



2021 INAUGURAL REPORT
Diversity, Equity & Inclusion



Proudly Backing Diversity, Equity & Inclusion

At American Express, our vision is to provide the world's best customer experience, every day. In fulfilling that vision, we see the diversity of people and experiences as the fuel to drive the innovation needed to deliver our best for our colleagues, customers, and the communities we serve. That's been the driving force behind our commitment to be a global leader in inclusion and diversity. Taking clear and positive actions to improve our world is simply the right thing to do. And for us, it starts with actively cultivating an inclusive and diverse workplace where every voice is valued, teamwork is rewarded, and different points of view are celebrated.

Our Diversity, Equity, and Inclusion (DE&I) efforts make up a component of our broader Environmental, Social, and Governance (ESG) strategy, which takes a holistic view of the many ways the company responsibly backs our key stakeholders. The mission driving our ESG strategy is to back people and businesses to thrive and create equitable, resilient, and sustainable communities globally.

In this inaugural DE&I Report, we will take you through our history, the culture we've built, the current landscape, and our commitment to creating a more sustainable and equitable future for all. Throughout the report, you'll find personal stories from our colleagues, customers, and members of our communities, giving a first-hand look at how we strive to make a positive impact on people's lives every day. It's been a transformational journey of learning, growth, and progress, and we are proud to share it with you.



At American Express, we are proud of our long history of building a diverse, equitable, and inclusive culture that embraces differences and reflects the values we hold true. From welcoming women into our workforce since early last century, to being among the first wave of companies to extend partner benefits to LGBTQ+ couples and offering gender-neutral parental leave programs, to supporting the formation and growth of more than a dozen colleague networks that celebrate the diversity of our workforce, and many other initiatives – our commitment to diversity, equity, and inclusion has played an essential role in driving our business success and making our company a great place to work for many years.

As a leader, I believe the broader, stronger, and more diverse the team, the better our results can be. It is imperative to foster an environment where all our colleagues feel they belong, can speak up, and have honest conversations in order for us to thrive as a team and for our company to succeed.

Throughout my time with the company, I've seen us continually expand our efforts to help forge a more sustainable and equitable world for our colleagues, customers, and communities. As we've led through a global pandemic and social reckoning on race, we've become even more intentional in our work to drive meaningful and lasting change. We reaffirmed our commitment through clear actions, which we showcase in this inaugural Diversity, Equity, and Inclusion Report.

As we continue our path forward, we pledge to remain transparent and hold ourselves accountable as we deliver on these commitments. I'm proud of the progress we've made so far, but we have more work to do to create a better future for all.



Stephen J.
Squeri

CHAIRMAN & CEO
COLLEAGUE SINCE 1985

We have a longstanding commitment to building an inclusive culture that values every voice, rewards teamwork, celebrates different points of view, and reflects the diversity of the communities in which we live and work.



Culture

Strengthening our Culture of Inclusion and Belonging

Our company's vision, mission, values, and strategy for success are clearly articulated in what we call our Framework for Winning. In support of the Framework, in 2018, our Chief Colleague Inclusion & Diversity Officer, Sonia Cargan, set out to help us deliver on our commitment of embedding diversity, equity, and inclusion in our culture and in the way we operate.

“We are committed to continuing to build a welcoming and inclusive culture where all colleagues have the opportunities and resources to reach their full potential.”

– SONIA CARGAN

To create a deeper sense of belonging and community across our company, we focused on equipping leaders with a foundational education on creating a welcoming environment for all colleagues by introducing the Inclusive Leadership Experience at American Express.

More than half of our global leaders attended over 25 live sessions to learn more about inclusive leadership. During these sessions, participants gained a deeper understanding of what it means to belong and learned specific strategies on how to lead inclusively and set the tone from the top.



Sonia Cargan

CHIEF COLLEAGUE INCLUSION
& DIVERSITY OFFICER

COLLEAGUE SINCE 1995

Colleague Networks

Our dedicated colleague networks, bring together people who share common experiences and interests.

Today, we actively support **14 Colleague Networks** and have over **100 chapters worldwide**. Our networks connect people of similar backgrounds, including disability, ethnicity, faith, gender, gender identity, generations, sexual orientation, and veteran status. Currently, **two in five colleagues engage in at least one network**.

By joining Colleague Networks, participants can broaden their professional networks, grow and develop both professionally and personally, and get the opportunity to contribute to our business strategies. Colleague Networks are so important in creating a culture of inclusion and a strong sense of community across the company.



Colleague Networks

Asian Network

Black Engagement Network

CHAI Jewish Network

Disability Awareness Network

Families At Amex Network

Generations Network

Hispanic Origin &

Latin American Network

PEACE Muslim Network

PRIDE+ Network

Salt Christian Network

Veterans Network

Virtual Colleague Network

Women's Interest Network

Women In Tech Network



“As a gay, white, cisgender male born into a Mormon household that converted to Islam, it can be difficult to fit in sometimes. But I never felt that way at American Express.

Our Colleague Networks enable us to bring our whole self to work every day, which in turn allows me and my colleagues to take charge of our careers and feel that our voices are being heard and that we truly have a seat at the table.”

MICHAEL T.
COLLEAGUE SINCE 2016

Developing the Best Talent

In December 2019, inspired by our Framework for Winning, we introduced a new vision for Human Resources at American Express, which included a powerful three-year strategy and a new name – the Colleague Experience Group (CEG) – to reflect our commitment to all colleagues.

“Backing our colleagues means understanding their experience at a deeper level and making the moments that matter to them great. From hiring and onboarding to well-being, inclusion, and career growth, our CEG strategy is focused on creating an environment where colleagues feel they belong, and can be and deliver their best.”

– MONIQUE HERENA

Our vision is to **provide a great colleague experience every day**, and we have three strategic pillars to guide us:

	DELIVER A GREAT COLLEAGUE EXPERIENCE
	GROW THE BEST TALENT
	DEVELOP NEW WAYS OF WORKING TO UNLOCK ENTERPRISE VALUE



Monique Herena

CHIEF COLLEAGUE
EXPERIENCE OFFICER
COLLEAGUE SINCE 2019

Recruitment

Developing the best talent starts with hiring people of diverse backgrounds, experiences, and perspectives. Doing so not only reflects the communities we serve, but it also helps us enrich our workplace and improve our performance. That's why we are deeply committed to recruiting candidates from diverse backgrounds worldwide, including women, those from different racial and ethnic groups, LGBTQ+ individuals, and people with disabilities. Our recruiting processes, redeveloped in 2019 and highlighted on the right, help us to do just that.

We also collaborate with external partners to help us find and support great talent. In the US, we've forged relationships with Historically Black Colleges and Universities (HBCUs), philanthropic organizations like the Thurgood Marshall College Fund and the United Negro College Fund, and professional associations including the National Society of Black Engineers, Grace Hopper, AfroTech, the Society of Hispanic Professional Engineers, and the Hispanic Scholarship Fund. In addition, we work with organizations like Year Up and Management Leadership for Tomorrow to build strong entry-level talent pipelines across the enterprise.

ENSURING INCLUSIVE RECRUITMENT PRACTICES

- **Minimize bias** with structured interview guides
- **Inclusive hiring** education for leaders
- Robust training for recruiters, interviewers, and hiring leaders on **diverse candidate slates, unconscious bias, and pipeline hiring**
- More **objective terminology** in job descriptions
- Leverage **skills-based hiring criteria**



“ When I joined Year Up, I was immediately surrounded by a cohort of other students who, like me, wanted to achieve similar goals, and it made me show up differently because I was more driven. Year Up also provided educational guidance, helping students apply for financial aid, register for classes, and even provided a tutor when necessary.

I am grateful to American Express and my team for all the support they have provided thus far in my career. They are always willing to help me grow and expand my horizons, and I appreciate that more than words can describe.

So, I pay it forward by continuing to be very involved in the Year Up community, and now serve as the Director of Finance on the Alumni Board. ”

CHANEL KAPYRCE J.
COLLEAGUE SINCE 2018

Growth & Development

Once candidates become colleagues, we provide ongoing support to help them grow and thrive in their careers. One of the American Express Leadership Behaviors within our Framework for Winning is “Seeking and Providing Coaching and Feedback.” We believe that giving and receiving informal and formal career and performance coaching and feedback on a regular basis is essential to optimize performance and win as a team. That’s why we have Feedback @ Amex, our comprehensive program designed to help colleagues build these important everyday skills. We also partner with organizations to offer colleagues a variety of meaningful learning and development opportunities like the programs below:

G100 WOMEN’S LEADERSHIP ACCELERATION PROGRAM

This program brings together a diverse group of 50 high-potential women who aspire to C-suite positions. The program focuses on supporting their leadership development and strengthening participants’ external network of peers.

DECODED: GROWING BLACK TECH LEADERS

This virtual program is designed for Black and African American professionals, where participants leverage proven strategies and tactics to apply critical leadership competencies, broaden and deepen professional networks, establish high levels of emotional intelligence, and create a strategic blueprint for their professional journeys and development.

MUJERES DE HACE

This women’s leadership program is geared to empowering high-potential Latina professionals at manager level or above through individualized, culturally relevant curricula and mentoring.


BLUE CIRCLE TRANSFORMATIONAL LEADERSHIP

This virtual program is designed to equip multicultural women in mid-level management with tools and support to help them successfully navigate the unique challenges they face in the workplace.

EVERWISE MENTORSHIP PROGRAM

This program matches US colleagues with executive mentors who share their skills and knowledge in an open and supportive learning environment.





DE&I is an ongoing business priority and is reinforced in the American Express Blue Box Values and Leadership Behaviors. They set the standard of leadership for all colleagues and exemplify how we drive change, and ultimately, how we win as a team. Our Leadership Behavior, Build a Diverse and Inclusive Team, underscores our commitment to creating a welcoming, supportive culture where all colleagues feel seen, heard, and like they truly belong.

Leadership

Reaffirming Our Commitment

In 2020, following the acts of violence against members of the Black and African American community in the United States, we took a hard look at our own internal and external business practices and developed a comprehensive plan for driving meaningful and lasting change to help create equal opportunities for people of all genders, races, and ethnicities.

We not only listened, but we took action. And we started at the top.

Our Chairman and CEO and the Executive Committee revisited our Blue Box Values and Leadership Behaviors, which our colleagues are evaluated and measured against annually. They found opportunities to clarify and strengthen the language to better reflect our commitment to inclusion and diversity, and therefore hold us all more accountable. The changes make it unequivocally clear that we stand for belonging and that we are committed to building a culture where everyone feels seen, heard, and like they truly belong.



Blue Box Values

These are our guiding principles; they help ensure that we bring our company vision to life by backing our customers, colleagues, and communities with trust, integrity, equity, and respect in everything we do.

We Back Our Customers

We Make It Great

We Do What's Right

We Respect People

We Embrace Diversity

We Stand For Inclusion

We Win As A Team

We Support Our Communities



Leadership Behaviors

Our company's Framework for Winning offers colleagues greater clarity and focus on how we will win as a team and serves as a call to action for colleagues to lead every day. As part of the Framework, the American Express Leadership Behaviors set a standard of leadership across the enterprise. Our Build a Diverse and Inclusive Team Leadership Behavior reinforces our expectation of all colleagues to help create a culture where everyone is welcomed and can bring their whole self – their real self – to work.

Set The Agenda

- Define what winning looks like.
- Put enterprise thinking first.
- Lead with an external perspective.

Bring Others With You

- Build a diverse and inclusive team.
- Seek and provide coaching and feedback.
- Make collaboration essential.

Do It The Right Way

- Communicate frequently, candidly, and clearly.
- Make decisions quickly and effectively.
- Live the Blue Box Values.
- Demonstrate the courage great leadership demands.



Launching the Office of Enterprise Inclusion, Diversity & Business Engagement

In the summer of 2020, we announced the formation of the Office of Enterprise Inclusion, Diversity & Business Engagement (OEIDBE) to drive a consistent approach to how we carry out our global DE&I strategy across the company – both internally and externally. This office reports directly to the Chairman and CEO.

“At American Express, we believe we have a responsibility to serve the needs of society, and that backing our colleagues, customers, and communities for a more equitable future is critical to our success.”

– ROBERT CHILDS

The OEIDBE team partners closely with the Executive Committee, Chief Colleague Inclusion & Diversity Officer, and Colleague Networks worldwide to continue our momentum across all of our diversity, equity, and inclusion initiatives.

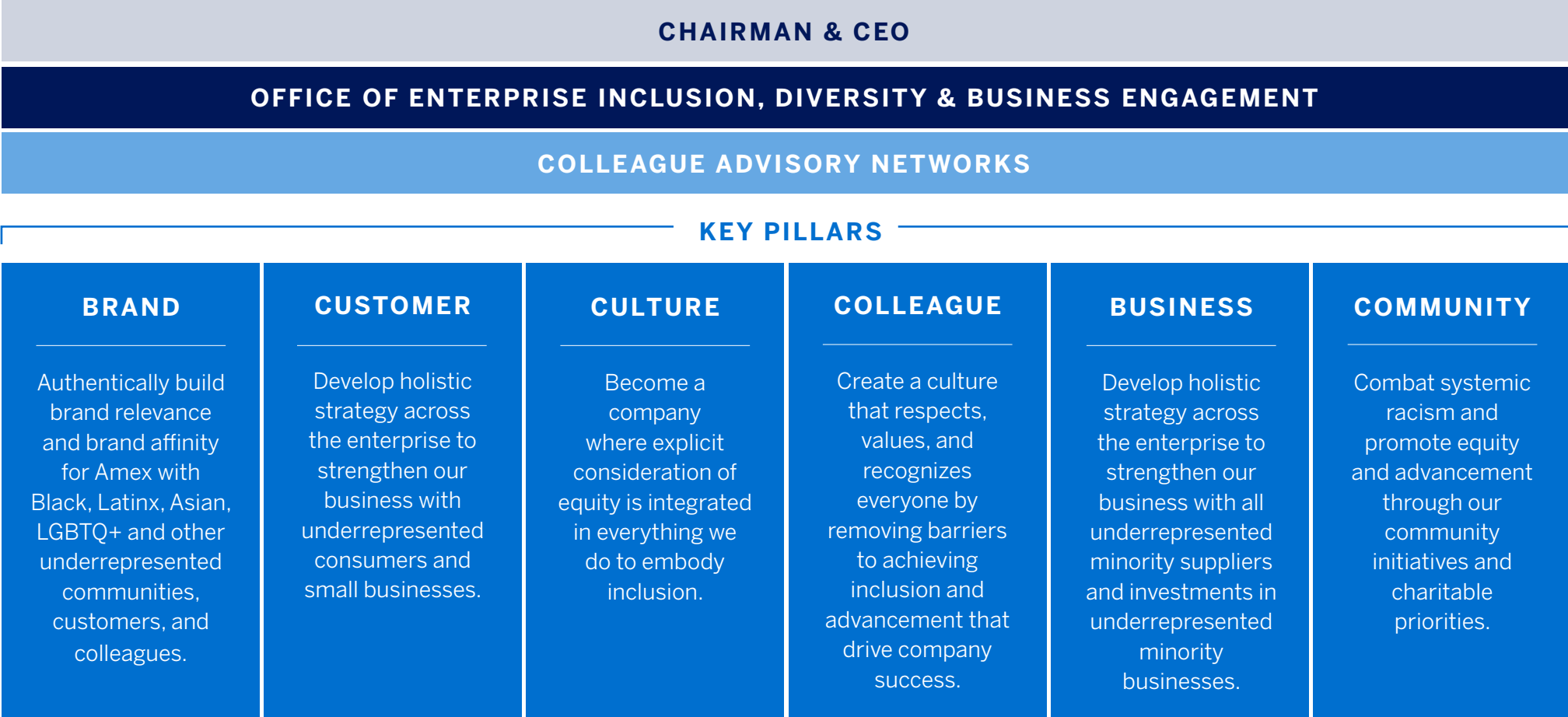


Robert Childs

EVP, OFFICE OF ENTERPRISE
INCLUSION, DIVERSITY &
BUSINESS ENGAGEMENT
COLLEAGUE SINCE 1984

Office of Enterprise Inclusion, Diversity & Business Engagement

The OEIDBE works across a framework comprising six enterprise-wide pillars. Each pillar is led by members of the Executive Committee as well as designated Senior Executive Sponsors to drive action and accountability. Within each of these pillars, every business unit has a comprehensive, multi-year plan with clear objectives, timelines, and metrics for driving progress and impact.



Our \$1 Billion Commitment

In October 2020, we announced our multi-year action plan to advance diversity, equity, and inclusion priorities. The plan includes a series of internal and external initiatives, commitments, and resources supported by \$1 billion in investments – all with a goal of enhancing diverse representation and equal opportunities for colleagues, customers, and communities. These commitments include the following:



BACKING OUR COLLEAGUES AND ADVANCING OUR INCLUSIVE CULTURE

Achieve and maintain 100% pay equity for colleagues across genders globally and across races and ethnicities in the US.

Enhance colleague representation through a comprehensive strategy that encompasses recruitment, hiring, and promotion practices to attract, develop, and retain underrepresented colleagues, including Black and African American, Latinx, and women colleagues, to ensure more balanced representation at all levels of the company.

BACKING OUR CUSTOMERS AND BUSINESS PARTNERS

Double annual spend with diverse and minority-owned suppliers in the US from a 2019 baseline to \$750 million annually by the end of 2024. This includes increasing spend with Black-owned suppliers to at least \$100 million.

Provide access to capital and financial education to at least 250,000 Black- and minority-owned small- and medium-sized businesses in the US from late 2020 through 2024.

Evolve our product experiences, marketing, and services by developing more inclusive marketing initiatives, and designing and building product experiences and programs that better meet the needs of underrepresented consumer and business customers.

BACKING OUR COMMUNITIES

Further philanthropic support by providing \$50 million in grants by the end of 2024 to support nonprofit organizations around the world that are led by people of color or members of underrepresented groups, including organizations that are focused on addressing inequality and promoting social justice.

Increase the representation of American Express Leadership Academy participants in the US who are people of color or from underrepresented groups from 50% in 2019 to 75% by the end of 2024.

Make an impact through giving by expanding our Give2Gether charitable-gift-matching initiative to facilitate and match donations by colleagues in over 30 locations around the world.

Holding Ourselves Accountable

Our Board of Directors is also committed to holding us accountable to our DE&I commitments. The Board, made up of a group of leaders with substantial and diverse experiences in their respective fields, reviews the company's DE&I initiatives along with the company's Colleague Experience Survey, which provides insights into employee satisfaction, leadership efficacy, learning opportunities, and career development. Taken together, this information provides the Board with a holistic view of the company's workplace culture.

In addition, the Board has four standing committees – Audit and Compliance, Nominating, Governance and Public Responsibility (NGPRC), Compensation and Benefits (CBC), and Risk – two of which have significant responsibility with respect to DE&I matters.

The NGPRC reviews the company's practices and positions on Environmental, Social, and Governance (ESG) matters and their impact on the company's business and key stakeholders. DE&I initiatives are one of the core elements of our ESG framework. The CBC reviews the company's DE&I strategy and assesses its effectiveness through the ongoing tracking of DE&I goals and key talent metrics through the company scorecard. This scorecard is used to measure our performance and progress on our business priorities and to determine annual incentives. Our scorecard also lays out a comprehensive set of overall talent metrics, which includes progress on our DE&I initiatives. We set our scorecard metrics annually and the CBC and company management review our progress against them regularly.

In 2021, the CBC charter was updated to include added DE&I responsibilities, as it was a key area of focus for our Board and management. We believe that our dynamic DE&I programs and adherence to Blue Box Values help us to maintain a strong company culture, and a workplace in which our people feel included, valued, recognized, and backed.

NOMINATING, GOVERNANCE & PUBLIC RESPONSIBILITY COMMITTEE

Oversees environmental,
social, and governance
matters

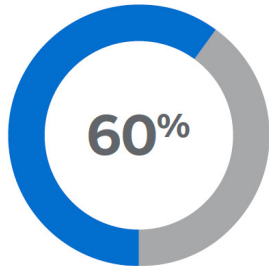
COMPENSATION & BENEFITS COMMITTEE

Oversees diversity, equity,
and inclusion strategies
and key talent metrics

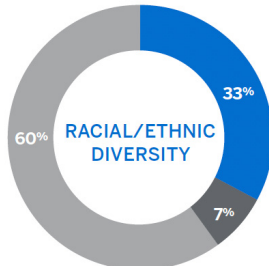
Leadership Demographics

Through transparency, we hold ourselves accountable and not only stand by our words, but put them into action. In May of 2021, we published our full US workforce EEO-1 data in our [2021 DE&I Progress Report](#).

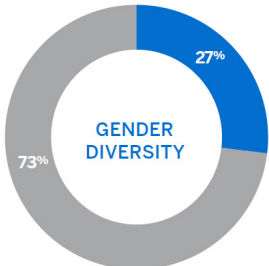
BOARD OF DIRECTORS¹



of our Board Members were women or from diverse races and ethnic backgrounds

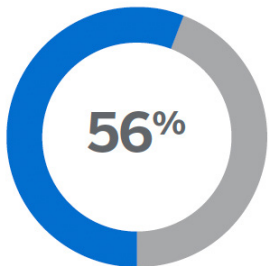


- 5 Black or African American
- 1 Hispanic or Latinx
- 9 White or Caucasian



- 11 Men
- 4 Women

EXECUTIVE COMMITTEE²



of our Executive Committee were women or from diverse races and ethnic backgrounds

2020 SENIOR VICE PRESIDENTS AND ABOVE

40.1%

Women (Global)

9.8%

Black/African American (US)

4.9%

Hispanic/Latinx (US)

12.3%

Asian (US)

1. Based on self-identified characteristics. Data is following our 2021 annual meeting.
2. Based on 2020 data.

2020 Hiring, Promotions, and Retention

We elevated our commitment to transparency with the disclosure of hiring, promotion, and retention rates as well as our raw pay gap data, broken down by women globally and colleagues of diverse races and ethnic backgrounds in the US in our [2020-2021 ESG Report](#).

The data shows that 48% of our global new hires in 2020 were women, while 50% of all of our US new hires were racially or ethnically diverse. Further, 46% of all promoted colleagues globally were women and 50% of promoted colleagues in the US were racially or ethnically diverse. We also retained 94% of our women globally and 93% of racially or ethnically diverse colleagues in the US.

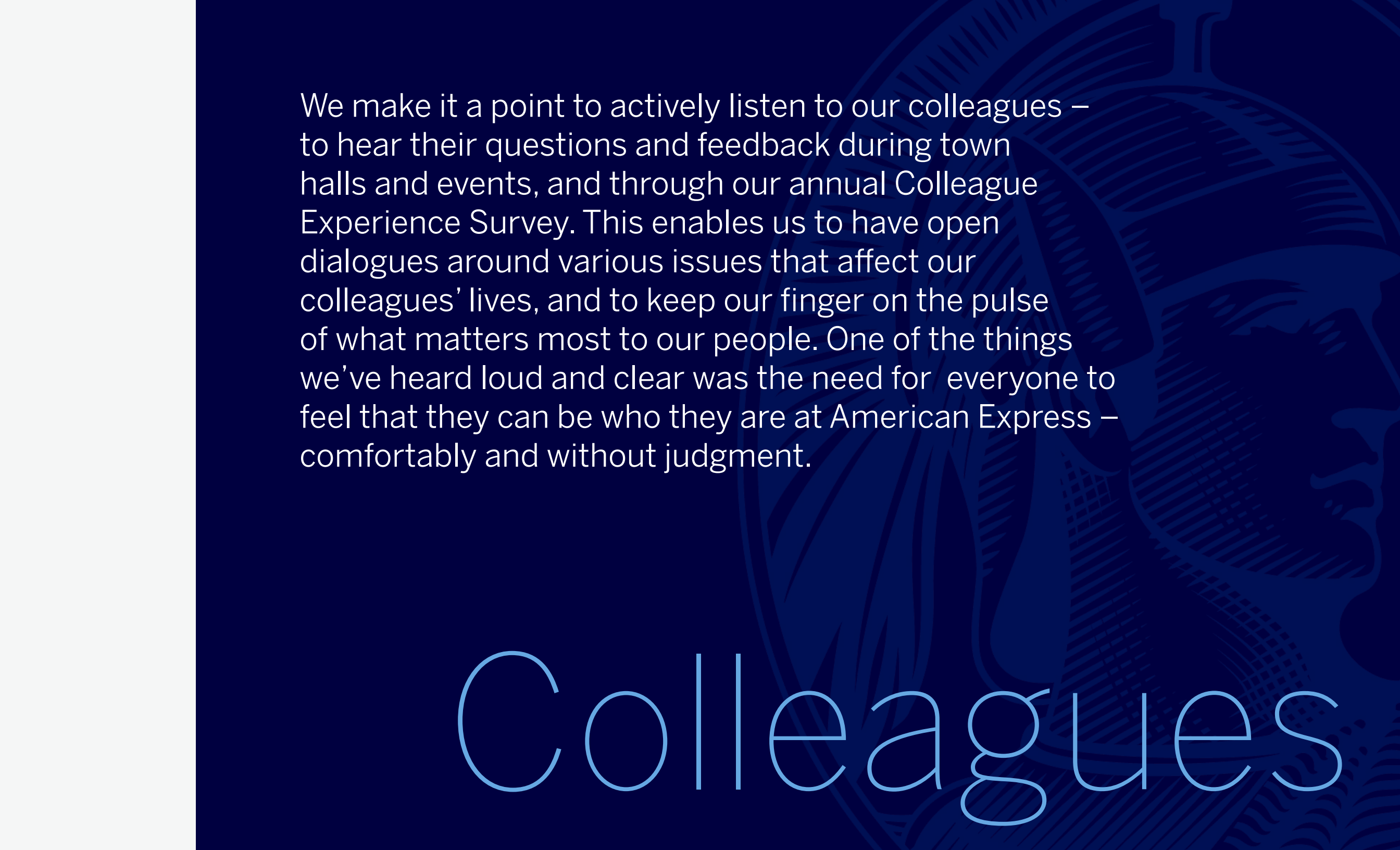
AMERICAN EXPRESS COLLEAGUE	WOMEN GLOBALLY (%/RATE)	MEN GLOBALLY (%/RATE)	US RACIALLY OR ETHNICALLY DIVERSE (%/RATE) ¹	US WHITE (%/RATE) ¹
New Colleague Hires	48%	52%	50% ²	42% ²
Colleague Promotions	46%	54%	50%	50%
Colleague Retention ³	94%	93%	93%	94%

1. Race/ethnicity based on self-identified information.

2. Eight percent of new colleague hires did not disclose their race or ethnicity in 2020.

3. We believe that company retention metrics in 2020 were particularly high partially due to impacts from the pandemic.





We make it a point to actively listen to our colleagues – to hear their questions and feedback during town halls and events, and through our annual Colleague Experience Survey. This enables us to have open dialogues around various issues that affect our colleagues' lives, and to keep our finger on the pulse of what matters most to our people. One of the things we've heard loud and clear was the need for everyone to feel that they can be who they are at American Express – comfortably and without judgment.

Colleagues

Achieving 100% Global Pay Equity

At American Express, we strive to treat everyone who works for us fairly and equally. We have a longstanding commitment to pay all colleagues equitably and maintain bias-free, transparent compensation practices, and we are proud of our leadership in this area.

Our compensation practices reward colleagues based on performance and other business-related criteria for all roles and levels, and we have policies and processes in place to compensate all colleagues fairly and free of biases. We review these practices regularly, and since 2017 we have also worked each year with independent experts to conduct a pay equity review. Since 2019, this analysis has covered our entire global colleague base across genders globally and across races and ethnicities in the US, assessing pay on a statistical basis and considering key factors that influence compensation, including but not limited to tenure, role, level, geography, and performance.

In the past, we aimed to achieve pay “parity” – meaning to the point of statistical insignificance – to ensure colleagues are paid fairly, relative to one another. In 2019, we reached that goal, making salary adjustments in targeted areas where needed. Although pay parity is a meaningful achievement, we wanted to set an even higher standard for ourselves: to reach 100% pay “equity” – meaning no statistical differences – for all genders globally, as well as for colleagues of all races and ethnicities in the US. In 2020, we invested in all necessary and appropriate salary adjustments to reach our goal of 100% pay equity.

We are proud of this achievement, and we remain committed to maintaining 100% pay equity for colleagues across genders globally and across races and ethnicities in the US by continuing our annual pay equity review process going forward.



Self-ID & Preferred Pronouns

In 2020, we launched our Self-ID initiative in major office locations globally to help us enhance our programs and resources, inform diversity strategies, and continue to meet our DE&I commitments. We invited everyone to voluntarily and confidentially self-identify across four key categories depending on their location, including gender identity, sexual orientation, ethnicity, and disability status. Since the launch, we continue to see steady participation growth across markets. We plan to continue to roll out Self-ID to additional office locations.

To complement Self-ID, we also invited colleagues to voluntarily share their preferred pronouns in their corporate email signatures. Since colleague pronouns are not always evident from their gender expression or identity, this small but simple step helps everyone feel valued, respected, and that they belong.



“I am bi-racial. I am African American and Caucasian. When filling out forms and asked the question about race, I would often have to make a choice of one or the other. I was sometimes given an option to ‘check all that apply’ but that later turned into choosing ‘two or more races’. I felt like I was put in a generic bucket and couldn’t really share who I was. It was important for me to Self-ID because I can check all the boxes that apply to me and I feel represented as the whole person that I am: African American *and* Caucasian.”

AUBREY G., COLLEAGUE SINCE 2007

Colleague Learning

The growth and development of our colleagues has been and continues to be an important priority. That's why we are committed to delivering innovative learning experiences so all of our colleagues have the tools they need to learn, grow, and build new skills. These learning opportunities are designed to help colleagues grow in their current role, prepare for their next career move, and develop overall, professionally and personally.

As part of the broad range of topics available to colleagues, we offer learning focused on diversity, equity, and inclusion. This helps us build and foster a culture of inclusion and belonging and ensure American Express is a place where differences are embraced and every voice is valued.

In 2020, we added two new required trainings – Strengthening Our Culture of Inclusion, an online course for all colleagues, and Belonging at American Express, a workshop for all people leaders on how to lead inclusively. In 2021, we introduced Managing Unconscious Bias and Building Ally Skills workshops that connect the dots between belonging and bias to help colleagues understand when and how to speak up and advocate on behalf of others to create a more inclusive culture.

To better understand what would be most impactful to our colleagues in their ongoing development, we continually ask for feedback and make space for meaningful conversations with our colleagues. The feedback we've received has been very positive overall. In a survey, a colleague wrote:

“I just finished the training and wanted to say that I thought it was so helpful and excellent. Really stopped me in my tracks a few times as it helps you open your mind and consider many different viewpoints.”

We see this as an ongoing journey and will continue to improve and expand on these efforts.



Holistic Well-Being, Continuous Support

Our colleagues are the fabric of American Express. Our DE&I work spans decades because we understood then, as we do now, that the best way to back our customers is to back our colleagues. That's why we provide best-in-class programs and benefits that support our colleagues' holistic well-being at every stage of their career and life. This care is ongoing from the day they start, and is reflected in our physical, mental, and financial well-being benefits for colleagues and their loved ones, including our gender-neutral parental leave and global mental health program, Healthy Minds. Through Healthy Minds we are encouraging our colleagues to be more open about mental health, increasing awareness, and providing resources and support to encourage everyone to be exactly who they are, and get help when they need it.



“I’ve been lucky enough to have both my children as a colleague of American Express. Before taking parental leave for the first time, I was worried that so much time away from my role would impact my career. That was never even a thought in the mind of my leader or the company and actually resulted in a promotion following my first leave. Fast forward three years and I did not have any hesitation in taking my second leave, I consider myself lucky. During both memorable moments in my life – whether I was cooking meals, cleaning bottles or changing diapers – spending time with my children and my wife, who also works for Amex, is something I will never regret or forget. I created memories that I will forever cherish.”

CHUCK L., COLLEAGUE SINCE 2010

Proudly Backing Our Women Colleagues

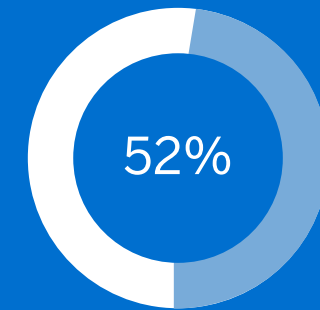
We are invested in engaging, retaining, and backing our women colleagues. We provide benefits and flexibility that support well-being, like our 20-week parental leave; offer global forums and customized learning opportunities; and remain committed to maintaining 100% global pay equity. Our goal is to enable women to build stronger and more meaningful relationships across the company, in turn driving sponsorship, retention, and progression into leadership roles.

At our 2020 Global Women's Conference, which brought together our most-senior global leaders, we launched The Ambition Project to encourage our women colleagues at American Express to fully embrace their ambition and support the ambition of others. We continued to move the Ambition Project forward, even as the global pandemic drastically changed the way we live and work, and caused many women to take on increased caregiving responsibilities in addition to balancing their workloads. In 2021, 8,000+ colleagues virtually united across the globe to actively engage in a dialogue on ambition on International Women's Day.

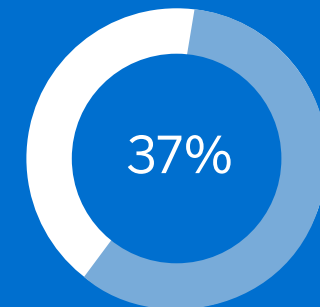
We are committed to continuing to listen to our women colleagues to better understand what they're experiencing, and how we can continue to back them.

1. Based on 2020 data.

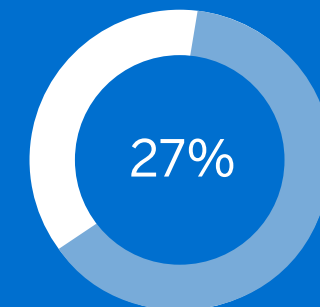
2. Based on self-identified characteristics. Data is following our 2021 annual meeting.



of our **global workforce** are women¹



of our **Executive Committee** are women¹



of our **Board** are women²





“

The pandemic has brought along various challenges. I listen and spend more time to engage my team as they navigate and adopt to the changes.

I seek out their ambitions and facilitate opportunities for them to be exposed to areas they have expressed interest in.

”

ESTEE H.
COLLEAGUE SINCE 2018

Proudly Backing Black & African American Colleagues

We strive to make our Black and African American colleagues feel safe and supported. So, together with our Black Engagement Network (BEN), we introduced a global conversation series in 2020 with the goal of creating opportunities for Black and African American colleagues to talk about their experiences and for us all to learn how we can better support one another and create long-term change at American Express and beyond.

In 2021, BEN members from different chapters around the world joined forces to transform how we celebrate Black History Month, creating company-wide events and content, and continuing the important work we had begun. With their insights, we developed an uplifting and energizing theme called “Say it Loud,” which illustrated our collective commitment to openly seek out, advocate for, and amplify Black voices and contributions.

During Black History Month, we also welcomed several inspirational leaders to our virtual stage, including award-winning TV and film writer, actor, and producer Issa Rae; artistic director at Alvin Ailey American Dance Theater, Robert Battle; and civil rights trailblazer and former American Express colleague, Ruby Bridges.

**SAY IT
LOUD** PROUDLY
BACKING
THE BLACK
COMMUNITY

“At different stages of my career, I have been faced with being the only Black female, especially in the technical profession. You can let it defeat you, or you can find an organization that empowers you and truly cares about people. Racism exists everywhere, but it is not accepted or tolerated at Amex.”

Kaye M.

COLLEAGUE SINCE 2010



One of the best experiences I've had with BEN was the BEN Leadership PODs, a mentoring initiative that pairs Black executives with a group of BEN members throughout the year.

For me, this links to the importance of elevating future Black talent, especially Black colleagues who struggle with a sense of belonging.

I'm conscious of the opportunities I've been afforded and the leaders who've helped me throughout my tenure here.



OPE R.
COLLEAGUE SINCE 2011

Proudly Backing Asian, Asian American & Pacific Islander Colleagues

As violence against the Asian community spread across the globe earlier this year, leaders and colleagues across the company banded together in support of our Asian, Asian American, and Pacific Islander colleagues. We signed the Ascend Pledge, affirming our support for efforts to combat the anti-Asian stigma that arose during the pandemic, as well as all forms of bias and discrimination against minority communities.

This year, we celebrated the rich cultural diversity of our colleagues during Asian Pacific American Heritage Month with the theme “Let Culture Shine: Proudly Backing All Asian Communities.” Through a series of virtual events featuring guests like Emmy-award-winning journalist, Lisa Ling, and Optimism Doctor, Dr. Deepika Chopra, as well as through colleague features, we acknowledged the contributions and influence of the Asian community to society, educated ourselves on the historical context and diversity of Asian cultures, and learned how we can all be better allies.

Names are often tied to heritage and culture, and we took the opportunity during Asian Pacific American Heritage Month to introduce a new “Pronunciation Tool” in our company Slack channel where colleagues can list the phonetic spelling of their names. We also published an internal colleague feature titled “What’s in a Name?” and encouraged colleagues to ask and learn about each other’s names so we can all get to know each other on a deeper level.

MAKE
CULTURE
SHINE

Proudly Backing
All Asian Communities

“Having the time and space to celebrate my heritage is meaningful in ways I can’t fully express. Seeing people outside of the Asian community engage and learn from content during APAHM is heartening and an optimistic sign for a better future.”

KADEN L.
COLLEAGUE SINCE 2020





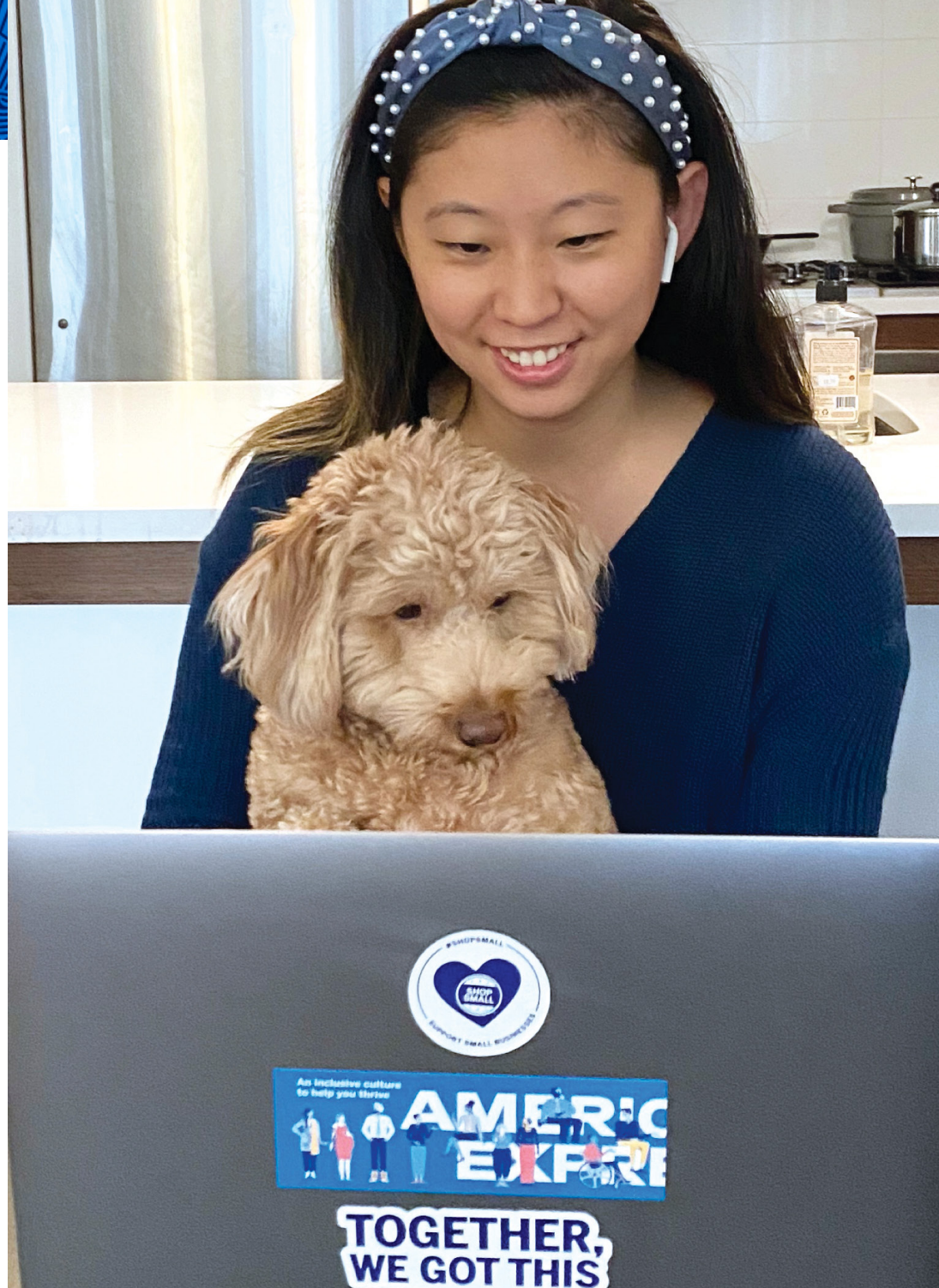
My maiden last name is “Pak” but all my life I had mispronounced my own last name because it was just easier that way. When emigrating to the U.S. from Korea, my grandparents adopted English names and the closest spelling to our family name was “Pak” but in Korean, it’s actually pronounced “Paw-k.”

The Pronunciation Tool in Slack is a game changer for people like me. Names are an important part of our identities. And the tool gives us permission and motivation to be our authentic selves, and be proud of our heritage.

And the best part is how willing and interested other colleagues are to start pronouncing names right.



PHILIA A.
COLLEAGUE SINCE 2016



Proudly Backing Hispanic and Latinx Colleagues

At the height of the COVID-19 pandemic, we intensified our commitment to backing our colleagues and communities – including the Hispanic and Latinx community which has been disproportionately affected. We supported the Hispanic Federation’s efforts to assist essential workers and provide food for those impacted in the Latinx community.

We also make it a priority to increase representation of our Hispanic and Latinx colleagues, and work closely with partners such as the Hispanic Alliance for Career Enhancement, Hispanic Scholarship Fund, and the Society of Hispanic Professional Engineers.

During Hispanic and Latinx Heritage month, our Hispanic Origin and Latin American Colleague Network (HOLA), hosted global events focused on “Amplifying the Impact: Proudly Backing Hispanic and Latinx Achievement.” Our theme showcased our commitment to celebrating our Hispanic and Latinx colleagues – appreciating who they are, acknowledging the strength they bring to our organization, and amplifying the lasting impact of their accomplishments.

We welcomed celebrities, scholars, and business leaders, including actress and activist, Rosario Dawson; Hispanic Scholarship Fund CEO, Fidel Vargas; Ana Valdez, Executive Vice President of the Latino Donor Collaborative, to share their stories and personal perspective.

As a testament to our dedication to our Hispanic and Latinx colleagues, last year we were awarded the Hispanic Alliance for Career Enhancement 2020 Corporate Champion of the Year award.



“Amex empowers my voice by celebrating our differences. In HOLA, there are dozens of nationalities, cultures and backgrounds in the Latin community, and we embrace them all.”

Pablo R.

COLLEAGUE SINCE 2012





Amex is a place where ideas are always heard, and co-creating the American Express Elevate program for NYC Latina middle-school-aged girls has been a great example of this.

We opened our doors and empowered these girls to see what they can aspire to by being part of our Amex culture. The company backed Latina women by working together to provide the funding and logistics to make the reality of having over 200 girls be part of this program.

SABRINA N.
COLLEAGUE SINCE 2005



Proudly Backing LGBTQ+ Colleagues

On June 15, 2020, the US Supreme Court issued a landmark ruling extending civil rights protections in the workplace to LGBTQ+ individuals. American Express was one of about 200 companies that had signed an amicus brief urging the Court to rule in favor of this outcome. But we have been an outspoken champion of LGBTQ+ inclusion for many years.

We have been an active member of Open for Business, a coalition of global companies making the economic and business case for LGBTQ+ inclusion in the private sector. Within the company, our PRIDE+ Colleague Network helps to foster a culture where everyone feels safe and free to be themselves. In addition, our leading workplace policies, practices, and comprehensive benefits offerings have earned us a perfect score on the Human Rights Campaign's Corporate Equality Index every year for the past 13 years.

This year, our PRIDE+ Network developed a powerful theme in honor of Pride Month to continue driving a message of inclusion to our colleagues around the globe "Live Beyond Labels: Proudly Backing All of You."

Our colleagues participated in a conversation to understand how we can embrace each other's diverse backgrounds and to create an environment that encourages colleagues to bring their whole selves to work. We also hosted guests, including author, producer, and Trans activist, Janet Mock and "The Pregnant Man," Trystan Reese, for global conversations on the importance of intersectionality within the LGBTQ+ community.



“The future of business and work will be dependent on colleagues bringing all of their unique personal dimensions with them. That’s how new ideas and perspectives are generated that will help us back people and businesses better than ever before.”

Fabian A.

COLLEAGUE SINCE 2019





My career really started five years ago when I took the leap to transition to my true self. Although this was a very personal and sensitive time for me, I took the plunge and spoke with my leader at the time about what I was going through and where I needed to go.

I found support within the PRIDE+ Network for friendship, understanding, and knowledge, through our Healthy Minds program for help with the physical and emotional strain, and from my leaders who backed me.

A year into my transition, my new team hosted a surprise celebration of my new “unofficial birthday” which was such a special day and meant so much to me.



DAVINA E.
COLLEAGUE SINCE 2015

Proudly Backing Colleagues with Disabilities

We strive to provide an inclusive and accessible work environment – one where everyone, including colleagues, candidates, and all those who work on behalf of American Express, are treated equally, with dignity and respect. We are working diligently towards our goal to become a leader in disability inclusion, developing inclusive practices, and removing barriers so all colleagues can fully contribute and succeed at work.

In 2020, we began to develop a multi-year, enterprise-wide disability inclusion strategy. We joined The Valuable 500 in the UK, a global movement advocating for private-sector disability inclusion, demonstrating our senior leadership's dedication to enhancing the workplace experience for colleagues with disabilities. In the UK, it is our goal to establish American Express as a Valuable 500 "Disability Smart" organization by 2024. We also renewed our partnership with Disability:IN, the leading nonprofit resource for business disability inclusion worldwide.

Our Disabilities Awareness Network (DAN) plays an important role in driving our disability agenda and continues to invite external experts to bring widespread attention to the issues that impact the community. One notable event brought disability rights lawyer, author, and speaker, Haben Girma, to speak with our colleagues across the globe on International Day of People with Disabilities (IDPD).



- **Founded in 2004**, DAN now has 7 chapters globally.
- We continue to **expand our benefits offerings to better assist our colleagues with disabilities**, making assistive software, like Dragon speech recognition, readily available to everyone.
- In 2021, we **enabled closed captioning as a standard** for virtual livestream events to make broadcast content more accessible.



AMERICAN EXPRESS

“

I joined DAN to help give a voice to those with disabilities, and am most excited about creating a place for those with disabilities to feel like they belong at American Express.

Some disabilities are visible and some are invisible. Be mindful and patient with all.

You may never know who has a hearing impairment, visual impairment, are dealing with mental health, or are dealing with some other type of disability. Being patient not only helps those with disabilities, but is the humane action to take.

”

ANTHONY E.
COLLEAGUE SINCE 2018

Making a positive difference in the lives of our customers and business partners is something we take very seriously. It's what drives us. It means doing better every day so people have the backing they need to achieve their goals.

Customers

Last year, it became clear that if we wanted to create real and lasting change, we had to do our part to address the financial inequities small business owners from underrepresented communities face. That's why our \$1 billion DE&I action plan places a strong emphasis on promoting equal economic opportunity for all. Below are a few highlights that show how we back our communities, followed by a detailed look at some of our most impactful initiatives.

INTRO

CULTURE

LEADERSHIP

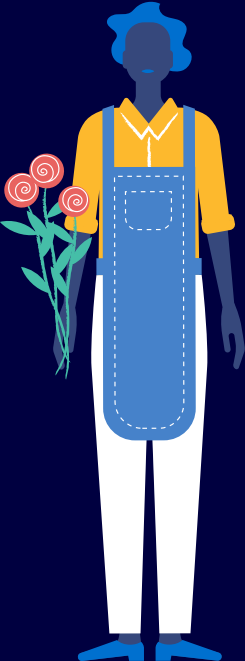
COLLEAGUES

CUSTOMERS

COMMUNITY

APPENDIX

Provided 100 Black women entrepreneurs with grants of \$25,000 each, and 100 days of business resources.



Provided \$1 million in backing to support historical and culturally significant restaurants owned by underrepresented groups.



Pledged \$40 million to expand access to loans for historically underfunded small businesses, including those owned by underrepresented minorities and women, with the Accion Opportunity Fund.



Pledged \$10 million to support Black-owned small businesses over the next four years through a coalition with four national Black Chambers.



100 for 100 Program

100 Black Women Entrepreneurs

100 Grants Distributed

100 Days of Education & Resources

Prior to the pandemic, although Black-women-owned businesses were growing at unprecedented rates, they were still making less revenue than their counterparts. To address this gap, in November 2020 we created the “100 for 100” program in partnership with IFundWomen of Color, the leading platform for women of color to raise capital and support Black women entrepreneurs as they work to jump start and grow their business ventures. Women entrepreneurs selected for the program received grants of \$25,000 each and 100 days of business resources, including business education, mentorship, marketing, virtual networking, hotel reservation credits at WorkSpaces by Hilton, and more.

“I always say ‘when you support a Black woman business owner, you support a whole community.’ This program is supporting 100 Black Women Business Owners. That is 100 communities that will know exactly what it means to be seen, heard, and celebrated. I’m grateful to be part of this celebration and honored to represent my community.”



Nikki Porcher

FOUNDER, BUY FROM A BLACK WOMAN

Historic Small Restaurants

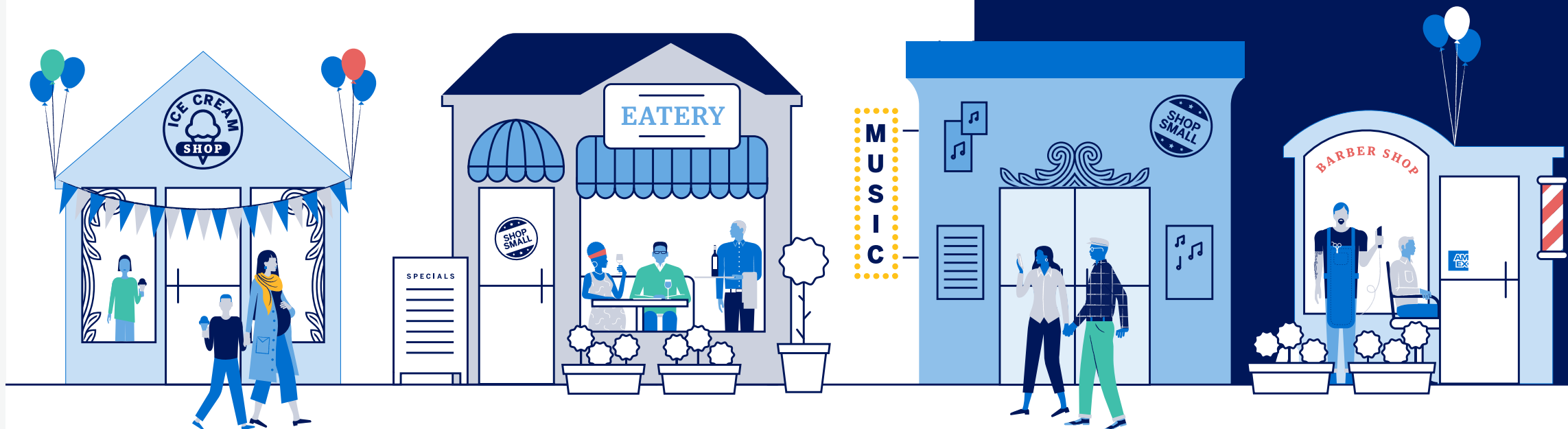
\$1+ MILLION

In February 2021, American Express and the National Trust for Historic Preservation announced a \$1+ million grant program for “Backing Historic Small Restaurants” in the US that would award \$40,000 each in grants to 25 historic and culturally significant restaurants owned by underrepresented groups.

In late April, the Today Show aired an emotional segment in which they surprised our first two grant recipients with news of their award. In May 2021, we announced the full list of grant recipients, each receiving an award funded by American Express and administered by the National Trust to enhance restaurant exteriors, build new outdoor seating areas, and upgrade online businesses to help mitigate operating costs as they work to recover from the financial impacts of the pandemic.

First Nations Business Growth Program

In 2021, American Express Australia partnered with Rare Birds to launch the inaugural First Nations Business Growth Program, supporting Aboriginal and Torres Strait Islander business leaders. The 12-month pilot program provides 20 Supply Nation Certified businesses with backing from American Express and Rare Birds in the form of mentorship, masterclasses, and virtual networking events.



Accion Opportunity Fund

\$40 MILLION

In April, 2021, American Express announced a new program to provide loans and other resources to underfunded small business owners in the US, including people of color and women. As part of this program, we pledged to provide \$40 million to Accion Opportunity Fund – a leading nonprofit Community Development Financial Institution (CDFI) small business lender. This is the largest investment the nonprofit has received since its founding and will help accelerate small business growth with the goal of building a more equitable financial system. Over the next five years, Accion Opportunity Fund estimates this \$40 million will help yield more than \$125 million in loans for small businesses, help create or retain more than 10,000 jobs, and create a ripple effect of economic activity as funds flow through local communities and are repaid.

ByBlack

American Express and the U.S. Black Chambers, Inc. also partnered to launch “ByBlack,” a first-of-its-kind, national certification exclusively for Black-owned businesses to verify that they are majority-owned by Black and African American individuals. As part of the launch, we developed an easy-to-use, no-cost platform to help Black entrepreneurs reach new customers and gain access to valuable business resources.

“We have only scratched the surface of the collective power of Black businesses, so I am excited to join American Express and the USBC to shine a light on the opportunities ByBlack presents. ByBlack is a powerful platform that connects Black business owners with new revenue streams and helps all of us find and shop at standout businesses. Together we can spread the word to support small Black businesses.”



Issa Rae

**ACTRESS, BUSINESS OWNER,
AND AMERICAN EXPRESS AMBASSADOR**

Coalition to Back Black Businesses

\$10 MILLION

The disproportionate impact of COVID-19 on Black communities became apparent last year as we learned that US Black-owned small businesses were twice as likely to close during the early months of the pandemic compared to small businesses nationally.¹ In September 2020, we announced the formation of the “Coalition to Back Black Businesses” – a first-of-its-kind collaboration in partnership with the U.S. Chamber of Commerce Foundation and four major Black Chambers: The National Black Chamber of Commerce, the National Business League, the U.S. Black Chambers, Inc., and Walker’s Legacy. Through this coalition, we committed \$10 million to fund a grant program and support Black-owned small business recovery in the US over the next four years.

1. According to research conducted by the Federal Reserve Bank of New York.



“With the first grant of \$5,000, we were able to update our website, which allowed us to have a much more visible presence on the internet. We plan on using the \$25,000 enhancement grant to continue investing in marketing, opening a second location, and starting a mentorship program for our community so that we can pay it forward and give back.”

MELISSA HYLES, OWNER OF OAK TREE FINANCIAL & TAX SERVICES

Blueprint: Backing BIPOC Businesses

\$1 MILLION

In 2021, American Express Canada launched Blueprint: Backing BIPOC Businesses, a grant and mentorship program designed to support the advancement of Black, Indigenous, and People of Colour (BIPOC) business owners across Canada.

The program was founded on research about the experiences of BIPOC business owners across Canada to ensure Blueprint responds to the key challenges of access to capital, mentorship, and support.

With Blueprint, 100 selected participants get access to a comprehensive mentorship program along with \$1,000,000 in grants disbursed among recipients to help them take their business to the next level. During the 15-week curated mentorship and training program, Blueprint participants will level up their businesses, skills, and networks with online educational content, mentor-led sessions, workshops, peer learning sessions, and individual coaching covering a wide range of topics relevant to small businesses.

Blueprint programming was developed in consultation with a steering committee made up of leaders of the BIPOC-focused community and business organizations across Canada.



“Being selected for Blueprint was a complete shock, an amazing surprise, and I felt so much relief. The money has been wonderful, but the mentorship has been even more valuable. At that time there were a lot of pain points going on in my kitchen. I didn’t have the fridge space, I wanted to hire more people, and I didn’t have the space capacity for that. It felt like light at the end of the tunnel, and that there was a future for New Pie Co.”

SHIELA LABAO, OWNER OF NEW PIE CO.

Supplier Diversity


\$374+ MILLION

Doing business with diverse suppliers is important to us because successful strategies, products, and services require diverse perspectives and contributions. We monitor our annual spend with suppliers that are certified business enterprises with underrepresented owners and operators, including Minority-Owned Business Enterprises, Women-Owned Business Enterprises, LGBTQ+ Business Enterprises, 8(a)/HUBZone-certified firms, Disadvantaged or Disability-Owned Business Enterprises and Veteran-Owned Business Enterprises.

In 2020, we spent more than \$374 million on services provided by diverse and minority-owned suppliers in the US, a 7% increase from 2019. We also introduced more than 50 new suppliers that meet these criteria.

As just one example of our work with diverse suppliers, the Travel and Lifestyle Services marketing team and The Mixx, a women-owned boutique agency focused on delivering creative work that ignites emotions. They do this by ensuring inclusion and diversity are at the forefront of their work, with the belief that in order to be authentic, we must reflect the world around us. The Mixx helped us reactivate our travel campaign as COVID-19 restrictions eased, creating the strategy, delivering the concept, and building out the creative assets for the campaign – all while ensuring inclusion and diversity were at the core.





A vital part of our \$1 billion DE&I Action Plan is focused on lifting up the communities in which we live and work. That's why we pledged to allocate more resources than ever before to our community initiatives and charitable contributions that are focused on advancing racial, ethnic, and gender equity for our colleagues, customers, and communities.

Community

We're here to help our customers and their communities thrive. That means putting our service ethic to work enabling communities to prosper, and assisting when a helping hand is needed. Below are a few highlights that show how we back our communities, followed by a detailed look at some of our most impactful initiatives.

SOCIAL JUSTICE NON-PROFITS

Provided more than \$16 million in grants to nonprofits committed to social justice and issues impacting people of color and members of underrepresented groups from 2020 through June 2021.

Supported efforts to fight bias via Ascend, the Chinese American Planning Council, and the Asian American Legal Defense and Education Fund.

Supported communities in need through our grantee partners the United Way of NYC, the Hispanic Federation, and First Nations Development Institute.



FUTURE LEADERS

Hosted more than 160 Leadership Academy programs around the world and trained more than 5,400 nonprofit and social purpose leaders from 2008 to 2020.

Helped more than 4,000 students navigate the complicated college admissions and financial aid process through collaboration with nonprofit Strive for College.



ECONOMIC DEVELOPMENT AND AFFORDABLE HOUSING

Granted \$1 million to First Nations Development Institute.

Committed \$25 million to Community Development Financial Institutions serving or led by people of color in equity equivalent (EQ2) investments, which provide capital to finance small businesses, affordable housing, and other community development.



Grants to Social Justice Nonprofits

As previously mentioned, we provided more than \$16 million in grants to nonprofits committed to social justice and issues impacting people of color and members of underrepresented groups from 2020 through June 2021. Of the \$16 million, we pledged \$1 million to the NAACP Legal Defense and Educational Fund (LDF), a historic civil rights organization dedicated to economic empowerment, education, equity, and social justice, and the National Urban League, one of the leading civil rights organizations fighting for racial equity and justice, to support our African American colleagues and the Black Community.

\$1 MILLION

NAACP LEGAL DEFENSE & EDUCATIONAL FUND

Our contribution will help:

Policing Reform Campaign (PRC) to combat racially biased policing and promote a reimagining of public safety.

Management training and professional development to ensure individuals have the tools and skills needed to meet the challenges of COVID-19 and increased PRC election work.

THE NATIONAL URBAN LEAGUE

Our contribution will help:

The establishment of a Justice and Social Engagement Division that will support its policy and advocacy work to remove unjust barriers limiting Black and African Americans and other minorities from equal opportunities.



Fighting Bias & Supporting Communities in Need

Many of our communities continue to face deep and disproportionate social and economic effects resulting from the pandemic, the rise in violence and hate crimes, and/or inaccessible and under-resourced services. And we're doing our part to fight bias in the world around us.

\$100,000

ASCEND FOUNDATION & ASIAN AMERICAN LEGAL DEFENSE AND EDUCATION FUND (AALDEF)

Ascend Foundation's Impact Fund Initiative was designed to increase awareness about the negative impacts of the model minority myth and anti-Asian sentiments to address root causes of anti-Asian hate crimes in both workplaces and society at large. AALDEF's Stop Asian Hate Project will work to address the sharp rise in anti-Asian violence and harassment, especially related to anti-Asian racism during the pandemic.

\$250,000

CHINESE AMERICAN PLANNING COUNCIL, INC.

The funds will go towards enhancing in-language community education, transportation to help community members access vaccinations, and increasing neighborhood safety and inclusiveness to ultimately support the health, healing, and recovery of Asian Americans in New York City through 2022.

\$2 MILLION

HISPANIC FEDERATION

The pandemic took an immense toll on nonprofits that so many rely on for educational services and medical care, so this grant will help support their building services and alleviate financial burden. The grant will also support COVID-19 vaccine education for the Hispanic and Latinx community.



American Express Leadership Academy

Founded in 2008, the American Express Leadership Academy (AELA) provides training and networking opportunities to help emerging nonprofit and social purpose leaders advance their personal, business, and leadership skills. AELA has grown to become a global program, training leaders in the areas of education, the arts, social services, health, the environment, and more. We are working toward our goal of increasing the representation of AELA participants in the U.S. who are people of color or from underrepresented groups from 50% in 2019 to 75% by the end of 2024, and plan to continue to provide opportunities for them to advance various causes, including those of social justice and equality, in the communities they serve around the world.

As part of AELA, American Express recently created a diverse cohort program of high-potential social justice leaders. This comprehensive, research-based program focuses on both the interpersonal and business skills required for effective leadership. Facilitated in partnership with the Center for Creative Leadership and the Beloved Community Center, the program's curriculum includes 360-degree evaluations and self-assessments; executive coaching; small and large group reflection and planning exercises; networking events; visits to historically significant civil rights sites; and lessons on movement building and social change principles. Class discussions are enhanced by bringing together established nonprofit leaders, social movement leaders, and American Express' most-senior executives for keynote discussions.

1. Global American Express Leadership Academy data from 2008 through 2020.

2. Social Justice Leadership Academy data from 2021.

GLOBAL AMERICAN EXPRESS LEADERSHIP ACADEMY¹

5,400+ participants

160+ programs

SOCIAL JUSTICE LEADERSHIP ACADEMY (US)²

62 participants

92% people of color

66% women

41 nonprofits



UStrive Leadership Development

**HELPED OVER
4,000 STUDENTS**

A college education is one of the most effective ways to open doors of economic opportunity, but each year, hundreds of thousands of high-potential youth don't apply to college, in part due to a lack of understanding of the application process and financial resources available. Access to high-quality college advising can be difficult to find or afford in underserved public schools.

That's why in 2018 we joined forces with Strive for College – a national nonprofit that connects high school students with free, one-on-one, virtual mentorship through the entire college admissions and financial aid application process. Their program, UStrive, pairs students from underserved communities with American Express colleagues and Card Members who volunteer as mentors. To date, we have helped more than 4,000 students successfully apply to college and secure financial aid.

“I love helping my mentees identify and articulate compelling stories about themselves that help them stay true to their values and beliefs. Not only did this help make their college applications stronger, it was an exercise in self-realization that helped to boost their self-confidence and open their eyes to the opportunities that were waiting for them in college and beyond.”

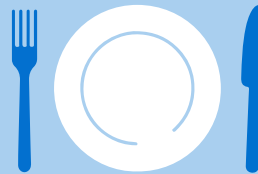


Gloria O., Mentor

COLLEAGUE SINCE 2000

Investing in Economic Development and Affordable Housing

COVID-19 pandemic and its economic impact have compounded the challenge facing at-risk families and individuals already struggling to pay rent and intensified the need for affordable housing. We are committed to helping our most vulnerable citizens and strengthening our communities by improving opportunities for residents and boosting economies in urban, suburban and rural areas across the country.



\$1 MILLION

FIRST NATIONS

American Express pledged a \$1 million grant to First Nations to support their Native Fundraisers Community of Practice program and Food Pantry initiative over four years. First Nations will build the fundraising and communications capacity of representatives of Native-led nonprofits/tribal programs focused on Native economic and community development. The Food Pantry initiative will respond to the fact that Native Americans have the highest food insecurity in the US, with one out of 12 Native individuals classified as hungry.



\$9.6 MILLION

TOKA HOMES IV


The American Express National Bank's Center for Community Development invested \$9.6 million in TOKA Homes IV, a new-construction affordable housing project located on the Tohono O'odham Nation Reservation near Tucson, Arizona. This will provide 29 new affordable residential buildings, including 17 single-family homes and four townhomes as well as one community building. All units serve families earning between 40% and 60% of the Area Median Income (\$25,560 – \$38,340).



\$3 MILLION

CDFI COMMUNITY INVESTMENT FUND

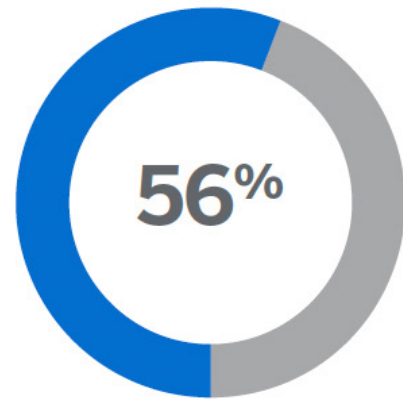
An example of our \$25 million commitment to Community Development Financial Institutions is American Express National Bank's \$3 million investment in the Opportunity Fund Network's CDFI Community Investment Fund. This will help money flow to people and places where traditional finance doesn't typically reach. At least half of the capital from this investment will support BIPOC efforts as well as low- to moderate-income households and financially underserved geographic markets, and provide funds that CDFIs can leverage to finance small businesses, affordable housing, and other community development projects.

The background of the slide features a large, semi-transparent watermark of the American Express centurion logo. The centurion is depicted in profile, wearing a helmet with a crest and a shield on his chest. The entire image is rendered in a dark blue color, matching the background.

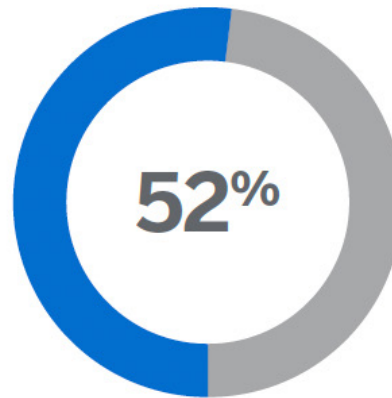
““ I am very proud of the progress we’ve made on our DE&I priorities at American Express and am grateful to be surrounded by a diverse group of colleagues who make our team and company stronger every day. ””

STEPHEN J. SQUERI, CHAIRMAN AND CEO

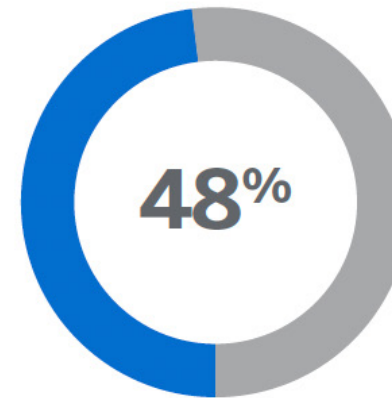
2020 Global Workforce Highlights



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



OF OUR TOTAL
GLOBAL WORKFORCE
WERE WOMEN



OF OUR US WORKFORCE
WERE FROM DIVERSE
RACES AND ETHNIC
BACKGROUNDS¹

1. Based on data for the 2020 US Employer Information Report (EEO-1) submission for Black and African American, Hispanic/Latino, Asian, Native American or Alaskan Native, Native Hawaiian or Pacific Islander and two or more races.

2020 US Workforce Diversity¹

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 Level 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-Level 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 ²	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%
Total	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%

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

2. 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.

2020 EEO-1 Data

The summary table below covers our US workforce EEO-1 data as of December 31, 2020.

Job Categories	Gender	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino	Native Hawaiian or Other Pacific Islander	Two or more Races	White	Total
Executive/Senior Level 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-Level 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
	Subtotal	72	4371	2661	2888	53	595	11592	22232

Based on data for the 2020 US Employer Information Report (EEO-1) filed with the U.S. Equal Employment Opportunity Commission. Where there are no employees in an EEO-1 job category during the reporting period, a dash (—) is indicated.

2020 Global Gender Diversity¹

Job Categories	US		NON-US			GLOBAL SUMMARY		
	Female	Male	Female	Male	Undeclared	Female	Male	Undeclared
Executive/Senior Level Officials and Managers	41.0%	59.0%	36.0%	64.0%	0.0%	40.1%	59.9%	0.0%
First/Mid-Level 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 ³	69.7%	30.3%	55.1%	44.8%	0.1%	58.6%	41.4%	0.0%
Total	54.5%	45.5%	50.7%	49.3%	0.0%	52.0%	48.0%	0.0%

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

2. Undeclared is a legally offered option in certain non-US jurisdictions; in the US, gender is required for EEO-1 reporting.

3. 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.

Board of Directors



Thomas J. Baltimore, Jr.



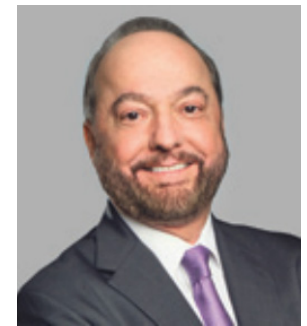
Charlene Barshefsky



John J. Brennan



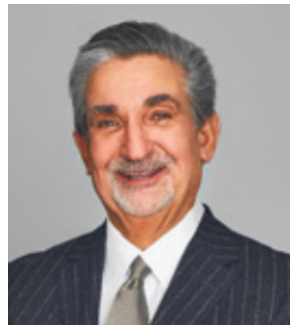
Peter Chernin



Ralph de la Vega



Michael O. Leavitt



Theodore J. Leonsis



Karen L. Parkhill



Charles E. Phillips



Lynn A. Pike



Stephen J. Squeri



Daniel L. Vasella



Lisa W. Wardell



Ronald A. Williams



Christopher D. Young

Executive Committee



Mohammed Badi
President, Global Network
Services



Doug Buckminster
Vice Chairman and Group
President, Global Consumer
Services Group



Jeff Campbell
Vice Chairman and Chief
Financial Officer



Alex Drummond
Chief Strategy Officer



J. Andres Espinosa
Chief Credit Officer and
Executive Vice President,
Credit and Fraud Risk



Alan Gallo
Executive Vice President,
Chief Audit Executive Internal
Audit Group



Marc Gordon
Executive Vice President and
Chief Information Officer



Monique R. Herena
Chief Colleague Experience
Officer



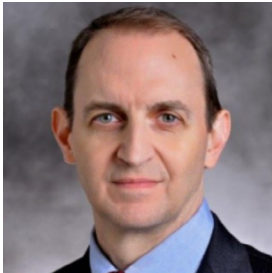
Raymond Joabar
Group President, Global
Merchant and Network
Services



Anna Marrs
Group President, Global
Commercial Services and
Credit & Fraud Risk



Glenda McNeal
President, Enterprise
Strategic Partnerships



David Nigro
Chief Risk Officer



Rick Petrino
Chief Operating Officer,
American Express National
Bank



Denise Pickett
President, Global Services
Group



Elizabeth Rutledge
Chief Marketing Officer



Lauren E. Seeger
Chief Legal Officer



Jennifer Skyler
Chief Corporate Affairs
Officer



Stephen J. Squeri
Chairman and Chief
Executive Officer



Anré Williams
Chief Executive Officer
American Express National
Bank, and Group President
Enterprise Services

“Backing Historic Small Restaurants” Grantees

The Four Way Restaurant
Memphis, TN

Dooky Chase Restaurant
New Orleans, LA

Stutts House of Bar-B-Q
Tulsa, OK

Suehiro Café
Los Angeles, CA

Maneki Restaurant
Seattle, WA

Casa Vicky
San Jose, CA

Chinatown Garden
Washington, D.C.

La Posta de Mesilla
Mesilla, NM

Daddy Dz BBQ Joynt
Atlanta, GA

Ben's Chili Bowl
Washington, D.C.

John's Place
Cookeville, TN

Alfreda's Soul Food
Houston, TX

Kegel's Inn
Milwaukee, WI

**Galloways Landing Bar &
Restaurant**
Boquerón, Puerto Rico

Tex Miller's Hamburgers
Cameron, TX

Historic Neir's Tavern
New York, NY

Baker's Keyboard Lounge
Detroit, MI

Nakato Japanese Restaurant
Atlanta, GA

Lee Lee's Baked Goods
New York, NY

Sweetheart Cafe & Tea
Oakland, CA

El Cristo Restaurant
Miami, FL

Harold & Belle's Restaurant
Los Angeles, CA

**Wanda J's Next Generation
Soul Food Restaurant**
Tulsa, OK

La Fonda El Taquito
Kansas City, MO

Ray's Luncheonette Inc.
Montclair, NJ

Active External Partnerships

We have partnered and actively engaged with the below organizations to support our inclusion and diversity agenda:

ADCOLOR
AfroTech
The Alumni Society
Anita B.org – Hopperx1
Ascend Leadership*
Association of Latino Professionals for America
Black Enterprise
Blue Circle Leadership
Catalyst
Corporate Counsel Men of Color
Corporate Counsel Women of Color
Disability:IN
Executive Leadership Council
Everwise
G100
Girls Who Code
Grace Hopper Celebration
Handshake
Hispanic Alliance for Career Enhancement
Hispanic Association on Corporate Responsibility
Hispanic Scholarship Fund

Jopwell
L'ATTITUDE
Management Leadership for Tomorrow
National Association of Black Accountants
National Sales Network
National Society of Black Engineers
Odyssey
Out in Tech
Out Leadership**
PowerToFly
Society of Hispanic Professional Engineers
Sponsors for Educational Opportunity
Thurgood Marshall College Fund
Textio
United Negro College Fund
Women Changemakers
Women of Color Equity Initiative
Women in Music
Women in Product
Year Up

*Signatory on 5-Point Action Agenda to support efforts to combat anti-Asian stigma that has risen amid the COVID-19 pandemic.

**Signatory on Business Statement for Transgender Equality since 2018 in support of transgender, gender non-binary, or intersex, and call for all such people to be treated with the respect and dignity everyone deserves.

Active Pledges

Association of National Advertisers (ANA)

Pledge: Alliance for Inclusive and Multicultural Marketing
United States, Est. March 2021

BlackNorth Initiative

Canada, Est. October 2020

Board Diversity Action Alliance

United States, Est. September 2020

Business Roundtable

Pledge: Special Committee on Social Justice
United States, Est. June 2020

Business Roundtable

Pledge: Multiple Pathways
United States, Est. June 2020

Business in the Community

Pledge: Race at Work Charter
United Kingdom, Est. December 2020

Charta der Vielfalt

Germany, Est. May 2016

Collective Agreement for the Employment of People with Disabilities

France, Est. January 2008

Data & Trust Alliance

Pledge: Responsible AI in Workforce/HR Decisions
Global, Est. May 2021

Diversity Lab OnRamp Fellowship

Pledge: OnRamp 200
United States, Est. October 2021

Equality Plan

Spain, Currently in negotiation
Must register before December 1, 2021.

G100 Talent Consortium

Pledge: G100 Racial Equity Task Force
Global, Est. April 2021
(Completed)

La France, Une Chance

France, Est. 2021

Mardi Gras and Sydney World Pride Sponsorship

Australia, Est. October 2021

NinetyToZero

United States, Est. July 2021

NY Jobs CEO Council

United States, Est. August 2020

OneTen

United States, Est. December 2020

Pay Equity Ambassador Australia, Est. Feb 2014

Reconciliation Australia

Australia, Est. June 2020
Currently in the process of finalizing a new RAP which will be in place for 3 years.

Special Committee on Social Justice

United States, Est. June 2020

Valuable 500

United Kingdom, Est. December 2020

Workplace Gender Equality Agency

Pledge: Pay Equity Ambassador
Australia, Est. February 2019

Women in Finance Charter

United Kingdom, Est. September 2019

Workplace Awards and Recognition

Our focus on colleagues continues to earn us industry awards and recognition. Here are some from 2020 and 2021 that make us most proud:

- Anita B.org Top Companies for Women Technologists
- Australian Workplace Gender Equality Agency Employer of Choice for Gender Equality
- 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)
- Forbes Best Employers for New Grads (ranked # 54)
- FORTUNE 100 Best Companies to Work For (ranked #10)
- FORTUNE Best Large Workplaces for Millennials (ranked #9)
- FORTUNE Best Large Workplaces in New York (ranked #1)
- FORTUNE 100 Best Large Workplaces for Women (ranked #2)
- FORTUNE Best Workplaces in Financial Services & Insurance (ranked #3)
- FORTUNE Measure Up list (ranked #29)
- FORTUNE World's Most Admired Companies (ranked #20)
- Great Place to Work: Best Workplaces in Italy (ranked #1)
- HACR Corporate Inclusion Index
- Hispanic Alliance for Career Enhancement 2020 Corporate Champion of the Year
- Human Rights Campaign's Corporate Equality Index (100% since 2004)
- Kincentric Best Employers in Malaysia
- Newsweek and Statista America's Most Responsible Companies (ranked #12)
- PEOPLE Companies that Care (ranked #10)
- Seramount 100 Best Companies
- Seramount Best Companies for Dads
- Seramount Best Companies for Multicultural Women
- Seramount Inclusion Index
- Working Families Top 10 Employers in the UK

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 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.