



# American Express Human Rights Statement

American Express respects and promotes human rights and is committed to leadership in responsible workplace practices across our company and in all aspects of our business. We strive to conduct our business in an approach consistent with the [United Nations Guiding Principles](#) on Business and Human Rights. Our [Code of Conduct](#) embodies our commitment to fair and equal treatment of all persons and to conducting business in an ethical manner.

## Employees

Our company is committed to treating every individual and client with dignity, fairness and respect. We strive to maintain a diverse workforce and a culture in which differences are embraced and our employees are enabled to reach their full potential. An integral part of this commitment is maintaining an environment that is free from discrimination and harassment of any kind.

We provide avenues for employees to give feedback to management without fear of retaliation. It is our company policy to scrutinize and appropriately respond to allegations by employees, suppliers, customers, merchants or contractors that the Company is not meeting its legal or ethical obligations or complying with generally accepted accounting principles. Our Ethics Hotline is available to all employees of American Express, its subsidiaries and affiliates, and to contractors and vendors.

American Express provides a secure work environment, upholding high standards of health, safety and employee protection. We comply with all applicable laws and regulations and educate employees about our safety and security procedures.

## Customers and Clients

American Express works to prevent the illegal use of our products, services, systems and operations. This commitment includes a broad range of policies and practices that are included in our Code of Conduct and are the subject of annual training for all employees. Data security, data privacy, and fraud prevention are also key focus areas for the Company. We are committed to maintaining state-of-the-art monitoring tools, controls and policies to prevent and detect fraud, money laundering and terrorist financing in our operations around the world.

Delivering products and services in a fair and transparent manner is critical to the best-in-class customer service that we provide. The Company manages and mitigates customer risk through dedicated resources, ongoing monitoring, testing,



oversight, and required enterprise-wide training for all employees on these subjects and on our Code of Conduct.

All third-parties, including suppliers, are also expected and required to conduct business in accordance with all applicable laws, rules and regulations. We have set clear expectations by creating a Supplier Code of Conduct, which all parties are expected to follow.

## Communities

At American Express, we ensure that all of our practices show responsibility to shareholders, customers, employees and the world around us through integrity, trust, service, and engagement. We are committed to being responsible citizens in the communities where we do business and in the world at large.

We continually seek to improve our operational impacts so the natural resources we use today are protected and preserved for future generations.

For more information about our community and environmental programs, please visit [www.americanexpress.com/en-us/company/corporate-sustainability/](http://www.americanexpress.com/en-us/company/corporate-sustainability/).