

STAKEHOLDER CAPITALISM METRICS (SCM) INDEX

In September 2020, the World Economic Forum’s International Business Council released the Stakeholder Capitalism Metrics. This report is intended to meet the “Core” metrics and disclosures. Unless otherwise noted, all data and descriptions apply to our entire firm and are as of or for the year ended December 31, 2020. For additional information about the firm’s financial performance, please refer to the firm’s quarterly earnings materials as well as quarterly and annual reports on Form 10-Q and Form 10-K, respectively.

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 metric.

Reporting status:  Fully reporting  Partially reporting  Not reported

Code/Metric	Reporting Status	Response	Source(s)
Governance			
GOVERNING PURPOSE			
Setting purpose The company’s stated purpose, as the expression of the means by which a business proposes solutions to economic, environmental and social issues. Corporate purpose should create value for all stakeholders, including shareholders.		Purpose: To improve the lives of customers and the well-being of communities Vision: To be the One Bank people most value and trust Core Values: Work as One Bank; Take Accountability; Be Respectful; Act with Integrity Refer to the “Approach to ESG” (pgs. 8-10) sub-section of the 2020 ESG Report for additional details.	2020 ESG Report

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Code/Metric	Reporting Status	Response	Source(s)
QUALITY OF GOVERNING BODY			
<p>Governance body composition</p> <p>Composition of the highest governance body and its committees by: competencies relating to economic, environmental and social topics; executive or non-executive; independence; tenure on the governance body; number of each individual’s other significant positions and commitments, and the nature of the commitments; gender; membership of under-represented social groups; stakeholder representation.</p>	●	<p>Eleven of our fifteen directors have expertise in ESG criteria and community affairs matters, including as part of a business and managing corporate social responsibility issues as business imperatives.</p> <p>Refer to the following sections of the 2021 Proxy Statement for additional details:</p> <ul style="list-style-type: none"> • Director Nominee Overview (pg. 16) • Director Profiles (pgs. 17-23) • Director Skills Matrix (pg. 25) • Committee Composition (pg. 27) 	2021 Proxy Statement
STAKEHOLDER ENGAGEMENT			
<p>Material issues impacting stakeholders</p> <p>A list of the topics that are material to key stakeholders and the company, how the topics were identified and how the stakeholders were engaged.</p>	●	<p>Refer to the “Stakeholder Engagement and Materiality Assessment” (pg. 11) sub-section of the 2020 ESG Report.</p>	2020 ESG Report
ETHICAL BEHAVIOR			
<p>Anti-corruption</p> <p>1) Total percentage of governance body members, employees and business partners who have received training on the organization’s anti-corruption policies and procedures, broken down by region.</p> <p>2) a. Total number and nature of incidents of corruption confirmed during the current year, but related to previous years</p> <p>b. Total number and nature of incidents of corruption confirmed during the current year, related to this year.</p> <p>3) Discussion of initiatives and stakeholder engagement to improve the broader operating environment and culture, in order to combat corruption.</p>	◐	<p>1) All employees and contractors are required to complete ethics training on an annual basis. In 2020, 99.7% of all required compliance training modules were completed by employees, including ethics training. Further, ethics training is incorporated in other employee training modules required of employees and contractors depending on specific roles and positions within the Bank. The Board of Directors also undergo ethics training.</p> <p>2) Not disclosed.</p> <p>3) Not disclosed.</p> <p>Refer to the “Business Ethics” (pgs. 33-35) sub-section of the 2020 ESG Report for additional details.</p>	2020 ESG Report

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Code/Metric	Reporting Status	Response	Source(s)
<p>Protected ethics advice and reporting mechanisms</p> <p>A description of internal and external mechanisms for:</p> <p>1) Seeking advice about ethical and lawful behavior and organizational integrity; and</p> <p>2) Reporting concerns about unethical or unlawful behavior and lack of organizational integrity.</p>	●	<p>Refer to the “Business Ethics” (pgs. 33-35) sub-section of the 2020 ESG Report.</p>	<p>2020 ESG Report</p>
RISK AND OPPORTUNITY OVERSIGHT			
<p>Integrating risk and opportunity into business process</p> <p>Company risk factor and opportunity disclosures that clearly identify the principal material risks and opportunities facing the company specifically (as opposed to generic sector risks), the company appetite in respect of these risks, how these risks and opportunities have moved over time and the response to those changes. These opportunities and risks should integrate material economic, environmental and social issues, including climate change and data stewardship.</p>	●	<p>Refer to the following sub-sections of the 2020 ESG Report:</p> <ul style="list-style-type: none"> • Sustainable Financial Performance & Business Strategy (pgs. 18-19) • Corporate Governance (pgs. 30-32) • Enterprise Risk Management (pgs. 37-40) • Environmental Risk Management (pgs. 118-120) 	<p>2020 ESG Report</p>

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Code/Metric	Reporting Status	Response	Source(s)
Planet			
CLIMATE CHANGE			
<p>Greenhouse gas (GHG) emissions</p> <p>For all relevant greenhouse gases (e.g. carbon dioxide, methane, nitrous oxide, F-gases etc.), report in metric tons of carbon dioxide equivalent (tCO2e) GHG Protocol Scope 1 and Scope 2 emissions. Estimate and report material upstream and downstream (GHG Protocol Scope 3) emissions where appropriate.</p>		<p>Fifth Third greenhouse gas emissions (MTCO2e) in 2020 were:</p> <ul style="list-style-type: none"> • Scope 1: 12,995 • Scope 2: 72,695 (location-based) • Scope 3: 3,952 (employee business travel only) <p>Fifth Third retired renewable energy certificates (RECs) and carbon offsets for the emissions listed above to achieve carbon neutrality in 2020.</p> <p>Refer to the “Environment” section and the “Environmental Data” table (pgs. 125-126) of the 2020 ESG Report for additional details.</p> <p><i>Scope 1, 2, and 3 emissions have been independently verified. Verification statements are available in the Additional Disclosures section of ir.53.com/esg.</i></p> <p><i>For calendar year 2020, carbon offsets were obtained from Recast Energy biomass project (Louisville, KY). All carbon offsets have been NSF certified. RECs were obtained from MS Solar 3 (MS) and Beacon Solar (CA). All RECs have been Green-E certified.</i></p>	<p>2020 ESG Report ir.53.com/esg/additional-disclosures</p>

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Code/Metric	Reporting Status	Response	Source(s)
<p>TCFD Implementation</p> <p>Fully implement the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD). If necessary, disclose a timeline of at most three years for full implementation. Disclose whether you have set, or have committed to set, GHG emissions targets that are in line with the goals of the Paris Agreement - to limit global warming to well below 2°C above pre-industrial levels and pursue efforts to limit warming to 1.5°C - and to achieve net-zero emissions before 2050.</p>		<p>In 2017, Fifth Third set five bold sustainability goals, including a reduction of location-based greenhouse gas (GHG) emissions of 25% from a 2014 baseline. In 2019, Fifth Third achieved this goal and by the end of 2020 had reduced location-based emissions by 41%. Using the market-based method of GHG accounting, which allows companies to account for power they have contracted for, Fifth Third reduced emissions by 100%, achieving carbon neutrality in 2020.</p> <p>In 2019, Fifth Third released a climate-related financial disclosure report which is available at ir.53.com/esg in the additional disclosures section.</p> <p>In 2020, Fifth Third furthered our commitment to TCFD by becoming a supporter.</p> <p>In 2021, Fifth Third took the next step in our journey by joining the Partnership for Carbon Accounting Financials (PCAF), an industry-led partnership of financial institutions that work together to develop and implement a consistent and transparent standard to assess and disclose client GHG emissions associated with loans and investments.</p> <p>Refer to the “Environment” (pgs. 109-126) section of the 2020 ESG Report for additional details.</p>	<p>2020 ESG Report ir.53.com/esg/additional-disclosures</p>
NATURE LOSS			
<p>Land use and ecological sensitivity</p> <p>Report the number and area (in hectares) of sites owned, leased or managed in or adjacent to protected areas and/or key biodiversity areas (KBA).</p>		<p>Fifth Third does not own, lease or manage any sites in areas for protected biodiversity based on the U.S. Geological Survey’s Protected Areas Database (PADUS). As of April 2021, Fifth Third owned 4 sites directly adjacent to PADUS areas, including two branches in Florida and two branches in Ohio. The total area of these buildings is 13,750 square feet.</p>	

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Code/Metric	Reporting Status	Response	Source(s)
FRESHWATER AVAILABILITY			
<p>Water consumption and withdrawal in water-stressed areas</p> <p>(1) Report for operations where material: megaliters of water withdrawn, megaliters of water consumed and the percentage of each in regions with high or extremely high baseline water stress, according to WRI Aqueduct water risk atlas tool.</p> <p>Estimate and report the same information for the full value chain (upstream and downstream) where appropriate.</p>		<p>Fifth Third consumed 136,524 kilo gallons in 2020.</p> <p>In 2017, Fifth Third set five bold sustainability goals, including a reduction of water consumption by 20%. In 2019, Fifth Third achieved this goal and by the end of 2020 had reduced water consumption by 31%.</p> <p>Fifth Third has yet to assess upstream and downstream water impacts but will consider doing so in the future.</p> <p>Refer to the “Environmental Data” table (pgs. 125-126) of the 2020 ESG Report.</p>	<p>2020 ESG Report</p>
People			
DIGNITY AND EQUALITY			
<p>Diversity and inclusion (%)</p> <p>Percentage of employees per employee category, by age group, gender and other indicators of diversity (e.g. ethnicity).</p>		<p>Fifth Third has published demographic diversity data as part of our commitment to inclusion and diversity since our 2016 Corporate Social Responsibility Report. In 2020, we expanded our EEO-1 ethnicity categories to improve transparency.</p> <p>Refer to the “Employee Demographics” table (pg. 60) of the 2020 ESG Report.</p>	<p>2020 ESG Report</p>

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Code/Metric	Reporting Status	Response	Source(s)
<p>Pay equality (%) Ratio of the basic salary and remuneration for each employee category by significant locations of operation for priority areas of equality: women to men, minor to major ethnic groups, and other relevant equality areas.</p>	●	<p>(1) We continuously analyze our pay, accounting for factors like employee role, tenure, time in position and geography. Our analysis shows that, on average, women are paid more than 99% of what men are paid, and minorities are paid more than 99% of what non-minorities are paid. We also continuously analyze our compensation programs and practices to help ensure that all employees have equal opportunity to maximize their potential. In the unlikely event we encounter a pay disparity that is not explained by job-related factors, an adjustment is made.</p> <p>Refer to the “Compensation” (pg. 78) sub-section of the 2020 ESG Report for additional details.</p>	<p>2020 ESG Report</p>
<p>Wage level (%) 1) Ratios of standard entry level wage by gender compared to local minimum wage. 2) Ratio of the annual total compensation of the CEO to the median of the annual total compensation of all its employees, except the CEO.</p>	●	<p>1) In 2019, we increased our minimum hourly wage from \$15 to \$18. This benefitted approximately 4,900 employees—nearly 25% of our workforce—primarily in retail branches and operations functions such as customer contact centers. In our Ohio, Michigan and Illinois regions, our minimum wage is up to 200% higher than the state minimum wage*. It represents an additional investment by the Bank of approximately \$15 million per year to help our employees succeed at work and at home.</p> <p>*State minimum wages: OH - \$8.80, MI - \$9.87, IL - \$11</p> <p>Refer to the “Compensation” (pg. 78) sub-section of the 2020 ESG Report for additional details.</p> <p>2) As of December 31, 2020, the ratio of the annual total compensation for our CEO to the median of the annual total compensation of our employees was 141:1.</p> <p>Refer to the “CEO Pay Ratio” (pgs. 67-68) section of the 2021 Proxy Statement for additional details.</p>	<p>2020 ESG Report 2021 Proxy Statement</p>
<p>Risk for incidents of child, forced or compulsory labor An explanation of the operations and suppliers considered to have significant risk for incidents of child labor, forced or compulsory labor. Such risks could emerge in relation to: a) type of operation (such as manufacturing plant) and type of supplier b) countries or geographic areas with operations and suppliers considered at risk</p>	●	<p>(1) In 2020, Fifth Third published our Human Rights Statement supporting the fundamentals principles of human rights across all our business activities. Fifth Third’s respect for the protection and preservation of human rights is guided by the principles set forth in the United Nations Universal Declaration of Human Rights.</p> <p>(2) Our employee Code of Business Conduct and Ethics and Supplier Code of Conduct reinforces our commitment to human rights with our employees and suppliers.</p>	<p>Human Rights Statement Code of Business Conduct and Ethics Supplier Code of Conduct</p>

Code/Metric	Reporting Status	Response	Source(s)
HEALTH AND WELL-BEING			
<p>Health and safety (%)</p> <p>The number and rate of fatalities as a result of work-related injury; high-consequence work-related injuries (excluding fatalities); recordable work-related injuries; main types of work related injury; and the number of hours worked.</p> <p>An explanation of how the organization facilitates workers' access to non-occupational medical and healthcare services, and the scope of access provided for employees and workers.</p>		<p>1) This metric is not material for the banking industry.</p> <p>2) Refer to the “Caring for Employee Health and Wellness” (pgs. 79-80) sub-section of the 2020 ESG Report.</p>	<p>2020 ESG Report</p>
SKILLS FOR THE FUTURE			
<p>Training provided (#,\$)</p> <p>1) Average hours of training per person that the organization’s employees have undertaken during the reporting period, by gender and employee category (total number of hours of training provided to employees divided by the number of employees).</p> <p>2) Average training and development expenditure per full time employee (total cost of training provided to employees divided by the number of employees).</p>		<p>1) In 2020, our employees completed nearly 755,000 hours of training, an average of 36.6 hours per employee.</p> <p>2) Fifth Third encourages employees to enroll in outside education programs to broaden their knowledge and help with their job performance. We provide assistance for external education in addition to our internal learning and development offerings to help employees hone existing skills and acquire new ones in areas that align with business goals.</p> <p>Fifth Third offers tuition reimbursement to full and part-time employees of up to \$5,250 and \$2,500 per calendar year, respectively. Additionally, relationships with Western Governors University and the University of Phoenix mean employees can take advantage of discounted tuition rates as they work toward their degrees.</p> <p>Refer to the “Employees” (pg. 70-83) sub-section of the 2020 ESG Report for additional details.</p>	<p>2020 ESG Report</p>

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Code/Metric	Reporting Status	Response	Source(s)
Prosperity			
EMPLOYMENT AND WEALTH GENERATION			
<p>Absolute number and rate of employment</p> <p>1) Total number and rate of new employee hires during the reporting period, by age group, gender, other indicators of diversity and region.</p> <p>2) Total number and rate of employee turnover during the reporting period, by age group, gender, other indicators of diversity and region.</p>		<p>1) 3,148 total number of new employees in 2020, with 38.8% internal hires.</p> <p>2) Employee turnover was 13.9% in 2020.</p> <p>Refer to the “Employees” (pgs. 70-83) section of the 2020 ESG Report.</p>	<p>2020 ESG Report</p>
<p>Economic contribution</p> <p>1) Direct economic value generated and distributed (EVG&D), on an accruals basis, covering the basic components for the organization’s global operations, ideally split out by:</p> <ul style="list-style-type: none"> a. Revenues b. Operating costs c. Employee wages and benefits d. Payments to providers of capital e. Payments to government f. Community investment <p>2) Financial assistance received from the government: total monetary value of financial assistance received by the organization from any government during the reporting period.</p>		<p>1a-d) Refer to pgs. 1-16 and 55-92 in 2020 Annual Report and the “Communities” sub-section (pgs. 84-100) of the 2020 ESG Report.</p> <p>1e) Fifth Third paid \$370 million in applicable income tax expense in 2020. Refer to Income Taxes Note to Consolidated Financial Statements (pgs. 203-204) in the 2020 Annual Report for additional details.</p> <p>1f) Fifth Third total philanthropy was \$29.8 million in 2020. Refer to the “Corporate Citizenship & Philanthropy” sub-section (pgs. 101-103) of the 2020 ESG Report for additional details.</p> <p>2) 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).</p> <p>Refer to the “Applicable Income Taxes” (pg. 72) sub-section of the 2020 Annual Report for additional details.</p>	<p>2020 Annual Report</p> <p>2020 ESG Report</p>

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Code/Metric	Reporting Status	Response	Source(s)
<p>Financial investment contribution</p> <p>1) Total capital expenditures (CapEx) minus depreciation, supported by narrative to describe the company's investment strategy.</p> <p>2) Share buybacks plus dividend payments, supported by narrative to describe the company's strategy for returns of capital to shareholders.</p>	●	<p>1) Refer to "Management's Discussion and Analysis of Financial Condition and Results of Operations" (pgs. 52-128) and "Financial Statements and Supplementary Data" (pgs. 128-233) sections in 2020 Annual Report and the "Sustainable Financial Performance & Business Strategy" (pgs. 18-20) sub-section of the 2020 ESG Report.</p> <p>2) Fifth Third's common stock dividend policy and stock repurchase program reflect its earnings outlook, desired payout ratios, the need to maintain adequate capital levels, the ability of its subsidiaries to pay dividends and the need to comply with safe and sound banking practices as well as meet regulatory requirements and expectations. The Bancorp declared dividends per common share of \$1.08 and did not execute any open market or accelerated share repurchases in 2020.</p> <p>Refer to the "Capital Management" (pgs. 124-126) sub-section of the 2020 Annual Report for additional details.</p>	<p>2020 Annual Report</p> <p>2020 ESG Report</p>
INNOVATION OF BETTER SERVICES AND PRODUCTS			
<p>Total R&D expenses (\$)</p> <p>Total costs related to research and development.</p>	◐	<p>Fifth Third does not report research and development costs. Refer to the "Empowering Customers" (pgs. 25-26) sub-section of the 2020 ESG Report for details on innovative products and services.</p>	<p>2020 ESG Report</p>
COMMUNITY AND SOCIAL VITALITY			
<p>Total tax paid</p> <p>The total global tax borne by the company, including corporate income taxes, property taxes, non-creditable VAT and other sales taxes, employer-paid payroll taxes, and other taxes that constitute costs to the company, by category of taxes.</p>	●	<p>Fifth Third paid \$370 million in applicable income tax expense in 2020 with an effective tax rate of 20.6%.</p> <p>Refer to Income Taxes Note to Consolidated Financial Statements (pgs. 203-204) in the 2020 Annual Report for additional details.</p>	<p>2020 Annual Report</p>