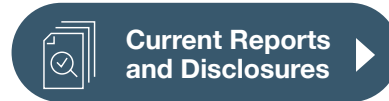


# APPENDIX

## GRI Content Index

This Appendix is prepared according to Global Reporting Initiative (GRI) standard reporting guidelines. While most information is found within this Appendix, some is available through external sources. Throughout the GRI Content Index, the icons to the right indicate where to find external documents and links, as grouped by the following categories:

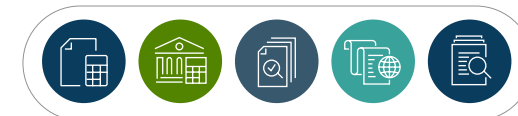


- [2020 Community Engagement Report](#)
- [2020 Government Affairs Annual Report](#)
- [2020 TCFD Report](#)
- [2021 CDP Climate Change Questionnaire Response](#)
- [2020 Greenhouse Gas Inventory Assurance and Verification Statement](#)

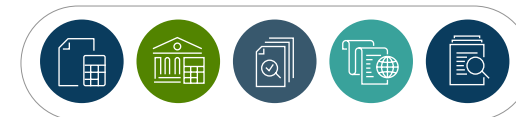
- [Human Rights Statement](#)
- [Online Privacy Notice](#)
- [Privacy Pledge](#)
- [Supplier Code of Conduct](#)
- [Environmental Sustainability Policy Statement](#)

- [Audit Committee Charter](#)
- [Compensation and Human Resources Committee Charter](#)
- [Nominating and Corporate Governance Committee Charter](#)
- [Risk Committee Charter](#)
- [Code of Business Conduct and Ethics](#)
- [Code of Ethics for Senior Financial Officers](#)
- [Corporate Governance Principles](#)
- [Regions Financial Corporation By-Laws](#)

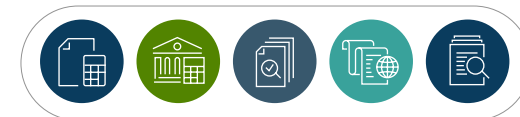
GRI UNIVERSAL STANDARDS



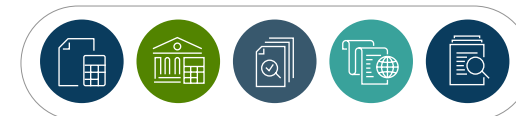
GRI Standard (2016)	Disclosure	URL/Response
<b>101: Foundation</b>		
101:	[GRI 101 does not include any disclosures]	
<b>102: General Disclosures</b>		
<b>Organizational Profile</b>		
102-1	Name of the organization	Regions Financial Corporation
102-2	Activities, brands, products, and services	2020 Annual Review & ESG Report – Regions at a Glance; 2020 Performance Dashboard 2021 Proxy Statement – Proxy Summary 2020 Annual Report on Form 10-K – Business
102-3	Location of headquarters	Birmingham, Alabama
102-4	Location of operations	2020 Annual Review & ESG Report – Regions at a Glance; 2020 Performance Dashboard 2021 Proxy Statement – Proxy Summary 2020 Annual Report on Form 10-K – Business
102-5	Ownership and legal form	2020 Annual Report on Form 10-K – Business
102-6	Markets served	2020 Annual Review & ESG Report – Regions at a Glance; 2020 Performance Dashboard 2020 Annual Report on Form 10-K – Business
102-7	Scale of the organization	2020 Annual Review & ESG Report – Regions at a Glance; 2020 Performance Dashboard 2021 Proxy Statement – Proxy Summary 2020 Annual Report on Form 10-K – Business
102-8	Information on employees and other workers	2020 Annual Report on Form 10-K – Business
102-9	Supply chain	2020 Annual Review & ESG Report – People
102-10	Significant changes to the organization and its supply chain	2020 Annual Report on Form 10-K – Market For Registrant’s Common Equity, Related Shareholder Matters, and Issuer Purchases of Equity Securities; Management’s Discussion & Analysis
102-12	External initiatives	2020 Annual Review & ESG Report – Principles of Governance 2021 Proxy Statement – Environmental & Social Practices 2020 Community Engagement Report Human Rights Statement Supplier Code of Conduct Doing More Today website
102-13	Membership of associations	2020 Annual Review & ESG Report – Principles of Governance 2021 Proxy Statement – Environmental & Social Practices 2020 Government Affairs Annual Report



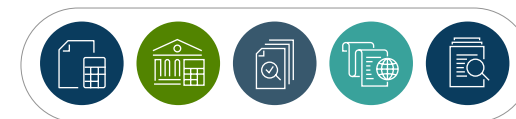
GRI Standard (2016)	Disclosure	URL/Response
<b>Strategy</b>		
102-14	Statement from senior decision-maker	2020 Annual Review & ESG Report – Business
102-15	Key Impacts, risks, and opportunities	2020 Annual Review & ESG Report – throughout 2021 Proxy Statement – Environmental & Social Practices; Corporate Governance 2020 Annual Report on Form 10-K – Risk Factors; Management’s Discussion & Analysis
<b>Ethics and Integrity</b>		
102-16	Values, principles, standards, and norms of behavior	2020 Annual Review & ESG Report – throughout 2021 Proxy Statement – Letter from the Chair of the Board; Environmental & Social Practices; Corporate Governance Code of Business Conduct & Ethics Code of Ethics for Senior Financial Officers Human Rights Statement Supplier Code of Conduct Doing More Today website
102-17	Mechanisms for advice and concerns about ethics	2020 Annual Review & ESG Report – Principles of Governance 2021 Proxy Statement – Environmental & Social Practices Code of Business Conduct & Ethics Code of Ethics for Senior Financial Officers
<b>Governance</b>		
102-18	Governance structure	2020 Annual Review & ESG Report – Principles of Governance 2021 Proxy Statement – Environmental & Social Practices; Corporate Governance Corporate Governance Principles <a href="http://www.ir.regions.com/governance">www.ir.regions.com/governance</a>
102-20	Executive-level responsibility for economic, environmental, and social topics	2020 Annual Review & ESG Report – Principles of Governance 2020 TCFD Report – Governance
102-21	Consulting stakeholders on economic, environmental, and social topics	2020 Annual Review & ESG Report – Principles of Governance 2021 Proxy Statement – Environmental & Social Practices; Corporate Governance 2020 TCFD Report – Strategy
102-22	Composition of the highest governance body and its committees	2020 Annual Review & ESG Report – Principles of Governance 2021 Proxy Statement – Corporate Governance Corporate Governance Principles Audit Committee Charter NCG Committee Charter CHR Committee Charter Risk Committee Charter
102-23	Chair of the highest governance body	2021 Proxy Statement – Corporate Governance Corporate Governance Principles



GRI Standard (2016)	Disclosure	URL/Response
<b>Governance</b> (continued)		
102-24	Nominating and selecting the highest governance body	Regions Financial Corporation By-Laws 2021 Proxy Statement – Proposal 1; Corporate Governance Corporate Governance Principles NCG Committee Charter
102-25	Conflicts of interest	2020 Annual Review & ESG Report – Principles of Governance 2021 Proxy Statement – Environmental & Social Practices; Corporate Governance; Ownership of Regions Common Stock Corporate Governance Principles Code of Business Conduct & Ethics Code of Ethics for Senior Financial Officers
102-26	Role of highest governance body in setting purpose, values, and strategy	2020 Annual Review & ESG Report – Principles of Governance 2021 Proxy Statement – Corporate Governance Corporate Governance Principles
102-27	Collective knowledge of highest governance body	2020 Annual Review & ESG Report – Principles of Governance 2021 Proxy Statement – Proposal 1; Corporate Governance Corporate Governance Principles
102-28	Evaluating the highest governance body’s performance	2020 Annual Review & ESG Report – Principles of Governance 2021 Proxy Statement – Corporate Governance Corporate Governance Principles
102-29	Identifying and managing economic, environmental, and social impacts	2020 Annual Review & ESG Report – Principles of Governance 2021 Proxy Statement – Environmental & Social Practices; Corporate Governance 2020 TCFD Report – Governance Human Rights Statement Supplier Code of Conduct
102-30	Effectiveness of risk management processes	2020 Annual Review & ESG Report – Principles of Governance 2021 Proxy Statement – Environmental & Social Practices; Corporate Governance
102-31	Review of economic, environmental, and social topics	2020 Annual Review & ESG Report – Principles of Governance 2021 Proxy Statement – Environmental & Social Practices; Corporate Governance 2020 TCFD Report – Governance
102-32	Highest governance body’s role in sustainability reporting	2020 Annual Review & ESG Report – Principles of Governance 2021 Proxy Statement – Environmental & Social Practices; Corporate Governance 2020 TCFD Report – Governance NCG Committee Charter Audit Committee Charter
102-33	Communicating critical concerns	2020 Annual Review & ESG Report – Principles of Governance 2021 Proxy Statement – Environmental & Social Practices; Corporate Governance Code of Business Conduct & Ethics Code of Ethics for Senior Financial Officers
102-34	Nature and total number of critical concerns	2020 Annual Review & ESG Report – Principles of Governance 2021 Proxy Statement – Corporate Governance 2020 Annual Report on Form 10-K – Risk Factors; Note 24 – Commitments, Contingencies, and Guarantees Code of Business Conduct and Ethics Code of Ethics for Senior Financial Officers



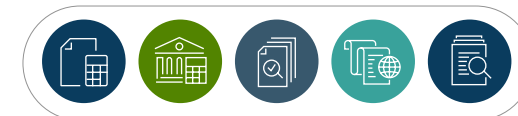
GRI Standard (2016)	Disclosure	URL/Response
<b>Governance</b> (continued)		
102-35	Remuneration policies	2020 Annual Review & ESG Report – Principles of Governance 2021 Proxy Statement – Proxy Summary; Compensation Discussion & Analysis; Compensation of Executive Officers 2020 Annual Report on Form 10-K – Executive Compensation; Security Ownership of Certain Beneficial Owners and Management and Related Shareholder Matters
102-36	Process for determining remuneration	2020 Annual Review & ESG Report – Principles of Governance 2021 Proxy Statement – Proxy Summary; Proposal 1; Proposal 3; Ownership of Regions Common Stock; Compensation Discussion & Analysis; Compensation of Executive Officers 2020 Annual Report on Form 10-K – Executive Compensation; Security Ownership of Certain Beneficial Owners and Management and Related Shareholder Matters
102-37	Stakeholders' involvement in remuneration	2020 Annual Review & ESG Report – Principles of Governance 2021 Proxy Statement – Proposal 3; Compensation Discussion & Analysis 2020 Annual Report on Form 10-K – Security Ownership of Certain Beneficial Owners and Management and Related Shareholder Matters
102-38	Annual total compensation ratio	2021 Proxy Statement – Compensation of Executive Officers
102-39	Percentage increase in annual total compensation ratio	2021 Proxy Statement – Compensation of Executive Officers
<b>Stakeholder Engagement</b>		
102-40	List of stakeholder groups	2020 Annual Review & ESG Report – Principles of Governance 2021 Proxy Statement – Environmental & Social Practices; Corporate Governance 2020 Government Affairs Annual Report
102-41	Collective bargaining agreements	Regions associates are not subject to collective bargaining agreements.
102-42	Identifying and selecting stakeholders	2020 Annual Review & ESG Report – Principles of Governance 2021 Proxy Statement – Environmental & Social Practices; Corporate Governance 2020 Government Affairs Annual Report
102-43	Approach to stakeholder engagement	2020 Annual Review & ESG Report – throughout 2021 Proxy Statement – Environmental & Social Practices; Corporate Governance 2020 Annual Report on Form 10-K – Business
102-44	Key topics and concerns raised	2020 Annual Review & ESG Report – throughout 2021 Proxy Statement – Environmental & Social Practices; Corporate Governance
<b>Reporting Practice</b>		
102-45	Entities included in the consolidated financial statements	2020 Annual Report on Form 10-K – Exhibit 21, Regions Financial Corporation Subsidiaries at December 31, 2020
102-46	Defining report content and topic Boundaries	The 2020 Annual Review & ESG Report's content and topic boundaries were defined based on Regions' strategy, operations, and business, stakeholder feedback, industry and economic observations, peer analysis, and various ESG disclosure standards and frameworks.
102-48	Restatements of information	Regions Financial Corporation has not been required to file any financial restatements since the publication of the 2019 Annual Review & ESG Report.
102-49	Changes in reporting	This year's report has been updated to reflect changes we observed while determining the report's content and topic boundaries (see GRI 102-46 above). We have also restructured the report to align with the Stakeholder Capitalism Metrics' pillars and themes developed by the World Economic Forum's International Business Council.



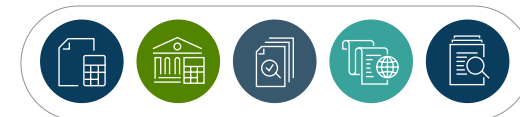
GRI Standard (2016)	Disclosure	URL/Response
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Reporting Practice (continued)		
102-50	Reporting period	January 1, 2020 – December 31, 2020 (unless otherwise stated).
102-51	Date of most recent report	August 23, 2021
102-52	Reporting cycle	Annual
102-53	Contact point for questions regarding the report	Andrew Nix, Chief Governance Officer Email: <a href="mailto:governance@regions.com">governance@regions.com</a> Phone: 1-800-REGIONS (734-4667)
102-54	Claims of reporting in accordance with the GRI Standards	The 2020 Annual Review & ESG Report references the GRI Standards, and we issue this GRI Content Index as a stand-alone disclosure as well as an appendix to our 2020 Annual Review & ESG Report. It is provided on <a href="http://ir.regions.com/governance">ir.regions.com/governance</a> , along with our other ESG disclosures, and on our ESG Resource Center.
102-55	GRI content index	2020 Annual Review & ESG Report – GRI Content Index
102-56	External assurance	The greenhouse gas emissions discussed in the Planet section of the 2020 Annual Review & ESG Report were verified by an independent third party. This 2020 Greenhouse Gas Inventory Assurance and Declaration Statement is publicly available at <a href="http://ir.regions.com/governance">ir.regions.com/governance</a> and on our ESG Resource Center.

## GRI ECONOMIC STANDARDS

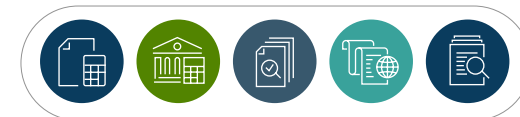


GRI Standard (2016)	Disclosure	URL/Response
<b>Economic Performance</b>		
<b>201 Economic Performance</b>		
201-1	Direct economic value generated and distributed	2020 Annual Review & ESG Report – Business 2021 Proxy Statement – Proxy Summary 2020 Annual Report on Form 10-K – Financial Statements and Supplementary Data
201-2	Financial implications and other risks and opportunities due to climate change	2020 Annual Review & ESG Report – Planet 2021 Proxy Statement – Environmental & Social Practices 2020 Annual Report on Form 10-K – Forward-Looking Statements; Risk Factors 2020 TCFD Report – throughout 2021 CDP Climate Change Questionnaire Response
201-3	Defined benefit plan obligations and other retirement plans	2020 Annual Review & ESG Report – People 2021 Proxy Statement – Proposal 1; Environmental & Social Practices; Compensation Discussion & Analysis; Compensation of Executive Officers 2020 Annual Report on Form 10-K – Management’s Discussion & Analysis; Financial Statements and Supplementary Data; Note 18 – Employee Benefit Plans
201-4	Financial assistance received from government	Regions did not receive financial assistance from any government besides the United States during the applicable reporting period. No government entities own shares in the Company at this time. Regions discusses its tax credit investments in the 2020 Annual Report on Form 10-K, specifically in the Business, Financial Statements and Supplementary Data, Note 2 – Variable Interest Entities, and Note 20 – Income Taxes sections of that filing.
<b>Indirect Economic Impacts</b>		
<b>103 Management Approach</b>		
103-1	Explanation of the material topic and its Boundary	2020 Annual Review & ESG Report – People; Prosperity 2021 Proxy Statement – Environmental & Social Practices 2020 Community Engagement Report
103-2	The management approach and its components	2020 Annual Review & ESG Report – People; Prosperity 2021 Proxy Statement – Environmental & Social Practices 2020 Community Engagement Report
103-3	Evaluation of the management approach	2020 Annual Review & ESG Report – People; Prosperity 2021 Proxy Statement – Environmental & Social Practices 2020 Community Engagement Report
<b>203 Indirect Economic Impacts</b>		
203-1	Infrastructure investments and services supported	2020 Annual Review & ESG Report – Prosperity 2021 Proxy Statement – Environmental & Social Practices 2020 Community Engagement Report
203-2	Significant indirect economic impacts	2020 Annual Review & ESG Report – People; Prosperity 2021 Proxy Statement – Environmental & Social Practices 2020 Community Engagement Report



GRI Standard (2016)	Disclosure	URL/Response
<b>Procurement Practices</b>		
<b>103 Management Approach</b>		
103-1	Explanation of the material topic and its Boundary	2020 Annual Review & ESG Report – People 2021 Proxy Statement – Environmental & Social Practices Human Rights Statement Supplier Code of Conduct
103-2	The management approach and its components	2020 Annual Review & ESG Report – People 2021 Proxy Statement – Environmental & Social Practices Human Rights Statement Supplier Code of Conduct
103-3	Evaluation of the management approach	2020 Annual Review & ESG Report – People 2021 Proxy Statement – Environmental & Social Practices Human Rights Statement Supplier Code of Conduct
<b>204 Procurement Practices</b>		
204-1	Proportion of spending on local suppliers	2020 Annual Review & ESG Report – People 2021 Proxy Statement – Environmental & Social Practices Human Rights Statement Supplier Code of Conduct
<b>Anti-corruption</b>		
<b>103 Management Approach</b>		
103-1	Explanation of the material topic and its Boundary	2020 Annual Review & ESG Report – Principles of Governance Code of Business Conduct & Ethics Code of Ethics for Senior Financial Officers
103-2	The management approach and its components	2020 Annual Review & ESG Report – Principles of Governance Code of Business Conduct & Ethics Code of Ethics for Senior Financial Officers
103-3	Evaluation of the management approach	2020 Annual Review & ESG Report – Principles of Governance Code of Business Conduct & Ethics Code of Ethics for Senior Financial Officers
<b>205 Anti-corruption</b>		
205-1	Operations assessed for risks related to corruption	2020 Annual Review & ESG Report – Principles of Governance Code of Business Conduct & Ethics
205-2	Communication and training about anti-corruption policies and procedures	2020 Annual Review & ESG Report – Principles of Governance Code of Business Conduct & Ethics
205-3	Confirmed incidents of corruption and actions taken	Material events are disclosed in the Commitments, Contingencies, and Guarantees footnote to the Consolidated Financial Statements in our 2020 Annual Report on Form 10-K. Potential incidents are reported, assessed, and addressed in conformance with our Code of Business Conduct & Ethics and applicable laws and regulations.





GRI Standard (2016)	Disclosure	URL/Response
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**Anti-competitive Behavior**

**103 Management Approach**

103-1	Explanation of the material topic and its Boundary	2020 Annual Review & ESG Report – Principles of Governance Code of Business Conduct & Ethics
103-2	The management approach and its components	2020 Annual Review & ESG Report – Principles of Governance Code of Business Conduct & Ethics
103-3	Evaluation of the management approach	2020 Annual Review & ESG Report – Principles of Governance Code of Business Conduct & Ethics

**206 Anti-competitive Behavior**

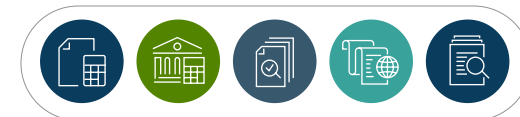
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Material events are disclosed in the Commitments, Contingencies, and Guarantees footnote to the Consolidated Financial Statements in our 2020 Annual Report on Form 10-K.
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**Tax**

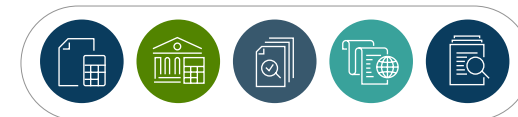
**207 Tax**

207-1	Approach to tax	2020 Annual Review & ESG Report – Principles of Governance 2020 Annual Report on Form 10-K – Management’s Discussion & Analysis; Note 1 – Summary of Significant Accounting Policies; Note 2 – Variable Interest Entities; Note 20 – Income Taxes
207-2	Tax governance, control, and risk management	2020 Annual Review & ESG Report – Principles of Governance 2020 Annual Report on Form 10-K – Management’s Discussion & Analysis; Note 1 – Summary of Significant Accounting Policies; Note 2 – Variable Interest Entities; Note 20 – Income Taxes
207-3	Stakeholder engagement and management of concerns related to tax	2020 Annual Review & ESG Report – Principles of Governance 2020 Annual Report on Form 10-K – Management’s Discussion & Analysis; Note 1 – Summary of Significant Accounting Policies; Note 2 – Variable Interest Entities; Note 20 – Income Taxes

## GRI ENVIRONMENTAL STANDARDS



GRI Standard (2016)	Disclosure	URL/Response
<b>Materials</b>		
<b>103 Management Approach</b>		
103-1	Explanation of the material topic and its Boundary	2020 Annual Review & ESG Report – Planet 2021 Proxy Statement – Environmental & Social Practices 2020 TCFD Report – Metrics & Targets 2021 CDP Climate Change Questionnaire Response
103-2	The management approach and its components	2020 Annual Review & ESG Report – Planet 2021 Proxy Statement – Environmental & Social Practices 2020 TCFD Report – Governance; Metrics & Targets 2021 CDP Climate Change Questionnaire Response
103-3	Evaluation of the management approach	2020 Annual Review & ESG Report – Planet 2021 Proxy Statement – Environmental & Social Practices 2020 TCFD Report – Governance; Metrics & Targets 2021 CDP Climate Change Questionnaire Response
<b>301 Materials</b>		
301-1	Materials used by weight or volume	2020 Annual Review & ESG Report – Planet 2021 Proxy Statement – Environmental & Social Practices 2020 TCFD Report – Metrics & Targets 2021 CDP Climate Change Questionnaire Response
301-2	Recycled input materials used	2020 Annual Review & ESG Report – Planet 2021 Proxy Statement – Environmental & Social Practices 2020 TCFD Report – Metrics & Targets 2021 CDP Climate Change Questionnaire Response



**GRI Standard (2016)**    **Disclosure**

**URL/Response**

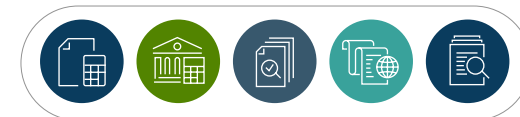
**Energy**

**103 Management Approach**

103-1	Explanation of the material topic and its Boundary	2020 Annual Review & ESG Report – Planet 2021 Proxy Statement – Environmental & Social Practices 2020 TCFD Report – Metrics & Targets 2021 CDP Climate Change Questionnaire Response Environmental Sustainability Policy Statement
103-2	The management approach and its components	2020 Annual Review & ESG Report – Principles of Governance; Planet 2021 Proxy Statement – Environmental & Social Practices 2020 TCFD Report – Governance; Metrics & Targets 2021 CDP Climate Change Questionnaire Response Environmental Sustainability Policy Statement
103-3	Evaluation of the management approach	2020 Annual Review & ESG Report – Principles of Governance; Planet 2021 Proxy Statement – Environmental & Social Practices 2020 TCFD Report – Governance; Metrics & Targets 2021 CDP Climate Change Questionnaire Response Environmental Sustainability Policy Statement

**302 Energy**

302-1	Energy consumption within the organization	2020 Annual Review & ESG Report – Planet 2020 TCFD Report – Strategy; Metrics & Targets 2021 CDP Climate Change Questionnaire Response Environmental Sustainability Policy Statement
302-2	Energy consumption outside of the organization	2020 Annual Review & ESG Report – Planet 2020 TCFD Report – Strategy; Metrics & Targets 2021 CDP Climate Change Questionnaire Response Environmental Sustainability Policy Statement
302-3	Energy intensity	2020 Annual Review & ESG Report – Planet 2020 TCFD Report – Strategy; Metrics & Targets 2021 CDP Climate Change Questionnaire Response
302-4	Reduction of energy consumption	2020 Annual Review & ESG Report – Planet 2021 Proxy Statement – Environmental & Social Practices 2020 TCFD Report – Strategy; Metrics & Targets 2021 CDP Climate Change Questionnaire Response Environmental Sustainability Policy Statement
302-5	Reductions in energy requirements of products and services	2020 Annual Review & ESG Report – Planet 2021 Proxy Statement – Environmental & Social Practices 2020 TCFD Report – Strategy; Metrics & Targets 2021 CDP Climate Change Questionnaire Response Environmental Sustainability Policy Statement



**GRI Standard (2016)**    **Disclosure**

**URL/Response**

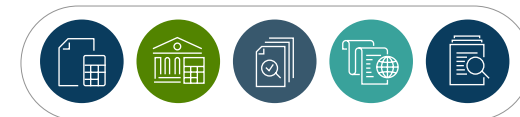
**Emissions**

**103 Management Approach**

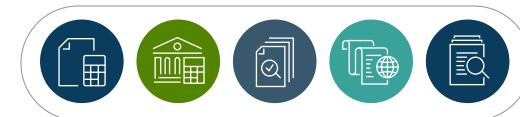
103-1	Explanation of the material topic and its Boundary	2020 Annual Review & ESG Report – Planet 2021 Proxy Statement – Environmental & Social Practices 2020 TCFD Report – Metrics & Targets 2021 CDP Climate Change Questionnaire Response Environmental Sustainability Policy Statement 2020 Greenhouse Gas Inventory Assurance and Verification Statement
103-2	The management approach and its components	2020 Annual Review & ESG Report – Principles of Governance; Planet 2021 Proxy Statement – Environmental & Social Practices 2020 TCFD Report – Governance; Metrics & Targets 2021 CDP Climate Change Questionnaire Response Environmental Sustainability Policy Statement
103-3	Evaluation of the management approach	2020 Annual Review & ESG Report – Principles of Governance; Planet 2021 Proxy Statement – Environmental & Social Practices 2020 TCFD Report – Governance; Metrics & Targets 2021 CDP Climate Change Questionnaire Response Environmental Sustainability Policy Statement

**305 Emissions**

305-1	Direct (Scope 1) GHG emissions	2020 Annual Review & ESG Report – Planet 2020 TCFD Report – Metrics & Targets 2021 CDP Climate Change Questionnaire Response Environmental Sustainability Policy Statement 2020 Greenhouse Gas Inventory Assurance and Verification Statement
305-2	Energy indirect (Scope 2) GHG emissions	2020 Annual Review & ESG Report – Planet 2020 TCFD Report – Metrics & Targets 2021 CDP Climate Change Questionnaire Response Environmental Sustainability Policy Statement 2020 Greenhouse Gas Inventory Assurance and Verification Statement
305-3	Other indirect (Scope 3) GHG emissions	2020 Annual Review & ESG Report – Planet 2020 TCFD Report – Metrics & Targets 2021 CDP Climate Change Questionnaire Response Environmental Sustainability Policy Statement 2020 Greenhouse Gas Inventory Assurance and Verification Statement
305-4	GHG emissions intensity	2020 Annual Review & ESG Report – Planet 2020 TCFD Report – Metrics & Targets 2021 CDP Climate Change Questionnaire Response Environmental Sustainability Policy Statement
305-5	Reduction of GHG emissions	2020 Annual Review & ESG Report – Planet 2021 Proxy Statement – Environmental & Social Practices 2020 TCFD Report – Metrics & Targets 2021 CDP Climate Change Questionnaire Response Environmental Sustainability Policy Statement



GRI Standard (2016)	Disclosure	URL/Response
<b>Waste</b>		
<b>306 Waste</b>		
306-1	Waste generation and significant waste-related impacts	2020 Annual Review & ESG Report – Planet 2021 Proxy Statement – Environmental & Social Practices 2020 TCFD Report – Metrics & Targets 2021 CDP Climate Change Questionnaire Response
306-2	Management of significant waste-related impacts	2020 Annual Review & ESG Report – Planet 2020 TCFD Report – Metrics & Targets 2021 CDP Climate Change Questionnaire Response Environmental Sustainability Policy Statement
306-3	Waste generated	2020 Annual Review & ESG Report – Planet 2020 TCFD Report – Metrics & Targets 2021 CDP Climate Change Questionnaire Response Environmental Sustainability Policy Statement
306-4	Waste diverted from disposal	2020 Annual Review & ESG Report – Planet 2021 Proxy Statement – Environmental & Social Practices 2020 TCFD Report – Metrics & Targets 2021 CDP Climate Change Questionnaire Response Environmental Sustainability Policy Statement
<b>Environmental Compliance</b>		
<b>103 Management Approach</b>		
103-1	Explanation of the material topic and its Boundary	2020 Annual Review & ESG Report – Principles of Governance 2021 Proxy Statement – Environmental & Social Practices; Corporate Governance 2020 TCFD Report – Risk Management Environmental Sustainability Policy Statement
103-2	The management approach and its components	2020 Annual Review & ESG Report – Principles of Governance 2021 Proxy Statement – Environmental & Social Practices; Corporate Governance 2020 TCFD Report – Governance; Risk Management Environmental Sustainability Policy Statement
103-3	Evaluation of the management approach	2020 Annual Review & ESG Report – Principles of Governance 2021 Proxy Statement – Environmental & Social Practices; Corporate Governance 2020 TCFD Report – Governance; Risk Management Environmental Sustainability Policy Statement
<b>307 Environmental Compliance</b>		
307-1	Non-compliance with environmental laws and regulations	Since the issuance of our last report, Regions has not been assessed any fines for non-compliance with environmental laws and regulations that had a material adverse effect on our operations.



**GRI Standard (2016)**    **Disclosure**

**URL/Response**

## Supplier Environmental Assessment

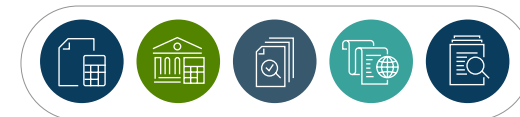
### 103 Management Approach

103-1	Explanation of the material topic and its Boundary	2020 Annual Review & ESG Report – People Supplier Code of Conduct
103-2	The management approach and its components	2020 Annual Review & ESG Report – People 2020 TCFD Report – Risk Management Supplier Code of Conduct
103-3	Evaluation of the management approach	2020 Annual Review & ESG Report – People 2020 TCFD Report – Risk Management Supplier Code of Conduct

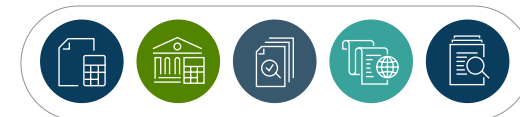
### 308 Supplier Environmental Assessment

308-1	New suppliers that were screened using environmental criteria	2020 Annual Review & ESG Report – People 2020 TCFD Report – Risk Management Supplier Code of Conduct
308-2	Negative environmental impacts in the supply chain and actions taken	2020 TCFD Report – Risk Management Supplier Code of Conduct

## GRI SOCIAL STANDARDS



GRI Standard (2016)	Disclosure	URL/Response
<b>Employment</b>		
<b>103 Management Approach</b>		
103-1	Explanation of the material topic and its Boundary	2020 Annual Review & ESG Report – People 2021 Proxy Statement – Environmental & Social Practices; Corporate Governance; Compensation Discussion & Analysis Code of Business Conduct & Ethics Human Rights Statement
103-2	The management approach and its components	2020 Annual Review & ESG Report – People 2021 Proxy Statement – Environmental & Social Practices; Corporate Governance; Compensation Discussion & Analysis Code of Business Conduct & Ethics Human Rights Statement
103-3	Evaluation of the management approach	2020 Annual Review & ESG Report – People 2021 Proxy Statement – Environmental & Social Practices; Corporate Governance; Compensation Discussion & Analysis Code of Business Conduct & Ethics Human Rights Statement
<b>401 Employment</b>		
401-1	New employee hires and employee turnover	2020 Annual Review & ESG Report - People
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	2020 Annual Review & ESG Report – People 2021 Proxy Statement – Environmental & Social Practices Code of Business Conduct & Ethics
401-3	Parental leave	2020 Annual Review & ESG Report – People 2021 Proxy Statement – Environmental & Social Practices Code of Business Conduct & Ethics



**GRI Standard (2016)**    **Disclosure**

**URL/Response**

**Labor/Management Relations**

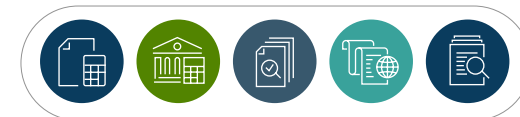
**103 Management Approach**

103-1	Explanation of the material topic and its Boundary	2020 Annual Review & ESG Report – Principles of Governance; People 2021 Proxy Statement – Environmental & Social Practices; Corporate Governance Code of Business Conduct & Ethics Human Rights Statement 2020 Government Affairs Annual Report
103-2	The management approach and its components	2020 Annual Review & ESG Report – Principles of Governance; People 2021 Proxy Statement – Environmental & Social Practices; Corporate Governance Code of Business Conduct & Ethics Human Rights Statement 2020 Government Affairs Annual Report
103-3	Evaluation of the management approach	2020 Annual Review & ESG Report – Principles of Governance; People 2021 Proxy Statement – Environmental & Social Practices; Corporate Governance Code of Business Conduct & Ethics Human Rights Statement 2020 Government Affairs Annual Report

**402 Labor/Management Relations**

402-1	Minimum notice periods regarding operational changes	Regions follows all applicable state and federal employment requirements, including those found in the federal Worker Adjustment and Training Notification (WARN) Act. Regions associates are not subject to collective bargaining agreements.
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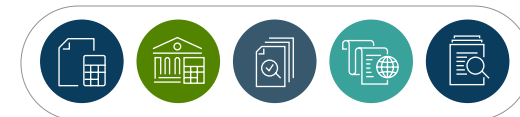
**GRI Standard (2016)**    **Disclosure**

**URL/Response**

**Occupational Health and Safety**

**403 Occupational Health and Safety**

403-1	Occupational health and safety management system	2020 Annual Review & ESG Report – Principles of Governance; People 2021 Proxy Statement – Environmental & Social Practices Code of Business Conduct & Ethics Human Rights Statement
403-2	Hazard identification, risk assessment, and incident identification	2020 Annual Review & ESG Report – Principles of Governance; People 2021 Proxy Statement – Environmental & Social Practices; Corporate Governance Code of Business Conduct & Ethics Human Rights Statement
403-3	Occupational health services	2020 Annual Review & ESG Report – Principles of Governance; People 2021 Proxy Statement – Environmental & Social Practices Code of Business Conduct & Ethics Human Rights Statement
403-4	Worker participation, consultation, and communication on occupational health and safety	2020 Annual Review & ESG Report – Principles of Governance; People 2021 Proxy Statement – Environmental & Social Practices; Compensation Discussion & Analysis Code of Business Conduct & Ethics
403-5	Worker training on occupational health and safety	2020 Annual Review & ESG Report – Principles of Governance; People 2021 Proxy Statement – Environmental & Social Practices Code of Business Conduct & Ethics Human Rights Statement
403-6	Promotion of worker health	2020 Annual Review & ESG Report – Principles of Governance; People 2021 Proxy Statement – Environmental & Social Practices; Compensation Discussion & Analysis Code of Business Conduct & Ethics Human Rights Statement
403-10	Work-related ill health	2020 Annual Review & ESG Report – People 2021 Proxy Statement – Environmental & Social Practices; Compensation Discussion & Analysis Code of Business Conduct & Ethics



**GRI Standard (2016)**    **Disclosure**

**URL/Response**

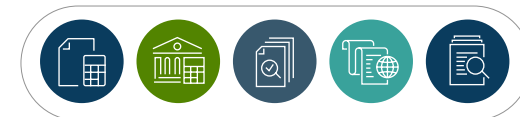
**Training and Education**

**103 Management Approach**

103-1	Explanation of the material topic and its Boundary	2020 Annual Review & ESG Report – Principles of Governance; People 2021 Proxy Statement – Environmental & Social Practices; Corporate Governance Code of Business Conduct & Ethics Human Rights Statement
103-2	The management approach and its components	2020 Annual Review & ESG Report – Principles of Governance; People 2021 Proxy Statement – Environmental & Social Practices; Corporate Governance Code of Business Conduct & Ethics Human Rights Statement
103-3	Evaluation of the management approach	2020 Annual Review & ESG Report – Principles of Governance; People 2021 Proxy Statement – Environmental & Social Practices; Corporate Governance Code of Business Conduct & Ethics Human Rights Statement

**404 Training and Education**

404-1	Average hours of training per year per employee	2020 Annual Review & ESG Report – Principles of Governance; People Code of Business Conduct & Ethics
404-2	Programs for upgrading employee skills and transition assistance programs	2020 Annual Review & ESG Report – Principles of Governance; People 2021 Proxy Statement – Environmental & Social Practices Code of Business Conduct & Ethics
404-3	Percentage of employees receiving regular performance and career development reviews	2020 Annual Review & ESG Report – People Code of Business Conduct & Ethics



**GRI Standard (2016)**    **Disclosure**

**URL/Response**

**Diversity and Equal Opportunity**

**103 Management Approach**

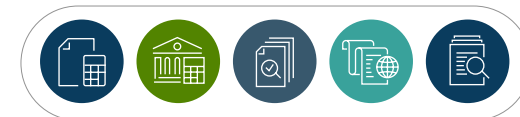
103-1	Explanation of the material topic and its Boundary	2020 Annual Review & ESG Report – Principles of Governance; People 2021 Proxy Statement – Proxy Summary; Proposal 1; Environmental & Social Practices; Corporate Governance; Compensation Discussion & Analysis 2020 Annual Report on Form 10-K – Business Corporate Governance Principles Code of Business Conduct & Ethics Human Rights Statement
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103-2	The management approach and its components	2020 Annual Review & ESG Report – Principles of Governance; People 2021 Proxy Statement – Proxy Summary; Proposal 1; Environmental & Social Practices; Corporate Governance; Compensation Discussion & Analysis 2020 Annual Report on Form 10-K – Business Corporate Governance Principles Code of Business Conduct & Ethics Human Rights Statement
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103-3	Evaluation of the management approach	2020 Annual Review & ESG Report – Principles of Governance; People 2021 Proxy Statement – Proxy Summary; Proposal 1; Environmental & Social Practices; Corporate Governance; Compensation Discussion & Analysis 2020 Annual Report on Form 10-K – Business Corporate Governance Principles Code of Business Conduct & Ethics Human Rights Statement
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**405 Diversity and Equal Opportunity**

405-1	Diversity of governance bodies and employees	2020 Annual Review & ESG Report – Principles of Governance; People 2021 Proxy Statement – Proxy Summary; Proposal 1; Environmental & Social Practices; Corporate Governance; Compensation Discussion & Analysis 2020 Annual Report on Form 10-K – Business
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GRI Standard Disclosure (2016)

URL/Response

**Non-discrimination**

**103 Management Approach**

103-1	Explanation of the material topic and its Boundary	2020 Annual Review & ESG Report – Principles of Governance; People 2021 Proxy Statement – Proxy Summary; Proposal 1; Environmental & Social Practices; Corporate Governance; Compensation Discussion & Analysis 2020 Annual Report on Form 10-K – Business Code of Business Conduct & Ethics Human Rights Statement Supplier Code of Conduct
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103-2	The management approach and its components	2020 Annual Review & ESG Report – Principles of Governance; People 2021 Proxy Statement – Proxy Summary; Proposal 1; Environmental & Social Practices; Corporate Governance; Compensation Discussion & Analysis 2020 Annual Report on Form 10-K – Business Corporate Governance Principles Code of Business Conduct & Ethics Human Rights Statement Supplier Code of Conduct
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103-3	Evaluation of the management approach	2020 Annual Review & ESG Report – Principles of Governance; People 2021 Proxy Statement – Proxy Summary; Proposal 1; Environmental & Social Practices; Corporate Governance; Compensation Discussion & Analysis 2020 Annual Report on Form 10-K – Business Corporate Governance Principles Code of Business Conduct & Ethics Human Rights Statement Supplier Code of Conduct
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**406 Non-discrimination**

406-1	Incidents of discrimination and corrective actions taken	Material events are disclosed in the Communities, Contingencies, and Guarantees footnote to the Consolidated Financial Statements in our 2020 Annual Report on Form 10-K. Potential incidents are reported, assessed, and addressed in conformance with our Code of Business Conduct & Ethics and applicable laws and regulations.
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GRI Standard (2016) Disclosure

URL/Response

**Freedom of Association and Collective Bargaining**

**103 Management Approach**

103-1	Explanation of the material topic and its Boundary	Regions associates are not subject to collective bargaining agreements. Our approach to associates in the workplace is discussed in our 2020 Annual Review & ESG Report (People); our 2021 Proxy Statement (Environmental & Social Practices); and our Human Rights Statement. On suppliers, see the People section of the 2020 Annual Review & ESG Report and our Supplier Code of Conduct.
103-2	The management approach and its components	Regions associates are not subject to collective bargaining agreements. Our approach to associates in the workplace is discussed in our 2020 Annual Review & ESG Report (People); our 2021 Proxy Statement (Environmental & Social Practices); and our Human Rights Statement. On suppliers, see the People section of the 2020 Annual Review & ESG Report and our Supplier Code of Conduct.
103-3	Evaluation of the management approach	Regions associates are not subject to collective bargaining agreements. Our approach to associates in the workplace is discussed in our 2020 Annual Review & ESG Report (People); our 2021 Proxy Statement (Environmental & Social Practices); and our Human Rights Statement. On suppliers, see the People section of the 2020 Annual Review & ESG Report and our Supplier Code of Conduct.

**407 Freedom of Association and Collective Bargaining**

407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Regions associates are not subject to collective bargaining agreements. Our approach to associates in the workplace is discussed in our 2020 Annual Review & ESG Report (People); our 2021 Proxy Statement (Environmental & Social Practices); and our Human Rights Statement. On suppliers, see the People section of the 2020 Annual Review & ESG Report and our Supplier Code of Conduct.
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**Child Labor**

**103 Management Approach**

103-1	Explanation of the material topic and its Boundary	2020 Annual Review & ESG Report – People 2021 Proxy Statement – Environmental & Social Practices Human Rights Statement Supplier Code of Conduct
103-2	The management approach and its components	2020 Annual Review & ESG Report – People 2021 Proxy Statement – Environmental & Social Practices Human Rights Statement Supplier Code of Conduct
103-3	Evaluation of the management approach	2020 Annual Review & ESG Report – People 2021 Proxy Statement – Environmental & Social Practices Human Rights Statement Supplier Code of Conduct

**408 Child Labor**

408-1	Operations and suppliers at significant risk for incidents of child labor	None are known at this time. For more information, please see our Human Rights Statement and Supplier Code of Conduct.
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**GRI Standard (2016)**    **Disclosure**

**URL/Response**

**Forced or Compulsory Labor**

**103 Management Approach**

103-1	Explanation of the material topic and its Boundary	2020 Annual Review & ESG Report – People 2021 Proxy Statement – Environmental & Social Practices Human Rights Statement Supplier Code of Conduct
103-2	The management approach and its components	2020 Annual Review & ESG Report – People 2021 Proxy Statement – Environmental & Social Practices Human Rights Statement Supplier Code of Conduct
103-3	Evaluation of the management approach	2020 Annual Review & ESG Report – People 2021 Proxy Statement – Environmental & Social Practices Human Rights Statement Supplier Code of Conduct

**409 Forced or Compulsory Labor**

409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	None are known at this time. For more information, please see our Human Rights Statement and Supplier Code of Conduct.
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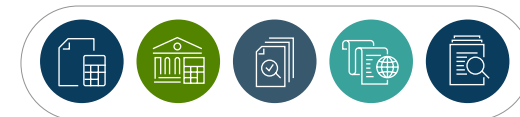
**Security Practices**

**103 Management Approach**

103-1	Explanation of the material topic and its Boundary	2020 Annual Review & ESG Report – People 2021 Proxy Statement – Environmental & Social Practices Human Rights Statement Supplier Code of Conduct
103-2	The management approach and its components	2020 Annual Review & ESG Report – People 2021 Proxy Statement – Environmental & Social Practices Human Rights Statement Supplier Code of Conduct
103-3	Evaluation of the management approach	2020 Annual Review & ESG Report – People 2021 Proxy Statement – Environmental & Social Practices Human Rights Statement Supplier Code of Conduct

**410 Security Practices**

410-1	Security personnel trained in human rights policies or procedures	2020 Annual Review & ESG Report – People 2021 Proxy Statement – Environmental & Social Practices Human Rights Statement Supplier Code of Conduct
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GRI Standard Disclosure (2016)

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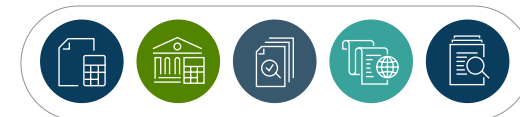
**Human Rights Assessment**

**103 Management Approach**

103-1	Explanation of the material topic and its Boundary	2020 Annual Review & ESG Report – Principles of Governance; People 2021 Proxy Statement – Environmental & Social Practices Code of Business Conduct & Ethics Human Rights Statement Supplier Code of Conduct
103-2	The management approach and its components	2020 Annual Review & ESG Report – Principles of Governance; People 2021 Proxy Statement – Environmental & Social Practices Code of Business Conduct & Ethics Human Rights Statement Supplier Code of Conduct
103-3	Evaluation of the management approach	2020 Annual Review & ESG Report – Principles of Governance; People 2021 Proxy Statement – Environmental & Social Practices Code of Business Conduct & Ethics Human Rights Statement Supplier Code of Conduct

**412 Human Rights Assessment**

412-1	Operations that have been subject to human rights reviews or impact assessments	2020 Annual Review & ESG Report – Principles of Governance; People 2021 Proxy Statement – Environmental & Social Practices Code of Business Conduct & Ethics Human Rights Statement Supplier Code of Conduct
412-2	Employee training on human rights policies and procedures	2020 Annual Review & ESG Report – Principles of Governance; People 2021 Proxy Statement – Environmental & Social Practices Code of Business Conduct & Ethics Human Rights Statement Supplier Code of Conduct
412-3	Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	See, generally, Supplier Code of Conduct



**GRI Standard (2016)**    **Disclosure**

**URL/Response**

**Local Communities**

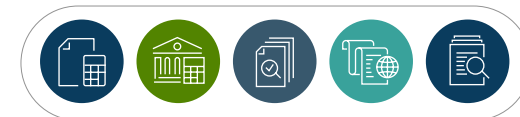
**103 Management Approach**

103-1	Explanation of the material topic and its Boundary	2020 Annual Review & ESG Report – People; Prosperity 2021 Proxy Statement – Environmental & Social Practices 2020 Community Engagement Report Code of Business Conduct & Ethics Human Rights Statement Doing More Today website
103-2	The management approach and its components	2020 Annual Review & ESG Report – People; Prosperity 2021 Proxy Statement – Environmental & Social Practices 2020 Community Engagement Report Code of Business Conduct & Ethics Human Rights Statement Doing More Today website
103-3	Evaluation of the management approach	2020 Annual Review & ESG Report – People; Prosperity 2021 Proxy Statement – Environmental & Social Practices 2020 Community Engagement Report Code of Business Conduct & Ethics Human Rights Statement Doing More Today website

**413 Local Communities**

413-1	Operations with local community engagement, impact assessments, and development programs	2020 Annual Review & ESG Report – People; Prosperity 2021 Proxy Statement – Environmental & Social Practices 2020 Community Engagement Report Code of Business Conduct & Ethics Human Rights Statement Doing More Today website
413-2	Operations with significant actual and potential negative impacts on local communities	2020 Annual Report on Form 10-K – Forward-Looking Statements; Risk Factors





**GRI Standard (2016)**    **Disclosure**

**URL/Response**

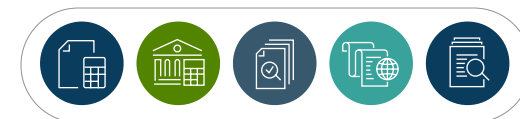
**Supplier Social Assessment**

**103 Management Approach**

103-1	Explanation of the material topic and its Boundary	2020 Annual Review & ESG Report – Principles of Governance; People 2021 Proxy Statement – Environmental & Social Practices Code of Business Conduct & Ethics Human Rights Statement Supplier Code of Conduct
103-2	The management approach and its components	2020 Annual Review & ESG Report – Principles of Governance; People 2021 Proxy Statement – Environmental & Social Practices Code of Business Conduct & Ethics Human Rights Statement Supplier Code of Conduct
103-3	Evaluation of the management approach	2020 Annual Review & ESG Report – Principles of Governance; People 2021 Proxy Statement – Environmental & Social Practices Code of Business Conduct & Ethics Human Rights Statement Supplier Code of Conduct

**414 Supplier Social Assessment**

414-1	New suppliers that were screened using social criteria	2020 Annual Review & ESG Report – Principles of Governance; People 2021 Proxy Statement – Environmental & Social Practices Code of Business Conduct & Ethics Human Rights Statement Supplier Code of Conduct
414-2	Negative social impacts in the supply chain and actions taken	See, generally, Supplier Code of Conduct



GRI Standard Disclosure (2016)

URL/Response

**Public Policy**

**103 Management Approach**

103-1	Explanation of the material topic and its Boundary	2020 Annual Review & ESG Report – Principles of Governance 2021 Proxy Statement – Environmental & Social Practices 2020 Government Affairs Annual Report
103-2	The management approach and its components	2020 Annual Review & ESG Report – Principles of Governance 2021 Proxy Statement – Environmental & Social Practices 2020 Government Affairs Annual Report
103-3	Evaluation of the management approach	2020 Annual Review & ESG Report – Principles of Governance 2021 Proxy Statement – Environmental & Social Practices 2020 Government Affairs Annual Report

**415 Public Policy**

415-1	Political contributions	2020 Annual Review & ESG Report – Principles of Governance 2021 Proxy Statement – Environmental & Social Practices 2020 Government Affairs Annual Report
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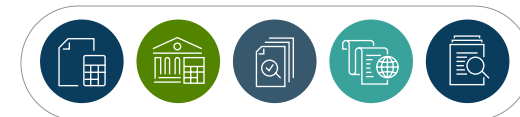
**Customer Health and Safety**

**103 Management Approach**

103-1	Explanation of the material topic and its Boundary	2020 Annual Review & ESG Report – Principles of Governance; People; Prosperity 2021 Proxy Statement – Environmental & Social Practices; Corporate Governance Code of Business Conduct & Ethics Human Rights Statement
103-2	The management approach and its components	2020 Annual Review & ESG Report – Principles of Governance; People; Prosperity 2021 Proxy Statement – Environmental & Social Practices; Corporate Governance Code of Business Conduct & Ethics Human Rights Statement
103-3	Evaluation of the management approach	2020 Annual Review & ESG Report – Principles of Governance; People; Prosperity 2021 Proxy Statement – Environmental & Social Practices; Corporate Governance Code of Business Conduct & Ethics Human Rights Statement

**416 Customer Health and Safety**

416-1	Assessment of the health and safety impacts of product and service categories	2020 Annual Review & ESG Report – Principles of Governance; People; Prosperity 2021 Proxy Statement – Environmental & Social Practices; Corporate Governance Code of Business Conduct & Ethics Human Rights Statement
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	Material events are disclosed in the Commitments, Contingencies, and Guarantees footnote to the Consolidated Financial Statements in our 2020 Annual Report on Form 10-K. Potential incidents are reported, assessed, and addressed in conformance with our Code of Business Conduct & Ethics and applicable laws and regulations.



**GRI Standard (2016)**    **Disclosure**

**URL/Response**

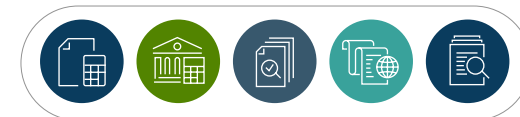
**Marketing and Labeling**

**103 Management Approach**

103-1	Explanation of the material topic and its Boundary	2020 Annual Review & ESG Report – Principles of Governance; Prosperity 2021 Proxy Statement – Environmental & Social Practices Code of Business Conduct & Ethics Human Rights Statement
103-2	The management approach and its components	2020 Annual Review & ESG Report – Principles of Governance; Prosperity 2021 Proxy Statement – Environmental & Social Practices Code of Business Conduct & Ethics Human Rights Statement
103-3	Evaluation of the management approach	2020 Annual Review & ESG Report – Principles of Governance; Prosperity 2021 Proxy Statement – Environmental & Social Practices Code of Business Conduct & Ethics Human Rights Statement

**417 Marketing and Labeling**

417-1	Requirements for product and service information and labeling	2020 Annual Review & ESG Report – Principles of Governance; Prosperity 2021 Proxy Statement – Environmental & Social Practices Code of Business Conduct & Ethics Human Rights Statement
417-2	Incidents of non-compliance concerning product and service information and labeling	Material events are disclosed in the Commitments, Contingencies, and Guarantees footnote to the Consolidated Financial Statements in our 2020 Annual Report on Form 10-K. Potential incidents are reported, assessed, and addressed in conformance with our Code of Business Conduct & Ethics and applicable laws and regulations.
417-3	Incidents of non-compliance concerning marketing communications	Material events are disclosed in the Commitments, Contingencies, and Guarantees footnote to the Consolidated Financial Statements in our 2020 Annual Report on Form 10-K. Potential incidents are reported, assessed, and addressed in conformance with our Code of Business Conduct & Ethics and applicable laws and regulations.



**GRI Standard (2016)**    **Disclosure**

**URL/Response**

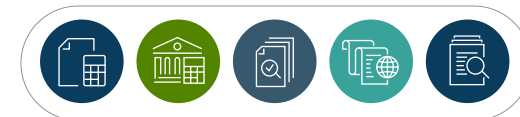
**Customer Privacy**

**103 Management Approach**

103-1	Explanation of the material topic and its Boundary	Privacy Pledge Online Privacy Notice 2020 Annual Review & ESG Report – Principles of Governance 2021 Proxy Statement – Corporate Governance 2020 Annual Report on Form 10-K – Business Code of Business Conduct & Ethics
103-2	The management approach and its components	Privacy Pledge Online Privacy Notice 2020 Annual Review & ESG Report – Principles of Governance 2021 Proxy Statement – Corporate Governance 2020 Annual Report on Form 10-K – Business Code of Business Conduct & Ethics
103-3	Evaluation of the management approach	Privacy Pledge Online Privacy Notice 2020 Annual Review & ESG Report – Principles of Governance 2021 Proxy Statement – Corporate Governance 2020 Annual Report on Form 10-K – Business Code of Business Conduct & Ethics

**418 Customer Privacy**

418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Material events are disclosed in the Commitments, Contingencies, and Guarantees footnote to the Consolidated Financial Statements in our 2020 Annual Report on Form 10-K. Potential incidents are reported, assessed, and addressed in conformance with our Code of Business Conduct & Ethics and applicable laws and regulations.
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**GRI Standard (2016)**    **Disclosure**

**URL/Response**

**Socioeconomic Compliance**

**103 Management Approach**

103-1	Explanation of the material topic and its Boundary	2020 Annual Review & ESG Report – Principles of Governance 2021 Proxy Statement – Corporate Governance 2020 Annual Report on Form 10-K – Risk Factors Code of Business Conduct & Ethics Code of Ethics for Senior Financial Officers Corporate Governance Principles
103-2	The management approach and its components	2020 Annual Review & ESG Report – Principles of Governance 2021 Proxy Statement – Corporate Governance 2020 Annual Report on Form 10-K – Risk Factors Code of Business Conduct & Ethics Code of Ethics for Senior Financial Officers Corporate Governance Principles
103-3	Evaluation of the management approach	2020 Annual Review & ESG Report – Principles of Governance 2021 Proxy Statement – Corporate Governance 2020 Annual Report on Form 10-K – Risk Factors Code of Business Conduct & Ethics Code of Ethics for Senior Financial Officers Corporate Governance Principles

**419 Socioeconomic Compliance**

419-1	Non-compliance with laws and regulations in the social and economic area	Material events are disclosed in the Commitments, Contingencies, and Guarantees footnote to the Consolidated Financial Statements in our 2020 Annual Report on Form 10-K. Potential incidents are reported, assessed, and addressed in conformance with our Code of Business Conduct & Ethics and applicable laws and regulations.
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