate Everyday

Synchrony's leadership sets the bar high when it comes to ethical business conduct. Our commitment to integrity is essential to maintaining the trust of our clients, customers and stockholders. The way we conduct our business is as important as the results we achieve. We all have a shared responsibility to do the right thing.

Accordingly, all employees must adhere to, and complete annual training on, the standards set forth in our Code of Conduct (Our Code).

- We are open, honest and trustworthy in the way we work with clients, customers, employees, regulators, service providers and the public.
- We obey the letter—and the spirit—of all laws and regulations.
- We make effective compliance and governance the way we work.
- We work to create and sustain a culture where ethical conduct is owned by all and raising concerns about compliance with laws, regulations, Synchrony policies and Our Code is expected, encouraged and valued.

Our Code also applies through our Supplier Code of Conduct to anyone who provides services or products to Synchrony, including our suppliers, contractors and consultants.

Synchrony's Ombuds program solicits, accepts and handles concerns raised by employees, consumers and third parties such as our suppliers. Our Code expressly prohibits any form of retaliation for reporting concerns, participating in an investigation or encouraging or assisting others in reporting a concern.

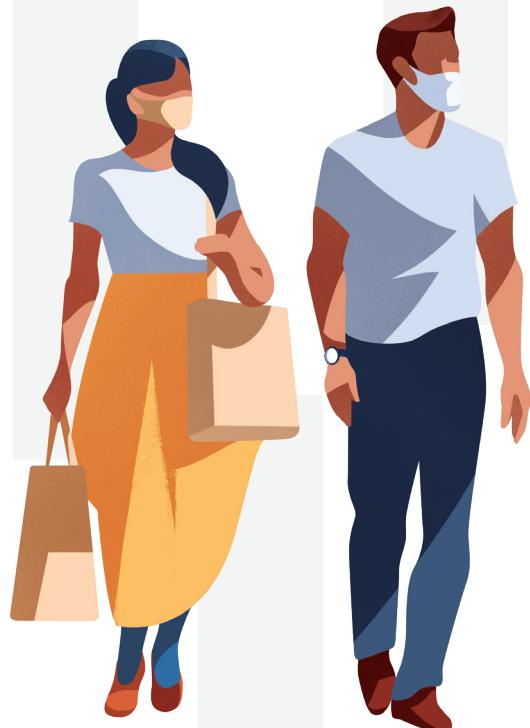
Our Code describes the many channels through which an employee can raise a concern (with an anonymous option). Channels include a manager, a human resources manager, a legal or compliance representative, Synchrony's Ombuds team, our toll-free Ombuds telephone helpline and via a website link. Our Ombuds program also handles concerns raised by third parties to Synchrony's Corporate Secretary (including those raised anonymously) through written correspondence, by email or by phone as described on the Corporate Governance page of our website. Our Ombuds Committee meets on a monthly basis to oversee the program, and its membership includes five members of our executive leadership team.

## SUPPLIER DIVERSITY

Synchrony recognizes the advantage of developing a broad supplier base that includes diverse businesses to compete for the procurement of goods and services. Our initiatives to promote supplier diversity is supported by robust monitoring and reporting processes that incorporate third-party data validation. A supplier diversity council, made up of Synchrony executives and employees, helps to integrate supplier diversity commitments throughout our company.

We remain committed to external outreach, becoming a national member of the National Minority Supplier Diversity Council and increasing our financial support of its mission in 2020. Participation in local and national supplier diversity events has expanded, including several virtual events during the pandemic, resulting in an increase of diverse supplier registrations year over year through our supplier portal. Since the Supplier Diversity Program was formalized in 2018, the overall annual diverse spend has increased 20%.





# OUR CUSTOMERS

*Putting Fairness Into Action.*

*Putting Customers First.*

At Synchrony, caring for our customers starts with treating them fairly and honestly. Our Code describes this as “fair dealing.” That phrase underpins many of our internal policies, including our Fair and Responsible Banking Policy and our Fair Lending Policy.

## **FAIR AND HONEST**

To best champion our customers, new employees are required to complete training courses on a broad range of topics, including data security; fair lending; unfair, deceptive or abusive acts or practices (UDAAP); and other banking laws and regulations. We require nearly all employees, as well as our Board, to refresh their training in these areas annually.

Fair dealing extends to our suppliers' employees, too. We assign them courses based on the type of work they perform and their level of interaction with Synchrony customers. Most supplier employees in the training program complete similar courses on fair lending, UDAAP and other banking laws on the same timetable as our own employees.

In 2020, our commitment to our customers included an individualized approach to offering relief to those feeling the financial impact of COVID-19. Our financial accommodations included interest and fee adjustments, payment deferrals, extensions of existing credit card promotions and reevaluation of credit limits.

## **RETAIL PARTNER AND PROVIDER OVERSIGHT**

We offer training in fair lending, transparency, UDAAP and other laws and regulations specific to Synchrony's products to our Retail Card, Payment Solutions and CareCredit sales platforms. We continue to enhance our Client Oversight Program, which is designed to identify, monitor and manage client-controlled risks that our products are offered fairly and transparently with appropriate customer consent.

## **NEW PRODUCT COMPLIANCE**

We follow a comprehensive new product implementation (NPI) process, overseen by an NPI sub-committee of our Management Committee. This ensures all new, modified or expanded financial products or services satisfy fair dealing, regulatory and other requirements.

Our process adheres to a robust governance framework that guides the design, implementation and post-launch monitoring of new, modified or expanded products and services. In 2019, we enhanced our NPI process, adding a new product risk assessment template. We use it to evaluate the adequacy of existing controls to mitigate potential risks for all new, modified and expanded products and services.

We also closely monitor our product offerings, marketing materials, and product terms and conditions for ongoing compliance with applicable laws, including fair lending and UDAAP laws.

## ADDRESSING CONSUMER COMPLAINTS

We care for our customers, value their opinions and do everything we can to resolve their concerns swiftly. Our robust complaints program uses a centrally managed set of processes and procedures to identify and handle consumer complaints and concerns. This improves the customer experience while meeting regulatory expectations. Customers can contact us directly through a variety of channels: email, phone, eChat, social media and our website.

We closely monitor our customers' complaints to identify risks of potential customer harm and service issues. In 2020, we strengthened our complaint monitoring process by introducing a robust root cause analysis process that scrutinizes increased complaints in high-risk compliance categories.

## INFORMATION SECURITY, DATA SECURITY AND DATA PRIVACY

Data security and maintaining the privacy of consumer data in accordance with applicable laws are top priorities at Synchrony. Our information security team, in collaboration with our Board and executive leadership team, maintains intense scrutiny of our information security program to ensure our strategy, information security policies and practices remain effective against a rapidly evolving landscape of threats. We focus on maintaining the confidentiality and integrity of our customers' information, including information processed by our third-party service providers.

Our data protection strategy meets the requirements of the Office of the Comptroller of the Currency's (OCC's) Heightened Standards. We strive to deliver innovative products and capabilities to drive value for our customers and partners, and recognize access to and appropriate use of data is a critical component of our ability to do so.





Our information security team continuously reviews and adapts its strategy, information security policies and practices, informed by our intelligence team and supported by regular training of information security employees and awareness activities for employees company wide. In 2020, we adapted our Security Awareness program for the new remote workforce and heightened awareness for clients and employee families.

Also in 2020, as part of our enterprise-wide COVID-19 efforts to protect our employees and partners, we enhanced our end-point controls and remote capabilities and strengthened our suppliers' compliance requirements to enable our employees and partners to continue safely and securely working remotely during the pandemic.

We have an ongoing, innovation partnership with the University of Illinois and the University of Connecticut, via the Synchrony Cybersecurity Center, where faculty and students collaborate with Synchrony staff on emerging technology. We also support fellowships, student scholarships and senior projects as well as faculty positions, most notably an endowed chair within the Computer Science & Engineering Department at the University of Connecticut. In addition, we launched the Synchrony Sponsored Certification program, making training and certification programs for cybersecurity skills available to all Synchrony employees.

Our information security team works closely with clients to share best practices and detect, track and mitigate threats. In addition, we actively engage with several trade associations representing banks and other financial institutions to stay abreast of developments in the cybersecurity, data security, privacy and legislative landscapes. We continue to participate in working groups that analyze and provide feedback to proposed new laws, rules, regulations and assessment frameworks in these critical and perpetually changing areas.

We continually test the effectiveness of our controls and data protection processes through internal and independent systems audits and assessments, including regular penetration tests, application code reviews, vulnerability scans, disaster recovery tests and cyber exercises to simulate hacker attacks.

Our information security program is designed and managed to be consistent with the Financial Services Profile framework, which is an industry-specific extension of NIST CSF. In addition, the maturity of the information security program is measured and monitored against multiple industry frameworks, including FFIEC CAT, and NIST CSF, and a risk-driven metrics program aligned to our business requirements. The results of the maturity assessment are reviewed with executive leadership and the Risk Committee of our Board. The Information Security strategy is also reviewed and monitored by our Board. The results of these assessments are reviewed with Financial Services regulators, including the OCC and Federal Reserve Board. Finally, we are compliant with the Payment Card Industry (PCI) program, and with all the independent testing and assessment that PCI compliance requires.

As a regulated financial institution, Synchrony has maintained compliance with the requirements of the Gramm-Leach-Bliley Act (GLBA), in connection with its access to and processing of personally identifiable information of consumers for provision of its financial products and services. In response to external developments, including the European Union's enactment of the General Data Protection Regulation in 2017 (GDPR), the passage of the California Consumer Privacy Act in 2018 (CCPA), and the proposal of a number of new state and federal privacy bills over the last several years, we established a Consumer Rights Program (CRP). Its purpose is to create the foundation for compliance with the GDPR and CCPA and similar privacy laws established by other jurisdictions.

In recognition of the heightened focus on consumer privacy issues generally, and the implications for Synchrony from both an operational and business standpoint, the role of Chief Privacy Officer was created along with the establishment of a comprehensive Privacy Office located within the Legal function. The mandate of the office is to support Synchrony's business objectives by ensuring compliance with applicable privacy laws, regulations and company policies throughout the organization and, as applicable, in connection with our relationships with our partners and suppliers.

The Privacy Office conducts periodic and ongoing identification and assessment of privacy risk to the enterprise; maintains privacy policies, procedures and training; and maintains a functional interdependent engagement model across first-line-of-defense processes having primary responsibility for execution of privacy related activities. This includes reporting of associated execution performance, risks and issues, and engagement with regulatory bodies and industry organizations respecting privacy-related areas of focus. Currently, the primary privacy laws applicable to Synchrony are the GLBA, CCPA, GDPR, Health Insurance Portability and Accountability Act (HIPAA), Right to Financial Privacy and Fair Credit Reporting Act (FCRA).



# OUR EMPLOYEES

*New Ways to Work. New Ways to Grow.*

Since our initial public offering in 2014, Synchrony's values and culture have been at the center of who we are and all we do. Acting boldly is one of Synchrony's core values, as is caring for our employees, customers and community. If ever there was a time to truly exemplify these values, it was 2020. No one could have foreseen how COVID-19 would put Synchrony to the test, but we put our values into action and our people first to propel our business forward. Social justice movements became a powerful force in 2020 with demands for social justice and racial equity. We deepened our commitment to further learning, action and change on behalf of all those who are underrepresented, marginalized or discriminated against.

The events and decisions, big and small, in 2020 have contributed to a transformation at Synchrony. Synchrony has become more agile and bolder in decision making, while keeping our employees, our customers and our values central.

## KEEPING EVERYONE SAFE

As the global pandemic gained momentum in the United States and the number of COVID-19 cases steadily rose, so did concerns for our employees' health and safety. By early March of 2020, Synchrony decided the safest place for all employees was not in the office, but at home.

Executing this decision presented a massive logistical challenge. It included getting each employee set up at home and providing them with the technology and support needed to be as effective as they were onsite. Leaders across all levels and functions of the organization mobilized to make it happen. Incredibly, nearly all U.S. Synchrony employees were productively working from their home offices within two weeks of the decision.

In September 2020, Synchrony reimagined the way our employees would work post-pandemic and made the bold decision to turn what was a temporary work arrangement into a long-term one. Simply put, we transformed our team of over 16,500 employees working from home into an energized, engaged, remote workforce. This progressive new, industry-leading approach reduced our physical and carbon footprints in the United States and gave us the flexibility we needed to be a more agile and innovative company.



## A Working Strategy

For a company the size of Synchrony, going fully remote takes more than telling employees to continue working from home. In our case, it took three basic constructs:

1. All Synchrony employees will be given the option of being remote employees. Employees who choose to **permanently** work from home, including post-pandemic, are given a stipend to cover the cost of setting up their home office.
2. We replaced our sites with **hubs**—geographic “home bases” for Synchrony connections and culture. As we reduce our physical footprint, we will create purpose-driven spaces—reconfigurable areas that can be used for hoteling, learning, networking, convening Agile work teams, cultural activities, town halls and other events. Here’s what that looks like:



### VIRTUAL HUB

**No longer have a physical Synchrony site in these locations.**

All employees transition to work from home and become members of their Synchrony Virtual Hub.



### HOTELING HUB

**Physical footprints are reduced.**

All employees transition to work from home but can access the physical space in the hub for certain activities, there is no assigned seating.



### HYBRID HUB

**Physical footprints as they are today, transformed for our new way of working.**

Employees choose to have an assigned seat in the office three days per week or work at home permanently with the option to access the physical space for certain activities and reserve a seat as needed.

3. We are following a new set of **leadership principles** to ensure we preserve, maintain and enhance our culture while protecting and nurturing our remote workforce. Here's what that means:



**Role model our work at home mindset.**

Our Executive Leadership Team and SVPs who have physical office space in our Hybrid Hubs will be working remotely one to two days a week.



**Support your personal career journey no matter where you work.**

We commit to a level playing field for employees working from home and those in our Hubs, ensuring parity for career growth and critical experiences. Encourage open jobs to be posted in any Hub.



**Commit to more flexibility in how we work, tailored to employee needs.**

We will continue *Flexible Fridays* through at least the duration of our pandemic work from home period.



**Embrace and role model new engagement tools and methods, transforming from a “Culture of Meetings” to a “Culture of Innovation.”**

We can all work smarter and faster with better run meetings, and frankly, with a lot fewer meetings.

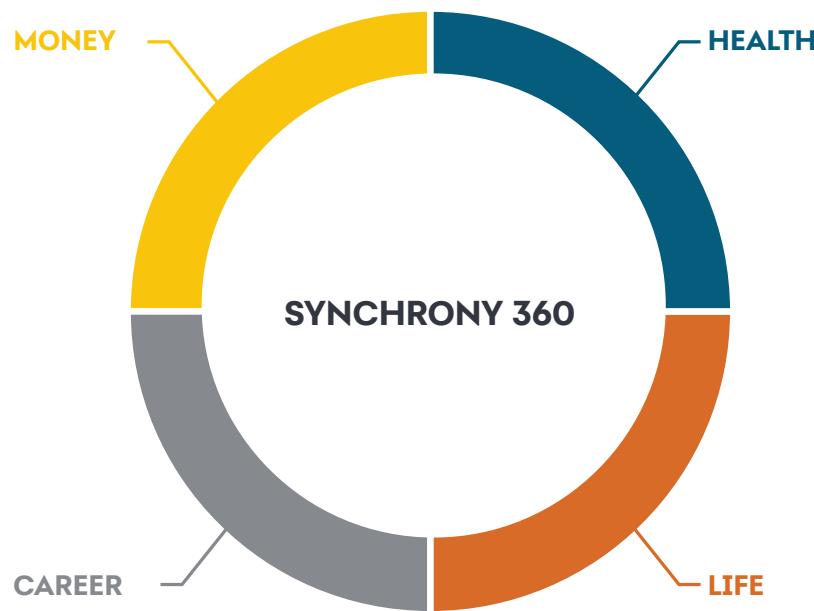


**We will have open, transparent dialogue, adapting and adjusting to our new way of work principles and policies.**

We will continue to make sure employee voices and feedback are heard and acted upon.

## **Synchrony 360**

To make the transition from office to home less stressful, Synchrony introduced an idea we call Synchrony 360. It includes a holistic array of new and expanded benefits focused on total well-being. It gives employees quick and easy access to a wide range of tools and resources supporting their career, health, money and life. It is the embodiment of our vision—helping employees and their families build a future where every ambition is within reach. Here's what that entails:



**CAREER**—necessary tools and support Synchrony employees need to build the career they want.

**HEALTH**—tools and education to support employee health and wellness goals.

**MONEY**—program devoted to building savings—both for employees and the communities we serve.

**LIFE**—a “helping hand” for taking care of important matters outside of work.

## INDUSTRY-LEADING BENEFITS

We've created and continue to evolve our industry-leading benefits programs based on feedback from our employees. In addition to earned vacation time, we provide all of our employees with 15 days of paid time off (PTO) which can be used as needed for sick time or personal time. Separate from our standard PTO benefits, we provide 100% paid time off for employees with a COVID-19-related illness. We also enhanced our benefits to support working families by increasing child and elder backup care from 10 to 25 days (plus covering the daily copay) and enhanced childcare reimbursement up to 60 days.

Synchrony is committed to the health and safety of our employees and their families. For however long COVID-19 continues to be a threat, we will continue to do what we can to protect our employees and create programs to keep them safe and productive.

### New Benefit Offerings

In response to the pandemic and social injustice issues, Synchrony enhanced benefits programs by over \$18 million, more than doubling non-healthcare welfare spend globally and representing a 10% increase over total benefits spending.

- Covered 100% PTO for anyone with COVID-19-related illness
- Reimbursed 100% of the cost for COVID-19 tests, virtual visits and flu shots and, for employees enrolled in a Synchrony medical plan, covered 100% of COVID-19 treatment
- Launched externally accessible webpages and newsletter resources to centralize COVID-19 communications
- Provided free access to the SimpleTherapy app—a physical therapy app for when doctor's offices were closed

- Launched regular “Ask the Medical Experts” calls with infectious disease specialists
- Added a Special Open Enrollment Event to offer employees as much flexibility as permitted by U.S. government guidance to update their medical coverage, their covered dependents, and their healthcare flexible spending accounts
- Added onsite medical professionals via Medcor to provide employees and families more access to COVID-19 testing and assessment, to offer a screening app for employees who had to go onsite for any reason, and to provide a designated hotline to answer COVID-19 questions
- Provide at-home COVID-19 test kits for essential and sales employees

### Wellness and Mental Health Programs

During town halls and other forums, our leadership regularly shared their personal experiences using wellness resources for help navigating personal and family issues during the pandemic. They also encouraged employees to attend new virtual wellness, stress and anxiety management sessions while practicing self-care.

In addition to offering Employee Assistance Programs (EAPs), Synchrony has and continues to offer consistent programming and resources to meet our employees wherever they are in life. We offer a comparable EAP for each of our sites and we have consistent programming and resources available such as webinars, Synchrony 360 newsletters, 100 days of wellness, mental wellness apps and virtual fitness classes.

## THERE ARE THREE CATEGORIES TO OUR COMPREHENSIVE BENEFIT PROGRAMS:

COMPANY-PAID BENEFITS	OPTIONAL BENEFITS	WORK/LIFE BENEFITS
<p>Available to our employees at no cost.</p> <ul style="list-style-type: none"><li>• Basic Dental</li><li>• Basic Vision</li><li>• 401(k) Plan (core contributions)</li><li>• Basic Life Insurance</li><li>• Basic Accidental Death and Dismemberment (AD&amp;D) Insurance</li><li>• Health Reimbursement Account (HRA)</li><li>• Short-Term Disability Benefits</li><li>• Long-Term Disability Benefits</li></ul>	<p>Employees have the option to purchase, paying part or all of the cost.</p> <ul style="list-style-type: none"><li>• 401(k) contributions (eligible for employer match)</li><li>• Medical</li><li>• Premium Dental</li><li>• Premium Vision</li><li>• Health Care Flexible Spending Account</li><li>• Health Savings Account</li><li>• Dependent Care Flexible Spending Account</li><li>• Supplemental Life Insurance</li><li>• Supplemental AD&amp;D Insurance</li><li>• Supplemental Long-Term Disability</li><li>• Legal Services</li><li>• Accident Insurance</li><li>• Hospital Insurance</li><li>• Pet Insurance</li></ul>	<p>Assists employees in managing their personal and professional lives.</p> <ul style="list-style-type: none"><li>• Advocacy Services</li><li>• Backup Care</li><li>• Commuter Benefits</li><li>• Concierge Services/Resources</li><li>• Discounts/Offers</li><li>• Emergency and Natural Disaster Grants</li><li>• Employee Assistance Program</li><li>• Paid Parental Leave (12 weeks)</li><li>• Family Planning (lifetime maximum fertility benefit of \$30,000)</li><li>• Health and Wellness Programs</li><li>• Rewards and Recognition</li><li>• Tuition Reimbursement</li><li>• Personal Time Off (15 days)</li><li>• Well-Being Coaches</li><li>• Well-Being Apps (Sanvello and Talkspace)</li></ul>

Below is a list of some of the enhancements we added in 2020 to our industry-leading total wellness benefits:

- Increased free EAP mental health sessions from 8 to 12 free sessions per issue per year (U.S. employees, their families and household members)
- Created and promoted Benefits Briefs on EAP and mental well-being resources available to encourage and destigmatize utilization
- Launched webinar series with individual and family mental health professionals
- Provided free TalkSpace text therapy app and promoted free access to Sleepio, Sanvello, and Daylight Apps to support wellness, stress and anxiety management
- Created personas to promote benefits for certain life events and circumstances
- Featured free Synchrony University courses, books and articles focused on resiliency and coping with stress
- Offered fitness-instructor-led virtual fitness classes, including 5-10-minute mini workouts and relaxation exercises
- Made Chromebooks available for employees with school-aged children
- Added a virtual interactive ergonomics tool for employees
- Hosted Synchrony Well-Being Month—events included virtual sessions centered around meditation, mental health, the power of gratitude, yoga, finances and much more
- Converted On-Site EAP to be a company-wide virtual support resource, providing weekly and ad-hoc trainings for stress management and mental wellness

- Added special dedicated well-being coaches to be available for employee support and to offer a safe space to discuss issues of race, injustice and anxiety surrounding the current events that have arisen in our country. Well-being and onsite coaching is available to employees in the United States and webinar events are available to our employees globally
- Added career coaches for executives
- Offered additional benefits to help parents with the challenges of working from home and caring for their children throughout the pandemic. For example, we expanded childcare benefits for all employees (increased childcare reimbursement up to 60 days), additional flexibility and reimbursement for our contact center associates, mental health advice and tips on keeping children healthy and active
- Introduced flexible scheduling, no meeting Fridays and Friday afternoons off (Flexible Fridays)

### ***Financial Resources***

In addition to protecting our employees' mental and physical well-being, Synchrony expanded and promoted financial resources. New financial support programs included:

- Awarded a bonus to all full-time non-exempt contact center employees and part-time employees for their support of the WFH transition and continued operations during the pandemic
- Awarded essential employees with a quarterly bonus
- Provided meal vouchers for essential employees
- Provided a stipend to cover in home Wi-Fi set-up and costs

- Enhanced child and elder back-up care program from 10 to 25 days and covered the daily copay
  - Created an additional child and elder care reimbursement support of up to \$100 per day for an additional 35 days bringing the total days eligible for care to 60 days
  - Expedited the tuition reimbursement process and temporarily allowed pass/fail courses to be reimbursed
  - Developed professional certification reimbursement program of up to \$9,000 per year for employees to upskill for jobs of the future
  - Expanded 2020 fitness reimbursement program to cover all employees, regardless of whether their office had an onsite gym, and reimbursed employees for virtual classes and fitness apps
  - Awarded employees \$500 reimbursement for home office set-up if they chose to work from home permanently
  - Established a global Funeral Assistance Benefit which provides a \$10,000 benefit for close family member COVID-19-related deaths
  - Provided job search assistance through our internal recruiting team for employees with family members who have lost jobs
  - Established the COVID-19 Memorial Program which provides a \$100 donation to the World Health Organization in memory of family members who pass away during the pandemic
  - Doubled match of employee charitable contributions to nonprofit organizations from 1:1 to 2:1
  - Provided financial planning seminars, help interpreting the CARES Act
  - Instituted maximum flexibility allowed by CARES Act in our 401k plan including special distributions for certain impacted employees with minimal taxes, increased maximum borrowed amount and deferred loan payments
- \*Note: figures are in USD, local equivalents were provided in India and the Philippines*



## ***Keeping Everyone in The Know***

Helping our over 16,500 remote employees feel connected to each other and Synchrony takes more than a fast network and expanded benefits. It also takes communication. Lots of it. Ongoing, multichannel communication helps everyone feel like they are part of the team. Here are some of the ways we stayed connected to our employees in 2020:

### **ASK US ANYTHING (AUA)**

AUA is a video conference townhall conducted by our CEO and other senior leaders and broadcasted to all employees. It has no set agenda. Its purpose is to keep employees up to date on important matters affecting them or the company. As its name implies, it gives employees a voice too. They can submit questions before and during the video on any topic and receive honest updates and answers. AUA sessions are recorded and accessible on our company intranet site.

### **SYNCHRONY 360 RESOURCES**

The first stop for learning more about Synchrony 360. An online resource guide that covers topics such as working virtually, enhancing wellness, planning a financial future and giving back to communities. Our Synchrony 360 team also publishes a regular digital newsletter highlighting new resources, news and tips on balancing home and work life.

### ***Staying in Place***

While the migration home allowed us to reduce our site footprint in the United States; an essential contingent of employees continues to work within our remaining facilities. Their safety is paramount. We reconfigured their workspaces following CDC recommended spacing, enhanced cleaning practices and added onsite health professionals to increase employee access to care. We also provide complimentary meals to employees still working onsite.

### **CORONAVIRUS CENTRAL WEBSITE**

The place to go for all COVID-19 related information such as testing, a link to the Centers for Disease Control & Prevention's (the CDC's) online symptom checker, medical coverage (including telemedicine/virtual visits), COVID-19 exposure reporting, travel guidance and reporting, vaccine FAQs, mental well-being resources (including Synchrony Assist confidential support) and the Synchrony Employee Assistance Fund.

### **ASK THE MEDICAL EXPERTS**

Live sessions with medical professionals who provide current information and field questions submitted by employees.

### **PULSE SURVEYS**

Quick pop-up surveys used as a "listening tool" to fine tune programs and best serve our employee base.

### ***Volunteers Redeployed to Support Our Customers***

Synchrony runs the credit and loyalty programs for dozens of national brands and provides financing to almost a million small businesses. Now, more than ever, our partners need to know they can rely on us. So, we are doing everything possible to provide dependable customer service and help our partners in rebuilding their businesses. For example, when it was determined in late March 2020 that service operations were in jeopardy due to challenges in the transition to work from home, CEO Margaret Keane put out an urgent call for volunteers. While everyone in the United States, including contact center employees, were already set up to work from home, contact center employees in India and the Philippines were still transitioning and were impacted by local infrastructure challenges. Customer service would suffer without them. Margaret looked for volunteers who could temporarily change jobs or volunteer hours of their day and be quickly trained to support Synchrony's Enterprise Operations—the customer service contact centers that support millions of credit card accounts. Over 2,000 hands were raised from across the business, and almost 1,000 employees were ultimately recruited, quickly trained and on the job supporting Synchrony's partner companies and their customers. In total, employees contributed over 46,300 hours to support our enterprise operations, our customers and our partners.

### ***Synchrony Summer Camp***

To make it easier for employees to manage work while their kids were home for the summer, Synchrony rolled out a virtual summer camp. It helped keep "campers" entertained through a variety of fun, educational activities. The camp ran daily, with high school and college-aged externs serving as camp counselors, under the guidance of a Synchrony employee mentor. In all, we conducted more than 600 live virtual summer camp sessions for over 3,600 children.

### ***Synchrony After School***

When Synchrony's summer camp program came to a close, we listened to feedback from our employees that highlighted the need for continued support during after-school hours. Considering the success of our summer camp program, we introduced a unique and innovative benefit designed to meet the demands of our working families as we navigated the school year together. This new program includes after-school activities like tutoring, homework help and test prep; prerecorded and live sessions focused on art, life skills, physical education, diversity and inclusion, music and fun ways for students to socialize; screen-free activities including #FeelGood challenges to encourage students to step away from their screens and stay healthy; and live wellness webinars with medical experts focused on relevant topics for teens and their parents.

## ***Every Opinion Counts***

The voice of our employees is omnipresent at Synchrony and is included in our decision-making process. Once a year, Synchrony partners with Great Place to Work® to conduct our annual employee engagement survey. The results help us better understand what our employees think we're doing right and identify areas for positive change. The organizational, site and functional scores are shared with all employees; and, together, managers work with their teams to create action plans to guide how they will address areas of opportunity.

## ***A Better Way to Manage Performance***

Setting goals, whether professional or personal, is a way of moving forward. At Synchrony, we give employees the tools they need to perform and set the foundation for opportunities to advance their careers. Our performance management program, PERFORM, helps employees set strategic goals and achieve them. Direct managers provide ongoing, open and honest feedback and support in a manner that fosters transparency and fairness. Also included in the program is a mid-year check-in, a structured touchpoint that allows managers and employees to have a meaningful conversation about how things are going and to set up a successful last half of the year. The PERFORM cycle is also inclusive of each employee's annual performance review, allowing employees and their managers to assess the success of the targets set at the start of the year, and create the foundation for the year to come.

## ***Leadership Development and Training***

At Synchrony, we help our employees realize their potential by offering extensive and wide-ranging opportunities. Our leadership development programs begin at the associate level and continue through to our senior and executive leadership. We continue to partner with educational institutions, such as Harvard, eCornell, the Thayer Leadership Development Group hosted at United States Military Academy West Point, and other prominent learning solutions providers, to develop joint training programs for our employees. The pandemic required us to think differently about how we train and develop our talent, so leadership courses that were previously offered in-person at our Learning Center in Stamford, CT, or in some of our larger hubs, were offered virtually throughout the year. Once we can safely bring our employees back together, we will leverage a hybrid model of in-person and virtual learning.

In addition, Synchrony University, a company-wide leadership development initiative, hosted in-person and virtual training for employees across all hubs, offering relevant and contemporary learning experiences, open-enrollment courses and nomination-based leadership courses at every career level. These courses are free for employees, and Synchrony pays all travel expenses as needed. We pivoted quickly to online learning during the pandemic, with over 16,500 employees worldwide either completing a training course in 2020 in-person (prior to the pandemic) or virtually, or through the hundreds of on-demand courses available on Synchrony's online Learning Center. Our employees completed over 650,000 courses during the year, averaging about 39 course completions per employee, or about 27 hours of training.

## OUR LEADERSHIP TRAINING PROGRAMS

<b>STEP</b>	Career growth accelerator for high-potential call center associates through special projects and in-role developmental activities.
<b>Business Leadership Program (BLP)</b>	<p>Two-year accelerated program for recent graduates with rotational assignments to build deep, functional expertise and access to executives and networking. Participants are given an opportunity to continue their career path with Synchrony at the end of the BLP experience.</p> <p>BLP Internship Program—10-12-week paid summer internship program open to rising juniors and seniors, and first-year HR graduate students.</p> <p>BLP Sophomore Externship—four-day immersion in our business designed for rising juniors.</p>
<b>ADVANCE</b>	College sophomores aligned with our Diversity Networks receive financial assistance, 6-month mentoring program with Synchrony leaders from diverse backgrounds and career experiences.
<b>Leadership Summit</b>	Workshop for diverse students that includes networking and leadership development sessions.
<b>Synchrony Leadership Development Experience (SLDE) and Executive Leadership Experience (ELE)</b>	Emerging executive program focused on honing leadership traits, business acumen and networking.
<b>Leadership Experience for Accelerated Development (LEAD)</b>	Immersive leadership development program, offered in partnership with Linkage, Inc.'s Women in Leadership Institute, for high-potential women focused on skill building through cross-functional business projects.
<b>Advancing Diverse Talent Leadership Institute (ADTLI)</b>	Career development framework focused on the professional development of our diverse Vice President talent and increasing our leadership pipeline. It includes two programs: Strategic Pathways, an immersive mentorship program, and ADT Fellows, a sponsorship in partnership with Synchrony's Executive Leadership Team.

In addition to our virtual and on-demand learning options and leadership development programs, call center associates begin their experience with Synchrony in immersive training. Upon hire, our associates spend six to eight weeks in training before interacting with our customers.

## **Skills Forward Initiatives**

Launched in October 2020, Synchrony expanded its generous tuition reimbursement program (\$20,000 per year) to include certifications. The new Synchrony Sponsored Certification Program will provide employees with certifications Synchrony deems critical to the future of work and our business (e.g. Agile, Cyber Security, Cloud Computing, Dev Ops, Python, etc). Synchrony will reimburse employees up to \$9,000 per year for certifications and any courses and materials leading to the certification. Employees will be encouraged to add certifications and new skills to their internal worker profile, so we can match them with in-demand job opportunities or quickly redeploy staff into critical roles if necessary.



*I am so excited for this and am currently leveraging our offerings to pursue the Offensive Security Certified Professional (OSCP) certification, in addition to working towards my Bachelor's degree as part of my aspirations to become part of our Cyber Intelligence Team within Synchrony. My goal is that this certification will set me apart in order to secure a position within any of the teams managing our Cyber Operations and use my skills to further Synchrony's expertise in this space.*

**GISELLE VELAZQUEZ** / Specialist, Bilingual Translator / Resolution Services, Synchrony

In addition to Synchrony's internal reskilling offering initiative, we expanded our severance benefits to include a reskilling option for employees transitioning out of Synchrony. This benefit is available for up to one year post-departure and provides individuals access to certifications we know are important to compete in the job market and to the future of work. We are offering two options, one at no cost and one subsidized. Synchrony is partnering with Coursera to offer employees access to their specializations/ certifications at no cost. We are also offering tuition reimbursement up to \$9,000 for full-time employees or \$5,000 for part-time employees towards courses, certifications, continuing education courses, vocational courses, etc., that are not offered through Coursera.



*The potential to grow, to learn more, to earn more, hasn't stopped. Synchrony and the Skills Forward program has given me a career I never thought I'd be able to have.*

**BRIHANNA RAHILLY** / SQL Developer / Kearney and Company



## DIVERSE TALENT. INCLUSIVE CONVERSATIONS.

Our commitment to diversity and inclusion plays a big part in defining who Synchrony is. In 2020, we again earned national recognition for our success in creating a workplace and culture where people's differences are not only accepted, but also valued.

### *Our Eight Diversity Networks*



AFRICAN AMERICAN  
NETWORK+



ASIAN PROFESSIONAL  
ENGAGEMENT NETWORK+



HISPANIC NETWORK+



LESBIAN, GAY, BISEXUAL,  
TRANSGENDER+ NETWORK



NATIVE AMERICAN  
NETWORK+



PEOPLE WITH  
DISABILITIES NETWORK+



VETERANS NETWORK+

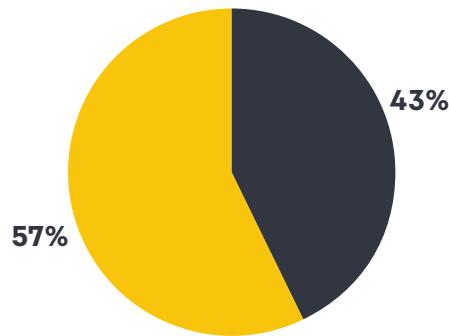


WOMEN'S NETWORK+

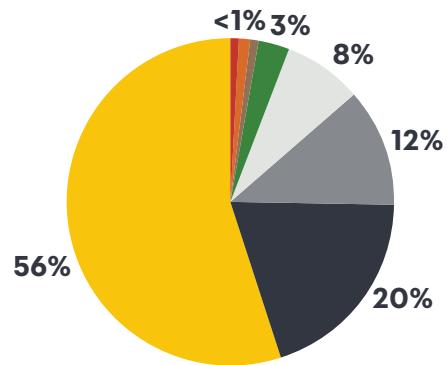
Diversity and inclusion are embedded in the fabric of Synchrony. It's reflected in the diversity of our Board and the demographics of our workforce. More than 10,000 of our employees are members of one or more of our eight Diversity Networks. These employee resource groups help cultivate a culture of inclusion, where employees can bring their best selves to work every day.

## 2020 WORKFORCE DEMOGRAPHICS\*

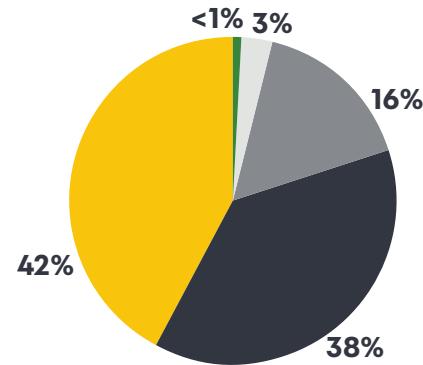
GENDER



ETHNICITY



GENERATION



Female

Male

White

Black or African American

Hispanic or Latino

Asian

Two or More Races

Native American

Native Hawaiian or Pacific Islander

Silent

Generation X

Millennials

Baby Boomers

Generation Z

Silent

\*All data is as of December 31, 2020. Ethnicity and generation data is for U.S. employees only.

Our company ranked fifth on the 2020 Fortune list of Best Places to Work for Diversity. We also made the Forbes 2020 Best Employers for Diversity list, the Great Place to Work® Best Workplaces for Diversity list and numerous other national diversity rankings. In addition, we rank in the top 10 percent on the Diversity Best Practices Inclusion Index.

### ***Building a Pipeline of Diverse Talent***

Our Diversity Networks partner with our University Relations team to build a pipeline of talent through scholarships, student internships, mentorships, and immersion programs.

An example of this is our BLP—Advance Scholarship Program where college sophomores aligned with our Diversity Networks receive financial assistance, a six-month mentoring program with Synchrony leaders from diverse backgrounds and career experiences.

Through our Diversity Networks, we've strengthened our partnerships with Historically Black Colleges and Universities (HBCUs), including North Carolina A&T State University, Howard University and Florida A&M University. We also have close ties to the University of Puerto Rico. In 2020, we increased our activity with non-profit industry organizations like the Association of Latino Professionals for America, Disability: IN, Girls Who Code, The Asia Society, and American Indigenous Business Leaders to further deepen our leadership pipeline.

In February 2020, we launched the Advancing Diverse Talent (ADT) initiative to focus on our internal pipeline. Using data analytics, we pinpoint gaps and opportunities within our workforce. Analytics also help us fine tune our strategies for hiring, developing and advancing underrepresented talent. In 2020, our focus was on increasing Black and Hispanic presence at all levels of the company, with a focus on the vice president and above levels.

In July 2020, we launched the Synchrony Advancing Diverse Talent Leadership Institute. Its career development curriculum is geared towards increasing the diversity of our leadership pipeline and retaining high-potential diverse talent. It features two programs, Strategic Pathways and ADT Fellows:

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#### **STRATEGIC PATHWAYS**

A nine-month immersive program through which senior vice presidents mentor participants. It aims to give employees exposure and opportunities that allow them to highlight their skills and prepare for their next opportunity.

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#### **ADT FELLOWS**

In partnership with Synchrony's Executive Leadership Team, participants engage in networking opportunities across the business to understand the skills required to become a senior vice president.

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## **A Week of Solidarity**

The tragic deaths of George Floyd, Breonna Taylor and Ahmaud Arbery, and the protests that followed were stark reminders that many in our Synchrony family are also facing the pain and fear of injustice as Black Americans. In confronting the enormity of these events, Synchrony's executive leadership team organized a Week of Solidarity—a week of listening to and understanding the experiences and challenges our Black colleagues face every day. It was also an opportunity to stand together with the Black community against intolerance and injustice, whether inside or outside of Synchrony. We recommitted ourselves to further learning, action and change on behalf of all those who are underrepresented, marginalized or discriminated against.

In addition, Synchrony and the Synchrony Foundation committed \$5 million over five years to organizations working to bring about social justice, combat systemic racism and make a difference in the lives of Black Americans. In 2020, Synchrony donated \$1 million to organizations dedicated to supporting social justice, historically Black education institutions, civic engagement and criminal justice reform, including the Thurgood Marshall College Fund, National Urban League, the Innocence Project, Florida Agricultural and Mechanical University, University of Arkansas at Pine Bluff, North Carolina Agricultural and Technical State University, Howard University, Tuskegee University, Rehabilitation Enables Dreams and the Equal Justice Initiative. These nonprofits were chosen in collaboration with the company's African American Network+. We will disburse the remaining \$4 million in the coming years to support organizations focused on addressing issues that disproportionately impact the Black community.

Venee Nazaire, a Black account manager said, "I was very touched and proud of the way Synchrony responded. I felt that there was genuine concern. I thought the time they gave us to process what was going on and to share our experiences as Black men and women was wonderful. It didn't feel like they were just checking the boxes." Venee was especially impressed with how the company continued to follow through, encouraging difficult conversations and human engagement. "So many of my Synchrony colleagues reached out to me during this time, asking about my boys and just checking to see if I was OK. I like that Synchrony took a bold and active stance on this." Considering the company's response to both the pandemic and to the crisis around inequality, Venee said, "I feel cared for."

## ***The 2020 Virtual Diversity Experience: Going Beyond Diversity***

Since our inception, one of the ways we've recognized and celebrated our company's diversity and inclusion is at our annual Global Diversity Symposium. Held every July in Washington, D.C., it brought together a limited number of attendees, including members of our eight diversity networks, for three days of guest speakers, diversity workshops and community volunteerism. But things changed. In 2020, mindful of the pandemic, we launched our first Virtual Diversity Experience. It was also the first time this diversity event was open to all Synchrony employees. It was a living testament to our on-going commitment to listen, to learn, to discuss and to preserve our culture of inclusion and passion for being a great place to work, for all.

Synchrony's propensity for meaningful action radiated through the theme of the 2020 Virtual Diversity Experience: "Diversity is Not Enough. Be the Difference." Tempered by the times, the theme took on a more serious tone than that of our previous symposiums. The confluence of the COVID-19 pandemic and the struggle for racial justice that played out on city streets made 2020 an unprecedented year. It was no longer enough to recognize and celebrate diversity or to grow our network membership. Clearly, more work must be done.

Keynote speakers included Dr. Robin DiAngelo, author of *White Fragility: Why It's So Hard for White People to Talk About Racism*, who empowered participants to adopt perspectives and skills to build racial stamina; Dwyane Wade, NBA all-star and author of *A Father First: How My Life Became Bigger than Basketball*, who led a discussion around his personal advocacy journey for the LGBTQ+ community and women; and Juju Chang, Emmy Award-winning co-anchor of ABC News' *Nightline*, who led an educational, insightful dialogue around "The Myth of the Model Minority" and its impact on the Asian American community.



## ***The Business of Diversity***

As a workplace committed to celebrating the uniqueness and differences of all employees, we are committed to supporting every member of our team, especially those in underserved or underrepresented communities. To drive true inclusion would take a commitment from everyone. One fact was clear: to drive action enterprise-wide, we must treat Diversity & Inclusion (D&I) no differently than we would any other critical business challenge. With this thought at the forefront, we elevated our D&I workstream to be one of our eight new strategic workstreams, with Board-level accountability. The task force, led by our Chief Diversity Officer along with executive and senior leaders, operates with a goal of accelerating our D&I initiatives and driving meaningful progress within Synchrony and across our external partners and communities. We are applying agile principles to help us move quickly to action and outcomes as we do in other areas of our business.

### **OUR FOCUS IS ON DRIVING MEASURABLE RESULTS IN THREE AREAS:**

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#### **Culture: Workforce Development and Inclusion**

Increasing diverse employee talent at all levels of the workforce and strengthening our culture of inclusion.

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#### **Growth and Investment: Financial Growth and Wellness**

Advancing financial opportunities, growth and wellness among diverse communities and businesses.

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#### **Citizenship: Racial Equality and Social Reform**

Increasing our initiatives to address deeply rooted gender and racial inequality and disparities within the communities we serve.

The chart below shows outcomes from our work in 2020:

	CULTURE	GROWTH AND INVESTMENT	CITIZENSHIP
MISSION	Become the employer of choice for diverse talent. Advance our culture of inclusiveness, connectedness and well-being for all	Advance financial opportunities, growth and wellness among diverse communities and businesses	Advocate for and drive meaningful social change through organizations and individuals that promote social justice and equality
2020 OUTCOMES	<ul style="list-style-type: none"><li>• <b>Leadership Experience for Advancing Professionals</b>—launched a sponsorship program pilot geared towards high potential AVP LatinX talent</li><li>• Published a <b>Diversity Hiring Guide</b> to support diverse slates and interview panel representation</li><li>• <b>Launched five diverse personas</b> to help employees connect with current benefit and wellness offerings</li></ul>	<ul style="list-style-type: none"><li>• <b>Pledged to National Minority Supplier Development Council</b> to support NMSDC Academy and Business Consortium Fund</li><li>• <b>Engaged SMOB partners</b> to complete needs assessment and identify opportunities to provide support and resources</li><li>• Joined the <b>Fintech Equality Coalition</b> and signed <b>NVCA Human Capital Pledge</b></li></ul>	<ul style="list-style-type: none"><li>• <b>Awarded \$1M</b> total across nine organizations focused on racial justice and social reform</li><li>• Amplified “<b>Your Vote Counts</b>” voter participation campaign with focused messaging and employee support</li><li>• Developed “<b>Your Vote Counts</b>” employee social advocacy toolkit</li></ul>

## CULTURE

Our Leadership Experience for Advancing Professionals (LEAP) program is Synchrony's sponsorship pilot for high potential assistant vice president LatinX talent, developed within the Culture pillar of our new D&I Workstream. LEAP is a virtual experience designed to support and accelerate career progression for diverse, high-potential talent across Synchrony. During the six-month program, participants have access to self-paced digital learning modules, sponsorship opportunities that offer unique opportunities for participants to engage with Synchrony leadership outside of their core role and responsibilities, and networking opportunities with executive and senior leadership.

## GROWTH AND INVESTMENT

Synchrony joined the newly created Fintech Equality Coalition. The group's mission is to enhance access to financial services and provide opportunities for mentoring, recruitment, retention and career advancement for underrepresented groups.

Synchrony also partnered with AfroTech for a Facebook Live discussion featuring three Black Synchrony senior leaders.

The discussion focused on Culture, Customers and Community within Synchrony and was hosted on AfroTech's Facebook page. AfroTech is a subsidiary of Blavity, and is the hub for Black entrepreneurs building the technology of our future. It serves to empower and inform the most talented innovators, operators and entrepreneurs of our generation in technology and business.

## CITIZENSHIP—YOUR VOTE COUNTS

In 2020, Synchrony joined the bipartisan Make Time to Vote initiative and supported the Business Roundtable in calling for flexible, paid time off for voting. We promoted a program called "Your Vote Counts" from June through November along with a voluntary nonpartisan online tool for employees in the United States to help them stay well informed about voting in their state and learn about voter registration and voting locations and options. We also offered paid time off to vote and announced November 3rd, Election Day, as "No Meeting Tuesday" to give employees even more flexibility to get to the polls.

Our dedication to meaningful change will continue to shape our progress as we embrace the open, honest conversation within our organization, create the space for education and awareness of diverse perspectives, and accelerate our internal and external impact through our D&I workstream.

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*We have rallied during this time to become an even stronger Synchrony family;  
we are #synchronystrong.*

**CAROL JUEL** / Executive Vice President and Chief Information Officer / Synchrony





Forbes  
2020 and 2021



## AWARDS AND SPECIAL RECOGNITION

### **Fortune and Great Place to Work®**

- 100 Best Companies to Work For®
- PEOPLE Companies That Care® (Top 10)
- Best Workplaces for Parents™
- Best Workplaces for Women™
- Best Workplaces in Chicago™
- Best Workplaces in Financial Services & Insurance™
- Great Place to Work® Certified

### **Fortune 500 Companies List**

### **Fortune Most Powerful Women**

Margaret Keane

### **Forbes**

- JUST Capital—America's Most JUST Companies (Top 20)
- JUST Capital—#1 for Workers in Consumer & Diversified Finance
- JUST Capital—#1 for Customers in Consumer & Diversified Finance
- Global 2000 List
- The Best Employers for Diversity
- The Best Employers for Women
- Best-In-State Employers—Ohio

### **Working Mother**

- 100 Best Companies
- Best Companies for Dads
- Best Companies for Multicultural Women
- Diversity Best Practices Leading Inclusion Index Company

### **American Banker Most Powerful Women in Finance**

Margaret Keane (14 consecutive years)

### **Barron's—100 Most Influential**

### **Women in U.S. Finance**

Margaret Keane

### **National Association of Female Executives (NAFE)**

Top Companies for Executive Women

### **DisabilityIN.org—Disability Equality Index**

Best Places to Work—100% score

### **United Way**

2020 Family Friendly Workplace Awards

### **Human Rights Campaign Foundation**

Best Places to Work for LGBTQ Equality and 100% score on the Corporate Equality Index

### **Military Times**

Best for Vets Employer

### **Savoy Magazine**

Most Influential Black Executives in Corporate America—Curtis Howse

### **BenchmarkPortal**

- Best Agent Retention: Large Call Center
- Customer Service Center Certified Center of Excellence

### **Institutional Investor**

2020 All-America Executive Team

### **The Ascent: A Motley Fool Service**

Best CD Account Overall and Best Online Savings Account

## INTERNATIONAL AWARDS

### **Great Place to Work®**

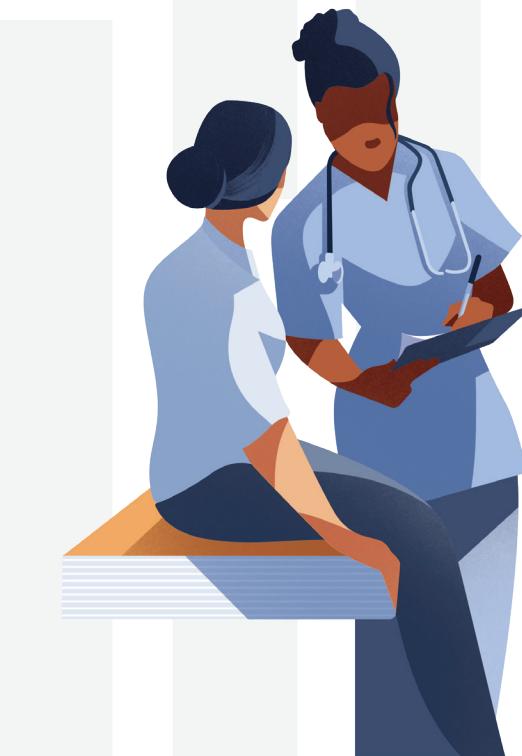
Best Companies to Work For—Philippines (#1)

### **Great Place to Work®**

Best Workplaces for Women—India (Top 10)

### **The Economic Times**

Top 100 Best Companies to Work For—India



# OUR COMMUNITIES

*Working Against Homelessness and Hunger.  
Working Against Injustice.*

COVID-19 didn't dampen Synchrony's spirit of caring, nor did it stop us from supporting communities in their greatest hour of need. Responding to the pandemic, we focused on relieving hunger, preventing family homelessness and helping small businesses. All the while, continuing our stand against racial injustice.

## HELP WHERE IT'S NEEDED MOST

Though the coronavirus infects people of all ages and races, it's especially hard on vulnerable populations. Black/African American, Hispanic and Native American communities are disproportionately affected, as are senior citizens. Small businesses and restaurants are still struggling. Many have closed. Unemployment continues to rise. Worse yet, many local food bank shelves were nearly empty for much of the year.

In 2020, Synchrony focused on helping communities and families alleviate these and other pandemic-related challenges.

### ***Focusing on “Families That Work.”***

Synchrony's multifaceted citizenship platform, **Families That Work**, helps struggling low- and moderate-income working families improve their situation—and their lives. Our program focuses on 1) offering safe and stable housing alternatives to families who are homeless or on the verge of homelessness, 2) childcare for parents who need a safe place for their children while they work, 3) economic security so families can move ahead and 4) access to healthy, nutritious food. Our matching gift and grant programs offer critical financial support to nonprofits making a difference in the lives of all our communities. In 2020, our total contribution to charitable organizations was more than \$20 million.

### ***Diverting Homelessness***

Local communities are adopting diversion strategies to keep families out of emergency shelters. At least 30% of households seeking shelter can successfully remain in or be placed in housing at significantly less than the cost of shelter. Synchrony has partnered with Family Promise, a non profit committed to ending homelessness, to launch a pilot diversion initiative in 10 U.S. cities.

The Synchrony Foundation committed \$1.2 million to support the Family Promise Affiliate in each city. Each Affiliate received virtual shelter diversion training and \$50,000 in funding, most of which will be used to directly help struggling families. When the year-long pilot ends, Family Promise will develop best practices to roll out to all its Affiliates across the country.



*We have been thrilled with Synchrony's support of an initiative to bring diversion programming to 20 communities served by Family Promise, in particular as the pandemic hit and creative solutions to family homelessness were imperative. More than that, Synchrony not only helped those families served, but helped bring a practice that expanded the approach our Affiliates took to families in crisis: looking for solutions created by the families' strengths rather than assessing eligibility and vulnerability. Partnering with Synchrony brings resources, innovation and vision to the national crisis of family homelessness.*

**CLAAS EHLERS / CEO / Family Promise**

Synchrony also continued its partnership with the Connecticut Coalition to End Homelessness, committing to donate \$500,000 over two years to BE HOMEFUL, a project that supports keeping families housed rather than entering the shelter system. The program raises and administers emergency funds to be used by frontline workers to divert families with young children who arrive at the front door of emergency shelters to housing solutions. In addition to supporting diversion efforts for families in Fairfield County and around the state of Connecticut, this funding will support research to develop a strategy to overcome barriers to fund access, and will include staff time for our race equity lead to dedicate to supporting our program managers and additional staff who administer emergency assistance.

“

*Synchrony was one of the first companies to support shelter diversion efforts. We know that one determinant of whether someone ends up in shelter is if they were in shelter as a child. The experience normalizes the situation for people. By offering shelter diversion services and resources, we are not only helping families and children to stay in a safe home, but possibly breaking the cycle of homelessness in future generations. We, and struggling families across Connecticut, are thankful for the support from Synchrony.*

**EVONNE KLEIN** / Interim CEO / Connecticut Coalition to End Homelessness



## **Caring for our Children in a Pandemic**

Childcare needs prior to the pandemic were challenging, especially for low- and moderate-income parents struggling to work to provide for their families while ensuring their kids were nurtured and kept safe outside of school hours. With the pandemic and many schools going to virtual classes or a hybrid of in-school and virtual classes, parents found themselves facing an even trickier juggling act.

This was especially true for parents of children with special needs. Synchrony has been a proud supporter of United Rehabilitation Services (URS) in Dayton, Ohio for several years. Founded in 1956, URS provides accredited programs for children and adults with developmental and acquired disabilities, including cerebral palsy, autism, down syndrome, muscular dystrophy and Alzheimer's disease. URS provides a comprehensive array of services under one roof, including five educational programs for infants, toddlers, preschoolers and school-age children and also offers adult day programs, vocational training and employment services for adults and high school students. Although deemed an essential service, URS was unable to open at full capacity, but was able to provide limited services to the children of essential workers. The grant from Synchrony helped to support 60 children, ages 3 to 17 with developmental and acquired disabilities.



*The parents we serve face tremendous pressures juggling work and the demands of a child with special needs. Without URS, many parents would face quitting their job or placing the child in an unsafe or less than optimal setting. With the support from Synchrony, URS can provide care to hundreds of working families annually, allowing them to maintain their employment or pursue college training and lead successful and productive lives.*

**DENNIS GRANT** / Executive Director / United Rehabilitation Center

With so many summer camps and programs cancelled last year, parents really struggled to find activities to keep their children busy during the summer months. Synchrony's support of the Bartlett Arboretum & Gardens in its headquarter city of Stamford, CT was not only a life saver for those in the community who wanted access to 93 acres of forests and gardens, but an enjoyable place for children in Stamford to immerse themselves into the natural world. Although the Arboretum had to limit enrollment, dozens of children were still able to experience safe hands-on programs which incorporated STEAM (science, technology, engineering, art and math) concepts in age-appropriate contexts.

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*Having kids experience nature and the natural world is something we at the Arboretum feel is important. During a pandemic, when so many children have been kept indoors, it becomes an essential. Our partnership with Synchrony helps us to share our beautiful grounds with the entire Stamford community and beyond.*

**JANE VON TRAPP** / CEO / Bartlett Arboretum & Gardens



### ***Girls Who Code Goes Virtual***

Girls Who Code is an international nonprofit organization working to close the gender gap in technology, and leading the movement to inspire, educate and equip young women with the computing skills needed to pursue 21st century opportunities. Their flagship program, the Summer Immersion Program, serves rising sophomore, juniors and seniors in high school with no prior computer science experience.

In 2020, for the fifth year in a row, Synchrony hosted the Girls Who Code Summer Immersion Program (SIP) at three of our sites: Alpharetta, Chicago and Stamford. However, because of the COVID-19 pandemic, the 2020 Girls Who Code SIP was transformed into a 100% virtual event. In 2020, the SIP reached more than 5,000 girls in the United States and internationally. Synchrony helped Girls Who Code get to these numbers. Our SIP teams in Alpharetta, Chicago and Stamford engaged over 100 participants—the most ever.

## ***Moving Toward Economic Security, Virtually***

Since its inception, Jobs for America's Graduates (JAG) has assisted over 1.4 million young people who face significant barriers to success to gain the knowledge and skills required for graduation, to be college and career ready and to pursue employment and/or enrollment in higher education. JAG operates programs in 40 states serving more than 76,000 youth yearly. JAG's ongoing partnership with Synchrony supports JAG Advantage, where students receive crucial social and emotional supports as well as financial literacy training that will prepare them for life after graduation. As a result of COVID-19, JAG immediately pivoted to develop JAG Advantage virtual modules for students to continue receiving mentorship, support services and ongoing training in the JAG Employability Skills Competencies. The \$170,000 grant from Synchrony allowed JAG to rapidly work with content writers to transfer five days' worth of training to Computer Based Training (CBT) modules and quality Webinars for its National Training Seminar.



*For several years, JAG and Synchrony have held a strong partnership that not only supports JAG's mission but reaches the state and local levels to benefit the young people JAG serves. JAG was founded four decades ago to help achieve both equality of opportunity and equality of outcomes for the most vulnerable. The partnership with Synchrony is delivering on that mission with us at a time it is needed the most. Synchrony employees have volunteered to meet with our students, expose them to the financial services industry, and provide employability skills training to prepare them for the workforce. This partnership and Synchrony's investment were especially critical in 2020, when the impacts of the pandemic and the national reckoning for racial equality particularly impacted those we serve. Now, more than ever, we thank Synchrony for their partnership to ensure we continue supporting those most heavily impacted by the challenges our country faces.*

**KEN SMITH** / President and CEO of Jobs for America's Graduates

Mercy Learning Center envisions a world where women are empowered to achieve and believes that education is the key to breaking the cycle of poverty. Academic success means attaining new credentials that can be used to earn more lucrative careers and post-secondary degrees. Children see mothers modeling the importance of education and families are transformed by educating two generations at once. With support from Synchrony, Mercy Learning Center helps women and mothers to become fluent in English, advance basic education skills in order to support and assist their children in their own educational careers, gain the confidence and life skills to successfully navigate social systems and gain and maintain living wage employment and/or secure more economic stability. Synchrony also provided a grant for Mercy Learning Center to purchase laptops and equipment so the women could conduct their lessons virtually and safely from their homes.

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*Synchrony made the difference between a transition to virtual learning and the pausing of academic programs for our students during the COVID-19 pandemic. Their willingness to help fund the required technology for students to be able to log into classes from home is a monumental gift to the Center. We are fortunate to have a partner who understands the importance of holistic education.*

**JANE FERREIRA** / President and CEO / Mercy Learning Center



### **Helping to End Hunger**

According to the United Nations' 2020 "Global Report on Food Crises (GRFC)," hunger and food insecurity were growing problems before COVID-19. By driving massive unemployment, the pandemic has only worsened this situation. While hard to believe, every community in the United States has families who now struggle with hunger and food insecurity every day.

Synchrony committed \$5 million for COVID-19 relief efforts. Of that \$5 million, Synchrony donated \$1.5 million to be allocated to national hunger nonprofits, including Feeding America's® COVID-19 Response Fund to help food banks across the country support affected communities and Meals on Wheels America to ensure older adults continue to receive the vital lifeline they need. The remaining \$3.5 million is supporting organizations to tackle long-term needs in hard-hit communities as the outbreak continues to unfold.

Synchrony's corporate headquarters in Stamford teamed up with Sodexo and Food Rescue US to feed area families impacted by the economic fallout from the pandemic. Starting at 5 a.m. each day, we opened our kitchen and provided the ingredients for Sodexo to prepare 100 meals a day. Food Rescue US then delivered the meals to Stamford's Domus Kids Inc, the Boys & Girls Club, CT Housing Partners and Yearwood Center. In total, 13,600 meals were delivered.



*“On behalf of the food insecure beneficiaries we serve, our partnership with Synchrony is a wonderful testament to the importance of building caring communities to help those less fortunate. For months, Synchrony kept their Sodexo kitchen open to produce meals that Food Rescue US delivered to agencies serving individuals and families experiencing hunger, many for the first time due to the impact of COVID-19. We are grateful for your focus on giving back and making a difference within Fairfield County.*

**CAROL SHATTUCK** / CEO / Food Rescue US

Synchrony employees and their families also got involved, assembling emergency food and hygiene packs for Native American high school and college students involved with American Indian Business Leaders impacted by the pandemic. Called “Packs of Inspiration,” they contained handwritten notes of encouragement from the families who packed them.

The Synchrony team in Manila, Philippines helped school children get much-needed nutrition. Before the pandemic, Philippine anti-hunger program Gawad Kalinga made and delivered thousands of healthy lunches daily to public schools in Manila. But when COVID-19 struck, the government closed its large Central Kitchen and suspended classes. However, with support from Synchrony, Gawad Kalinga was able to switch to community-based kitchens run by parents and Gawad Kalinga volunteers.

### ***Education as the Equalizer***

At Synchrony, we believe that education should be accessible to all. Although we know a four-year college degree has real potential to change the trajectory of someone’s life, especially that of a low- or moderate-income, minority first-generation student, we also know that any type of additional education or training can be beneficial in helping someone learn a job or build a career.

Synchrony’s Education as the Equalizer program has two foci, to help low- and moderate-income diverse students to graduate from a four-year college or get the skills and training they need for gainful employment.

St. John’s University is a private, coeducational, Roman Catholic university founded in 1870 by the Congregation of the Mission (the Vincentians), with its main campus located in Queens, NY. As of Fall 2020, the University had 1,400 full-time and part-time faculty, over 15,500 undergraduate students, and nearly 4,500 graduate students who come from 45 states and 121 countries. The Synchrony Scholarship at St. John’s provides one or more partial annual scholarships to undergraduate students with a grade point average of 3.5 or higher, supports students who require assistance paying their remaining charges for tuition and fees after other University awards and financial assistance have been applied, and awards grants amounts of up to \$2,500 per student. Synchrony has committed \$1 million over four years towards this scholarship program.

“St. John’s University is honored to be a recipient of the Synchrony Foundation’s extraordinary support,” stated Rev. Brian J. Shanley, O.P., President of St. John’s. “Many of our undergraduate students are the first in their family to attend college, and, come from racially and ethnically diverse backgrounds. St. John’s is delighted to partner with the Synchrony Foundation in providing scholarship assistance for students from historically underrepresented populations in higher education in concert with our Catholic and Vincentian Mission to embrace the ideals of respect for every person’s dignity and search out the causes of social inequity.”

Synchrony has also committed \$1 million over five years to support the University of Connecticut’s “Connecticut Commitment” scholarship program, which is made available to students with an annual family income of \$50,000 or less. The University of Connecticut is committed to keeping exceptional education accessible and affordable for Connecticut students.

Synchrony’s grant to American Indian Business Leaders (AIBL) made it possible for the organization to set up and endow its Indigenous Scholars Fund. AIBL will be able to give indigenous business students support for post-secondary education expenses. All AIBL students enrolled in Tribal College and university that are proven peer leaders are eligible to apply for the scholarship. AIBL places an emphasis on community service to underline the importance of giving back to our own communities so a priority will be given to students who can articulate specific contributions to their local community.

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*Through the generous support of Synchrony and its employees, AIBL has provided support for Indigenous students currently on their educational journey. Beyond the scholarship endowment, Synchrony employees have supported and encouraged Indigenous students in their community-based projects designed to help address homelessness and food scarcity needs caused by the COVID-19 pandemic. This support and positive encouragement has been priceless for AIBL students!*

**PRAIRIE BLOUNT** / Executive Director / AIBL



Founded in Minneapolis-Saint Paul in 2000, College Possible has spent two decades refining a successful, innovative and scalable program model with proven success in improving outcomes for low-income students, 92% of whom are students of color and 88% of whom will be the first generation in their family to earn a college degree. College Possible follows students from their junior year of high school all the way through college graduation, offering mentorship from a caring, knowledgeable adult throughout these critical years. With support from Synchrony, College Possible can continue to address the college degree divide, ensure more students can break the cycle of multigenerational poverty and achieve economic security. The current program reaches 1,200 students. Through tech-connected means and limited in-person opportunities dependent on social distancing guidelines, our College Possible coaches assist with the challenges low-income students face navigating higher education and set them on a path toward economic success.



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*Synchrony has been an instrumental partner supporting College Possible’s mission and providing essential resources allowing us to increase and enhance our support of young people through the pandemic. We are deeply grateful.*

**CHRISTINE POORMAN** / Executive Director / College Possible Chicago

Through a grant to Ridgefield a Better Chance (RABC), Synchrony is also helping to change the lives of academically talented, motivated young women of color from educationally underserved areas. Since its opening in 1985, RABC—part of the national A Better Chance network—has provided educational opportunities that give these young scholars the tools needed to assume positions of responsibility and leadership in American society. It does this by giving deserving students “a better chance” by placing them in an environment that encourages academic excellence, improves their college acceptance chances, and lays the foundation for an improved future. RABC Scholars live in the RABC house, a “home away from home” within walking distance of downtown Ridgefield, CT.

## **INDIVIDUAL/VIRTUAL VOLUNTEERISM**

Volunteerism is alive and well at Synchrony and a big part of our citizenship platform. Synchrony employees volunteered over 15,000 community-service hours in 2020. Our employees built homes and beautified neighborhoods. They mentored inner-city students and assembled bicycles. They helped the homeless, fed the hungry and befriended the lonely. They are always ready to pitch in and lend a helping hand.

### ***Feeding America***

In 2020, we didn't let the pandemic stop us from coming together to help those in need. We simply switched from in-person teams to individual/virtual ones. For example, we connected a large group of remote employees from different sites to fill emergency meal kits for homeless individuals and families. Volunteers bought food items, packed them up and included a handwritten inspirational note. The packages were shipped to a Feeding America warehouse for distribution by their emergency response teams.

### ***Vello Program***

For the third year in a row, employees at our Phoenix site volunteered as virtual reading tutors at Isaac E. Imes Elementary School in Glendale, AZ. The school, a United Way Vello Program partner, offers extra reading support to children in need. Volunteers log on to the Vello portal for one-on-one, 30-minute reading sessions with students. Together, students and tutors read e-books, complete comprehension quizzes and write summaries. In 2020, the program was open to all U.S.-based employees.

## ***buildOn Mentorship Program***

Volunteers virtually mentored buildOn students helping them create and execute a community service project. Six employee volunteers and 25 students held five mentoring sessions in May and June, using Zoom. From this mentorship program, six community service projects were developed and executed. Projects included such things as creating a food resource guide to help create better food access for the food and housing insecure in the Bronx and Boston communities; ensuring that those experiencing homelessness had face masks; and writing notes of encouragement for those experiencing isolation during the pandemic.

### ***Celebrity Readers***

Thirteen of Synchrony's Business Leadership Program (BLP) employees and BLP interns helped children with their literacy skills by sharing a video of themselves reading a children's book. The videos were sent to the Early Learning Coalition of Orange County to be viewed by children ages 5 and 6, from their homes.

### ***Notes of Encouragement***

The pandemic has brought isolation and loneliness to people served by nonprofit organizations that partner with our national Diversity Networks. Synchrony launched a handwritten note campaign as a way of letting people know someone cares about them and there's hope for a brighter tomorrow. Thanks to the overwhelming response, we surpassed our goal of 1,000 handwritten notes. During Hispanic Heritage Month, our Women's Network+ joined our Hispanic Network+ to take part in the "Don't Stop Now"—Meals on Wheels national letter writing campaign. The handwritten letters were distributed with a meal to homebound seniors.

## **Gear Up Initiative**

Synchrony's Gear Up Initiative was our consolidated, grassroots effort to help "gear up" those on the front lines in health, safety and other essential roles. In the early stages of the COVID-19 pandemic, protective gear for frontline workers and volunteers was in short supply—especially masks. Synchrony wasted no time in rallying our networks to help solve the problem.

Synchrony employees, along with our small- to medium-sized sewing business partners (and many of their 140,000 "Sewing and More" credit cardholders) sprang into action. And, with our nonprofit partner buildOn, we helped to protect people around the world from the spread of the coronavirus by making no-sew face masks. We debuted this activity at the Synchrony Summer Camp with buildOn students demonstrating how to make the masks. Synchrony employees and buildOn students eagerly helped and together made 26,000 face masks.\*

Thirty-two employees in our Hyderabad site created over 1,300 masks. These masks were donated to support service workers and institutional staff like the Anganwadi workers and police who have kept the State's critical systems functional through the COVID-19 outbreak and the lockdown. And, to help struggling women and their families, all the cloth was procured as raw material from the Weavers Society of Narayanpet District, which supports the livelihood of women and weavers.

Overall, with the efforts of our small- to medium-sized sewing business partners, buildOn students and Synchrony employees, we made a total of 77,000 masks.

Synchrony employees who had 3D printers at home also pitched in, printing over 3,700 masks, face shields and ear savers. Synchrony also bought over a dozen 3D printers for employees and their families who wanted to help out. In addition, the Synchrony Foundation and Synchrony teamed up with global charity Brother's Brother Foundation, one of our local Ohio suppliers Stephens Direct, and locally owned small business Protoduction 3D, to produce and distribute more than 5,000 face shields to Synchrony site communities in need across the United States.

*\*These homemade masks were not intended to replace conventional, NIOSH-approved personal protective equipment.*

## A TIME FOR CARING—HELPING IN UNCERTAIN TIMES

Synchrony's matching gifts program is open to all employees and Synchrony Board members. The program provides a 1:1 match to an individual employee's contributions of \$25 or more up to an aggregate \$25,000 annual cap to eligible organizations that are meaningful to our employees and Board members, including social services, disease research, environmental organizations, hospitals, museums, public and private schools, and colleges and universities. With so many in need in 2020, Synchrony was pleased to offer a 2:1 match twice throughout the year. In April, we matched all employee donations to food banks and hunger organizations 2:1. And, our annual employee giving campaign for 2020 ran from November 30 to December 31, during which we matched employees' charitable donations 2:1. Donations for the campaign totaled more than \$1.2 million to more than 1,800 unique organizations.

### **Fifth Annual Doubles Dive**

In January 2020, nearly 1,500 hardy Synchrony employees from 16 different sites around the world plunged into wintery water to support our 5th annual Doubles Dive. Started by our President and CEO, Brian Doubles, this annual event raises money for the SeriousFun Children's Network and other charities. SeriousFun Children's Network is a family of 30 camps and programs located in the United States, Europe, Israel, Africa, Asia and the Caribbean that create opportunities for children and their families to reach beyond serious illness to discover joy, confidence and a new world of possibilities, always free of charge. In 2020, our Doubles Divers raised more than \$120,000 for this great cause.

### **Helping Our Own**

The Synchrony Foundation donated \$1.5 million to establish the Synchrony Employee Assistance Fund. It provides financial assistance and aid to employees and their immediate family who are experiencing personal hardship or loss. Synchrony employees can also make monetary donations to the fund to help their colleagues.

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*My home burning down was so upsetting for me and my family. Luckily, with the support of Synchrony and the people at North Carolina's 211, I was able to find a new home and get some furnishings for it fairly quickly. My kids didn't have to go through a long trauma, thankfully. Thank you!*

**JACKADE CURRY** / Representative Customer Service



## CONNECTING WITH SMALL BUSINESS

Today, SynchroNITY supports nearly a million small businesses—from retailers and veterinarians to home stores and automotive repair shops. The impact of the coronavirus on our small business partners has been crushing for many. In response, we stepped up our support and launched SynchroNITY Connect for Small Business, a digital resource for business advice and best practices, consumer insights and webinars, and access to a host of powerful digital tools to help grow, lead and operate their businesses.

### ***Local Initiatives Support Corporation (LISC)***

As SynchroNITY sees it, small businesses are the backbone of our economy and deserve our support now more than ever. The SynchroNITY Foundation has committed \$5 million to community development organizations that support small businesses and will help those hit hard by the pandemic recover and rebuild. This includes \$3 million to local organizations to support long-term small business recovery over the next three years. We committed the remaining \$2 million to LISC to be used for emergency relief to small businesses hit hard by the pandemic. LISC is one of the nation's largest, non-profit community development financial institutions, supporting community development initiatives in 37 cities and across 2,200 rural counties in 45 states.

LISC will use the funds to provide emergency grants of up to \$10,000 to help small businesses address their immediate financial needs—focusing on minority-, women-, and veteran-owned businesses in underserved communities. The funds will also enable LISC partners with frontline experience to help small businesses weather the pandemic through training, resources and technical assistance. This includes web-based and remote sales and marketing, social media and accounting.

Just one year ago, the picture was bright for Nasshon “Lovely” Thompson. 2019 was the culmination of Lovely’s 20-year journey in America. Her business, Lovely’s Boutique & Beauty Supply, was thriving at its location on Main Street in Bridgeport, CT. However, 2020 brought the kind of challenges no one could have anticipated. COVID-19 shut Lovely’s doors for quite a while, but even after it reopened (under distancing guidelines, the store has room for five customers at any one time), business remained anemic. “It has affected my community a great deal,” she says. “There’s nowhere to go, and we’re not getting dressed. It’s only the nurses and the CNAs that go out, and they wear scrubs.” In 2000, Nasshon immigrated to the United States, later bringing her two oldest children here, attaining legal immigration status, and having a third child, now 13, in Queens, where “Lovely’s” was started. She moved the beauty shop to Connecticut in 2017. Thompson has put her Licensed Practical Nurse degree to use, and is working other odd jobs, but remains optimistic about the future. “This grant will help me cover rent, lights and insurance,” explained Thompson. “It’s a much-needed and appreciated bridge to the day when business picks up on the strength of women with places to go and statements to make.”

### ***Banking on Women™***

Banking on Women is opening opportunities for women in the greater Salt Lake and Southern Utah communities. Since 2010, the program has provided female business owners with small business financial education classes and the opportunity to apply for a microenterprise loan. By investing in women entrepreneurs, the program supports job creation and retention and economic development in the area. Volunteers from SynchroNITY act as mentors to the women enrolled in their 15-week course.

## **New Jersey Institute of Technology**

Synchrony is a corporate sponsor of the New Jersey Institute of Technology (NJIT), a resource for entrepreneurs and innovators from throughout the region. With a modern campus, an award-winning staff and faculty, and cutting-edge equipment, NJIT focuses on the commercialization of new technologies. Its mission is to help innovators accelerate their time to market and to revenue metrics. Its Enterprise Development Center offers a full range of services, including business incubation and new businesses training.



## **FINANCIAL EDUCATION**

### **America Saves Week + Money 360° = Big Savings**

America Saves is a multichannel media campaign managed by the nonprofit Consumer Federation of America. Their aim is to get low- to moderate-income households to set a financial goal to save money and achieve important steps toward financial wellness. In a 2018 Federal Reserve survey, almost 40% of American adults wouldn't be able to cover a \$400 emergency with cash, savings or a credit-card charge that they could quickly pay off. Synchrony knows, Savers with a plan are more than twice as likely to achieve their savings goals as those without a plan.

That's why Synchrony, along with 2,000 other financial institutions, government agencies, community groups and nonprofits, joined the America Saves Council for America Saves Week during the last week of February to promote the importance of saving with the America Saves pledge and financial wellness education and resources. Concurrent with that is Synchrony's MONEY 360°, an ongoing program devoted to promoting savings—both for Synchrony employees and the communities we serve. In 2020, we saw a 12% lift in new savings customers, a 14% lift in recurring transfers to Synchrony Bank savings accounts and a 25% lift of customer adding money to their account during America Saves Week.

## **Getting Smart About Money**

Synchrony Bank believes the more people know about personal finance, the better informed their financial decisions will be. So, we've launched ongoing educational campaigns offering tips and guidance about saving and investing, smart spending, increasing income, retirement and more.

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**Millie** is a multi-channel platform for women, focused on their relationship with money. Since its launch in March 2020, Millie has reached over 1 million web visitors and distributed over 4 million print magazines.

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**Money Matters Blog** offers over 400 articles and videos, most of which focus on financial education. Content is written to inspire readers to take actions to improve their finances. Over 5 million visitors came to the Money Matters Blog in 2020

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**"Edutainment"** videos like "Pay Day" and its sequel "Bank Roll EP" were crafted to reach starter savers with a message about saving and smart spending. Pay Day won "Best Short" at the 2020 Tribeca X Awards.

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**"Save Like a Hero"** is our ongoing campaign in partnership with Marvel Studios. Synchrony leverages the rich storytelling of Marvel to create out-of-the-box, attention-grabbing campaigns designed to encourage smart saving.

## **CORPORATE CITIZENSHIP IN INDIA AND THE PHILIPPINES**

Synchrony's culture of volunteerism and giving back extends to our sites in India and the Philippines. Both have strong citizenship programs in place.

### ***India***

Synchrony India focuses on four major areas:

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***Education:*** Since 2017, their digital labs have empowered more than 2,500 underprovided students

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***Female empowerment:*** Funded India's first blockchain project for farmers, 70% of whom are women

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***Skill development:*** Initiated the Tribal Development Fund in partnership with the National Bank for Agriculture and Rural Development to help 1,000 uneducated tribal families adopt sustainable income-generating activities

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***Health and hygiene:*** Funded 33 water treatment plants to provide potable drinking water for over 67,500 villagers. Also funded BERA Center of Excellence at a public hospital in Hyderabad

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Beyond these, they are also active in environmental sustainability and disaster management and emergency responses.

## **Philippines**

Synchrony Philippines is making a difference in the lives of employees and the community. Our Synchrony Philippines employees have a long and committed partnership with Gawad Kalinga Community Development Foundation, a nonprofit aimed at alleviating poverty in the Philippines. Some of the efforts with Gawad Kalinga, include:

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Funding the Synchrony Gawad Kalinga Village, a community of 20 homes for 20 families and the Multi-Purpose Livelihood center in the village

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Launching 15 community kitchens to support more than 4,500 children suffering from hunger and malnutrition in outlying regions. Also partnered with Gawad Kalinga to help feed an additional 10,000 children

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Supporting the SEED Scholarships, mobile learning centers, vocational-tech education and college scholarships

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Providing a COVID-19 Relief grant for impacted communities and launched the Philippine version of Gear Up and Packs of Inspiration

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## **COMMUNITY REINVESTMENT**

The importance of serving our entire community has been highlighted this past year in ways no one could have predicted or even believed. The Community Reinvestment Act presents all financial institutions in the United States with an affirmative obligation to find ways to meet the credit needs of our communities. Synchrony continues its steady efforts at addressing community development needs through the creation and financing of affordable housing, stimulating economic development through small businesses and through job creation, revitalizing neighborhoods, and addressing community service needs.

Since our initial public offering in 2014, Synchrony has met credit needs in communities across the United States:

- \$486 million invested in single-family affordable housing in 16 states and the District of Columbia;
- \$555 million invested in multi-family affordable housing in 28 states and the District of Columbia;
- \$39 million invested in equity funds supporting small businesses in 29 states and the District of Columbia; and
- \$974 million offered in community development loans to various nonprofits, including Community Development Financial Institutions (CDFIs), supporting affordable housing and small businesses in 18 states with one CDFI having a national access platform serving small-business lending needs across the country.



### ***Grameen America***

Founded by Nobel Peace Prize Laureate Muhammad Yunus, Grameen America is the fastest growing nonprofit microfinance organization in the United States. It's based on a simple idea that all people can lift themselves out of poverty through their own entrepreneurial spirit. And it's dedicated to helping entrepreneurial women who live in poverty build businesses to enable financial mobility. It does this by offering microloans (\$2,000 to \$15,000) to women entrepreneurs too poor to qualify for traditional bank loans, along with training and support.

Synchrony provides funding to support Grameen America's core microloan, asset- and credit-building programs to empower low-income women entrepreneurs to provide a better life for themselves and their families.

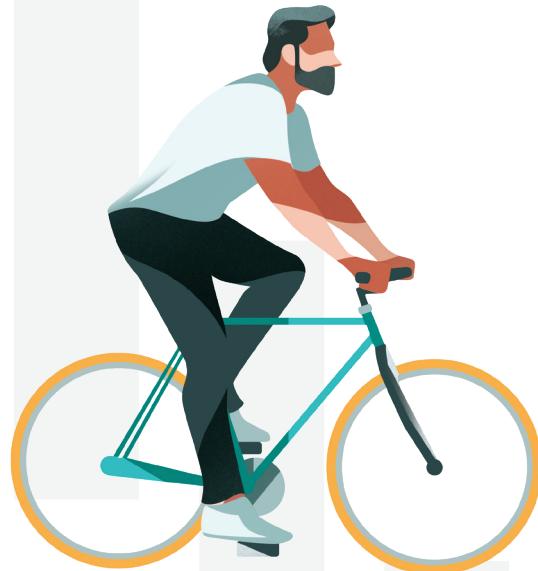
As part of the Grameen program, members open free savings accounts with commercial banks and make weekly deposits. Grameen America also reports microloan repayments to Experian and Equifax, enabling members to build their financial identity.

### ***Investments in Affordable Housing***

In 2020, Synchrony invested \$15 million in a fund developing high-quality permanent supportive housing in the Los Angeles and San Francisco, CA regions for highly at-risk individuals experiencing homelessness.

In 2015, Synchrony supported a new concept of recovering, rehabilitation and constructing single-family affordable housing in a fund created by the National Community Reinvestment Coalition's (NCRC's) GROWTH initiative. In December 2020, the NCRC Housing Rehab Fund, LLC (NCRC HRF) announced completion of nine new housing units as part of the Woodlawn Pointe project on Chicago's Southside. NCRC HRF has provided affordable single-family housing in nine states and the District of Columbia since its creation.





# OUR ENVIRONMENT

Synchrony actively manages sustainability across all company levels with a focus on improving transparency. We believe that the integration of business and sustainability strategies can be a catalyst for growth and greater resiliency and a driver for meaningful sustainability impacts.

## CLIMATE STRATEGY

Our approach to sustainability is informed by the environmental goals in the United Nations' Sustainable Development Goals (SDGs), a global blueprint to achieve a more fair and sustainable future.

Synchrony monitors the environmental impacts from our direct operations, and we use the data to reduce our impact. Monitoring involves taking a global inventory of direct and indirect greenhouse gas (GHG) emissions using the international GHG protocol methodology. The results of the inventory are set out in the Global Synchrony Environmental and Sustainability Key Metrics table (Table 1) on page 65. Synchrony also monitors indicators such as water, waste, recycling and paper used by its operations in order to optimize operations and gradually reduce consumption.

## ***Responding to COVID-19—Occupational Safety and Health***

In response to the COVID-19 pandemic, Synchrony's Environmental Health and Safety (EHS) team created processes and systems, procured protective equipment, and shared self-awareness skills to help our organization keep employees and contractors, and by extension, their families and their communities, healthy and safe. Our EHS and Facilities teams, along with other medical and security specialists, have been advising on actions to slow the spread of the virus and to help employees stay safe from physical hazards on and off the job.

For example, to reduce the risk of virus transmission in Synchrony-operated buildings, we utilized a company-wide multi-engineering control strategy based on CDC recommendations and guidance from The American Society of Heating, Refrigerating and Air Conditioning Engineers (ASHRAE) intended to minimize the transmission of viruses via

our HVAC systems. Our buildings' first line of defense against aerosol transmission is through a fresh outdoor air dilution strategy, and settings were modified in all Synchrony-operated buildings to supply fresh airflow rates towards maximum system design effectiveness 24 hours a day, seven days a week in order to promote adequate refreshment of the building's indoor environment.

## ***Working from Home***

According to independent and public health governmental agencies, air quality is the largest environmental risk to public health in the United States. Additionally, energy consumption from work commutes can have an enormous negative environmental health effect on employees and their communities. A silver lining of the pandemic has been the drastic reduction in our carbon footprint as our employees shifted to home-based offices.

In September 2020, Synchrony reimagined how employees work, and committed to delivering maximum flexibility for our people and our company by embracing a new work-from-home model, giving our employees in the United States and Puerto Rico the option to work from home permanently—even after the pandemic. We are excited for this new journey which will help us drive fundamental changes to be a faster, more agile and innovative company, all while doing our part to help the environment.

The unprecedented shift to working from home prompted by the pandemic also created several ergonomic challenges for our newly remote workforce. We now manage employee ergonomic health, safety and welfare in uncontrolled, non-designed home spaces. When the pandemic struck, we moved quickly to equip nearly all employees to work from home—that included our thousands of customer service agents in call centers.

At the same time, our EHS team responded to the new work-from-home ergonomic and accommodation challenges. Synchrony implemented several programs to help employees get comfortable in their new home offices and minimize unwanted outcomes. Programs offered included virtual ergonomic evaluations, self-help digital ergonomic assessments, ergonomic office chairs, dual monitors, as well as web- and videoconference-based training sessions on how to set up an ergonomic workspace at home.

### **Protecting Water Resources**

We closely monitor our water usage and spending and invest in water security and efficiency initiatives. Synchrony's water usage has declined over the years, from 17.0 gallons/ft<sup>2</sup> in 2018 to 11.7 gallons/ft<sup>2</sup> in 2020—which equates to a more than 30% overall use intensity decline (see Table 1).

Our water efficiency systems include kitchen greywater systems, temperature controls and cool air recirculation, rain sensor irrigation controlling, cooling tower water recovery installations, stormwater commercial irrigation monitoring, systems to recover blowdown energy to heat boiler feed water, low flow fixtures in our restrooms, proper dishwasher settings and use, and water faucet leak audits.

### **Greening our Buildings**

The goal of using green building principles to support energy efficiency in new buildings and renovations is to create high performance buildings that have limited environmental impact and the lowest possible life-cycle costs. Synchrony follows good sustainable engineering and building practices which seeks to minimize the negative environmental impact of buildings by enhancing efficiency and moderation in the use of energy, space and materials. Simply put, sustainable building design involves saving energy, using space efficiently and reducing waste over the lifecycle of a building.

Energy-efficient equipment performs the same or better while using less energy, reducing expense and helping protect the environment by reducing Synchrony's carbon footprint. ENERGY STAR certification is the most reliable and widely recognized mark of efficiency from the Environmental Protection Agency (EPA). Over 70% of Synchrony's global operating square footage footprint meets EPA ENERGY STAR status, and Leadership in Energy and Environmental Design (LEED) certifications. These certifications provide a framework for assessing the success of ongoing greening efforts throughout our sites. In 2020, by meeting ENERGY STAR and LEED standards, we reduced our global annual baseline GHG emissions by more than 9,414 tons. That translates into an energy cost savings of approximately \$1 million.

In 2019 and 2020, several of our facility operations installed variable frequency drives (VFDs). VFDs are used in the ventilation systems to save large amounts of energy by regulating the frequency of electric currents and matching air movement to demand. Our former Kettering site has gone through a series of carefully planned and executed energy-conserving initiatives over the last several years including increased efficiency chilled water temperature recirculation, alarm electrical control demand, low horsepower summer boiler cycling, and variable frequency drives on our cooling tower fan motors. Collectively, this has resulted in a total energy savings of nearly \$5 million.

## **Sustainable Business Travel**

Travel, whether it be by car, train or air, accounts for a significant amount of GHG emissions. Synchrony has prioritized reducing unnecessary business travel. Our travel policy engages our travel management provider to provide monthly GHG emission reporting with statistics and live information on the most environmentally friendly option at the time of booking. Starting well before the pandemic began, we actively promoted the use of videoconferencing when possible in place of traveling to onsite meetings.

## ***Breaking the Paper Habit—Conserving Paper to Reduce Environmental Impact***

Trees provide key advantages for high-level environmental sustainability. They combat climate change by absorbing GHG emissions, release oxygen back into the atmosphere, save water, prevent water pollution, prevent the erosion of soil and conserve energy. Synchrony understands the importance of saving trees and is passionate about going paperless. In 2019, ahead of Earth Day, we partnered with American Forests to encourage our customers to move to digital credit card statements. Synchrony planted over 42,000 trees for customers who signed up for paperless statements during this campaign.

The COVID-19 pandemic underscores how interconnected our world has become—and that the health and well-being of people is deeply linked to that of our planet. As wildfires ravage many parts of the world, from the western United States to Brazil and Australia, and many regions experience some of the most extreme weather events on record, we must urgently invest in innovative ways to inspire collective action to address climate change.

In 2020, Synchrony joined the Mastercard Priceless Planet Coalition as another initiative to build a more inclusive and sustainable environment, where the planet can thrive. The Priceless Planet Coalition unites the efforts of consumers, financial institutions, merchants and cities to fight climate change through the restoration of 100 million trees over five years—together with climate science and forest restoration experts Conservation International and World Resources Institute. Coalition partners in multiple regions are launching campaigns to enlist consumers in environmental action and reforestation efforts with innovative donation technologies.

Paper waste prevention aims to reduce or eliminate paper use and avoid inefficient paper use and disposal in the first instance. As a result, prevention is the most environmentally preferable means to reduce paper waste, minimizing the environmental impacts associated with both paper manufacture (including the demands on our forest resources) and paper recycling.

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**REDUCE**  **REUSE**  **RECYCLE**

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In 2019, Synchrony launched a major initiative to increase digital usage and decrease paper use. Volumes of marketing direct mail pieces have decreased from a high in 2018 of 168.5 million pieces to 130.2 million pieces in 2019 and 94 million pieces in 2020.

In addition, the elimination of unnecessary envelopes from our cardholders' statement packages continues to have a positive environmental impact. This program has eliminated more than 400 million envelopes from statement packages, reducing over 6 million pounds of paper waste, saving over 22,000 trees, 5,388,000 gallons of water, and offsetting over 8,705,000 pounds of GHG emissions.

Our digital channels also make it easy for our cardholders to receive statements and make payments electronically. We continue to encourage adoption of this environmentally friendly option through regular communication with our customers. By the end of 2020, over 44% of our customers received paperless statements, as compared to just over 30% at the end of 2017, which equates to 109 million fewer paper statements being printed and mailed in 2020 as compared to 2017. In addition, 61% of all applications were done digitally in 2020, an increase of 13% from 2019, and approximately 65% of our payments were made digitally.

Recycling paper is an important part of Synchrony's sustainability program. When organizations consider the benefits of paper shredding, they often do so in relation to security and protection of sensitive information; however, paper shredding also offers meaningful environmental benefits. In addition to the 100% recycled wood particleboard containers installed at our facilities, our shredding vendor utilizes systems that allow shredded material to be recycled and reused in useful consumer goods such as paper, tissues, paper towels and paper plates.

#### **2020 Synchrony Paper Shredding Environmental Impact Summary\***

	<b>TOTALS</b>
<b>GALLONS OF OIL SAVED</b>	346,440
<b>ESTIMATED VOLUME (LBS)</b>	1,823,370
<b>TREES SAVED</b>	15,582
<b>KILOWATTS OF ENERGY SAVED</b>	3,646,740
<b>CUBIC YARDS OF LANDFILL SPACE SAVED</b>	2,735
<b>GALLONS OF WATER SAVED</b>	6,381,795

\*Source: third-party supplier

## **Toner Recycling Success**

One of the operational impacts organizations can perform is to reduce waste and incorporate necessary controls. Upwards of 375 million ink cartridges a year or more than one million cartridges per day end up in landfills worldwide. A good amount of this waste is completely unnecessary. Printer ink cartridges are built to be easily reused and taking a couple extra steps can help minimize waste, shrink your carbon footprint, and help boost your bottom line. To reduce the impact of the cartridges thrown away every year, Synchrony committed to and achieved a 100% printer toner recycling level. In 2020, we recycled 1,193 printer drums, saving approximately 1,200 gallons of oil.

## **Electronic Hazardous Waste Reductions**

Synchrony has partnered with an electronics recycling vendor to implement a responsible wireless reuse and recycling program within our organization. Our ongoing environmental stewardship to reduce e-waste not only saves energy and GHG emissions, but also keeps extremely harmful toxins such as lead, zinc, mercury and flame retardants from polluting our landfills and drinking water.

## **Suppliers That Enhance our Sustainability Excellence**

We seek to partner with suppliers who can support our sustainability strategy, including our initiative to eliminate single-use plastics wherever possible from our global operations and to protect water resources.

In 2020, Synchrony partnered with Sodexo using the Sustainability Management and Reporting Tool (SMART). Synchrony will track Sodexo's SMART progress in four key sustainability categories—carbon and energy trends, health and sustainable food and environments, water and waste. Synchrony and Sodexo will then compare scores across sites and established targets.

Synchrony is also partnering with Sodexo to help manage lighting systems and behaviors, HVAC systems and behaviors, refrigeration behaviors, water heating and dishwasher systems, use of energy efficient lighting, purchasing ENERGY STAR equipment, recommending variable frequency drives, ensuring hot water lines are insulated, and centralized controllers for the HVAC system.

Our cafeterias use an active fryer management service Filtafry (Filta). Filta's "green" services help preserve the environment by converting waste cooking oil into biodiesel, reducing energy consumption and food waste. Active fryer management also improves employee safety, reduces costs and increases sustainability. Synchrony chooses the eco-friendly and safer alternative, the green edge.

Active fryer management systems provide a unique way to make commercial kitchens safer, more efficient and environmentally sustainable by micro-filtering existing cooking oil, providing bin-free waste oil collection, deep cleaning fryers and recycling waste oil into biodiesel fuel. Since 2019, based on data from Filta, recycling this oil has saved over 16,700 pounds of waste oil through biodiesel recycling and decreased oil usage, reducing GHG emissions by 54,900 pounds, equivalent to planting 2,700 trees.

One of Synchrony's significant data center providers builds data centers to be compatible with a sustainable future, taking into account the growth of cloud computing, increasing water scarcity in much of the world, and the greening of the electrical grid. This provider's data centers are designed with zero water consumption cooling, unlike data centers that use various water-consuming cooling methods. This means no water towers, no evaporative cooling, and very low water use. In addition, this provider's data center incorporates many energy and cost-saving features, such as high-efficiency uninterruptible power supplies and power distribution units.

**Table 1. Global Synchrony Environmental and Sustainability Key Metrics**

TOPIC/ISSUE	METRIC UNIT	2020	2019	2018
<b>GREENHOUSE GAS EMISSIONS —TOTAL<sup>1</sup></b>	MT CO <sub>2</sub> e	17,385	26,799	27,487
<b>GREENHOUSE GAS EMISSIONS—SCOPE 1 EMISSIONS</b>	MT CO <sub>2</sub> e	1,167	1,974	1,751
<b>GREENHOUSE GAS EMISSIONS—SCOPE 2 EMISSIONS</b>	MT CO <sub>2</sub> e	16,218	24,825	25,736
<b>GREENHOUSE GAS EMISSIONS—SCOPE 3 EMISSIONS<sup>2</sup></b>	MT CO <sub>2</sub> e	3,582	12,668	12,437
<b>TOTAL ENERGY<sup>3</sup></b>	GJ	115,289	200,210	197,653
<b>WATER USAGE INTENSITY<sup>4</sup></b>	Gallons/ft <sup>2</sup>	11.7	17.4	17.0
<b>OSHA RECORDABLE RATE</b>	Per 100 Employees	0.05	0.10	0.11

<sup>1</sup> Greenhouse gas emissions total is the sum of Scope 1 and Scope 2 emissions.

<sup>2</sup> Scope 3 emissions are the result of activities from assets not owned or controlled by the reporting organization, but that the organization indirectly impacts in its value chain. Scope 3 emissions include all sources not within an organization's scope 1 and 2 boundary.

<sup>3</sup> Calculated based on bills received in stated calendar year.

<sup>4</sup> Water usage intensity does not include leased locations where water is not specifically metered. Calculated based on bills received in stated calendar year.



## **APPENDIX**

The Index on the following pages organizes our report in accordance with the Industry Standards Version 2018-10 issued by the Sustainability Accounting Standards Board (SASB). Our disclosures under those standards are based on the two SICS industries that are most closely aligned with our mix of business activities: Consumer Finance (FN-CF) and Commercial Banks (FN-CB). We do not currently disclose all metrics included in the standards for these two SICS industries, but we will evaluate them for future reports. All reported data is as of, and for the year ended December 31, 2020 unless otherwise noted. Information in this Index can be found in this ESG report, as well as our 2020 Annual Report on Form 10-K and our 2021 Proxy Statement.

<b>TOPIC/ISSUE</b>	<b>METRIC</b>	<b>CODE</b>	<b>RESPONSE</b>
<b>ACTIVITY METRIC</b>	Number of unique consumers with an active (1) credit card account and (2) pre-paid debit card account	FN-CF-000.A	The number of active accounts and related information, including our definition of active accounts, are provided in our Form 10-K on page 32. Synchrony does not report a metric for pre-paid debit card accounts.
<b>ACTIVITY METRIC</b>	Number of (1) credit card accounts and (2) pre-paid debit card accounts	FN-CF-000.B	The number of active accounts and related information, including our definition of active accounts, are provided in our Form 10-K on page 32. Synchrony does not report a metric for pre-paid debit card accounts.
<b>ACTIVITY METRIC</b>	(1) Number and (2) value of loans by segment: (a) personal, (b) small business, and (c) corporate	FN-CB-000.B	Information about our credit products are provided in our Form 10-K on pages 18 and 120.
<b>BUSINESS ETHICS</b>	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	FN-CB-510a.1	Synchrony discloses all material legal proceedings in our SEC reports.
	Description of whistleblower policies and procedures	FN-CB-510a.2	See this ESG report on page 7.

TOPIC/ISSUE	METRIC	CODE	RESPONSE
<b>CUSTOMER PRIVACY</b>	Number of accountholders whose information is used for secondary purposes	FN-CF-220a.1	Synchrony does not report a metric on the bases specified in this standard. Our Online Privacy Policy and Account Privacy Policy, which are available on our bank's website ( <a href="http://www.synchronybank.com">www.synchronybank.com</a> ), describe the information we collect from our customers and how we use it.
	Total amount of monetary losses as a result of legal proceedings associated with customer privacy	FN-CF-220a.2	Synchrony discloses all material legal proceedings in our SEC reports.
<b>DATA SECURITY</b>	(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of accountholders affected	FN-CF-230a.1	Synchrony does not report a metric on the bases specified in this standard. Information on cybersecurity regulation, risks, and risk management can be found in this ESG report on pages 11-13 and in our Form 10-K on pages 93 and 99-100.
	Card-related fraud losses from (1) card-not present fraud and (2) card-present and other fraud	FN-CF-230a.2	Fraud-related operational losses are provided in our Form 10-K on page 67 in the risk factor headed, "Fraudulent activity associated with our products and services could negatively impact our operating results, brand and reputation and cause the use of our products and services to decrease and our fraud losses to increase."
	Description of approach to identifying and addressing data security risks	FN-CF-230a.3	See this ESG report on pages 11-13.

TOPIC/ISSUE	METRIC	CODE	RESPONSE
<b>SELLING PRACTICES</b>	Percentage of total remuneration for covered employees that is variable and linked to the amount of products and services sold	FN-CF-270a.1	An explanation of our compensation programs can be found in the Compensation Discussion and Analysis section of our 2021 Proxy Statement on pages 34-62, and information on our stock incentive plans can be found in our Form 10-K on page 133: Note 13. Equity and Other Stock Related Information—Synchrony Financial Incentive Programs.
	Approval rate for (1) credit and (2) pre-paid products for applicants with FICO scores above and below 660	FN-CF-270a.2	For credit quality indicators of our customers at December 31, 2020, see our Form 10-K on page 123: Note 4. Loan Receivables and Allowance for Loan Losses—Credit Quality Indicators.
	(1) Average fees from add-on products, (2) average APR, (3) average age of accounts, (4) average number of trade lines, and (5) average annual fees for pre-paid products, for customers with FICO scores above and below 660	FN-CF-270a.3	Synchrony does not report a metric on the bases specified in the standard. See Our Customers on pages 9-13 of this ESG report for information on responsible lending practices.
	(1) Number of complaints filed with the Consumer Financial Protection Bureau (CFPB), (2) percentage with monetary or nonmonetary relief, (3) percentage disputed by consumer, (4) percentage that resulted in investigation by the CFPB	FN-CF-270a.4	CFPB Consumer Complaint Database ( <a href="https://www.consumerfinance.gov/data-research/consumer-complaints/">https://www.consumerfinance.gov/data-research/consumer-complaints/</a> )
	Total amount of monetary losses as a result of legal proceedings associated with selling and servicing of products	FN-CF-270a.5	Synchrony discloses all material legal proceedings in our SEC reports.

TOPIC/ISSUE	METRIC	CODE	RESPONSE
<b>SYSTEMIC RISK MANAGEMENT</b>	Global Systemically Important Bank (G-SIB) score, by category	FN-CB-550a.1	Synchrony is not a G-SIB.
	Description of approach to incorporation of results of mandatory and voluntary stress tests into capital adequacy planning, long-term corporate strategy, and other business activities	FN-CB-550a.2	See our Form 10-K on page 54: Capital.



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