

# **2021 Interim ESG Update**

Diversity, Equity  
& Inclusion  
Progress Report



# Introduction

## OUR ESG FRAMEWORK

In 2020, we developed an updated framework to guide our ESG strategy. The overarching mission behind our strategy is to back people and businesses to thrive and create equitable, resilient and sustainable communities globally. Our framework encompasses three pillars: Promote Diversity, Equity and Inclusion (DEI); Build Financial Confidence; and Advance Climate Solutions. This update focuses on the DEI pillar and the progress we have made on our commitments, which we announced last October as part of our \$1 Billion Action Plan to promote DEI. We look forward to providing a comprehensive update on our overall ESG strategy in our 2020-2021 ESG Report later this year, as well as a separate DEI report that includes a more detailed discussion of our DEI initiatives.

## INTERIM REPORT ON DIVERSITY, EQUITY AND INCLUSION

Diverse, equitable and inclusive workplace cultures make businesses stronger. American Express has a long history of backing its colleagues and creating welcoming, supportive environments where everyone can thrive. Last year, as the U.S. engaged in a reckoning over racial injustice, we took a hard look at our own practices to assess where we stood and determine how we could further strengthen our commitment to advancing diversity, equity and inclusion (DEI) — both within our company and in society.

In the summer of 2020, we announced the formation of the Office of Enterprise Inclusion, Diversity and Business Engagement to drive a consistent approach to how we carry out our global DEI strategy across the company. This office reports to the Chairman and CEO and partners closely with the Executive Committee, Chief Colleague Inclusion and Diversity Officer and Colleague Networks worldwide. Its charter is to provide central governance and subject matter expertise to help guide enterprise initiatives and drive impactful change within and across six pillars.

Chairman and CEO

Office of Enterprise Inclusion, Diversity and Business Engagement

Colleague Advisory Networks

### Key Pillars

#### Brand

Authentically build brand relevance and brand affinity for AmEx with Black, African American, Latinx, Asian and LGBTQ+ communities, customers and colleagues.

#### Culture

Become a company where explicit consideration of equity is integrated in everything we do to embody true inclusion.

#### Colleague

Create a culture that respects, values and recognizes everyone by removing systemic barriers to achieve inclusion and advancement that drives company success.

#### Customer

Develop a holistic strategy across the Enterprise to strengthen our business with underrepresented minority groups and small businesses.

#### Business

Develop a holistic strategy across the Enterprise to strengthen our business with underrepresented minority suppliers and investments in underrepresented minority businesses.

#### Community

Combat systemic racism and promote equity and advancement through our community initiatives and charitable priorities.

## Our 2024 DEI Action Plan

Our global DEI strategy touches all aspects of our business — how we ensure the relevance of our brand to diverse customers and prospects, strengthen our culture of belonging, hire and develop diverse colleagues, serve our customers, engage suppliers and support efforts to improve financial access and social conditions in communities where we live and work. To set tangible goals, we announced a [\\$1 billion action plan](#) that includes a series of initiatives and commitments through 2024.

### Commitments

**Increasing diverse representation at all levels** of our workforce.



**MAINTAINING**  
**100%**  
**Pay Equity.**



**Doubling our spend with diverse and minority-owned suppliers in the U.S. to**

**\$750 million**

**annually by the end of 2024.**

This includes increasing spend with Black-owned suppliers to at least \$100 million annually.



**Providing access to capital and financial education and training to at least**

**250,000**

Black-owned small and medium-sized businesses in the U.S.



**PROVIDING**

**100** Black female entrepreneurs

with grants of \$25,000 each and access to 100 days of business resources to help them grow their ventures.



**CONTRIBUTING**

**\$50 million**

in grants by the end of 2024 to support nonprofit organizations around the world that are led by people of color or underrepresented groups, including organizations that are focused on addressing racial inequality and promoting social justice.



**Increasing the representation of American Express Leadership Academy participants in the U.S. who are people of color**

**FROM 50%** → **TO 75%**



### Progress

**SPENT MORE THAN**

**\$250 million**

**on DEI initiatives since announcing our \$1 billion action plan** including spending with diverse suppliers, financial assistance for Black-owned businesses, colleague education and training, pay equity and philanthropic contributions.

As we measure our progress, we will share results with our stakeholders in a timely and transparent way. In this interim update on DEI at American Express, we highlight actions we've taken since last October toward fulfilling our commitments. This includes a new disclosure: our full 2020 U.S. EEO-1 data, to build on the workforce data we shared in September 2020 in our [2019-2020 ESG Report](#). We also provide a snapshot of other initiatives we have rolled out and contributions we've made, which add up to more than \$250 million in spending related to our DEI commitments.



# 2020 & 2021 Diversity, Equity and Inclusion Highlights



## ESG STRATEGY

- Developed a framework to drive our ESG strategy moving forward
- Launched the Office of Enterprise Inclusion, Diversity and Business Engagement to mobilize our collective resources across the company and create new initiatives to drive meaningful, long-term change
- Announced a \$1 billion action plan through 2024 to promote diversity, equity and inclusion for colleagues, customers and communities; since then we have spent more than \$250 million on initiatives such as spending with diverse suppliers, financial assistance for Black-owned businesses, colleague education and training, pay equity and philanthropic contributions



### COLLEAGUES

- Achieved 100% pay equity for colleagues across genders globally and across races and ethnicities in the U.S.
- Launched an initiative to improve how we find diverse talent and educate leaders about inclusive hiring practices
- Held our fourth global Women's Conference and launched the American Express Ambition Project to help leaders recognize their responsibility to nurture ambition and provide future generations of women with the backing to say, "I am ambitious"
- Encouraged colleagues in major office locations to self-identify across gender, ethnicity, sexual orientation and disability categories depending on their location, to improve our ability to better understand and serve all colleagues
- Launched new, mandatory education for all colleagues on inclusive practices and addressing unconscious bias
- Added new inclusion and diversity councils around the world to strengthen education and connections, and rolled out a company-wide speaker series featuring external and internal thought leaders to foster open, informative discussions on race, privilege and equity



### CUSTOMERS

- Pledged \$40 million to the Accion Opportunity Fund to expand access to loans for historically underfunded small businesses, including those owned by women and underrepresented minorities
- Provided 100 Black women entrepreneurs each with grants of \$25,000 and 100 days of business resources, including business education, mentorship, marketing, virtual networking and more in partnership with IFundWomen of Color
- Pledged \$10 million to support Black-owned small businesses over the next four years through a coalition we formed with the U.S. Chamber of Commerce Foundation that brings together four national Black Chambers
- Reviewed and updated internal marketing analytics and risk processes to help us gain insights into how we can better serve customers and prospects from underrepresented groups
- Launched an internal system to track supplier diversity metrics to drive greater awareness and accountability



### COMMUNITIES

- Provided \$14.5 million in grants to nonprofit organizations committed to social justice and issues impacting people of color and underrepresented groups, including the NAACP Legal Defense and Educational Fund and National Urban League
- Refreshed our philanthropy strategy to reflect DEI criteria, with a focus on grantmaking that addresses inequities in three areas: education, economic access and justice
- Launched Backing Historic Small Restaurants program in partnership with the National Trust for Historic Preservation, announcing more than \$1 million in grants and other resources to 25 grantees, with a focus on restaurants owned by women and underrepresented minorities
- Supported our communities and colleagues in efforts to fight bias and discrimination against minority communities, including signing the Ascend Pledge to combat anti-Asian sentiment and acts of violence arising during the pandemic and providing grants to the Asian American Legal Defense Fund, the Ascend Foundation and the Chinese-American Planning Council

## Highlighting Our Progress



INVITED  
COLLEAGUES  
TO SELF-  
IDENTIFY

Promoted inclusion and belonging by inviting colleagues to share more about how they identify

Creating a truly inclusive culture where everyone feels they belong starts with a deep understanding of the colleagues we serve. Beginning in 2020, we **rolled out the Self-ID initiative inviting colleagues to voluntarily and confidentially tell us more about their identity**. We started in four of our largest office locations — the UK, US, Mexico, and India — and offered colleagues the opportunity to self-identify across four key categories depending on their location, including gender identity, sexual orientation, ethnicity and disability status. Our Self-ID initiative helps us enhance our programs and resources, inform diversity strategies and ensure we continue to meet our DEI commitments. We plan to roll out Self-ID to additional locations this year. In 2020, we also invited colleagues to voluntarily share their preferred pronouns in their corporate email signatures to offer a new way to visibly support everyone in bringing their full selves to work.



PROVIDED  
ACCESS TO  
FINANCIAL  
CAPITAL

**\$40 MILLION** pledged to the Accion Opportunity Fund

We are committed to **providing working capital and financial education to at least 250,000 Black-owned small and medium-sized businesses in the U.S. to help them grow and thrive**. One way we're achieving this goal is through partnerships with organizations such as the Accion Opportunity Fund, a nonprofit organization focused on financial health. We will provide \$40 million to the Fund — the nonprofit's largest single investment to date — to help expand its loan program. Accion estimates this investment will help yield more than \$125 million in loans for small businesses and help them create or retain more than 10,000 jobs.



BUILT A  
COALITION  
WITH THE U.S.  
CHAMBER OF  
COMMERCE  
FOUNDATION

**\$10 MILLION** committed over the next four years to fund the initiative and provide grants to Black-owned small businesses

In 2020, we **formed a coalition with the U.S. Chamber of Commerce Foundation and four national U.S. Black Chamber organizations, including the National Black Chamber of Commerce, the National Business League, the U.S. Black Chambers, Inc. and Walker's Legacy**. We have committed \$10 million over the next four years to fund the initiative and provide grants to Black-owned small businesses to assist in their recovery and address the challenges they face due to racial and social inequalities. A portion of the funding will be used to build the capacity of the network through leadership development and business mentoring. We are exploring other ways to expand this partnership and help drive customers to Black-owned businesses.



BACKING  
HISTORIC  
SMALL  
RESTAURANTS

**25** historic small restaurants to receive grants to improve their spaces and online presence

Small businesses are the backbone of communities, and many of these establishments — particularly restaurants — were devastated by the COVID-19 pandemic. As heavy as the impact has been on small businesses generally, minority-owned businesses have suffered disproportionately. To help them recover, we **developed Backing Historic Small Restaurants, a more than \$1 million grant program launched in partnership with the National Trust for Historic Preservation**. Through this program, 25 restaurants in the U.S. will be selected to receive grants to improve, upgrade and preserve their physical spaces and online presence — with a focus on restaurants owned by women and people of color. Other partners, such as AT&T, Dell Technologies, Main Street America and the National Restaurant Association, are offering additional support.



# Cultivating an Inclusive and Diverse Workplace

We actively cultivate an inclusive and diverse workplace where every voice is valued, teamwork is rewarded and different points of view are celebrated. We are also committed to making sure our colleagues represent the diversity reflected in the communities where we work and live. Our senior executives take responsibility for delivering on our commitments and seeking diverse representation at all levels. Our company scorecard, which is used to measure our performance and progress on our business priorities, includes a clear set of diversity goals and overall talent and culture metrics. We set our scorecard metrics annually and review our progress against them regularly to hold ourselves accountable. For more information, please refer to the Compensation Discussion Analysis section of our [2021 Proxy Statement](#).

## 2020 & 2021 Workplace Awards and Recognition



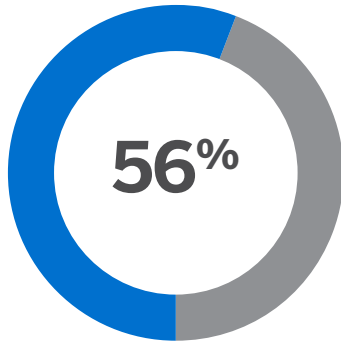
Our commitment to be a great place to join, stay and grow a career continues to earn us industry awards and recognition. Here are some of the recognitions from 2020 and 2021 that make us most proud:

- Anita Borg Top Companies for Women Technologists
- Bloomberg's Gender-Equality Index (since 2016)
- Forbes America's Best Employers for Diversity (ranked #24)
- Forbes Best Companies to Work for in Spain (ranked #5; #1 Best Credit Card Company)
- FORTUNE 100 Best Companies to Work For (ranked #10)
- FORTUNE 100 Best Workplaces for Women (ranked #15)
- FORTUNE Best Workplaces in Financial Services & Insurance (ranked #3)
- FORTUNE World's Most Admired Companies (ranked #20)
- Great Place to Work: Best Workplaces in Italy (ranked #1)
- Hispanic Alliance for Career Enhancement (HACE) 2020 Corporate Champion of the Year
- Human Rights Campaign's Corporate Equality Index (since 2004)
- Kincentric Best Employers in Malaysia
- Newsweek and Statista America's Most Responsible Companies (ranked #12)
- PEOPLE Companies that Care (ranked #10)
- Working Families Top 10 Employers in the U.K.
- Working Mother 100 Best Companies
- Working Mother Best Companies for Dads

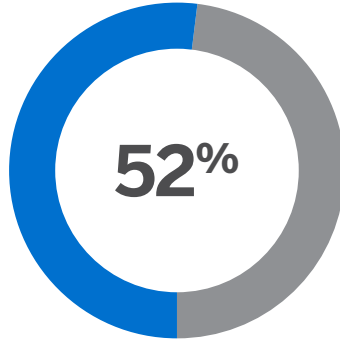
## 2020 Global Workforce Representation

To ensure more balanced representation at all levels of the company, American Express has a comprehensive strategy that encompasses recruitment, hiring and promotion practices to attract, develop and retain underrepresented colleagues. While we have more work to do, we feel encouraged by our progress, especially at the more senior levels of the organization. We are continuing to focus on increasing our representation of women and underrepresented minorities at all levels, with a particular emphasis on mid-career professionals.

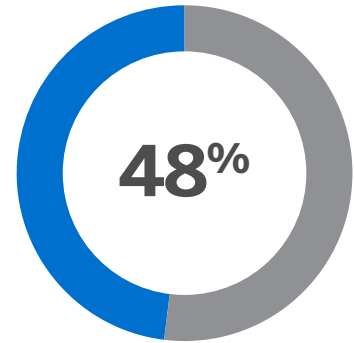
### 2020 GLOBAL WORKFORCE HIGHLIGHTS



OF OUR EXECUTIVE COMMITTEE WERE WOMEN OR FROM DIVERSE RACES AND ETHNIC BACKGROUNDS

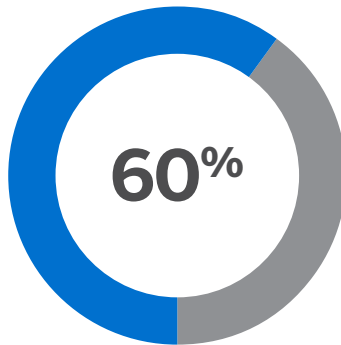


OF OUR TOTAL GLOBAL WORKFORCE WERE WOMEN

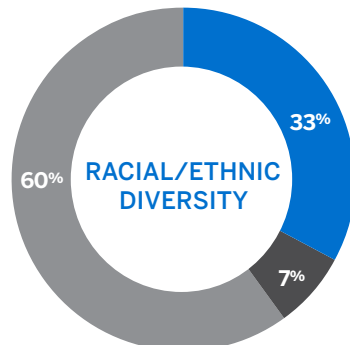


OF OUR U.S. WORKFORCE WERE FROM DIVERSE RACES AND ETHNIC BACKGROUNDS<sup>1</sup>

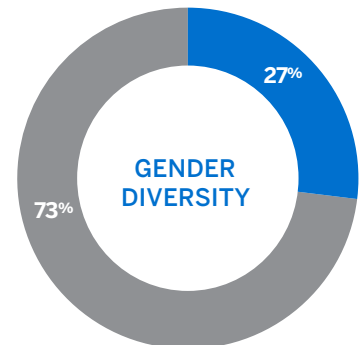
### BOARD OF DIRECTORS DEMOGRAPHICS<sup>2</sup>



OF OUR BOARD MEMBERS ARE WOMEN OR FROM DIVERSE RACES AND ETHNIC BACKGROUNDS



- 5 Black or African American
- 1 Hispanic or Latinx
- 9 White or Caucasian



- 11 Men
- 4 Women

### 2020 EXECUTIVE REPRESENTATION HIGHLIGHTS<sup>3</sup>

**40.1%**

Women (global)

**9.8%**

Black/African American (U.S.)

**4.9%**

Hispanic/Latinx (U.S.)

**12.3%**

Asian (U.S.)

1. Based on preliminary data for the 2020 U.S. Employer Information Report (EEO-1) submission for Black/African American, Hispanic/Latino, Asian, Native American or Alaskan Native, Native Hawaiian or Pacific Islander and two or more races
2. Based on demographics following our 2021 annual meeting
3. Executives include SVPs and above

2020 GLOBAL GENDER DIVERSITY<sup>4</sup>

Job Categories	US		NON-US <sup>5</sup>			GLOBAL SUMMARY <sup>5</sup>		
	Female	Male	Female	Male	Undeclared	Female	Male	Undeclared
Executive/Senior Officials and Managers	41.0%	59.0%	36.0%	64.0%	0.0%	40.1%	59.9%	0.0%
First/Mid Officials and Managers	54.2%	45.8%	47.2%	52.8%	0.0%	50.9%	49.1%	0.0%
Professionals	41.8%	58.2%	45.6%	54.4%	0.0%	44.2%	55.8%	0.0%
All Others <sup>6</sup>	69.7%	30.3%	55.1%	44.8%	0.1%	58.6%	41.4%	0.0%
<b>Total</b>	<b>54.5%</b>	<b>45.5%</b>	<b>50.7%</b>	<b>49.3%</b>	<b>0.0%</b>	<b>52.0%</b>	<b>48.0%</b>	<b>0.0%</b>

2020 UNITED STATES WORKFORCE DIVERSITY<sup>4</sup>

Job Categories	Gender	American Indian or Alaskan Native	Asian	Black or African American	Hispanic or Latino	Native Hawaiian or Pacific Islander	Two or More Races	White	Total Percentage
Executive/Senior Officials and Managers	Male	0.0%	9.0%	4.9%	2.5%	0.0%	0.0%	42.6%	59.0%
	Female	0.0%	3.3%	4.9%	2.5%	0.0%	0.0%	30.3%	41.0%
	Subtotal	0.0%	12.3%	9.8%	4.9%	0.0%	0.0%	73.0%	100.0%
First/Mid Officials and Managers	Male	0.1%	11.5%	2.9%	4.5%	0.1%	0.8%	26.0%	45.8%
	Female	0.1%	10.8%	4.5%	5.4%	0.1%	1.1%	32.3%	54.2%
	Subtotal	0.2%	22.3%	7.3%	9.8%	0.2%	1.9%	58.2%	100.0%
Professionals	Male	0.1%	20.9%	3.2%	6.2%	0.1%	1.5%	26.3%	58.2%
	Female	0.2%	9.9%	3.7%	5.2%	0.1%	1.1%	21.7%	41.8%
	Subtotal	0.3%	30.8%	6.8%	11.4%	0.1%	2.6%	48.0%	100%
All Others <sup>6</sup>	Male	0.1%	1.0%	5.7%	7.3%	0.2%	1.2%	14.8%	30.3%
	Female	0.4%	2.4%	18.6%	12.0%	0.3%	2.8%	33.3%	69.7%
	Subtotal	0.5%	3.4%	24.3%	19.3%	0.4%	4.0%	48.1%	100.0%
<b>Total</b>	Male	0.1%	11.6%	3.8%	5.8%	0.1%	1.1%	23.0%	45.5%
	Female	0.2%	8.1%	8.2%	7.2%	0.1%	1.6%	29.1%	54.5%
	Total	0.3%	19.7%	12.0%	13.0%	0.2%	2.7%	52.1%	100.0%

4. As of year-end 2020; based on the U.S. Employer Information Report (EEO-1) job categories. Some percentages do not sum due to rounding.

5. Undeclared is a legally offered option in certain non-U.S. jurisdictions; in the United States, gender is required for EEO-1 reporting.

6. All Others includes Technicians, Sales Workers, Administrative Support, Craft Workers, Operatives, Laborers and Helpers and Service Workers categories. Job nomenclature at American Express does not align completely with the EEO-1 form.



## Actions We're Taking to Increase Diverse Representation

We've looked closely at our hiring, development and promotion practices and identified five areas where we expect to have the most immediate impact:



**Finding top candidates:** We are enhancing our recruitment process to attract the highest quality talent and deliver the best candidate experience while reducing inherent bias. To help us develop diverse slates of candidates, we've forged or strengthened partnerships with Historically Black Colleges and Universities, organizations such as the Thurgood Marshall Fund and the United Negro College Fund, and diversity conferences such as the National Society of Black Engineers, Grace Hopper, AfroTech, the Society of Hispanic Professional Engineers and more.



**Inclusive hiring practices:** We've been actively working to improve our internal processes to minimize bias and educate leaders about inclusive hiring practices. This work includes leveraging structured interview guides, developing more robust training, automating interviewer feedback and using more objective terminology in job descriptions.



**Targeted support:** We've invested in programs and initiatives for colleagues including mentoring, focused development plans and executive-level support for colleague networks such as the Black Engagement Network, the Hispanic Origin and Latin American Network, Asian Network at American Express, Women's Interest Network and the Pride+ Network.



**Self-ID:** To give colleagues a voice in how they identify in terms of gender, sexual orientation, racial or ethnic background and disability and improve the quality of our data, we invited colleagues in four of our largest office locations — India, the U.S., the UK and Mexico — to volunteer information and help us shape the best colleague experience.



**Pay equity:** In 2020, we achieved 100% pay equity for colleagues across genders globally and across races and ethnicities in the United States. We are committed to continuing to achieve pay equity going forward.

### NEW ENTERPRISE EDUCATION INITIATIVES

We added three required courses to our DEI education program offerings: a mandatory online course for all colleagues on strengthening our culture of inclusion and two live workshops for all people leaders to underscore their responsibilities for addressing unconscious bias and creating a workplace environment where everyone feels they belong. We also launched a new speaker series open to all colleagues in which we have featured more than 20 external and internal thought leaders and subject matter experts. These speakers — including historians, artists, activists and organizational psychologists — shared their expertise and personal perspectives as they led colleagues in important dialogues about privilege and systemic barriers that have created inequities for underrepresented groups. More than 30,000 colleagues participated in these discussions and continue to carry the conversations forward on an internal Slack channel. In addition, our Colleague Experience Group has prepared and distributed dozens of resources to help colleagues lead inclusively, have insightful conversations about race, promote allyship, recognize and address unconscious bias and make their voices heard. We plan to expand upon these efforts and continue to increase colleague awareness to further strengthen our culture.



**In 2020, we achieved 100% pay equity for colleagues across genders globally and across races and ethnicities in the United States.**

### **100% PAY EQUITY**

We have a longstanding commitment to pay all colleagues equitably and maintain compensation practices free from bias. To help meet that commitment, we regularly review our compensation practices to ensure they support pay equity and transparency.

Additionally, each year American Express works with an independent third party to conduct a comprehensive pay equity review. The review assesses pay on a statistical basis and considers many factors known to impact compensation, including but not limited to tenure, role, level, geography and performance. In recent years, this review has covered our entire global colleague base. The review process identifies inconsistencies in pay based on gender globally and based on race and ethnicity in the United States. Where necessary and appropriate, we make salary adjustments to address these inconsistencies.

In 2019, the goal of our review and subsequent adjustments was to achieve pay parity, meaning differences in pay were statistically insignificant. In 2020, we went even further and made additional investments to achieve 100% pay equity for colleagues across genders globally and across races and ethnicities in the United States. We made all necessary and appropriate salary adjustments to achieve 100% pay equity. The company is committed to this goal going forward.

## 2020 EEO-1 Data<sup>7</sup>

We are committed to disclosing our workforce data to our stakeholders in ways that promote transparency, consistency and comparability across companies. The summary table below displays our U.S. workforce EEO-1 data as of December 31, 2020.

Job Categories	Gender	American Indian or Alaskan Native	Asian	Black or African American	Hispanic or Latino	Native Hawaiian or Pacific Islander	Two or More Races	White	Total Count
Executive/Senior Officials and Managers	Male	0	11	6	3	0	0	52	72
	Female	0	4	6	3	0	0	37	50
	Subtotal	0	15	12	6	0	0	89	122
First/Mid Officials and Managers	Male	9	995	249	385	8	66	2245	3957
	Female	11	931	385	466	8	96	2787	4684
	Subtotal	20	1926	634	851	16	162	5032	8641
Professionals	Male	10	1503	227	449	4	106	1897	4196
	Female	12	713	265	372	5	79	1562	3008
	Subtotal	22	2216	492	821	9	185	3459	7204
Technicians	Male	1	2	20	40	0	1	47	111
	Female	0	2	5	15	0	0	9	31
	Subtotal	1	4	25	55	0	1	56	142
Sales Workers	Male	1	16	51	62	3	14	373	520
	Female	1	27	57	62	0	16	394	557
	Subtotal	2	43	108	124	3	30	767	1077
Administrative Support	Male	3	44	285	357	9	60	499	1257
	Female	24	123	1105	674	16	157	1679	3778
	Subtotal	27	167	1390	1031	25	217	2178	5035
Craft Workers	Male	0	0	0	0	0	0	8	8
	Female	0	0	0	0	0	0	3	3
	Subtotal	0	0	0	0	0	0	11	11
Operatives	Male	—	—	—	—	—	—	—	—
	Female	—	—	—	—	—	—	—	—
	Subtotal	—	—	—	—	—	—	—	—
Laborers and Helpers	Male	—	—	—	—	—	—	—	—
	Female	—	—	—	—	—	—	—	—
	Subtotal	—	—	—	—	—	—	—	—
Service Workers	Male	—	—	—	—	—	—	—	—
	Female	—	—	—	—	—	—	—	—
	Subtotal	—	—	—	—	—	—	—	—
Total	Male	24	2571	838	1296	24	247	5121	10121
	Female	48	1800	1823	1592	29	348	6471	12111
	Total	72	4371	2661	2888	53	595	11592	22232

7. Based on preliminary data for the 2020 U.S. Employer Information Report (EEO-1) to be filed with the U.S. Equal Employment Opportunity Commission. Job nomenclature at American Express does not align completely with the EEO-1 form. Where there is no direct equivalent for an EEO-1 category, we have indicated a dash (—).



# Living Our Blue Box Values

Our Blue Box Values guide how we operate as a company and include the following principles that every colleague commits to embracing and working by each day.



## WE BACK OUR CUSTOMERS

Relationships are at the heart of our business. We strive to be essential to our customers by delivering exceptional products, services and experiences every day — and promise to have their backs in everything we do.



## WE MAKE IT GREAT

We deliver an unparalleled standard of excellence in everything we do, staying focused on the biggest opportunities to be meaningful to our customers. From our innovative products to our world-class customer service, our customers expect the best — and our teams are proud to deliver it.



## WE DO WHAT'S RIGHT

Customers choose us because they trust our brand and people. We earn that trust by ensuring everything we do is reliable, consistent and with the highest level of integrity.



## WE RESPECT PEOPLE

We trust and respect one another for who we are and what we contribute. We are accountable to one another and empower every voice through open, courageous dialogue so others feel heard.



## WE EMBRACE DIVERSITY

We see diversity of people and experiences as fuel for the creativity and innovation we need to be and deliver our best.



## WE WIN AS A TEAM

We view each other as colleagues — part of the same team, striving to deliver the brand promise to our customers and each other every day. Individual performance is essential and valued, but never at the expense of the team.



## WE STAND FOR INCLUSION

We all have biases. However, we do not tolerate bias that excludes or minimizes anyone — all people belong. We're committed to ensuring that we have a welcoming and inclusive culture where everyone's voice matters and where people of all races, ethnicities, genders, gender identities, sexual orientations, ages, religions, disabilities and viewpoints can thrive.



## WE SUPPORT OUR COMMUNITIES

We respect our communities and are committed to working together so they can thrive and make a meaningful difference in the world.

### CAUTIONARY NOTE REGARDING FORWARD-LOOKING STATEMENTS

This report includes forward-looking statements within the meaning of the Private Securities Litigation Reform Act of 1995. The forward-looking statements, which are subject to risks and uncertainties, contain words such as "believe," "expect," "anticipate," "intend," "plan," "goal," "commit," "will," "may," "should," "could," "would," "likely" and similar expressions. Actual results may differ from those set forth in the forward-looking statements due to a variety of factors, including those described in the company's Annual Report on Form 10-K for the year ended December 31, 2020, the Quarter Report on Form 10-Q for the quarter ended March 31, 2021, and the company's other reports on file with the Securities and Exchange Commission. Readers are cautioned not to place undue reliance on these forward-looking statements, which speak only as of the date on which they are made. The company undertakes no obligation to update or revise any forward-looking statements.

We value feedback from our stakeholders. If you would like to get in touch, please email [corporate.social.responsibility@aexp.com](mailto:corporate.social.responsibility@aexp.com).