

GLOBAL REPORTING INITIATIVE (GRI) INDEX

The Index includes GRI indicators that are relevant for our business. Unless otherwise noted, all data and descriptions apply to our entire Company and are as of the year ended December 31, 2019. This report is intended to meet “Core” requirements of GRI Standards. In some instances, we have also included non-core GRI General Disclosures in this Content Index where we met all or a portion of the requirements of the disclosure within the report or other externally published documents.

Topic-specific disclosures determined to be “non-material” and for which we do not provide significant content in this report have been omitted from this table.

Certain information may not be disclosed within the index below if it is not considered material; privileged or confidential; could cause a competitive disadvantage to our business if publicly disseminated; or is not currently collected in a manner wholly correlative with the related GRI indicator.

Reporting status:



Fully reporting














Partially reporting
















Not reported

Indicator	Reporting Status	Response	Source(s)
GRI 102: General Disclosures (2016)			
ORGANIZATIONAL PROFILE			
102-1 Name of the organization		Fifth Third Bancorp	
102-2 Activities, brands, products, and services		Refer to pgs. 12-15 of the 2019 Annual Report. Refer to the “Economic” (pgs. 16-28) section of the 2019 ESG Report.	2019 Annual Report 2019 ESG Report
102-3 Location of headquarters		38 Fountain Square Plaza, Cincinnati, Ohio 45263	
102-4 Location of operations		Refer to the “Markets Served” (pg. 22) subsection of the 2019 ESG Report.	2019 ESG Report
102-5 Ownership and legal form		Refer to pg. 17 of 2019 the Annual Report.	2019 Annual Report
102-6 Markets served		Refer to pgs. 1-16 of 2019 the Annual Report. Refer to the “Markets Served” (pg. 22) subsection of 2019 ESG Report.	2019 Annual Report 2019 ESG Report
102-7 Scale of the organization		Refer to pgs. 12-16 of 2019 the Annual Report. Refer to the “Economic” (pgs. 16-28) section of the 2019 ESG Report.	2019 Annual Report 2019 ESG Report
102-8 Information on employees and other workers		Refer to the “Employees” (pgs. 60-68) subsection of the 2019 ESG Report.	2019 ESG Report





Indicator	Reporting Status	Response	Source(s)
102-9 Supply chain		Refer to the “Third-Party Management” (pg. 44) and “Supplier Diversity” (pg. 57) sub-sections of the 2019 ESG Report and the “Suppliers & Vendors” page on 53.com.	2019 ESG Report 53.com
102-10 Significant changes to the organization and its supply chain		Refer to the overview of management’s discussion and analysis of financial condition and results of operations (pgs. 44-48) of the 2019 Annual Report.	2019 Annual Report
102-11 Precautionary Principle or approach		Refer to the Environmental and Social (E&S) Policy.	E&S Policy
102-12 External initiatives		Refer to the “Our Approach to ESG” (pgs. 9-10) and “Climate Strategy” (pg. 94) sub-sections of the 2019 ESG Report.	2019 ESG Report
102-13 Membership of associations		Refer to “Our Approach to ESG” (pgs. 9-10) and “Climate Strategy” (pg. 94) sub-sections of the 2019 ESG Report.	2019 ESG Report
STRATEGY & ANALYSIS			
102-14 Statement from senior decision-maker		Refer to the “A Message from the Chairman, President & CEO” (pgs. 4-5) and “A Message from the Board of Directors” (pgs. 6-7) sub-sections of the 2019 ESG Report.	2019 ESG Report
102-15 Key impacts, risks, and opportunities		Refer to the “Letter to Shareholders from CEO Greg Carmichael” (pgs. 1-11) and “Risk Factors” (pgs. 27-37) sub-sections of the 2019 Annual Report.	2019 Annual Report
ETHICS & INTEGRITY			
102-16 Values, principles, standards, and norms of behavior		Refer to the “Business Ethics” (pgs. 34-36) sub-section of the 2019 ESG Report and the Employee Code of Business Conduct & Ethics.	2019 ESG Report Employee Code of Business Conduct & Ethics
102-17 Mechanisms for advice and concerns about ethics		Refer to the “Business Ethics” (pgs. 34-36) sub-section of the 2019 ESG Report and “Reporting Concerns” (pg. 7) sub-section of the Employee Code of Business Conduct & Ethics.	2019 ESG Report Employee Code of Business Conduct & Ethics
GOVERNANCE			
102-18 Governance Structure		Refer to the “Corporate Governance” (pgs. 30-33) sub-section of the 2019 ESG Report, 53.com (Corporate Governance page), and Investor Relations website (ESG page).	2019 ESG Report 53.com Investor Relations website
102-19 Delegating authority		Refer to the “Corporate Governance” (pgs. 30-33) sub-section of the 2019 ESG Report and Nominating and Corporate Governance (NCG) Committee charter.	2019 ESG Report NCG Committee charter





Indicator	Reporting Status	Response	Source(s)
102-20 Executive-level responsibility for economic, environmental, and social topics	●	The Board of Directors is responsible for overseeing the corporate governance, strategy, and risks of Fifth Third, which include risks and opportunities relating to climate change. The Chief Financial Officer (CFO) has been appointed as the executive-level position with responsibility for economic, environmental, and social topics. The CFO is a member on the ESG Committee and provides reports periodically to the Nominating and Corporate Governance Committee and the Board of Directors.	
102-21 Consulting stakeholders on economic, environmental, and social topics	●	Refer to the “Our Approach to ESG” (pgs. 9-10) and “Climate Strategy” (pg. 94) sub-sections of the 2019 ESG Report and “Shareholder Engagement” (pg. 35) of the 2020 Proxy Statement.	2019 ESG Report 2020 Proxy Statement
102-22 Composition of the highest governance body and its committees	●	Refer to the “Committees Composition” (pg. 23) sub-section of the 2020 Proxy Statement.	2020 Proxy Statement
102-23 Chair of the highest governance body	●	Refer to the “Committees Composition” (pg. 23) sub-section of the 2020 Proxy Statement.	2020 Proxy Statement
102-24 Nominating and selecting the highest governance body	●	Refer to the “Election of Directors” (pgs. 9-21) sub-section of the 2020 Proxy Statement.	2020 Proxy Statement
102-25 Conflicts of interest	●	Refer to the “Avoiding Conflicts of Interest” (pgs. 30-43) section of the Employee Code of Business Conduct & Ethics.	Employee Code of Business Conduct & Ethics
102-26 Role of highest governance body in setting purpose, values, and strategy	●	Refer to the Corporate Governance Guidelines and the “Joint Letter to Shareholders” in the 2020 Proxy Statement.	Corporate Governance Guidelines 2020 Proxy Statement
102-27 Collective knowledge of highest governance body	●	Refer to the “Director Skills Matrix” (pg. 20) of the 2020 Proxy Statement.	2020 Proxy Statement
102-28 Evaluating the highest governance body’s performance	●	Refer to the “Corporate Governance” (pgs. 30-33) sub-section of the 2019 ESG Report.	2019 ESG Report
102-29 Identifying and managing economic, environmental, and social impacts	◐	Refer to the “Our Approach to ESG” (pgs. 9-10) and “Corporate Governance” (pgs. 30-33) sub-sections of the 2019 ESG Report and NCG Committee charter.	2019 ESG Report NCG Committee charter
102-30 Effectiveness of risk management processes	●	Refer to the “Enterprise Risk Management” (pgs. 38-43) sub-section of the 2019 ESG Report and Risk and Compliance Committee (RCC) charter.	2019 ESG Report RCC charter
102-31 Review of economic, environmental, and social topics	●	Refer to the “Our Approach to ESG” (pgs. 9-10) sub-section of the 2019 ESG Report, NCG Committee charter, and RCC charter.	2019 ESG Report NCG Committee charter RCC charter







Indicator	Reporting Status	Response	Source(s)
102-32 Highest governance body's role in sustainability reporting		Refer to the "Corporate Governance" (pgs. 30-33) sub-section of the 2019 ESG Report.	2019 ESG Report
102-33 Communicating critical concerns		Refer to the NCG Committee, RCC, and Audit Committee charters.	NCG Committee charter RCC charter Audit Committee charter
102-34 Nature and total number of critical concerns		Not Disclosed.	
102-35 Remuneration policies		Refer to the "Corporate Governance" (pgs. 30-33) sub-section of the 2019 ESG Report and the "Board of Directors Compensation" (pgs. 37-39) and "Compensation Discussion and Analysis" (pgs. 40-61) sub-sections of the 2020 Proxy Statement.	2019 ESG Report 2020 Proxy Statement
102-36 Process for determining remuneration		Refer to the "Corporate Governance" (pgs. 30-33) sub-section of the 2019 ESG Report and "Board of Directors Compensation" (pgs. 37-39) and "Compensation Discussion and Analysis" (pgs. 40-61) sub-sections of the 2020 Proxy Statement.	2019 ESG Report 2020 Proxy Statement
102-37 Stakeholders' involvement in remuneration		Refer to the "Board of Directors Compensation" (pgs. 37-40) and "Compensation Discussion and Analysis" (pgs. 41-61) sub-sections of the 2020 Proxy Statement.	2020 Proxy Statement
102-38 Annual total compensation ratio		Refer to the "CEO Pay Ratio" (pgs. 63-64) section of the 2020 Proxy Statement.	2020 Proxy Statement
102-39 Percentage increase in annual total compensation ratio		Refer to the "CEO Pay Ratio" section of the 2020 Proxy Statement (pgs. 63-64) and the 2019 Proxy Statement (pgs. 59-60).	2020 Proxy Statement 2019 Proxy Statement
STAKEHOLDER ENGAGEMENT			
102-40 List of stakeholder groups		Refer to the "Our Approach to ESG" (pgs. 9-10) sub-section of the 2019 ESG Report.	2019 ESG Report
102-41 Collective bargaining agreements		Not Disclosed.	
102-42 Identifying and selecting stakeholders		Refer to the "Our Approach to ESG" (pgs. 9-10) sub-section of the 2019 ESG Report.	2019 ESG Report
102-43 Approach to stakeholder engagement		Refer to the "Our Approach to ESG" (pgs. 9-10) sub-section of the 2019 ESG Report.	2019 ESG Report
102-44 Key topics and concerns raised		Refer to the "Our Approach to ESG" (pgs. 9-10) sub-section of the 2019 ESG Report. The environmental, social, and governance topics included in the materiality assessment are discussed throughout the 2019 ESG Report.	2019 ESG Report

Indicator	Reporting Status	Response	Source(s)
REPORTING PRACTICE			
102-45 Entities included in the consolidated financial statements	●	Refer to the “Corporate & Economic Profile” (pgs. 18-19) sub-section of the 2019 ESG Report and the “Business Segment Review” (pgs. 61-69) and Note 32 “Business Segments” (pgs. 192-195) of the 2019 Annual Report.	2019 ESG Report 2019 Annual Report
102-46 Defining report content and topic Boundaries	●	Refer to the “About this Report” (pg. 8) and “Our Approach to ESG” (pgs. 9-10) sub-sections in the 2019 ESG Report.	2019 ESG Report
102-47 List of material topics	●	Refer to the “Our Approach to ESG” (pgs. 9-10) sub-section in the 2019 ESG Report.	2019 ESG Report
102-48 Restatements of information	●	2019 is the first year the Bank produced an ESG report leveraging the GRI framework. Therefore, no material financial restatements occurred.	
102-49 Changes in reporting	●	2019 is the first year the Bank produced an ESG report leveraging the GRI framework. Therefore, there were no significant changes from previous reporting periods in the list of material topics and topic Boundaries.	
102-50 Reporting period	●	Refer to the “About this Report” (pg. 8) sub-section of the 2019 ESG Report.	2019 ESG Report
102-51 Date of most recent report	●	2019 is the first report prepared.	
102-52 Reporting cycle	●	The ESG Report is expected to be reported on an annual basis.	
102-53 Contact point for questions regarding the report	●	Email Investor Relations at IR@53.com .	
102-54 Claims of reporting in accordance with the GRI Standards	●	This report has been prepared in accordance with the GRI Standards: Core option.	
102-55 GRI content index	●	GRI Index included in the 2019 ESG Report (Section VI – pgs. 108-122).	2019 ESG Report
102-56 External assurance	●	Fifth Third Bank did not seek external assurance for the contents of this report.	
GRI 201: Economic Performance (2016)			
103-1 , Explanation of the material topic and its Boundary 103-2 The management approach and its components 103-3 Evaluation of the management approach		Refer to the “Our Approach to ESG” (pgs. 9-10) sub-section and the “Economic” (pgs. 16-28) section of the 2019 ESG Report.	2019 ESG Report





Indicator	Reporting Status	Response	Source(s)
201-1 Direct economic value generated and distributed	●	Refer to pgs. 1-16 and 47-77 in 2019 Annual Report and the “Communities” sub-section (pgs. 69-92) of the 2019 ESG Report.	2019 Annual Report 2019 ESG Report
201-2 Financial implications and other risks and opportunities due to climate change	●	Fifth Third Bancorp received a Leadership Band score of A- from the CDP in the 2019 Climate Change scoring cycle. The Bank’s CDP questionnaire responses are available on our Investor Relations website.	CDP - Climate Change Questionnaire Responses
201-3 Defined benefit plan obligations and other retirement plans	●	<p>Fifth Third Bancorp recognizes the overfunded and underfunded status of its Retirement and Benefit Plans as an asset and liability, respectively, in Note 23 “Retirement and Benefit Plans” to Consolidated Financial Statements (pgs. 166-169) of the 2019 Annual Report.</p> <p>The Defined Benefit Pension Plan was frozen (participation and benefit accruals) in 1998. There is a trust fund that holds the assets that fund this plan. The plan’s liabilities (Projected Benefit Obligation under FASB Accounting Standards) as of December 31, 2019 were \$176,492,153 versus the fair value of assets as of December 31, 2019 in the pension trust of \$175,235,873.</p> <p>Assumptions used to value the plan’s liabilities: The Projected Benefit Obligation is based on a 3.05% discount rate. The mortality assumption used was the Pri-2012 Male and Female tables for Employees and Non-Disabled Annuitants with MP-2019 generational projection.</p> <p>Fifth Third Bank’s main ongoing retirement program is a 401(k) plan that will match up to 7%. 80 percent of employees participate in this plan. Employees may contribute up to the maximum allowable by law and the Bank matches the employees’ contributions based on the following schedule:</p> <p>Employee contribution / Employer contribution</p> <p>1% of eligible pay / 1.5% of eligible pay 2% of eligible pay / 3% of eligible pay 3% of eligible pay / 4% of eligible pay 4% of eligible pay / 5% of eligible pay 5% of eligible pay / 6% or eligible pay 6% or more of eligible pay / 7% of eligible pay</p>	2019 Annual Report







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201-4 Financial assistance received from government		Applicable income tax expense for all periods includes the benefit from tax-exempt income, tax-advantaged investments, certain gains on sales of leveraged leases that are exempt from federal taxation and tax credits (and other related tax benefits). Refer to the “Applicable Income Taxes” (pgs. 59-60) sub-section of the 2019 Annual Report.	2019 Annual Report
GRI 203: Indirect Economic Impacts (2016)			
103-1 Explanation of the material topic and its Boundary 103-2 The management approach and its components 103-3 Evaluation of the management approach		As a financial services company, there are numerous indirect economic impacts resulting from our business operations and the flow of money between Fifth Third and our customers and suppliers. For example, the positive economic impacts from our \$11.1 billion in small business lending to strengthen our local communities by maintaining and developing the core of the local economies in which we operate. More information and additional examples of positive indirect economic impacts associated with our business activities can be found on 53.com and in the referenced Source section. Refer to the “Our Approach to ESG” (pgs. 9-10), “Economic” (pgs. 16-28), “Supplier Diversity” (pgs. 57-58), “Communities” (pgs. 69-92), “Environment” (pgs. 93-107) sections and sub-sections of the 2019 ESG Report and the Supplier Code of Conduct.	2019 ESG Report Supplier Code of Conduct
203-1 Infrastructure investments and services supported		Refer to the “Communities” (pgs. 69-92) sub-section of the 2019 ESG Report.	2019 ESG Report
203-2 Significant indirect economic impacts		Refer to the “Empowering Customers” (pgs. 26-27) and “Communities” (pgs. 69-92) sub-sections of the 2019 ESG Report.	2019 ESG Report
GRI 204: Procurement Practices (2016)			
103-1 Explanation of the material topic and its Boundary 103-2 The management approach and its components 103-3 Evaluation of the management approach		In addition to pursuing our bold sustainability goals, Fifth Third looks for opportunities to drive sustainability into all aspects of our business. Refer to the “Green Procurement” (pg. 98) sub-section of the 2019 ESG Report and “Environmental Management and Sustainability” (pg. 7) section of the Supplier Code of Conduct.	2019 ESG Report Supplier Code of Conduct
204-1 Proportion of spending on local suppliers		Refer to the “Supplier Diversity” (pgs. 57-58) sub-section of the 2019 ESG Report.	2019 ESG Report






Indicator	Reporting Status	Response	Source(s)
GRI 205: Anti-Corruption (2016)			
<p>103-1 Explanation of the material topic and its Boundary</p> <p>103-2 The management approach and its components</p> <p>103-3 Evaluation of the management approach</p>		<p>Refer to the “Business Ethics” (pgs. 34-36), “Supplier Diversity” (pgs. 57-58), and “Corporate Governance” (pgs. 30-33) sub-sections of the 2019 ESG Report.</p> <p>Refer to the “Complying with Laws, Regulations and Policies” (pgs. 22-29) section of the Employee Code of Business Conduct & Ethics.</p> <p>Refer to the “Business Ethics” (pg. 3) section of the Supplier Code of conduct.</p>	<p>2019 ESG Report</p> <p>Employee Code of Business Conduct & Ethics</p> <p>Supplier Code of Conduct</p>
205-1 Operations assessed for risks related to corruption		Refer to the “Anti-Competitive Activities” (pgs. 35) sub-section of 2019 ESG Report and the “Complying with Laws, Regulations and Policies” (pgs. 22-29) section of the Employee Code of Business Conduct & Ethics.	<p>2019 ESG Report</p> <p>Employee Code of Business Conduct & Ethics</p>
205-2 Communication and training about anti-corruption policies and procedures		Refer to the “Employee Code of Conduct” (pg. 34) sub-section of 2019 ESG Report.	2019 ESG Report
205-3 Confirmed incidents of corruption and actions taken		Refer to Note 20 “Legal and Regulatory Proceedings” to Consolidated Financial Statements (pgs. 160-161) in the 2019 Annual Report.	2019 Annual Report
GRI 206: Anti-Competitive Behavior (2016)			
<p>103-1 Explanation of the material topic and its Boundary</p> <p>103-2 The management approach and its components</p> <p>103-3 Evaluation of the management approach</p>		Refer to the “Corporate Governance” (pgs. 30-33) and “Business Ethics” (Pages 34-36) sub-sections of the 2019 ESG Report.	2019 ESG Report
206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices		Refer to Note 20 “Legal and Regulatory Proceedings” to Consolidated Financial Statements (pgs. 160-161) of the 2019 Annual Report.	2019 Annual Report





Indicator	Reporting Status	Response	Source(s)
GRI 302: Energy (2016)			
<p>103-1 Explanation of the material topic and its Boundary</p> <p>103-2 The management approach and its components</p> <p>103-3 Evaluation of the management approach</p>		<p>Refer to the Environmental and Social (E&S) Policy.</p> <p>Refer to the “Environment” (pgs. 93-107) section of the 2019 ESG Report.</p> <p>Refer to our most current CDP - Climate Change questionnaire response available on Investor Relations website; see sections (C4.2) (C4.2a) (C4.2b) (C4.3b) (C7.9a) (C8).</p>	<p>E&S Policy</p> <p>2019 ESG Report</p> <p>CDP - Climate Change Questionnaire Responses</p>
302-1 Energy consumption within the organization		<p>Refer to the “Environment” (pgs. 93-107) section and “Environmental Data” (pg. 107) table of the 2019 ESG Report.</p> <p>Refer to our most current CDP - Climate Change questionnaire response available on Investor Relations website; see sections (C4.2) (C4.2a) (C4.2b) (C4.3b) (C7.9a) (C8).</p>	<p>2019 ESG Report</p> <p>CDP - Climate Change Questionnaire Responses</p>
302-2 Energy consumption outside of the organization		Not Disclosed.	
302-3 Energy intensity		<p>Refer to the “Environment” (pgs. 93-107) section and “Environmental Data” (pg. 107) table of the 2019 ESG Report.</p> <p>Refer to our most current CDP - Climate Change questionnaire response available on Investor Relations website; see sections (C6.10).</p>	<p>2019 ESG Report</p> <p>CDP - Climate Change Questionnaire Responses</p>
302-4 Reduction of energy consumption		<p>Refer to the “Environment” (pgs. 93-107) section and “Environmental Data” (pg. 107) table of the 2019 ESG Report.</p> <p>Refer to our most current CDP - Climate Change questionnaire response available on Investor Relations website; see sections (C4.2) (C4.2b) (C4.3b) (C7.9a).</p>	<p>2019 ESG Report</p> <p>CDP - Climate Change Questionnaire Responses</p>
302-5 Reductions in energy requirements of products and services		Not Disclosed.	
GRI 303: Water & Effluents (2016)			
<p>103-1 Explanation of the material topic and its Boundary</p> <p>103-2 The management approach and its components</p> <p>103-3 Evaluation of the management approach</p>		<p>Refer to the E&S Policy.</p> <p>Refer to the “Environment” (pgs. 93-107) section of 2019 ESG Report.</p>	<p>E&S Policy</p> <p>2019 ESG Report</p>
303-1 Interactions with water as a shared resource		<p>Fifth Third tracks water purchased from local water utilities as tracked by utility water meters.</p> <p>Refer to the “Environment” (pgs. 93-107) section and “Environmental Data” (pg. 107) table of the 2019 ESG Report.</p>	<p>2019 ESG Report</p>


Indicator	Reporting Status	Response	Source(s)
303-3 Water withdrawal		Fifth Third tracks water purchased from local water utilities as tracked by utility water meters. Refer to the “Environment” (pgs. 93-107) section and “Environmental Data” (pg. 107) table of the 2019 ESG Report.	2019 ESG Report
GRI 305: Emissions (2016)			
103-1 Explanation of the material topic and its Boundary 103-2 The management approach and its components 103-3 Evaluation of the management approach		Refer to the E&S Policy Refer to the “Environment” (pgs. 93-107) section of the 2019 ESG Report. Refer to our most recent CDP submission which is available on the Investor Relations website.	E&S Policy 2019 ESG Report CDP - Climate Change Questionnaire Responses
305-1 Direct (Scope 1) GHG emissions		Refer to our most current CDP - Climate Change questionnaire response available on Investor Relations website; see sections (C5.1) (C6.1). Refer to the “Environmental Data” (pg. 107) table of the 2019 ESG Report.	CDP - Climate Change Questionnaire Responses 2019 ESG Report
305-2 Energy indirect (Scope 2) GHG emissions		Refer to our most current CDP - Climate Change questionnaire response available on Investor Relations website; see sections (C5.1) (C6.3). Refer to the “Environmental Data” (pg. 107) table of the 2019 ESG Report.	CDP - Climate Change Questionnaire Responses 2019 ESG Report
305-3 Other indirect (Scope 3) GHG emissions		Refer to our most current CDP - Climate Change questionnaire response available on Investor Relations website; see section (C6.5). Refer to the “Environmental Data” (pg. 107) table of the 2019 ESG Report.	CDP - Climate Change Questionnaire Responses 2019 ESG Report
305-4 GHG emissions intensity		Refer to our most current CDP - Climate Change questionnaire response available on Investor Relations website; see sections (C6.10). Refer to the “Environmental Data” (pg. 107) table of the 2019 ESG Report.	CDP - Climate Change Questionnaire Responses 2019 ESG Report
305-5 Reduction of GHG emissions		Refer to our most current CDP - Climate Change questionnaire response available on Investor Relations website; see sections (C4.3) (C4.3a) (C4.3b) (C5.1) (C7.9a). Refer to the “Environmental Data” (pg. 107) table of the 2019 ESG Report.	CDP - Climate Change Questionnaire Responses 2019 ESG Report

Indicator	Reporting Status	Response	Source(s)
GRI 306: Waste (2016)			
<p>103-1 Explanation of the material topic and its Boundary</p> <p>103-2 The management approach and its components</p> <p>103-3 Evaluation of the management approach</p>		<p>Refer to the E&S Policy</p> <p>Refer to the “Environment” (pgs. 93-107) section of the 2019 ESG Report.</p>	<p>E&S Policy</p> <p>2019 ESG Report</p>
306-3 Waste generated		Refer to the “Environment” (pgs. 93-107) section and “Environmental Data” (pg. 107) table of the 2019 ESG Report.	2019 ESG Report
306-4 Waste diverted from disposal		Refer to the “Environment” (pgs. 93-107) section of 2019 ESG Report.	2019 ESG Report
GRI 307: Environmental Compliance (2016)			
<p>103-1 Explanation of the material topic and its Boundary</p> <p>103-2 The management approach and its components</p> <p>103-3 Evaluation of the management approach</p>		<p>Refer to the E&S Policy.</p> <p>Refer to the “Environment” (pgs. 93-107) section of 2019 ESG Report.</p>	<p>E&S Policy</p> <p>2019 ESG Report</p>
307-1 Non-compliance with environmental laws and regulations		Any material non-compliance with environmental laws and regulations would be reported in the 2019 Annual Report.	2019 Annual Report
GRI 401: Employment (2016)			
<p>103-1 Explanation of the material topic and its Boundary</p> <p>103-2 The management approach and its components</p> <p>103-3 Evaluation of the management approach</p>		<p>Refer to the “Employee Engagement” (pg. 66), “Inclusion and Diversity” (pgs. 49-56), and “Development” (pgs. 64-66) sub-sections of the 2019 ESG Report and the “Careers” page on 53.com.</p>	<p>Careers.53.com</p> <p>2019 ESG Report</p>
401-1 New employee hires and employee turnover		<p>Total number of new employees in 2019 was 4,463.</p> <p>Internal % Hires: 2,363 internal hires, 34.3% of all hires</p> <p>Average number of open requisitions: 1,291 open requisitions</p> <p>Total hires for the year: 6,860 employees</p> <p>Employee turnover is 17.5% (top quartile)</p> <p>Refer to the “Employees” (pgs. 60-68) section of the 2019 ESG Report.</p>	2019 ESG Report

Indicator	Reporting Status	Response	Source(s)
401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees		U.S. is the definition used for significant operations. The benefits are available to all full-time and part-time (20+hours) except long-term disability and adoption reimbursement benefits are for full-time employees only. Refer to the “Compensation & Benefits” (pgs. 60-61) sub-section of the 2019 ESG Report.	2019 ESG Report
401-3 Parental leave		Refer to the “Leave” (pg. 61) sub-section of the 2019 ESG Report.	2019 ESG Report
GRI 404: Training & Education (2016)			
103-1 Explanation of the material topic and its Boundary 103-2 The management approach and its components 103-3 Evaluation of the management approach		Refer to the “Development” (pgs. 64-66) sub-section of the 2019 ESG Report and the “Careers” page on 53.com.	Careers.53.com 2019 ESG Report
404-1 Average hours of training per year per employee		Refer to the “Development” (pgs. 64-66) sub-section of the 2019 ESG Report.	2019 ESG Report
404-2 Programs for upgrading employee skills and transition assistance programs		Refer to the “Employees” (pg. 60-68) sub-section of 2019 ESG Report for listing of programs to upgrade and development employee skills. Employees are eligible for transition assistance when an organizational change results in termination of employment.	2019 ESG Report
404-3 Percentage of employees receiving regular performance and career development reviews		Refer to the “Performance Management” (pg. 65) sub-section of the 2019 ESG Report.	2019 ESG Report
GRI 405: Diversity & Equal Opportunity (2016)			
103-1 Explanation of the material topic and its Boundary 103-2 The management approach and its components 103-3 Evaluation of the management approach		Refer to the “Corporate Governance” (pgs. 30-33) and “Inclusion and Diversity” (pgs. 49-59) of the 2019 ESG Report.	2019 ESG Report
405-1 Diversity of governance bodies and employees		Refer to the “Governance Highlights” (pg. 6) of 2020 Proxy Statement and the “Corporate Governance” section (pgs. 30-33) and “Employee Demographics” table (pg. 53) of the 2019 ESG Report.	2020 Proxy Statement 2019 ESG Report

Indicator	Reporting Status	Response	Source(s)
405-2 Ratio of basic salary and remuneration of women to men		Refer to the “Compensation Philosophy” sub-section (pg. 42) of the 2020 Proxy Statement.	2020 Proxy Statement
GRI 412: Human Rights Assessment (2016)			
103-1 Explanation of the material topic and its Boundary 103-2 The management approach and its components 103-3 Evaluation of the management approach		Refer to our Human Rights Statement, the “Human Rights” section in the E&S Policy and the “Human Rights” (pg. 36) sub-section of the 2019 ESG Report. Additionally, refer to the “Human Rights” (pg. 21) sub-section of the Employee Code of Conduct and the “Labor, Human Rights, and Social Responsibility” (pgs. 5-6) of the Supplier Code of Conduct.	Human Rights statement E&S Policy 2019 ESG Report Employee Code of Business Conduct & Ethics Supplier Code of Conduct
412-1 Operations that have been subject to human rights reviews or impact assessments		For the 5th consecutive year, Fifth Third Bank was awarded a score of 100 on the Corporate Equality Index (CEI), administered by the Human Rights Campaign Foundation. Refer to the “Human Rights” (pg. 36) and “Inclusion and Diversity” (pgs. 49-59) sub-sections of the 2019 ESG Report.	2019 ESG Report
412-2 Employee training on human rights policies or procedures		For the 5th consecutive year, Fifth Third Bank was awarded a score of 100 on the Corporate Equality Index (CEI), administered by the Human Rights Campaign Foundation. Refer to the “Human Rights” (pg. 36) and “Inclusion and Diversity” (pgs. 49-59) sub-sections of the 2019 ESG Report.	2019 ESG Report
412-3 Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening		For the 5th consecutive year, Fifth Third Bank was awarded a score of 100 on the Corporate Equality Index (CEI), administered by the Human Rights Campaign Foundation. Refer to the “Human Rights” (pg. 36) and “Inclusion and Diversity” (pgs. 49-59) sub-sections of the 2019 ESG Report.	2019 ESG Report
GRI 413: Local Communities (2016)			
103-1 Explanation of the material topic and its Boundary 103-2 The management approach and its components 103-3 Evaluation of the management approach		Refer to the “Supplier Diversity” (pgs. 57-58), “Communities” (pgs. 69-92) and “Environment” (pgs. 93-107) sections and sub-sections of the 2019 ESG Report.	2019 ESG Report
413-1 Operations with local community engagement, impact assessments, and development programs		Refer to the “Communities” (pgs. 69-92) sub-section of 2019 ESG Report.	2019 ESG Report

Indicator	Reporting Status	Response	Source(s)
413-2 Operations with significant actual and potential negative impacts on local communities		Any significant actual or potential negative impacts of operations would be reported in the 2019 Annual Report.	2019 Annual Report
GRI 415: Public Policy (2016)			
103-1 Explanation of the material topic and its Boundary		Refer to the “Public Policy and Government Relations” (pg. 37) sub-section of the 2019 ESG Report and the Governance Affairs Policy.	2019 ESG Report Government Affairs Policy
103-2 The management approach and its components		Our Political Contributions Reports are available on the Investor Relations website.	Political Contributions Reports
103-3 Evaluation of the management approach			
415-1 Political contributions		Our Political Contributions Reports are available on the Investor Relations website.	Political Contributions Reports
GRI 417: Marketing & Labeling (2016)			
103-1 Explanation of the material topic and its Boundary		Refer to the “Responsible Banking” (pgs. 23-25) sub-section of the 2019 ESG Report and “Fair and Honest Business Practices” (pg. 17) of the Employee Code of Business Conduct & Ethics.	2019 ESG Report Employee Code of Business Conduct & Ethics
103-2 The management approach and its components			
103-3 Evaluation of the management approach			
417-1 Requirements for product and service information and labeling		Refer to the “Responsible Banking” (pgs. 23-25) sub-section of the 2019 ESG Report.	2019 ESG Report
417-2 Incidents of non-compliance concerning product and service information and labeling		Not Disclosed.	
417-3 Incidents of non-compliance concerning marketing communications		Not Disclosed.	
GRI 418: Customer Privacy (2016)			
103-1 Explanation of the material topic and its Boundary		Refer to the “Consumer Privacy and Information Security” (pgs. 42-43) sub-section of the 2019 ESG Report and “Protecting Fifth Third and Our Customers” (pgs. 44-53) section of the Employee Code of Conduct.	2019 ESG Report Employee Code of Business Conduct & Ethics
103-2 The management approach and its components			
103-3 Evaluation of the management approach			
418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data		Any material cybersecurity incidents would be reported in the 2019 Annual Report.	2019 Annual Report

Indicator	Reporting Status	Response	Source(s)
GRI 419: Socioeconomic Compliance (2016)			
<p>103-1 Explanation of the material topic and its Boundary</p> <p>103-2 The management approach and its components</p> <p>103-3 Evaluation of the management approach</p>		<p>Refer to the “Our Approach to ESG” (pgs. 9-10) and “Enterprise Risk Management” (pg. 38-41) sub-sections of the 2019 ESG Report.</p>	<p>2019 ESG Report</p>
<p>419-1 Non-compliance with laws and regulations in the social and economic area</p>		<p>Refer to the Legal Risks disclosures (pg. 34) of 2019 Annual Report.</p>	<p>2019 Annual Report</p>