

Environmental  
Social &  
Governance  
Report:

# Global Reporting Initiative Index



2019

JPMORGAN CHASE & CO.

# KEY TOPIC BOUNDARIES

We determined the boundaries for our key topics based on an assessment of the degree to which our lines of business and external stakeholder groups are impacted by, or have impacts on, each topic. While nearly all of the topics are, in some way, directly or indirectly impacted by, or have an impact on, all our lines of business and external stakeholder groups, the check marks are intended to indicate the entities with the most significant impacts associated with each topic.

✓ = Impacted by or impacting

KEY TOPICS	INTERNAL TOPIC BOUNDARY <sup>1</sup>				EXTERNAL TOPIC BOUNDARY <sup>2</sup>						RELATED GRI TOPIC
	Asset & Wealth Management	Commercial Banking	Consumer & Community Banking	Corporate & Investment Bank	Customers and Clients	Employees	Local Communities	Nonprofit Organizations	Policymakers and Regulators	Shareholders	
<b>PROMOTING SOUND GOVERNANCE</b>											
Board leadership and management processes	✓	✓	✓	✓	✓	✓			✓	✓	- Governance standard disclosures
Ethical culture	✓	✓	✓	✓	✓	✓			✓	✓	- Anti-corruption - Anti-competitive behavior - Socioeconomic compliance
Control environment	✓	✓	✓	✓	✓	✓			✓	✓	- Indirect economic impacts - Socioeconomic compliance
Political engagement and public policy	✓	✓	✓	✓		✓	✓		✓	✓	- Public policy
<b>SERVING OUR CUSTOMERS</b>											
Engagement with retail customers and consumer organizations	✓		✓		✓		✓	✓			- Stakeholder engagement standard disclosures
Fair and transparent marketing and advertising			✓		✓			✓	✓	✓	- Marketing and labeling
Data security	✓	✓	✓	✓	✓	✓			✓	✓	- Marketing and labeling
Products and services for a diverse customer base			✓		✓		✓				- Local communities - Product portfolio
Promotion of consumer financial health globally			✓		✓		✓	✓	✓	✓	- Local communities Product portfolio

KEY TOPICS	INTERNAL TOPIC BOUNDARY <sup>1</sup>				EXTERNAL TOPIC BOUNDARY <sup>2</sup>						RELATED GRI TOPIC
	Asset & Wealth Management	Commercial Banking	Consumer & Community Banking	Corporate & Investment Bank	Customers and Clients	Employees	Local Communities	Nonprofit Organizations	Policymakers and Regulators	Shareholders	
<b>INVESTING IN OUR EMPLOYEES</b>											
Talent attraction, retention and development	✓	✓	✓	✓		✓				✓	- Employment - Training and education
Compensation and benefits for our employees	✓	✓	✓	✓		✓				✓	- Employees - Diversity and equal opportunity
Diverse and inclusive culture	✓	✓	✓	✓		✓		✓		✓	- Diversity and equal opportunity
<b>SUPPORTING OUR COMMUNITIES</b>											
Use of investment and philanthropic capital to expand access to economic opportunity in the communities where we do business			✓			✓	✓	✓		✓	- Indirect economic impacts - Local communities
<b>ADVANCING SUSTAINABILITY</b>											
Integration of environmental and social issues into due diligence and analysis	✓	✓	✓	✓	✓			✓	✓	✓	- Economic performance - Human rights assessment - Product portfolio - Active ownership - Audit
Assessment of climate-related risks and opportunities	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	- Economic performance - Energy - Emissions
Financial solutions that generate positive environmental and social impacts	✓	✓		✓	✓			✓	✓	✓	- Human rights assessment - Product portfolio - Indirect economic impacts - Local communities
Partnerships with organizations to advance sustainable development	✓			✓	✓		✓	✓			- Stakeholder engagement
Management of the environmental impacts of our buildings and branches, including energy use, greenhouse gas emissions, water and waste	✓	✓	✓	✓		✓	✓				- Energy - Emissions



# GLOBAL REPORTING INITIATIVE INDEX
















The index below includes GRI indicators that are relevant for our business. Unless otherwise noted, all data and descriptions apply to our entire firm and are as of or for the year ended December 31, 2019. For additional information about the firm's financial performance, please refer to the firm's [quarterly earnings](#) materials as well as quarterly and annual reports on [Form 10-Q](#) and [Form 10-K](#), respectively.














## SOURCE KEY

<b>10K</b> 2019 Form 10-K	<b>ESG</b> ESG Report
<b>AR</b> Annual Report	<b>GRI</b> Global Reporting Initiative Index
<b>CoC</b> Code of Conduct	<b>HW</b> How We Do Business—The Report
<b>CoE</b> Code of Ethics for Finance Professionals	<b>HR</b> Human Rights
<b>CGP</b> Corporate Governance Principles	<b>PS</b> Proxy Statement
<b>E&amp;S</b> Environmental and Social Policy Framework	<b>www</b> Weblinks

## REPORTING STATUS

-  Fully reporting
-  Partially reporting

INDICATOR	REPORTING STATUS	SOURCE
<b>GRI 102: GENERAL DISCLOSURES (2016)</b>		
<b>ORGANIZATIONAL PROFILE</b>		
102-1		<b>ESG</b> ESG Report (p. 4)
102-2		<b>ESG</b> ESG Report (p. 4)
102-3		<b>10K</b> 2019 Form 10-K (p. 29)
102-4		<b>10K</b> 2019 Form 10-K (p. 29) <b>www</b> <a href="#">About Us</a>
102-5		<b>10K</b> 2019 Form 10-K (p. 1)
102-6		<b>10K</b> 2019 Form 10-K (p. 60-78) <b>ESG</b> ESG Report (p. 4, 13-17)
102-7		<b>10K</b> 2019 Form 10-K (p. 40) <b>www</b> <a href="#">About Us</a> <b>ESG</b> ESG Report (p. 4, 18)
102-8		<b>ESG</b> ESG Report (p. 18) <b>www</b> Workforce Composition Disclosure Note: The majority of our workforce is based in the U.S. We provide a diversity and role breakdown of our employees on our website.
102-9		<b>www</b> Supplier Relations Note: JPMorgan Chase manages approximately 27,000 suppliers globally across a wide range of product/service categories. Our third party vendor spend is spread across categories such as real estate, professional services, technology, marketing, document production, printing, shipping and travel, among others.
102-10		<b>10K</b> 2019 Form 10-K (p. 29, 40) <b>www</b> <a href="#">About Us</a>
102-11		<b>E&amp;S</b> Environmental and Social Policy Framework
102-12		<b>ESG</b> ESG Report (p. 33) <b>www</b> <a href="#">Memberships and Commitments</a>
102-13		<b>www</b> <a href="#">Memberships and Commitments</a>
<b>STRATEGY AND ANALYSIS</b>		
102-14		<b>AR</b> Annual Report (p. 2-51) <b>ESG</b> ESG Report (p. 2)
102-15		<b>10K</b> 2019 Form 10-K (p. 6-28) <b>AR</b> Annual Report (p. 2-51)

INDICATOR	REPORTING STATUS	SOURCE
<b>GRI 102: GENERAL DISCLOSURES (2016)</b>		
<b>ETHICS AND INTEGRITY</b>		
102-16		<b>www</b> Business Principles <b>CoC</b> Code of Conduct <b>CoE</b> Code of Ethics for Financial Professionals <b>HW</b> How We Do Business—The Report (p. 9-14)
102-17		<b>CoC</b> Code of Conduct <b>HW</b> How We Do Business—The Report (p. 9-14)
<b>GOVERNANCE</b>		
102-18		<b>CGP</b> Corporate Governance Principles <b>ESG</b> ESG Report (p. 8-9) <b>HW</b> How We Do Business—The Report (p. 15-18) <b>PS</b> Proxy Statement (p. 22-26)
102-19		<b>ESG</b> ESG Report (p. 8-9, 31) <b>HW</b> How We Do Business—The Report (p. 15-18) <b>PS</b> Proxy Statement (p. 28-29)
102-20		<b>www</b> <a href="#">TCFD Climate Report</a>
102-21		<b>PS</b> Proxy Statement (p. 30-31)
102-22		<b>PS</b> Proxy Statement (p. 5, 12-19)
102-23		<b>PS</b> Proxy Statement (p. 5-6, 19)
102-24		<b>PS</b> Proxy Statement (p. 20-21)
102-25		<b>CoC</b> Code of Conduct <b>CGP</b> Corporate Governance Principles <b>PS</b> Proxy Statement (p. 14-18, 34)
102-27		<b>PS</b> Proxy Statement (p. 27)
102-28		<b>PS</b> Proxy Statement (p. 27)
102-29		<b>10K</b> 2019 Form 10-K (p. 79-83) <b>ESG</b> ESG Report (p. 8-11, 31) <b>PS</b> Proxy Statement (p. 28-31)

INDICATOR	REPORTING STATUS	SOURCE
102-30	●	<b>10K</b> <a href="#">2019 Form 10-K (p. 79-83)</a> <b>ESG</b> <a href="#">ESG Report (p. 11)</a> <b>HW</b> <a href="#">How We Do Business—The Report (p. 27-58)</a> <b>PS</b> <a href="#">Proxy Statement (p. 28-31)</a>
102-33	●	<b>CGP</b> <a href="#">Corporate Governance Principles</a>
102-35	●	<b>PS</b> <a href="#">Proxy Statement (p. 33, 37-84)</a>
102-37	●	<b>PS</b> <a href="#">Proxy Statement (p. 39)</a>
102-38	●	<b>PS</b> <a href="#">Proxy Statement (p. 83)</a>
<b>GRI 102: GENERAL DISCLOSURES (2016)</b>		
<b>STAKEHOLDER ENGAGEMENT</b>		
102-40	●	<b>ESG</b> <a href="#">ESG Report (p. 6-7)</a>
102-41	●	Note: JPMorgan Chase supports employee rights and is committed to adherence to local laws regarding the freedom of association and collective employee action. We also have relationships with trade unions and work councils in the regions where we operate as well as through many of our vendors. Most JPMorgan Chase employees are not covered by collective bargaining agreements and no U.S.-based employees are subject to collective bargaining agreements. JPMorgan Chase's Code of Conduct sets forth the firm's expectations for each employee. The Code of Conduct provides the principles that govern employee conduct with clients, customers, shareholders and one another, as well as with the markets and communities in which JPMorgan Chase does business. Employees are encouraged to raise any concerns through multiple channels identified in the Code of Conduct.
102-42	●	<b>ESG</b> <a href="#">ESG Report (p. 6-7)</a> <b>HW</b> <a href="#">How We Do Business—The Report (p. 75-82)</a>
102-43	●	<b>ESG</b> <a href="#">ESG Report (p. 6-7, 14)</a> <b>HW</b> <a href="#">How We Do Business—The Report (p. 61-72, 75-82)</a>
102-44	●	<b>ESG</b> <a href="#">ESG Report (p. 5, 13-17)</a> <b>GRI</b> <a href="#">Global Reporting Initiative Index (p. 2-3)</a> <b>HW</b> <a href="#">How We Do Business—The Report (p. 61-72, 75-82)</a>
<b>REPORTING PRACTICES</b>		
102-45	●	<b>10K</b> <a href="#">2019 Form 10-K (p. 1-4)</a> <b>ESG</b> <a href="#">ESG Report (p. 4)</a>
102-46	●	<b>ESG</b> <a href="#">ESG Report (p. 5)</a> Note: We determined the content for this report based on our key ESG topics identification process and GRI's principles of stakeholder inclusiveness, sustainability context and completeness.
102-47	●	<b>ESG</b> <a href="#">ESG Report (p. 5)</a> <b>GRI</b> <a href="#">Global Reporting Initiative Index (see p. 2-3)</a>
102-48	●	Note: There were no material financial restatements in 2019.
102-49	●	Note: No significant changes from previous reports.
102-50	●	<b>ESG</b> <a href="#">ESG Report (p. 3)</a>
102-51	●	<b>www</b> <a href="#">ESG Report Archive</a>
102-52	●	Note: Annual
102-53	●	<b>www</b> <a href="#">Corporate Responsibility</a> <b>www</b> <a href="#">Investor Relations</a>
102-54	●	Note: This report has been prepared in accordance with the GRI Standards: Core option.

INDICATOR	REPORTING STATUS	SOURCE
102-55	●	<b>GRI</b> <a href="#">Global Reporting Initiative Index (see p. 4-7)</a>
102-56	●	Note: We did not seek external assurance for the contents of this report.
<b>GRI 202: ECONOMIC PERFORMANCE (2016)</b>		
103-1, 103-2, 103-3 <sup>3</sup>	●	<b>AR</b> <a href="#">Annual Report (p. 1-28)</a> <b>ESG</b> <a href="#">ESG Report (p. 2, 5, 13-17)</a> <b>GRI</b> <a href="#">Global Reporting Initiative Index (see p. 2-3)</a> <b>www</b> <a href="#">Impact</a>
201-1	●	<b>AR</b> <a href="#">Annual Report (p. 1-25)</a> <b>ESG</b> <a href="#">ESG Report (p. 24-27)</a>
201-2	●	<b>10K</b> <a href="#">2019 Form 10-K (p. 26, 45, 143)</a> <b>www</b> <a href="#">CDP</a> <b>ESG</b> <a href="#">ESG Report (p. 29-32)</a> <b>www</b> <a href="#">TCFD Climate Report</a> Note: Our 2019 CDP report is available on CDP's website.
201-3	●	<b>10K</b> <a href="#">2019 Form 10-K (Note 8 p. 199-205)</a>
<b>GRI 203: INDIRECT ECONOMIC IMPACTS (2016)</b>		
103-1, 103-2, 103-3 <sup>3</sup>	●	<b>ESG</b> <a href="#">ESG Report (p. 2, 5, 24-27)</a> <b>GRI</b> <a href="#">Global Reporting Initiative Index (see p. 2-3)</a> <b>www</b> <a href="#">Impact</a>
203-1	●	<b>ESG</b> <a href="#">ESG Report (p. 24-27)</a> <b>www</b> <a href="#">Impact</a>
203-2	●	<b>ESG</b> <a href="#">ESG Report (p. 13-17, 24-27)</a> <b>www</b> <a href="#">Impact</a>
<b>GRI 205: ANTI-CORRUPTION (2016)</b>		
103-1, 103-2, 103-3 <sup>3</sup>	●	<b>CoC</b> <a href="#">Code of Conduct</a> <b>ESG</b> <a href="#">ESG Report (p. 2, 5, 10-11)</a> <b>GRI</b> <a href="#">Global Reporting Initiative Index (see p. 2-3)</a> <b>HW</b> <a href="#">How We Do Business—The Report (p. 9-14, 27-59)</a>
205-2	●	Note: Training on our Code of Conduct, which includes training on anti-corruption principles, is required for all employees.
205-3	●	<b>10K</b> <a href="#">2019 Form 10-K (Note 30 p. 279-281)</a>
<b>GRI 206: ANTI-COMPETITIVE BEHAVIOR (2016)</b>		
103-1, 103-2, 103-3 <sup>3</sup>	●	<b>CoC</b> <a href="#">Code of Conduct</a> <b>ESG</b> <a href="#">ESG Report (p. 5)</a> <b>GRI</b> <a href="#">Global Reporting Initiative Index (see p. 2-3)</a>
206-1	●	<b>10K</b> <a href="#">2019 Form 10-K (Note 30 p. 279-281)</a>
<b>GRI 302: ENERGY (2016)</b>		
103-1, 103-2, 103-3 <sup>3</sup>	●	<b>ESG</b> <a href="#">ESG Report (p. 2, 5, 32-33)</a> <b>GRI</b> <a href="#">Global Reporting Initiative Index (see p. 2-3)</a>
302-1	●	<b>ESG</b> <a href="#">ESG Report (p. 32-34)</a>
302-4	●	<b>ESG</b> <a href="#">ESG Report (p. 32-34)</a>

INDICATOR	REPORTING STATUS	SOURCE
<b>GRI 303: WATER (2016)</b>		
103-2, 103-3 <sup>3</sup>	●	<a href="#">ESG ESG Report (p. 32-33)</a>
303-1	●	<a href="#">ESG ESG Report (p. 34)</a> Note: As a financial services firm, water usage is not a key impact for our operations.
<b>GRI 304: BIODIVERSITY (2016)</b>		
103-2, 103-3 <sup>3</sup>	●	<a href="#">E&amp;S Environmental and Social Policy Framework</a>
304-2	●	<a href="#">E&amp;S Environmental and Social Policy Framework</a>
<b>GRI 305: EMISSIONS (2016)</b>		
103-1, 103-2, 103-3 <sup>3</sup>	●	<a href="#">ESG ESG Report (p. 2, 5, 32-33)</a> <a href="#">GRI Global Reporting Initiative Index (see p. 2-3)</a>
305-1	●	<a href="#">ESG ESG Report (p. 32-34)</a>
305-2	●	<a href="#">ESG ESG Report (p. 32-34)</a>
305-3	●	<a href="#">ESG ESG Report (p. 32-34)</a>
305-4	●	<a href="#">www CDP</a> Note: Our 2019 CDP response is available on CDP's website.
305-5	●	<a href="#">ESG ESG Report (p. 32-34)</a>
<b>GRI 306: EFFLUENTS AND WASTE (2016)</b>		
103-2, 103-3 <sup>3</sup>	●	<a href="#">ESG ESG Report (p. 32-34)</a> Note: As a financial services firm, waste is not a key impact for our operations.
<b>GRI 401: EMPLOYMENT (2016)</b>		
103-1, 103-2, 103-3 <sup>3</sup>	●	<a href="#">www Careers</a> <a href="#">ESG ESG Report (p. 2, 5, 18-23)</a> <a href="#">GRI Global Reporting Initiative Index (see p. 2-3)</a>
401-2	●	<a href="#">ESG ESG Report (p. 18-23)</a>
<b>GRI 404: TRAINING AND EDUCATION (2016)</b>		
103-1, 103-2, 103-3 <sup>3</sup>	●	<a href="#">ESG ESG Report (p. 2, 5, 18-23)</a> <a href="#">GRI Global Reporting Initiative Index (see p. 2-3)</a>
404-3	●	<a href="#">HW How We Do Business—The Report (p. 21)</a>
<b>GRI 405: DIVERSITY AND EQUAL OPPORTUNITY (2016)</b>		
103-1, 103-2, 103-3 <sup>3</sup>	●	<a href="#">CoC Code of Conduct</a> <a href="#">www Diversity and Inclusion</a> <a href="#">ESG ESG Report (p. 2, 5, 18-23)</a> <a href="#">GRI Global Reporting Initiative Index (see p. 2-3)</a>
405-1	●	<a href="#">www Diversity and Inclusion</a> <a href="#">ESG ESG Report (p. 18-23)</a> <a href="#">PS Proxy Statement (p. 12)</a> Note: The majority of our workforce is based in the U.S. We provide a diversity and role breakdown of our employees on our website.
405-2	●	<a href="#">ESG ESG Report (p. 23)</a>

INDICATOR	REPORTING STATUS	SOURCE
<b>GRI 406: NON-DISCRIMINATION (2016)</b>		
103-1, 103-2, 103-3 <sup>3</sup>	●	<a href="#">CoC Code of Conduct</a> <a href="#">www Diversity and Inclusion</a> <a href="#">ESG ESG Report (p. 2, 5, 18-23)</a> <a href="#">GRI Global Reporting Initiative Index (see p. 2-3)</a> <a href="#">HR Human Rights</a>
<b>GRI 412: HUMAN RIGHTS ASSESSMENT (2016)</b>		
103-1, 103-2, 103-3 <sup>3</sup>	●	<a href="#">E&amp;S Environmental and Social Policy Framework</a> <a href="#">ESG ESG Report (p. 5, 31)</a> <a href="#">GRI Global Reporting Initiative Index (see p. 2-3)</a> <a href="#">HR Human Rights</a> <a href="#">www Supplier Code of Conduct</a>
412-3	●	<a href="#">ESG ESG Report (p. 31)</a>
<b>GRI 413: LOCAL COMMUNITIES (2016)</b>		
103-1, 103-2, 103-3 <sup>3</sup>	●	<a href="#">CoC Code of Conduct</a> <a href="#">E&amp;S Environmental and Social Policy Framework</a> <a href="#">ESG ESG Report (p. 2, 5, 24-27)</a> <a href="#">GRI Global Reporting Initiative Index (see p. 2-3)</a> <a href="#">www Impact</a>
413-1	●	<a href="#">ESG ESG Report (p. 24-27)</a> <a href="#">www Impact</a>
FS14	●	<a href="#">ESG ESG Report (p. 16-17)</a> <a href="#">www Impact</a>
<b>GRI 415: PUBLIC POLICY (2016)</b>		
103-1, 103-2, 103-3 <sup>3</sup>	●	<a href="#">ESG ESG Report (p. 2, 5, 12)</a> <a href="#">GRI Global Reporting Initiative Index (see p. 2-3)</a> <a href="#">www Political Engagement and Public Policy Statement</a>
415-1	●	<a href="#">www Political Engagement and Public Policy Statement</a>
<b>FINANCIAL SERVICES SECTOR SUPPLEMENT (2008)</b>		
<b>PRODUCT PORTFOLIO</b>		
103-1, 103-2, 103-3 <sup>3</sup>	●	<a href="#">E&amp;S Environmental and Social Policy Framework</a> <a href="#">ESG ESG Report (p. 2, 5, 29-30)</a> <a href="#">GRI Global Reporting Initiative Index (see p. 2-3)</a> <a href="#">HR Human Rights</a>
FS7	●	<a href="#">ESG ESG Report (p. 24-27)</a> <a href="#">www Impact</a>
FS8	●	<a href="#">ESG ESG Report (p. 29-30)</a>
<b>AUDIT</b>		
103-1, 103-2, 103-3 <sup>3</sup>	●	<a href="#">E&amp;S Environmental and Social Policy Framework</a> <a href="#">ESG ESG Report (p. 2, 5, 29-30)</a> <a href="#">GRI Global Reporting Initiative Index (see p. 2-3)</a>
FS-Audit	●	<a href="#">E&amp;S Environmental and Social Policy Framework</a> <a href="#">ESG ESG Report (p. 29-30)</a>

INDICATOR	REPORTING STATUS	SOURCE																																
<b>FINANCIAL SERVICES SECTOR SUPPLEMENT</b>																																		
<b>ACTIVE OWNERSHIP</b>																																		
103-1, 103-2, 103-3 <sup>3</sup>	●	<a href="#">ESG ESG Report (p. 5)</a> <a href="#">GRI Global Reporting Initiative Index (see p. 2-3)</a> <a href="#">www Proxy Information</a>																																
FS11	●	<a href="#">E&amp;S Environmental and Social Policy Framework</a> <a href="#">ESG ESG Report (p. 31)</a> <b>Transactions Subject to Detailed Due Diligence by Region and Sector, percent of total (755 transactions)</b> <table border="1"> <thead> <tr> <th colspan="4">By Region</th> </tr> </thead> <tbody> <tr> <td>Americas</td> <td>48%</td> <td>Asia Pacific</td> <td>23%</td> </tr> <tr> <td>Europe, Middle East &amp; Africa</td> <td>29%</td> <td></td> <td></td> </tr> </tbody> </table> <table border="1"> <thead> <tr> <th colspan="4">By Sector</th> </tr> </thead> <tbody> <tr> <td>Agriculture</td> <td>4%</td> <td>Infrastructure</td> <td>6%</td> </tr> <tr> <td>Basic Resources</td> <td>13%</td> <td>Real Estate</td> <td>8%</td> </tr> <tr> <td>Chemicals</td> <td>4%</td> <td>Shipping</td> <td>1%</td> </tr> <tr> <td>Energy</td> <td>40%</td> <td>Other</td> <td>24%</td> </tr> </tbody> </table> <p>Note: Basic Resources includes Heavy Manufacturing, Mining &amp; Metals and Pulp &amp; Paper; Energy includes Oil &amp; Gas and Power.</p>	By Region				Americas	48%	Asia Pacific	23%	Europe, Middle East & Africa	29%			By Sector				Agriculture	4%	Infrastructure	6%	Basic Resources	13%	Real Estate	8%	Chemicals	4%	Shipping	1%	Energy	40%	Other	24%
By Region																																		
Americas	48%	Asia Pacific	23%																															
Europe, Middle East & Africa	29%																																	
By Sector																																		
Agriculture	4%	Infrastructure	6%																															
Basic Resources	13%	Real Estate	8%																															
Chemicals	4%	Shipping	1%																															
Energy	40%	Other	24%																															

INDICATOR	REPORTING STATUS	SOURCE
<b>GRI 416: MARKETING AND LABELING (2016)</b>		
103-2, 103-3 <sup>3</sup>	●	<a href="#">ESG ESG Report (p. 5, 15-16)</a> <a href="#">GRI Global Reporting Initiative Index (see p. 2-3)</a> Note: Fair and transparent communications is a key marketing communications topic for JPMorgan Chase, which we discuss in the "Serving Our Customers" chapter of our ESG Report.
<b>GRI 418: CUSTOMER PRIVACY (2016)</b>		
103-1, 103-2, 103-3 <sup>3</sup>	●	<a href="#">www Chase—Privacy Notice</a> <a href="#">CoC Code of Conduct</a> <a href="#">ESG ESG Report (p. 5, 11-12, 15-16)</a> <a href="#">GRI Global Reporting Initiative Index (see p. 2-3)</a> <a href="#">HW How We Do Business—The Report (p. 34)</a> <a href="#">www J.P. Morgan—Privacy Policy</a>
418-1	●	Note: JPMorgan Chase follows U.S. and global laws regarding reporting breaches of customer data, including notices to individuals, regulators and other entities. In addition, JPMorgan Chase provides information regarding risks related to cyber in its SEC filings.
<b>GRI 419: SOCIOECONOMIC COMPLIANCE (2016)</b>		
103-1, 103-2, 103-3 <sup>3</sup>	●	<a href="#">CoC Code of Conduct</a> <a href="#">ESG ESG Report (p. 5, 8-12)</a> <a href="#">GRI Global Reporting Initiative Index (see p. 2-3)</a>
419-1	●	<a href="#">10K 2019 Form 10-K (Note 30 p. 279-281)</a>

**Endnotes**

<sup>1</sup> Internal topic boundaries are defined based on JPMorgan Chase's lines of business.

<sup>2</sup> External topic boundaries are defined based on external stakeholders directly impacting or impacted by a topic.

<sup>3</sup> We regularly evaluate our management of ESG topics and other key business topics as part of our business performance review processes. We make adjustments to management approaches as needed based on these evaluations.