
ABOUT THIS REPORT

Fifth Third has produced comprehensive and award-winning community impact reports for several decades. Doing so was a key driver in our ability to share progress toward our purpose: to improve the lives of customers and the well-being of communities.

Our commitment to that purpose is steadfast, and it's important to demonstrate it through reports such as this.

This document uses a wider lens than past reports, with more data-driven information related to Environmental, Social and Governance (ESG) efforts and more information about our overall economic impact. From a data perspective, the report covers the period of Jan. 1-Dec. 31, 2019, unless otherwise noted, and the narrative includes progress updates through June 30, 2020, where possible and unless otherwise noted.

It's important to note that the goals discussed in this report are aspirational. We cannot guarantee or promise that these goals will be met. Statistics and metrics in these disclosures include estimates and may be based on assumptions.

This report uses certain terms, including "material" topics, to reflect the issues of greatest importance to Fifth Third and our stakeholders. Used in this context, these terms are distinct from, and should not be confused with, the terms "material" and "materiality" as defined by or construed in accordance with securities law or as used in the context of financial statements and reporting.



This report is a first step in our commitment to enhance voluntary disclosures around material ESG topics. Please review this report as a companion to our [2019 annual report to shareholders](#). Taken together, these documents demonstrate our commitment to generating sustainable value through robust reporting, transparency and accountability.

Thank you for accompanying us on this journey. We welcome your feedback. ■

OUR APPROACH TO ESG

Since our last community report in April 2019, **we formalized our governance structure by establishing an ESG Committee and conducting a thorough materiality assessment** through external stakeholder outreach.



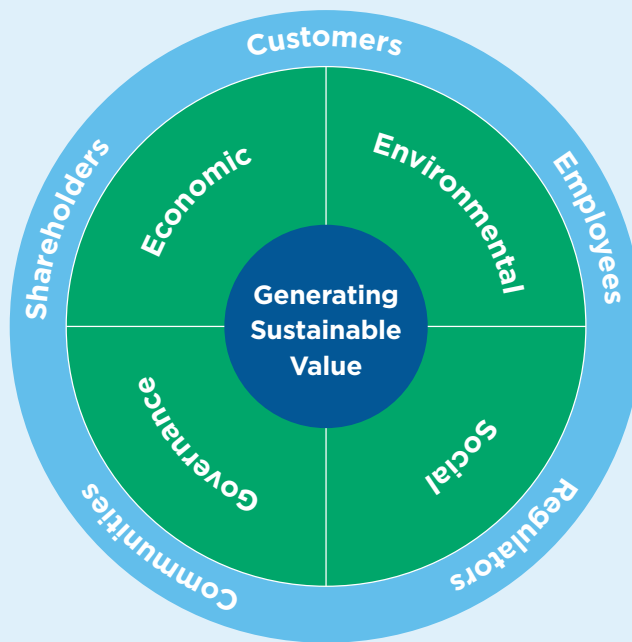
This report has been prepared in accordance with the [Global Reporting Initiative \(GRI\) Standards' core option](#) and includes the general disclosures as well as topic-specific disclosures relevant to Fifth Third. In addition, baseline reporting priorities were benchmarked against other established reporting frameworks such as the [Sustainability Accounting Standards Board \(SASB\)](#), [TCFD](#) and the [United Nation's Sustainable Development Goals \(UNSDGs\)](#).

In March 2020, we became the first U.S. commercial bank to join the SASB Alliance. We also became a member of the GRI Community and a TCFD Supporter.

In March 2020, Fifth Third Bank became the first U.S. commercial bank to join the SASB Alliance.

Fifth Third undertook a process in 2020 to evaluate the environmental, social and governance topics that are most material to our Company through discussions with executive leaders and our stakeholders. We distributed a survey to representatives from stakeholder groups as well as engaged in two-way and other communications with our stakeholders as described on the next page.

GENERATING SUSTAINABLE VALUE



Based on the feedback received, the topics were evaluated and prioritized according to their relative degree of importance. It is important to note that all issues listed are important to Fifth Third. We used the results of our materiality assessment to guide our disclosure alignment to GRI, SASB, TCFD and the UNSDGs. ■

STAKEHOLDER ENGAGEMENT & MATERIALITY ASSESSMENT



OUR APPROACH TO ESG (CONTINUED)

Stakeholder Engagement

	Methods of Engagement	Priority Topics
 Shareholders	Annual shareholder meeting, quarterly earnings calls, investor conferences and presentations, meetings with investor relations team and executive management, SEC filings and dedicated investor relations website	Business ethics and responsible banking; Sustainable financial performance and business strategy; Corporate governance guidelines and practices; Customer privacy and information security
 Customers	Focus groups, conversations through branch interactions and phone calls, satisfaction surveys, social media interactions, customer helplines and corporate website	Business ethics and responsible banking; Sustainable financial performance and business strategy; Customer privacy and information security; Inclusion and diversity
 Employees	Engagement survey, executive leadership communications, learning programs, performance and development initiatives and corporate intranet	Business ethics and responsible banking; Inclusion and diversity; Employee engagement and development; Sustainable financial performance and business strategy
 Communities	Community Advisory Forum (national and five statewide groups in Ohio, Illinois, Michigan, Florida and North Carolina), community needs survey and assessments, financial education and outreach programs, philanthropic investments, civic memberships, volunteerism and non-profit board engagement and corporate website	Community financial and economic inclusion; Inclusion and diversity; Business ethics and responsible banking; Corporate citizenship and philanthropy
 Regulators	Exams, continuous monitoring and other meetings with senior management, interactions through regulatory affairs and government affairs teams and regulator-sponsored events and initiatives	Sustainable financial performance and business strategy; Enterprise risk management; Customer privacy and information security; Corporate governance guidelines and practices; Sustainable financing

Materiality Assessment

Priority	High Priority	Highest Priority
<ul style="list-style-type: none"> • Corporate citizenship and philanthropy • Climate strategy and operational eco-efficiency • Public policy and government relations • Third-party management 	<ul style="list-style-type: none"> • Corporate governance guidelines and practices • Community financial and economic inclusion • Sustainable financing • Employee engagement and development 	<ul style="list-style-type: none"> • Sustainable financial performance and business strategy • Business ethics and responsible banking • Enterprise risk management • Customer privacy and information security • Inclusion and diversity

UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS

The United Nations Sustainable Development Goals are a universal call to action to end poverty, protect the planet and improve the lives and prospects of everyone, everywhere. The 17 goals were adopted by all UN member states in 2015 as part of the 2030 Agenda for Sustainable Development, which set out a 15-year plan to achieve the goals.

At Fifth Third, we believe we have a role to play in all 17 UNSDGs. We have identified 10, however, that align especially well with our ESG priorities. Already, we have formulated strategies and actions to make progress on these goals:



- 1 No Poverty** Pages [68](#) | [72](#) | [83](#) | [84](#) | [88](#)
- 2 Zero Hunger** Pages [48](#) | [86](#)
- 4 Quality Education** Pages [54](#) | [64](#) | [76](#) | [78](#)
- 5 Gender Equality** Pages [23](#) | [36](#) | [49](#) | [62](#) | [65](#) | [91](#)
- 6 Clean Water and Sanitation** Page [105](#)
- 7 Affordable and Clean Energy** Page [94](#)
- 8 Decent Work and Economic Growth** Pages [47](#) | [60](#) | [72](#) | [83](#) | [88](#)
- 10 Reduced Inequalities** Pages [23](#) | [36](#) | [49](#) | [62](#) | [81](#)
- 12 Responsible Consumption and Production** Page [95](#)
- 13 Climate Action** Page [94](#)