Fifth Third Bank’s inaugural Environmental, Social and Governance (ESG) Report is available for viewing and download on the About Us section of 53.com or via the Bank’s ESG site at ir.53.com/esg.

It is Fifth Third’s privilege to improve the lives of customers and the well-being of our communities. We do this by keeping the customer at the center of everything we do, staying focused on our core business of banking and executing on key strategic priorities. The ESG Report gives all of our stakeholders—customers, communities, employees, shareholders and regulators—insight into our values and enables us to report progress on our stated goals.

Building sustainable, scalable programs, products and services is how we have a transformative, generational impact on our communities. We consider the long-term potential impacts of all of our community-based programs: whether they are designed to address the affordable housing gap in minority communities, how best to provide technical assistance to small businesses, or optimizing the delivery of financial and workplace training to establish a firm foundation that will endure through generations.

Setting long-term goals for ESG performance, including governance, inclusion, workplace policy and the environment, will help Fifth Third deliver long-term sustainable value for all stakeholders. It’s about doing well by doing good. By focusing on sustainability, our Bank—and everything around us—will be healthier for it.

**ESG HIGHLIGHTS**

### Ensuring Economic Growth

- **$18** minimum wage
- **19,869** employees**
- **53,000** fee-free ATMs
- **$5.4B** in PPP loans††
- **156,000** customer hardship requests executed†
- **$11.1B** small business lending†
- **$13.8B** mortgage lending†

### Promoting Inclusion & Diversity

- **60%** women in workforce
- **27%** persons of color in workforce
- **33%** board gender diversity
- **$63M** diverse supplier spend††
Advancing Sustainability

$8B Sustainable Financing goal announced

100% renewable energy achieved (August 2019)

A- CDP Leadership score

↓ 16% energy consumption since 2014

↓ 22% water consumption since 2014

↓ 86% GHG emissions (Scopes 1 & 2) since 2014***

Read the full Fifth Third ESG Report:
About Us section of 53.com or ir.53.com/esg

Investing in Our Communities

$35.5B community commitment delivered 2016-2020*

$8.75M pledged for COVID-19 relief**

“Outstanding” CRA rating

$11.2M down payment assistance**

$356.6M Community Development Corporation closed projects**

2.5M people financially educated since 2004

147,293 hours community service (~3.7M equiv.)

$7M raised for United Way**

5.2M meals provided*

$17.8M charitable donations**

$100M investment in Opportunity Zones announced**

Becoming an Employer of Choice

640,000 hours of training and education provided to employees; 32.5 hours per employee

74% employee engagement for customer-facing employees

640,000 hours of training and education provided to employees; 32.5 hours per employee

74% employee engagement for customer-facing employees

†Fifth Third’s $32 billion Community Commitment pledge was made in 2016 and was for a duration of five years, from Jan. 1, 2016 through Dec. 31, 2020. Figures reported here are as of June 30, 2020.

††Falls under and/or also included, in full or in part, under Community Commitment figures. See †.

1Figures are fiscal year 2020 through June.

2 As of July 20, 2020.

3In 2019 and 2020.

*Data is for fiscal year 2019 or as of December 31, 2019 unless specified otherwise.

**full-time equivalent employees.

***Market-based method; See “GHG Accounting: Expanding Scope 1, 2 and 3 Reporting” on page 96 and Environmental Data table on page 107 of the 2019 ESG Report.

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