


INTRODUCTION

ESG Priorities and Performance Metrics

Through stakeholder engagement and discussions with our senior executive leadership team, **the ESG Committee identified and the Board of Directors approved five ESG priorities to focus on in 2022 and beyond.** These priorities have been incorporated in senior executive goal-planning as well as the 2022 variable compensation plan for executives and employees. The metrics below represent key data points of these priorities, which are discussed in further detail through this report.

Fifth Third’s five ESG priorities are: addressing climate change, promoting inclusion and diversity, delivering on our commitment to employees, keeping the customer at the center, and strengthening our communities. The chart on the following pages shows the performance metrics we are tracking and our progress. ■

ESG Priority	Performance Metric	Unit of Measure	2020	2021	Goals	References
<div><p>Addressing Climate Change</p><p>(See pages 49-51 for detailed environmental data)</p></div>	Renewable energy lending and capital raising since 2012 ¹	\$ (billions)	\$5.4	\$7.3	\$8 billion by 2025	34
	Sustainability bonds underwritten for clients	#	3	16		39
	Sustainability-linked loans	#	1	27		38
	E&S Policy enhanced due diligence reviews	#	N/A ²	53		43
	CDP Climate Change score	Grade (A-F)	A-	A-		33
	Net GHG emissions from operations ^{3,4}	MTCO2e	0	0		45
	Scope 1 and 2 (location-based) GHG emissions reduction ⁵	%	↓ 41%	↓ 50%	25% reduction by 2022	45
	Renewable power purchased	%	100%	100%	Purchase 100% by 2022	47
	Energy consumption ⁵	MWh	↓ 23%	↓ 26%	25% reduction by 2022	47
	Water consumption reduction ⁵	%	↓ 31%	↓ 26%	20% reduction by 2022	48
	Waste reduction ⁵	%	↓ 14%	↓ 18%	20% reduction by 2022	48

¹Since 2012

²Environmental & Social Policy implemented in September 2020, however, there were no new clients in E&S-sensitive sectors requiring enhanced due-diligence reviews.



³Scope 1, Scope 2 and business travel under Scope 3 emissions.

⁴Includes impact from purchased carbon offsets and renewable energy credits.

⁵Compared to 2014, except for waste which is compared to 2018.



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ESG Priority	Performance Metric	Unit of Measure	2020	2021	Goals	References
 Promoting Inclusion and Diversity	Board diversity ⁶	%	40%	40%		82
	Women in workforce	%	59%	59%		54
	Pay equity for women (adjusted)	%	99%	99%	100%	65
	Persons of color in workforce	%	27%	27%		54
	Pay equity for persons of color (adjusted)	%	99%	99%	100%	65
	Supplier diversity % of addressable spending	%	7.2%	8.6%	10% by 2025	58
	Employees enrolled in at least one BRG or inclusion council	#	3,758	3,909		55
 Delivering our Commitment to Employees	Full-time equivalent employees	#	19,872	19,112		14
	Overall engagement score	%	N/A ⁷	65%		62
	Employee Viewpoints Survey participation	%	N/A ⁷	72%		62
	401(k) participation	%	83%	84%		65
	Minimum wage	\$ per hour	\$18	\$18		65
	Employee training hours	# (thousands)	755	765		63-64
	Employee turnover	%	13.9%	21.2%		65
	Acknowledgement of Code of Conduct	%	99%	99%		21
	Compliance training completed	%	99.7%	99.9%		63

⁶In terms of race or gender.

⁷The Bank did not conduct a survey in 2020 due to the pandemic and instead opted for two bank-wide pulse surveys focused on COVID to gain valuable feedback.



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ESG Priority	Performance Metric	Unit of Measure	2020	2021	Goals	References
 Keeping the Customer at the Center	Consumer household growth	%	3.2%	3.3%		24
	Fifth Third Momentum® Banking checking accounts	# (thousands)	N/A	419		25
	Paychecks deposited early with Early Pay	# (millions)	N/A	6.8		22
	Overdraft fees avoided with Extra Time ⁸	\$ (millions)	N/A	\$15.9		22
	Mobile banking users ⁹	# (millions)	1.83	2.01		25
	Zelle transactions (total value)	\$ (billions)	\$2.9	\$4.9		
	Customer outreach calls	# (millions)	11.7	12.7		5
	Number of complaints	YoY change	↓ 17%	↓ 10%		24
 Strengthening Our Communities	Community Reinvestment Act rating	Text	Outstanding	Outstanding		70
	Low- to moderate-income (LMI) mortgage lending	\$ (billions)	\$4.1	\$7.2		
	Loans outstanding qualified to programs designed to promote small business and community development	\$ (billions)	\$0.033	\$1.6		
	Down payment assistance	\$ (millions)	\$5.8	\$4.1		73
	Community development lending and investments	\$ (billions)	\$3.3	\$1.3		26
	Philanthropic donations	\$ (millions)	\$29.8	\$40.6		80
	Meals provided	# (millions)	2.0	4.6		80
	People financially educated (since 2004)	# (millions)	2.6	2.7		76-78
	Hours of community service	#	51,727	97,058		79

⁸Feature launched in June 2021.
⁹Includes users who logged in at least once in the last 90 days.