

2024-2025

SUSTAINABILITY DISCLOSURE





AMERICAN EXPRESS 2024-2025 SUSTAINABILITY DISCLOSURE

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About This Disclosure

This disclosure covers the calendar year 2024 and provides certain qualitative and quantitative information about our sustainability objectives, goals, and initiatives. In some cases, we also share highlights from initiatives that were launched in 2025 to provide more up-to-date information. When we use the terms “American Express,” “company,” “we,” “us,” or “our” in this disclosure, we mean American Express Company and its subsidiaries, on a consolidated basis, unless we state, or the context implies, otherwise. The use of the term “partner” or “partnering” in this disclosure does not mean or imply a formal legal partnership and is not meant in any way to alter the terms of American Express’ relationship with any third parties. Any reference to our support of, work with, or collaboration with a third-party organization within this disclosure does not constitute or imply an endorsement by American Express of any or all of the positions or activities of such organization.

Reporting guidelines and content

This disclosure follows the Global Reporting Initiative (GRI) and Sustainability Accounting Standards Board (SASB) reporting guidelines (with SASB now part of the International Sustainability Standards Board (ISSB)). GRI and SASB Indexes can be found in the Appendix of this disclosure.

In this disclosure, the use of the term “materiality” and other similar terms is intended to reflect our priority sustainability issues. We are not using such terms as they are used under the securities or other laws of the United States or any other jurisdiction, or as these terms are used in the context of financial statements and financial reporting.

We report on sustainability issues that pertain to us through this disclosure and the American Express Investor Relations website. We also make sustainability-related disclosures available as required by regulation or law in certain jurisdictions where we operate. Additional information about our company can be found in our submissions to the CDP (formerly Carbon Disclosure Project), in our annual, quarterly, and current reports and our proxy statement on file with, or furnished to, the U.S. Securities and Exchange Commission and on the American Express Investor Relations website. Links and references included throughout the disclosure provide direction on where to find additional information.

This disclosure includes forward-looking statements within the meaning of the Private Securities Litigation Reform Act of 1995 which are subject to risks and uncertainties. The forward-looking statements, including the company’s science-based targets and other sustainability goals, contain words such as “believe,” “expect,” “anticipate,” “intend,” “plan,” “aim,” “strive,” “goal,” “target,” “will,” “may,” “should,” “could,” “would,” “likely,” “potential,” “commit,” “continue,” “objectives,” “opportunities,” or other similar expressions. Actual results may differ from those set forth in the forward-looking statements due to a variety of factors, including: the amount and efficacy of investments in emissions reduction projects, marketing campaigns and customer value propositions to support small businesses, and supply chain and sustainability initiatives, and grantmaking; continued stakeholder interest in environmentally and socially responsible products and programs; management’s inability to identify suitable suppliers, grantees and partners and negotiate acceptable terms to execute sustainability programs; greater than expected energy and other resource needs to grow the business and execute on the company’s business strategies; the cost and availability of renewable energy, carbon removal and carbon offset projects, energy attribute certificates and waste and recycling solutions; costs and delays in green building development; an inability of cobrand and Membership Rewards partners and other suppliers to set or meet sustainability targets and achieve sustainability initiatives; the effectiveness of colleague business travel and commuting initiatives; changes in greenhouse gas emissions and other sustainability metrics measurement, verification or certification standards; supply chain and market disruption; emissions associated with the company’s investments differing from its expectations; management decisions regarding salary adjustments to maintain pay equity; impacts from regulation and litigation; potential M&A activity; severe weather conditions, natural disasters and other catastrophic events; changes in the company’s real estate, technology, colleague and community engagement, and risk management strategies or an inability to execute those strategies; the effects of technological innovations and company initiatives to control operating expenses; competition; brand perceptions and reputation; and changes in economic and business conditions and customer behaviors. A further description of these and other risks and uncertainties can be found in the company’s Annual Report on Form 10-K for the year ended December 31, 2024 (the “2024 Annual Report”), the company’s Quarterly Reports on Form 10-Q for the quarters ended March 31, June 30 and September 30, 2025, and the company’s other filings with the U.S. Securities and Exchange Commission. You are cautioned not to place undue reliance on these forward-looking statements, which speak only as of the date on which they are made. We undertake no obligation to update or revise any forward-looking statements and statements regarding the company’s future direction and intent are subject to change or withdrawal without notice.

Note that many of the standards and metrics used in preparing this disclosure continue to evolve and are based on management assumptions and information known to management at the time of preparation. In addition, historical, current and forward-looking sustainability-related statements, including related to our science-based targets, may be based on standards that are still developing, internal controls and processes that continue to evolve and assumptions, metrics, calculations, targets, and baselines that are subject to change in the future. The information and opinions contained in this disclosure are provided as of the date of this disclosure and are subject to change without notice. Third-party validation of science-based targets does not guarantee that targets will be achieved or that validation will be maintained. Amounts presented are approximate unless otherwise indicated.

This disclosure includes trademarks, such as American Express®, which are protected under applicable intellectual property laws and are the property of the American Express Company or its subsidiaries. Solely for convenience, our trademarks and trade names referred to in this disclosure may appear without the ® or TM symbols, but such references are not intended to indicate, in any way, that we will not assert, to the fullest extent under applicable law, our rights or the right of the applicable licensor to these trademarks and trade names.

Sustainability Approach

Sustainability Strategy

Our sustainability strategy is anchored in five focus areas – Customers, Communities, Colleagues, Climate, and Conduct & Values – and nine priority sustainability topics that are aligned with our business objectives.

Our sustainability mission is to responsibly back our customers, colleagues, and communities and uphold our brand promise of trust, security and service.

 Customers	 Communities	 Colleagues	 Climate	 Conduct and Values
Supporting small businesses and individuals through innovative, responsible, and secure products and services	Backing small businesses and nonprofits to strengthen local communities and help economies thrive	Fostering colleague career growth and development, holistic well-being and benefits	Moving towards net-zero emissions and addressing climate-related risks and opportunities	Fostering a culture of trust and integrity through good governance and responsible business practices and operations
<ul style="list-style-type: none"> ◆ Small Business Support ◆ Responsible and Secure Products and Services 	<ul style="list-style-type: none"> ◆ Community Impact 	<ul style="list-style-type: none"> ◆ Colleague Experience 	<ul style="list-style-type: none"> ◆ Net-Zero Emissions ◆ Climate Risk Management 	<ul style="list-style-type: none"> ◆ Data Privacy and Security ◆ Ethics and Compliance ◆ Responsible Sourcing

In 2025, American Express updated our sustainability strategy in collaboration with stakeholders across the company to reflect alignment with our business priorities, stakeholder expectations, and the evolving sustainability regulatory reporting landscape. This was informed by an assessment of sustainability topics based on both American Express' impacts to society and the environment and the potential impacts to American Express. This assessment was performed at the enterprise level and includes perspectives from several jurisdictions where we operate.

Customers

American Express supports small businesses and individuals through innovative, responsible and secure products and services. This includes driving consumer spending with small businesses, promoting financial well-being, and protecting customers through policies, programs, tools and resources.

Small Business Support

Backing Small Businesses Globally Through Shop Small®

Shop Small is a year-round movement that supports small businesses across the globe. Initially started in the United States on the heels of the financial crisis, our Small Business Saturday® campaign evolved into a Shop Small movement to drive consumer spending at small, independently-owned businesses, taking place in more than a dozen countries each year, including the U.S., Canada, France, Mexico, Spain and the UK.

Our support for small businesses includes a goal to reach \$100 billion in spending by consumers at small, independently owned retailers or restaurants on Small Business Saturday and during other Shop Small campaigns from 2021 through 2025.¹ We have continued to make progress towards this goal, with approximately \$83.5 billion in estimated reported spending by U.S. and U.K. consumers at small businesses, including independent retailers and restaurants, at Small Business events from 2021-2024, including an estimated \$22.8 billion in 2024.²

Products and Resources to Support Small Business Growth

American Express provides research, digital tools, and educational resources to support the growth of small businesses. To help small businesses manage their finances, American Express offers Cashflow Insights—a free digital platform that provides real-time cash flow analysis and was used by over 110,000 small businesses in 2024. American Express also supports small businesses through educational resources such as [Business Class](#)—a free platform that features trusted, educational business content. In 2024, there were over 1.8 million unique visitors to the Business Class platform.

Responsible and Secure Products and Services

Fraud Protection and Prevention

American Express has maintained the lowest U.S. fraud rates among the major networks for 18 consecutive years.³ We work to improve our fraud prevention tools and models, and we offer solutions that help merchants take extra steps to support their security.

Digital Identity and Fraud Protection Tools

We support our customers through enhanced monitoring tools, controls, and policies, as well as algorithms and other tools designed to identify and reduce fraud, including:

- **Integrated payments platform:** With our global presence across the entire payments chain—we issue credit cards, we work with merchants that accept our cards, and we are a network—our enhanced level of data helps us make better decisions for Card Members.
- **Digital infrastructure:** We conduct real-time, AI-driven risk assessments to approve or decline transactions across the globe. In addition, we enable our customers to resolve concerns digitally via chat, email, notifications, and more.

¹ Based on spend as reported by consumers in surveys commissioned by American Express (not actual receipts or sales).

² Consists of estimated reported spending at U.S. and UK Small Business Saturday events in 2021 through 2024. In the U.S., the 2021 through 2024, American Express Small Business Saturday Consumer Insights Surveys were conducted anonymously on November 28, 2021, November 27, 2022, November 26, 2023, and November 30, 2024, respectively, by Teneo on behalf of American Express and the National Federation of Independent Business (NFIB). The studies are nationally representative samples of 2,426, 2,471, 2,483, and 2,601 U.S. adults 18 years of age or older, respectively. The samples were collected using an email invitation and an online survey. The studies gathered self-reported data and do not reflect actual receipts or sales. The surveys have an overall margin of error of +/- 2.0%, at the 95% level of confidence. Projections are based on the current U.S. Census estimates of the U.S. adult population, age 18 years and over. In the UK, American Express commissioned research from Opinium, who polled 4,000 UK adults between 5 p.m. on Saturday, December 4, 2021 and 10 p.m. on Sunday, December 5, 2021, on Sunday, December 4, 2022 between 5p.m. Saturday December 2, 2023 to 5 p.m. on Sunday December 3, 2023, and between Saturday, December 7, 2024 and Sunday, December 8, 2024. The overall spend figure was calculated by taking the average spend of those who shopped at small, local, independent shops and businesses and multiplying by the total number of UK adults. The estimated UK spend was converted from Global British Pound (£) to U.S. Dollar (\$) based on the daily exchange rates when the surveys were conducted.

³ Nilson Report, Issue 1279, February 2025 for 2024 fraud data.

	<ul style="list-style-type: none"> • Tokenization: This technology replaces the Card number with a unique token number to conduct transactions, so merchants do not store Card Members' account numbers, helping to reduce fraud risk. • American Express SafeKey®: This technology helps make online shopping more secure by allowing merchants to authenticate Card Members through risk screening and a one-time code validation. • Verify-It: This enhanced browser tool quickly validates the Card Member's billing name and address information to help merchants identify transactions that may need additional verification. • CreditSecure®: Our credit and identity monitoring and fraud assistance solution is offered to Card Members for a monthly fee. It provides monitoring across personal and financial data and alerts about compromised personal information and potentially fraudulent activity. • Enhanced authorization: Merchants can send additional risk data in authorization requests to American Express where we then review the transactions compared to the Card Member's historical spend. Merchants who used Enhanced Authorization typically see increased approval rates, reduced false positives, and reductions in fraud.
Responsible Marketing	<p>We subject our marketing programs to multiple layers of review across business units that are designed to make our offers clear and easy to understand. We regularly review marketing offers, investigate the root causes of customer complaints, and continue to review and enhance the processes and controls related to our sales practices and business conduct generally.</p>
Fair Lending and Financing	<p>We aim to accommodate our customers' spending needs, while providing appropriate lending capacity, with a strong focus on managing risk. No single factor determines our credit decisions. For consumer accounts, depending on the jurisdiction and applicable regulatory requirements, we primarily look at credit payment history, reported income, overall debt level compared to financial resources, and credit bureau scores. For commercial clients, we primarily consider a company's size, financial information, and available reports from commercial bureaus, as well as information from consumer credit bureaus for our small business accounts. Our underwriting processes help us manage both our own credit exposure and our customers' potential risk. For those customers in need, we also offer a variety of financial relief options, including a temporarily lowered annual percentage rate (APR) on our Cards, waived fees, and other accommodations for customers enrolled in our financial relief program. We may also refer Card Members to nonprofit credit counseling services as needed. We seek to be transparent and fair in our customer practices throughout the credit lifecycle.</p>
Accessibility	<p>American Express seeks to provide an accessible digital experience for users, including people with disabilities, by applying Web Content Accessibility Guidelines to our website and our mobile applications, as recommended by the World Wide Web Consortium (W3C).</p>
Credit Tools and Resources	<p>We have a range of products, tools, and resources to support individuals in building and maintaining their financial well-being. American Express MyCredit Guide® is a free service available to U.S. residents that provides individuals with access to their credit scores and recommends actions they might take to help improve their scores. Since it was introduced in 2018, 11.8 million users have enrolled in MyCredit Guide (as of June 2025), including 2.4 million individuals who enrolled in 2024. We also offer Credit Intel, our U.S.-based financial education hub, providing free education tools to help individuals make more confident financial decisions. Additionally, through a feature in our credit card application process, customers can apply with confidence and check if they're approved without affecting their credit score. Their score is only impacted if they choose to accept an approved Card offer.</p>

Communities

American Express backs small businesses and nonprofits in order to strengthen local communities and help economies thrive. We provide grants and other resources to support small businesses, train nonprofit leaders through the American Express Leadership Academy, and give our colleagues opportunities to give back through donations and volunteering with nonprofit organizations.

Community Impact

Our Backing Small Programs

Since 2020, our grants have supported nearly 5,000 small businesses across six countries, and 50 U.S. states, Washington, D.C., and Puerto Rico. This includes direct support to over 4,000 small businesses through our Backing Small grants.⁴ Our Backing Small programs were first launched when many restaurants were forced to close their doors during the COVID-19 pandemic, and we have continued expanding the grant support over the years to help small business owners address their evolving needs.

American Express has committed to provide \$100 million in grants to support small businesses between 2023 and 2028. As of year-end 2024, we provided over \$39 million in grants⁵ and direct support to over 2,500 small businesses through this initiative, which includes our hallmark programs highlighted below:

- **Backing Small Businesses:** Since 2021, we have worked with Main Street America through the Backing Small Businesses grant program, empowering locally significant small businesses to overcome economic hardship, grow, and drive community impact. In May 2025, we launched Backing Small Businesses Disaster Recovery Grants, a special round of funding to meet the urgent and growing needs of U.S. small businesses located in areas impacted by disasters.
- **Backing Historic Small Restaurants:** Since 2020, we have worked with the National Trust for Historic Preservation through the Backing Historic Small Restaurants grant program. To date, the program provided over \$8 million in grants to 180 restaurants across all 50 U.S. states, Washington D.C., Puerto Rico, and the Virgin Islands.
- **Backing International Small Restaurants:** Since 2021, we have worked with the International Downtown Association Foundation through the Backing International Small Restaurants grant program. In 2025, the program reached 14 major cities across the UK, Mexico, Australia, Japan, Canada, and for the first time, France, New Zealand and Spain. The program will award \$1.4 million in grants to 97 restaurants to help them make critical improvements, such as enhancing their digital capabilities, refreshing dining spaces, and improving kitchen operations.

Disaster Relief and Recovery

In 2024 and 2025, American Express supported programs that helped small businesses and communities recover after disasters. Examples of our programs include:

- **Hurricanes Helene and Milton:** In October 2024, in collaboration with the U.S. Chamber of Commerce Foundation, we launched the Small Business Hurricane Recovery grant program to support small businesses impacted by Hurricanes Helene and Milton. In total, we provided over \$10 million through philanthropic grants and our Small Business Saturday® campaign to help 2,000 impacted small businesses recover from the hurricanes' devastating effects and to build resilience against future disasters.
- **California Wildfires:** In response to the California wildfires in January 2025, American Express provided over \$5 million in support towards relief efforts, including through our partnership with Hilton, where 20,000 hotel rooms were provided to people impacted

⁴ Number of small businesses supported from 2020 to year-end 2024 across six countries and 50 U.S. states, Washington, DC, and Puerto Rico. Includes programs supported by American Express that provide financial assistance through grants as well as programs supported by American Express that deliver direct training and mentorship to small business owners. Examples include Backing Small Businesses with Main Street America, Backing International Small Businesses with the International Downtown Association Foundation, and Small Business Hurricane Recovery with U.S. Chamber of Commerce Foundation.

⁵ Includes programs supported by American Express and the American Express Foundation that provide direct support to small businesses through financial assistance and/or training and mentorship, as well as grants provided by American Express and the American Express Foundation to nonprofit partners for programs that support the small business community more broadly by helping to strengthen the physical, economic, and operational resilience of local commercial areas.



	<p>by the fires. In addition, we supported organizations providing relief efforts on the ground through contributions from Resy and Tock to World Central Kitchen, and the sponsorship of the FireAid benefit concert.</p>
<p>Leadership Academy</p>	<p>Together, the American Express Foundation and Common Purpose hosted three annual Leadership Academies in 2024 that brought together participants in the Americas, Asia-Pacific region, and the UK/EMEA region. Over 200 non-profit leaders from 38 countries participated in the six-month program in 2024. In 2025, we continued to expand participation, welcoming participants from 48 countries across the three Academies. This brings the total investment in the American Express Leadership Academy since its founding in 2007 to over \$100 million, enhancing the leadership skills of more than 165,000 nonprofit leaders around the world.</p>
<p>Give2Gether</p>	<p>In 2024, American Express and our colleagues contributed over \$13 million to non-profit organizations in 50 countries and hosted over 300 volunteer events through our Give2Gether program, which provides opportunities for our colleagues to give back to their communities through nonprofit donations and volunteering. Colleague donations are matched by the company, up to \$10,000 per colleague per year. Over 14,000 colleagues participated in the program in 2024.</p>

Colleagues

American Express invests in programs, benefits, and resources to ensure our colleagues have the backing they need to be and deliver their best. We support our colleagues with competitive total compensation packages, award-winning holistic well-being programs, and opportunities for career growth and development to attract and retain top talent.

Colleague Experience

Competitive Total Compensation	<p>Our Competitive Total Compensation programs aim to recognize colleagues for their contributions, leadership, and impact, and every colleague has the opportunity to participate in compensation plans that allow them to share in the company’s success. In addition, pay equity is an important part of our compensation philosophy and is reviewed annually by a third-party consultant to ensure colleagues are compensated fairly, based on key factors such as tenure, role, level, geography, merit and performance. In 2024, we achieved 100 percent pay equity, meaning no statistical differences in pay, for colleagues across genders globally and across races and ethnicities in the United States.</p>
Healthy Living and Healthy Minds	<p>Our global corporate wellness program, Healthy Living, highlights the importance of preventive care, encourages and rewards healthy actions, and delivers practical and accessible resources that promote a healthy lifestyle. We provide free access to on-site wellness centers and virtual health capabilities, staffed by physicians, nurses, nutritionists, physical therapists, behavioral health specialists and wellness coaches. Our global Healthy Minds program provides colleagues and their household members access to free high-quality counseling, a personalized health concierge service, and aims to increase mental health awareness across the company.</p>
Family and Caregiver Support for Colleagues	<p>Under our parental leave policy, eligible colleagues in the U.S. can take up to 20 weeks of parental leave with full base pay, whether they’re welcoming a child through pregnancy, adoption, or surrogacy. We also provide colleagues in Canada, the UK, and the U.S. with access to backup dependent care.</p>
Career Growth and Leadership Development	<p>We provide colleagues at all levels with access to a wide variety of resources to support their ongoing career growth and leadership development. This includes three custom enterprise programs:</p> <ul style="list-style-type: none"> • Career Growth @ Amex provides clear guidelines to help colleagues navigate and grow in their careers, built on four pillars— Deliver, Reflect, Learn, and Connect. • Leadership @ Amex helps colleagues develop and strengthen their leadership skills and supports people leaders in becoming great performance and career coaches. • Feedback @ Amex fosters a culture of two-way informal and formal feedback to help colleagues strengthen their coaching and feedback skills.
Healthy and Safe Workplaces	<p>We aim to promote a healthy and safe workplace, including by following company safety and security policies, standards and procedures, as well as applicable laws and regulations. Our workplace safety team is responsible for the establishment, communication, oversight, and monitoring of strategies, tools, policies, and principles related to the occupational health and safety of colleagues globally. In 2024, we continued to implement Occupational Health and Safety Management System (OHSMS) practices. Regular health and safety audits allow us to evaluate our practices and provide training to support our colleagues. Key actions we have taken to help improve health and safety include conducting annual health and safety trainings, launching a global campaign to build awareness of</p>

	<p>health and safety in the workplace with digital signage, events, an internal information hub, and enhancing incident reporting capabilities.</p> <p>We aim to incorporate design principles that promote colleague health and well-being. As of 2024, three of our offices are WELL Certified™ — at the Platinum level in India and the UK, and at the Gold level in the Philippines—recognizing performance across design, policies, and operational strategies that promote well-being. In addition, as of 2024, three offices in the UK and one in the U.S. have achieved WELL Health-Safety Ratings.</p>
Accessibility	<p>American Express maintains programs and guidance that aim to support workplace accessibility, ergonomics, and colleague health. Key actions we are taking to promote accessibility include conducting workstation evaluations and embedding workplace accessibility features into building design.</p>
Colleague Engagement	<p>Our Annual Colleague Experience Survey is an opportunity for colleagues to share their feedback about the work environment and culture at the company and helps us better understand colleague sentiment across several aspects of their experience including leadership, engagement, work life, risk and controls, career development, and well-being. In 2025, 91% of colleagues who participated in our Annual Colleague Experience survey said they would recommend American Express as a great place to work. We believe that maintaining our strong workplace culture, adhering to our Blue Box values and ensuring that our people feel respected, valued, recognized, and backed helps us attract, retain, and develop the right talent for American Express' success.</p>
Colleague Networks	<p>We have 13 Colleague Networks with chapters worldwide that bring together people who share common experiences, interests, and backgrounds. Our Colleague Networks enhance a sense of community and provide valuable growth opportunities through networking and relationship building. All Colleague Networks are open to all colleagues and participation is voluntary.</p>

Climate

American Express aims to move our business towards net-zero emissions and manage climate-related risks and opportunities. We have set, and are working towards, science-based targets, consisting of both near-term and long-term emissions reduction targets and a partner engagement target, through a range of programs and initiatives to help reduce emissions across both our operations and value chain. Our governance, assessment, and oversight of potential climate-related risks and opportunities support us in managing climate risks for the company.

Net-Zero Emissions

Moving Toward Net-Zero Emissions

American Express has committed to net-zero greenhouse gas emissions by 2050. Our net-zero target, consisting of our near-term and long-term emissions reduction targets, and our partner engagement target were validated by the Science Based Targets initiative (SBTi) in 2024.⁶

To support and make progress towards our science-based targets, we have implemented a range of initiatives to reduce emissions across both our operations and value chain, including sourcing renewable energy, implementing energy efficiency measures, and engaging our suppliers and partners. In 2024, partners representing approximately 81% of emissions related to goods and services provided by third parties in connection with the Membership Rewards® program and cobrand cards (calculated based on spend data) had science-based targets.⁷

Our greenhouse gas emissions (GHG) inventory for our 2019 baseline year is in the process of being recalculated and progress toward our emissions reductions targets is expected to be updated in line with the outcomes of the recalculation.

For more information on our SBTi validated targets, visit our [website](#).

Managing Our GHG Emissions

American Express aims to manage its Scope 1, 2, and 3 GHG emissions through programs and initiatives focused on renewable energy, energy efficiency, more sustainable building and transportation practices, and engagement with suppliers and partners. For more information on our GHG emissions and other environmental performance data, refer to the [2024 Environmental Performance Data](#) table in this disclosure.

Renewable Energy

In 2024, American Express continued to power its operations with electricity from renewable sources.⁸ Our global operations consist primarily of data centers, offices, and field sites, with data centers representing a large share of our total electricity usage. In 2024, we purchased 264,210 MWh of Energy Attribute Certificates (EACs) and 15,973 MWh of green tariffs, which verify the production of renewable electricity in an amount equivalent to total electricity consumption. Our EAC and green tariff purchases are aligned with the technical guidance from RE100. In 2024, we also produced approximately 409 MWh of renewable solar electricity from our North Carolina and Brighton, UK data centers.

⁶ The emissions included in our SBTi-validated targets are determined in accordance with the SBTi's minimum target boundaries as provided in their Corporate Net-Zero Standard, which generally cover 95% of Scope 1 and 2 emissions for both near- and long-term targets, and 67% and 90% of Scope 3 emissions for near- and long-term targets, respectively. Scope 3 emissions reflected in our net-zero and Scope 3 emissions reductions targets include those emissions from purchased goods and services, capital goods, fuel and energy-related activities, waste generated in operations, employee business travel, employee commuting, and investments. Emissions related to goods or services provided by third parties in connection with the Membership Rewards® program and cobrand cards are addressed separately through our near-term partner engagement target rather than as part of our net-zero and Scope 3 emissions reduction targets. Our near-term partner engagement target reflects emissions that are outside of SBTi's minimum boundary for Scope 3, Category 1 emissions. Emissions with partners that are included within SBTi's minimum boundary for Scope 3, Category 1, are included in our net-zero and Scope 3 emissions reduction targets.

⁷ Science-based targets in this context refers to validated targets disclosed through SBTi's publicly available database or targets referred to as "science-based" in a partner's publicly available disclosures or documents provided to American Express.

⁸ Operations include all our managed facilities, field sites, and data centers. Managed facilities are individual properties operationally managed by our global real estate team and housing critical business functions. Field sites are individual properties that are not operationally managed by our global real estate team but directly by our business units. They are typically smaller sites, less than 30,000 square feet (including airport lounges, foreign exchange kiosks, and sales offices), that are owned or leased by American Express. In 2024, American Express did not purchase EACs within certain countries of operation, resulting in 99.9% of our total global electricity usage coming from renewable electricity. The company's achievement of CarbonNeutral® certified operations in 2024 covers Scope 1 (direct emissions from sources owned or controlled by American Express), Scope 2 (indirect location-based and market-based emissions) and select categories of Scope 3 emissions in line with the CarbonNeutral® protocol through renewable energy credits, carbon offsets, and reduced GHG emissions. Maintaining CarbonNeutral® certified operations is separate from our net-zero commitment. For more detailed data on our energy consumption, renewable energy, and Scope 1, 2, and 3 emissions, see the Environmental Performance Data and Limited Assurance Statement of GHG Emissions.

Data Centers	<p>In 2024, our data centers represented approximately 842,800 square feet of building space and used approximately 165,400 MWh, which makes up about 59% of the electricity used to power our global operations. Our data centers report a power usage effectiveness (PUE) of 1.44 for our production data center and 1.41 for our redundancy data center.⁹</p>
Decarbonization Audits and Energy Efficiency Measures	<p>In 2024, American Express performed audits of nine owned and operated sites, including our offices in the U.S., Spain, Mexico, Italy, and the UK. The audits included benchmarking of building energy performance, analysis of electrical infrastructure and system capacity, reviews of site technology, and reviews of building energy procurement strategies. The overall evaluation and cost-benefit analysis of activities provided recommendations and a timeline of activities to support emissions reduction initiatives and inform decision making for facility upgrades. As a result of the audit findings, we have implemented a number of energy efficiency projects, including:</p> <ul style="list-style-type: none"> • Replaced fluorescent lighting with energy-efficient LEDs and modernized the HVAC system in Gurgaon to reduce electricity demand. • Installed a high-efficiency Computer Room Air Conditioning (CRAC) unit in London to lower the energy required for cooling. • Replaced the uninterruptible power supply (UPS) system and added EV charging stations in Rome to improve power efficiency and support colleagues that commute using EVs. • Upgraded water pumps for cooling towers and building facilities in Mexico City to optimize performance while reducing electricity consumption. <p>The implementation of energy efficiency measures completed in 2024 and 2025 are expected to save approximately 5,000 megawatt-hours (MWh) of energy per year.</p>
Sustainable Building Practices	<p>We strive to design, build, and operate facilities that consume fewer resources, aiming to follow best practices such as adhering to and achieving certifications in U.S. Green Building Council's Leadership in Energy and Environmental Design (LEED) standards and other international green building standards, including BREEAM, NABERS, GreenMark, HQE, and Effinergie+, as well as local building standards. We are also working to improve the comfort, quality, and flexibility of our offices globally to support colleagues' overall well-being.</p> <p>The American Express India Campus in Gurgaon earned LEED Gold certification for Building Design and Construction: Core and Shell in 2024 and achieved LEED Platinum certification for Interior Design and Construction: Commercial Interiors in 2025. Additionally, our Atlanta, Georgia site earned LEED Gold certification for Interior Design and Construction: Commercial Interiors in 2025. American Express also achieved several green building recertifications in 2024, including a BREEAM Excellent rating, LEED Operations and Maintenance recertification, among others. As of year-end 2024, a total of 21 of our facilities in 11 countries—representing approximately 60% of our global real estate portfolio—had achieved green building certifications.¹⁰</p>
Sustainable Transportation	<p>To advance our operational emissions reduction plan, we are planning to include electric vehicles (EV) options within our leased vehicles for colleagues in select jurisdictions. We also provide EV charging capabilities at 24 of our offices globally.¹¹ To support the decarbonization of our corporate aviation activities, we purchase sustainable aviation fuel certificates, which allow us to invest in the development of lower-carbon fuel solutions beyond conventional fuel use.</p>

⁹ Our production data center is the Primary Data Center for Daily BAU (business-as-usual) activities. Our redundancy data center is the Disaster Recovery Data Center for Production Data Center.

¹⁰ Green building certified percentage is represented by the total year-end square footage certified out of total year-end building square footage. This includes leased or owned facilities actively occupied by American Express (excluding parking lot square footage) that have achieved certification under a global or locally recognized third-party environmental building certification system as meeting their performance criteria (LEED, BREEAM, NABERS, GreenMark, HQE, and Effinergie+).

¹¹ As of August 2025.

Managing Our Value Chain GHG Emissions	<p>We engage with suppliers to reduce emissions within their businesses and the services they provide to American Express. Our efforts leverage supplier data reporting, engagement, and procurement policies. To address emissions associated with colleague business travel, American Express uses software to help encourage colleagues to select sustainable travel options, including sustainable travel tips, highlighting sustainable hotel and air travel options, and offering EV car rentals in select locations. For more information on our engagement with suppliers, refer to the Responsible Sourcing section of this disclosure.</p>
CarbonNeutral® Certified Operations	<p>In 2024, we maintained CarbonNeutral® certified operations including offices, field sites, and data centers in accordance with the CarbonNeutral Protocol, a leading third-party framework, through reduced GHG emissions, renewable energy credits and carbon offsets.¹² We purchased 132,331 metric tons of carbon dioxide equivalent (MTCO_{2e}) of carbon offsets that supported projects like solar power development, reforestation, and forest conservation. These projects offset our Scope 1 and 2 emissions, such as fuel and steam consumption, and select categories of Scope 3 emissions, including those from certain activities related to colleague business travel and waste generated in our operations.¹²</p>
Recycled Plastic Cards	<p>American Express has been working to reduce consumption of virgin plastic, beginning in 2019 with the introduction of the first American Express® Card manufactured from 70% reclaimed plastic collected from beaches and coastal communities. In 2022, we set a goal for the majority of plastic cards issued by American Express to be made from at least 70% recycled or reclaimed plastic by the end of 2024. We achieved this goal as of December 2024, with over 90% of plastic cards issued by American Express made of at least 70% recycled or reclaimed plastics globally. Our Card Take Back Program enables U.S. Card Members to return both plastic and non-plastic cards by mail for recycling. Since the launch of the program in 2019, we have recycled more than 4 million cards.</p>
Customer Tools to Support Sustainable Practices	<p>American Express offers a variety of customer tools designed to support sustainable practices including:</p> <ul style="list-style-type: none"> • Carbon Footprint Tool: The American Express Carbon Footprint Tool¹³ allows select Corporate clients to track estimated carbon emissions associated with spend across air travel, ground transportation, hotel stays, food and beverage, and retail. The Carbon Footprint Tool applies conversion factors and standards from various government and private organizations to a company's spend on its American Express® Corporate Product Program. • Carbon Offset Referral Suite: The Corporate Carbon Offset Referral Suite provides U.S. Corporate clients with a list of carbon offset providers curated by American Express. Participating companies may elect to work with such provider(s) to purchase carbon offsets through investments in large-scale carbon projects, which can help manage their estimated carbon footprint.

Climate Risk Management

Climate Risk Management Governance	<p>At American Express, climate-related risks and opportunities are included in our Enterprise Risk Management (ERM) framework and managed as part of our ERM Process. The Enterprise Risk Management Committee (ERMC), co-chaired by our Chief Executive Officer and Chief Risk Officer, is the highest-level management committee to oversee all firm-wide risks, including climate-related risks, and is responsible for risk governance, risk oversight, and risk appetite. Our Climate Risk Team and Climate Risk Management Working Group identify, assess, and monitor climate risks across the enterprise. Our Climate Risk Management Standard provides an enterprise-wide framework for identifying, assessing, measuring, managing, and monitoring climate-related risks across the business, operations, and activities of the company.</p>
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¹² Carbon offsets totaling 132,331 MTCO_{2e} were purchased to maintain CarbonNeutral® certified operations in accordance with the CarbonNeutral Protocol, which include Scope 1, Scope 2, and certain Scope 3 categories (Category 5 – Waste; Category 6 – Business Travel). This also includes 7,904 MTCO_{2e} associated with teleworking within Category 7 – Employee Commuting. The CarbonNeutral Protocol requires inclusion of teleworking emissions, whereas these emissions are outside the boundary of our net-zero emissions reduction targets and are therefore not included in the emissions reported in this disclosure. For more information on our verified carbon offsets, refer to the [Limited Assurance Statement of GHG Emissions](#).

¹³ The estimated information provided by the Carbon Footprint Tool is for generalized informational purposes only and does not constitute financial, tax, accounting, legal or other professional advice on any subject matter.

Climate Risk Management Approach

We take a strategic approach to managing climate-related physical and transition risks and opportunities. American Express may face physical risks related to climate, including rising average global temperatures, rising sea levels, and the increase in the frequency and severity of extreme weather events and natural disasters. Additionally, we may face transition risks related to the transition to a low-carbon economy, including changes in consumer preferences, travel patterns, and legal requirements.

We have conducted analyses to identify current and potential climate-related physical and transition risks and opportunities in our operations, facilities, supply chain, and business activities across the short-term (0–5 years), medium-term (5–10 years), and long-term (10+ years) horizons. We also continue to assess climate-related opportunities across our operations and value chain, including managing our GHG emissions, powering our operations with renewable energy, data center energy usage, energy efficiency measures, sustainable building practices and transportation, CarbonNeutral® certified operations, recycled plastic cards, and customer tools to support sustainable practices. Additionally, our Business Continuity Management program addresses the recovery of key business operations and supporting technology in the event of an unplanned disruption, through ongoing risk assessments, continuity planning, and exercises.

We disclose certain sustainability and climate-related information as required by regulation or law. Refer to Reporting & Resources on our [Investor Relations website](#) for more information.

Conduct & Values

American Express is guided by a value system that emphasizes integrity and trust. We are guided by strong principles, stand behind our promises, and build our business around extraordinary service. Today, we know those principles as our Blue Box Values that serve as the foundation for how we operate and lead.

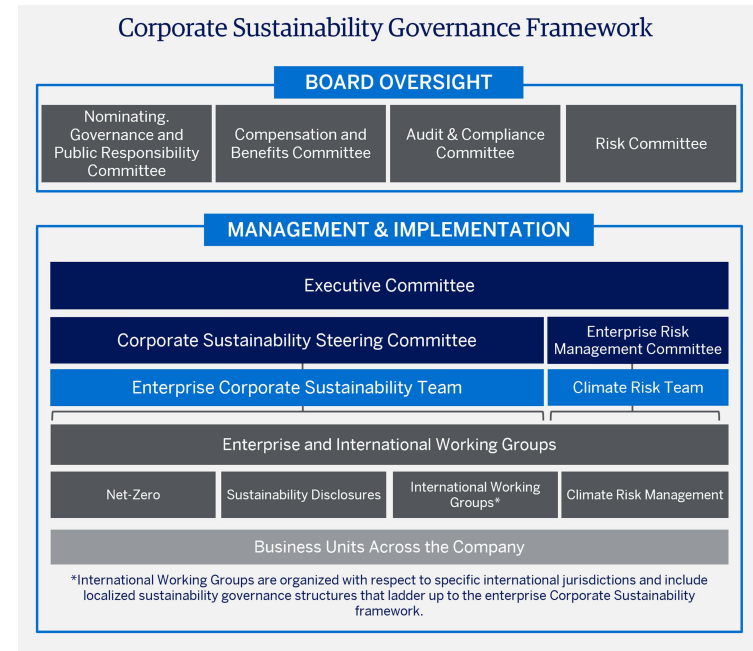
Corporate Sustainability Governance

American Express' Corporate Sustainability Governance Framework defines how sustainability is overseen and managed across the company, integrating Board-level oversight, executive leadership, and cross-functional working groups.

The company also has a Corporate Sustainability Steering Committee, chaired by our Chief Corporate Affairs Officer, that includes senior executives from across the organization. The Steering Committee guides the Corporate Sustainability strategy, related policies and programs and is supported by cross-functional enterprise and International Working Groups, including:

- The Net-Zero Working Group, which supports our work towards our commitment to net-zero by 2050
- The Sustainability Disclosure Working Group, which reviews sustainability disclosures
- Working Groups in certain jurisdictions where we operate
- The Climate Risk Management Working Group, which reports directly to our Enterprise Risk Management Committee (ERMC) and oversees climate risk matters

For more information on Corporate Governance, including our Board of Directors and Board Committees, refer to the [American Express Proxy Statement](#) and [Investor Relations website](#).



Ethics and Compliance

Blue Box Values and Code of Conduct

The American Express Blue Box Values guide how we operate as a company and bring our company vision—to provide the world's best customer experience every day—to life. We reinforce these values with our [Code of Conduct](#), which establishes our expectations for ethical workplace behavior. Colleagues are accountable for upholding these standards in all of our dealings with each other and our stakeholders— including our customers, shareholders, vendors, other business partners, and government regulators. We publish the Code in nine languages and require all colleagues to complete an annual training on its provisions and acknowledge understanding of their obligations. Abiding by the Code is a condition of working at American Express and violations can result in termination.

Ethics Hotline

The Amex Ethics Hotline provides employees, contractors, vendors/suppliers, and others an opportunity, without fear of retaliation, to report concerns regarding potential compliance or ethical matters on a confidential or anonymous basis. Hosted by an independent organization and staffed by representatives who speak more than 170 languages, the Amex Ethics Hotline is available online and by phone 24/7.

Ethics and Compliance Training	<p>We require colleagues to complete annual Global Regulatory Learning training on important policies, laws, and regulations that govern our industry, guide our company, and protect our colleagues, customers, and brand. Mandatory trainings for all global colleagues and applicable contractors include the Code of Conduct, Anti-Bribery and Corruption, Anti-Money Laundering, Sanctions, and Politically Exposed Persons, Antitrust and Competition Law, Cybersecurity Awareness, Preventing Harassment and Discrimination, and Privacy.</p>
Risk Management	<p>Risk management is overseen by our Board of Directors and its committees. These committees consist entirely of independent directors and provide regular reports to the full Board regarding matters reviewed at the respective committee’s meeting. The committees meet regularly with our Chief Financial Officer, Chief Legal Officer, Chief Risk Officer, the Chief Compliance Officer, the Chief Audit Executive, the Head of Enterprise Risk Management and Risk Oversight, and other senior management with regard to our risk management processes, risk profile and performance, controls, succession, talent, and capabilities. The Board monitors the “tone at the top,” our risk culture, and oversees emerging and strategic risks.</p> <p>There are several internal management committees, including the ERM. The ERM is the highest-level management committee to oversee all firm-wide risks and is responsible for risk governance, risk oversight, and risk appetite. It maintains the enterprise-wide risk appetite framework and monitors compliance with limits and escalations defined in it. The ERM oversees implementation of risk policies Company-wide. The ERM reviews key risk exposures, trends and concentrations, significant compliance matters, and provides guidance on the steps to monitor, control, and report major risks.</p> <p>We adhere to a “three lines of defense” approach to risk management. The first line of defense comprises functions and management committees directly initiating risk-taking. Our Chief Executive Officer, business unit presidents and our Chief Financial Officer are part of the first line of defense. The second line of defense comprises independent functions overseeing risk-taking activities of the first line. The Chief Risk Officer, the Chief Compliance Officer, the Chief Operational Risk Officer and certain control groups, both at the enterprise level and within regulated entities, are part of the second line of defense. The Global Risk Oversight team oversees the policies, strategies, frameworks, models, processes, and capabilities deployed by the first line teams, and provides challenges and independent assessments on how the first line of defense is managing risks. Our Internal Audit Group constitutes the third line of defense and provides independent assessments and effective challenge of the first and second lines of defense. For more information on risk management, refer to the Climate Risk Management section of this disclosure.</p>
Data Privacy and Security	
Cybersecurity Oversight	<p>We maintain an information security and cybersecurity program and a cybersecurity governance framework that are designed to protect our information systems against cybersecurity risks. Information security and cybersecurity risk is an operational risk that is measured and managed as part of our operational risk framework. Operational risk is incorporated into our comprehensive ERM program, which we use to identify, aggregate, monitor, report, and manage risks.</p> <p>Our Board receives an update on cybersecurity at least once a year and our Risk Committee receives reports on cybersecurity at least twice a year, including at least one joint meeting with the Audit and Compliance Committee, and our Board and these committees all receive ad hoc updates as needed. In addition, the Risk Committee annually approves the Technology Risk and Information Security (TRIS) program.</p>

	<p>Technology Risk and Information Security Program: Our TRIS program, which is our enterprise information security and cybersecurity program incorporated in our ERM program and led by our Chief Information Security Officer, is designed to:</p> <ul style="list-style-type: none"> • Ensure the security, confidentiality, integrity, and availability of our information and information systems; • Protect against any anticipated threats or hazards to the security, confidentiality, integrity, or availability of such information and information systems; and • Protect against unauthorized access to or use of such information or information systems that could result in substantial harm or inconvenience to us, our colleagues, or our customers. <p>The TRIS program is built upon a foundation of advanced security technology, employs a highly trained team of experts, and is designed to operate in alignment with global regulatory requirements. The TRIS program aligns with the standards developed by the Cyber Risk Institute Profile for the financial sector. In addition, we incorporate reviews by our Internal Audit Group and external experts in our TRIS program. We continuously assess the risks and changes in the cyber environment and adjust our program and investments as appropriate. To learn more about our TRIS program, refer to the American Express Proxy Statement.</p>
<p>Privacy</p>	<p>Our Privacy Program is set forth in our Privacy Risk Management Policy, which establishes the approach through which American Express, its subsidiaries, and third parties manage and govern privacy risk. The Policy includes the company’s expectations for how to identify, assess, control, measure, and report on privacy risks arising from the processing of customers’ personal data (including the collection, use, access, viewing, storage, sharing, transmission, transfer, or deletion of personal data). We provide Privacy Notices to our colleagues and contractors, which describe how we process their personal data in the context of their business relationship with us. The Chief Privacy Officer and other members of management provide reports and updates to the Risk Committee of our Board on privacy risk and emerging trends.</p> <p>Our Third-Party Lifecycle Management (TLM) program identifies privacy and information security risks associated with third parties. Third parties that access, process, collect, share, create, store, transmit, or destroy our information or have access to our systems may have additional privacy and security requirements depending on the levels of risk, such as enhanced risk assessments and monitoring, and additional contractual controls. For more information on our procurement practices, refer to the Responsible Sourcing section of this disclosure.</p>
<p>Responsible Use of Artificial Intelligence (AI)</p>	<p>We have established, and continue to maintain, policies and a governance framework to comply with applicable artificial intelligence laws and requirements to meet evolving customer and industry expectations and to support and enable business innovation and growth. American Express manages and mitigates AI Risk through its AI Risk Management Policy and AI Risk Governance Framework. We utilize artificial intelligence and machine learning (AI/ML) models, including Generative AI tools, for a variety of business use cases. We perform extensive reviews and testing to reduce the risk that these AI/ML techniques result in adverse consequences.</p>
<p>Responsible Sourcing</p>	
<p>Supplier Code of Conduct</p>	<p>We are committed to working with suppliers that adhere to the same standard of ethics, legality, and integrity as American Express does. We manage suppliers through our Global Supply Management team, with a focus on meeting regulatory requirements, managing risk across our global relationships, and enhancing product and service offerings. In selecting and managing suppliers, we use appropriate due diligence and contracting requirements depending on the relationship. The American Express Supplier Code of Conduct outlines the expectations that American Express has for its suppliers and consists of the following areas of focus: Compliance with the Supplier Code of Conduct, Business Practices and Ethics, Environmental Sustainability, and Reporting Concerns. For more information on supplier engagement related to climate initiatives, refer to the Climate section of this disclosure.</p>

Third-Party Risk Management	<p>Our TLM program sets guidelines for identifying, measuring, monitoring, and reporting the risks associated with third parties through the life cycle of the relationships, which includes planning, due diligence and third-party selection, contracting, ongoing monitoring, and termination. Our Third-Party Management Policy sets forth the procurement, risk management, and contracting framework for managing third-party relationships commensurate with their risk and complexity and is approved by the Risk Committee of our Board and the ERMC.</p>
Human Rights	<p>American Express is committed to preventing acts of modern slavery and human trafficking in our corporate activities and our supply chains, by working with suppliers that adhere to the same standard of ethics, legality, and integrity as American Express does. We expect and require all third parties to conduct business in accordance with all applicable laws, rules, and regulations. Our Code of Conduct embodies our commitment to fair and equal treatment of all persons and to conducting business in an ethical manner. For more information, refer to our Supplier Code of Conduct, Human Rights Statement, UK Modern Slavery Act Transparency Statement, and Australia Modern Slavery Statement.</p>
Responsibly Sourced Paper	<p>In 2024, we sourced 99.7% of our direct marketing, customer communications, and office paper from certified responsibly managed forests, which includes paper certified by the Forest Stewardship Council, Sustainable Forestry Initiative, and Programme for the Endorsement of Forest Certification. We also expect our suppliers to source paper from certified responsibly managed forests where applicable. For more information on our environmental performance, refer to the Climate section of this disclosure.</p>
Key Policies	
Anti-Corruption, Money Laundering, and Sanctions	<p>Our Global Financial Crimes Risk Management policy describes our framework and risk-based methods to identify, assess, measure, monitor, and mitigate the risk of the company's products and services being misused for the purposes of money laundering, terrorism financing, violation of sanctions laws, bribery, or corruption. For more information, refer to our Code of Conduct.</p>
Code of Conduct	<p>Our Code of Conduct sets forth the guiding principles of business ethics and certain legal requirements applicable to all American Express colleagues. It covers ethical business practices ranging from technology use, conflicts of interest, conducting business and interactions with government officials and entities within the US and internationally, internal fraud risk management, and protecting customer privacy. The Audit and Compliance Committee receives and discusses whistleblower claims, fraud situations, and reports regarding significant ethical violations under the Code of Conduct and other corporate governance policies.</p>
Privacy Policy	<p>Our Privacy Risk Management Policy establishes the approach through which American Express, its subsidiaries and third parties manage and govern privacy risk. The Policy includes the company's expectations for how to identify, assess, control, measure, and report on privacy risks arising from the processing of customers' personal data (including the collection, use, access, viewing, storage, sharing, transmission, transfer, or deletion of personal data).</p>
Non-Discrimination and Anti-Harassment	<p>We require that employment decisions be made based on job-related qualifications and without regard to race, ethnicity, gender, gender identity, disability, religion, sexual orientation, marital status, citizenship, age, or any other legally protected status in each of the countries in which we operate. We have local, jurisdiction-specific policies regarding individual treatment, non-discrimination, and anti-harassment, as well as a Global Sexual Harassment Policy Statement.</p>
Human Rights	<p>American Express respects and promotes human rights and is committed to responsible workplace practices. We strive to conduct our business in an approach consistent with the United Nations Guiding Principles on Business and Human Rights. For more information,</p>

	refer to our Supplier Code of Conduct , Human Rights Statement , UK Modern Slavery Act Transparency Statement , and Australia Modern Slavery Statement .
Product Development and Customer Interactions	Our New or Modified Product Governance Policy establishes a consistent framework for the review and approval of new, modified, and expanded products and services and includes consideration of fair access to financial services and fair treatment of customers. Additionally, our Conduct Risk Management Policy establishes the governance framework for conduct risk across the company, including customer-facing interactions. The policy requires annual risk assessments, implementation of detective and preventive controls, colleague training, and timely escalations of conduct issues. We also uphold Minimum Standards for Customer Facing Interactions to support compliance with legal and regulatory expectations and drive consistency in the testing, reporting, and classification of behaviors related to Customer-Facing Interactions and consequence management.
Third-Party Management Policy	Our Third-Party Management Policy sets forth the procurement, risk management and contracting framework for managing third-party relationships commensurate with their risk and complexity. For more information, refer to the Responsible Sourcing section of this disclosure.
Whistleblower Claims Policy	Our Whistleblower Claims Policy establishes guidelines and procedures for handling whistleblower concerns, including providing colleagues, suppliers, customers, merchants, contractors, shareholders, and members of the public with clear mechanisms to report concerns that the company is not meeting its legal or ethical obligations. The Policy and individual treatment policies describe actions our company takes to ensure that individuals who make good faith reports and/or participate in investigations are treated fairly and are not subject to retaliation.

Stakeholder Engagement

Shareholders	Our Corporate Secretary and Chief Governance Officer engages in outreach throughout the year to discuss with our shareholders and other stakeholders the issues that are important to them, listen to their expectations for the company, and share our views. Our Investor Relations team also regularly meets with shareholders, prospective investors, and investment analysts. Our Board and Management recognize the benefits that come from meaningful dialogue with shareholders and other stakeholders, and we have a longstanding practice of active engagement. Our Lead Independent Director, who also serves as our Audit and Compliance Committee Chair, is available for engagement and represents the Board in communications with shareholders, including participating in joint corporate governance and investor relations meetings. We deliver detailed feedback to our Board regarding shareholder meetings.
Colleagues	We keep colleagues updated on company news, priorities, performance, and business strategies through a variety of channels. Our leaders collect ongoing colleague feedback through our annual Colleague Experience Survey to help us better understand colleague sentiment and experience. We also collect colleague feedback through Feedback @ Amex, open Q&A sessions, and our Amex Ethics Hotline.
Customers	We have direct relationships with millions of Card Members, businesses, and merchants around the world, whom we engage through customer service, direct-to customer channels, and social media.
Government and Regulators	We communicate with policymakers on public policy issues important to the company and management regularly reports to the Nominating, Governance and Public Responsibility Committee regarding its engagement in the public policy arena and its political contributions. For more information, visit our Investor Relations website .



<p>Community and Non-Profit Organizations</p>	<p>Our community impact programs focus on supporting small business owners and nonprofit leaders, helping communities impacted by natural disasters, and engaging our colleagues in community giving and volunteering efforts. Through our Give2Gether program, we provide various opportunities for our colleagues to give back to their communities and nonprofits through donations or volunteer events.</p>
<p>Suppliers</p>	<p>We regularly meet with our key suppliers to ensure they understand current business strategies and measures of success to meet regulatory and company requirements.</p>

Appendix

2024 Environmental Performance Data

The summary table below provides certain metrics related to our environmental performance for the year ended December 31, 2024, based on methodologies and data available for that period. Environmental data is subject to significant inherent measurement uncertainty and is based on estimates and management assumptions; actual results could differ. Reporting on environmental data, including the quantification of GHG emissions, continues to evolve as data quantity and quality, estimation methodologies, industry standards, and measurement tools improve. We continue to refine our methodologies to collect and report this data and therefore the amounts presented for 2024 may not be comparable to amounts reported in prior periods. In 2024, we conducted a comprehensive calculation assessment designed to improve data completeness, enhance the representativeness of estimates, and align categorization and boundary determinations with best practices and standards, including refining emission allocations to better distinguish and allocate activity data between categories. Additionally, we implemented a new GHG management software solution to improve the accuracy of our methodology. Together, these refinements led to updates across Scope 1, 2, and 3 emissions calculations. Key enhancements to our environmental performance data for 2024 include:

Scope 1

- **Stationary Fuels:** Assumptions were applied to all sites lacking direct consumption data, increasing coverage from 30% of sites (2,477,131 ft²) in 2023 to all sites (9,045,818 ft²) in 2024. Fuel mix assumptions are based on the location of each site and primarily reflect natural gas consumption.
- **Fugitive Emissions:** Estimation transitioned from a screening method to the simplified material balance method. As outlined in the GHG Protocol, the screening method applies an assumed yearly leakage for all equipment. The simplified material balance method accounts for the amount of refrigerant purchased or disposed of during the reporting year. Vehicle and fire suppressant fugitive emissions were excluded under the new methodology, as they are not required for inclusion according to the GHG Protocol.

Scope 3

- **Category 5 (Waste Generated in Operations):** Expanded measured waste data and improved estimation methods where measured data is unavailable, increasing facility coverage from 66% of sites (4,552,755 ft²) in 2023 to all sites (9,045,818 ft²) in 2024.
- **Category 6 (Business Travel):** Enhanced methodology incorporated flight class information and additional travel data.
- **Additional Scope 3 emissions categories are disclosed, including those emissions from purchased goods and services, capital goods, fuel and energy-related activities, upstream transportation and distribution, and investments.**

	Unit ¹⁴	2024
GHG Emissions		
Scope 1 – Direct ¹⁵	MTCO ₂ e	21,817
Scope 2 – Indirect (Location-Based)	MTCO ₂ e	107,869
Scope 2 – Indirect (Market-Based) ¹⁶	MTCO ₂ e	1,758
Scope 3 – Category 1: Purchased Goods and Services ¹⁷	MTCO ₂ e	794,813
Scope 3 – Category 2: Capital Goods ¹⁷	MTCO ₂ e	226,553
Scope 3 – Category 3: Fuel and Energy-Related Activities ¹⁸	MTCO ₂ e	84,885
Scope 3 – Category 4: Upstream Transportation and Distribution ¹⁹	MTCO ₂ e	74,666
Scope 3 – Category 5: Waste Generated in Operations ²⁰	MTCO ₂ e	1,472
Scope 3 – Category 6: Business Travel ²¹	MTCO ₂ e	86,463
Scope 3 – Category 7: Employee Commuting ²²	MTCO ₂ e	60,660
Scope 3 – Category 15: Investments ²³	MTCO ₂ e	572,080

¹⁴ MWh: megawatt hours; MTCO₂e: Metric tons of carbon dioxide equivalent; kgCO₂e: kilograms of carbon dioxide equivalent; ft²: square feet; FTE: Full-time Equivalent; \$M USD: millions of dollars.

¹⁵ To improve data completeness, stationary fuel assumptions were applied to all sites lacking direct consumption data in 2024, increasing coverage from 30% of sites (2,477,131 ft²) in 2023 to all sites (9,045,818 ft²) in 2024. Fuel mix assumptions are based on the location of each site and primarily reflect natural gas consumption.

¹⁶ 280,183 MWh of renewable energy attributes were applied to the 2024 Scope 2 market-based emissions.

¹⁷ Scope 3 Category 1 Purchased Goods and Services and Scope 3 Category 2 Capital Goods include emissions based on annual spend data mapped to the U.S. EPA Environmentally Extended Input-Output (EEIO) emissions factors based on the appropriate spend type.

¹⁸ Scope 3 Category 3 Fuel and Energy-Related Activities represent emissions not included in Scope 1 or 2 and include transmission and distribution losses from purchased electricity and upstream impacts from fuel production.

¹⁹ Scope 3 Category 4 Upstream Transportation and Distribution represents emissions associated with inbound freight, messenger services, postage, and other transportation and distribution services in our upstream supply chain.

²⁰ Scope 3 Category 5 Waste Generated in Operations represents emissions associated with landfilled, recycled, and other disposed waste, which includes compost and incineration across our facilities. 2024 waste data includes measured data and estimated data where measured data are not available, with increased square footage coverage from 66% of sites (4,552,755 ft²) in 2023 to all sites (9,045,818 ft²) in 2024.

²¹ Scope 3 Category 6 Business Travel represents emissions associated with employee business travel, including third-party air, rail, rental cars, and emissions associated with reimbursed mileage from colleague business travel in personal vehicles; it does not include other forms of transportation, such as taxis, livery and/or rideshare services or subways, or hotels. Emissions increase since 2023 reflects increased travel activity from lower levels following the COVID-19 pandemic, as well as enhancements to our methodology to incorporate flight class information.

²² Scope 3 Category 7 Employee Commuting represents emissions associated with employee commuting to and from work and does not include emissions associated with teleworking.

²³ Scope 3 Category 15 Investments represents emissions associated with American Express' investment portfolio, including emissions from investee companies and select debt instruments in the GHG Protocol's minimum boundary and calculated using the Partnership for Carbon Accounting Financials (PCAF) methodology.

Total GHG Emissions		
Total Scope 1 and 2 (Location-Based) Emissions	MTCO ₂ e	129,686
Total Scope 1 and 2 (Market-Based) Emissions	MTCO ₂ e	23,575
Total Scope 3 Emissions	MTCO ₂ e	1,901,592
Total Scope 1, 2 (Market-Based), 3 Emissions	MTCO ₂ e	1,925,167
Carbon Offsets		
Verified Carbon Offsets ²⁴	MTCO ₂ e	132,331
GHG Emissions Intensity		
Total Scope 1, 2 (Market-Based), 3 Emissions Intensity	kgCO ₂ e/ft ²	225
Total Scope 1, 2 (Market-Based), 3 Emissions Intensity Per Colleague	MTCO ₂ e/FTE	25.6
Total Scope 1, 2 (Market-Based), 3 Emissions Intensity Per Annual Revenue	MTCO ₂ e/\$M USD	29.2
Global Energy ²⁵		
Direct Energy – Natural Gas ¹⁵	MWh	30,954
Direct Energy – Fuel Oil	MWh	6,745
Direct Energy – Mobile Fuel	MWh	49,998
Direct Energy – Other Fuel	MWh	8
Indirect Energy – Purchased Electricity	MWh	280,342
Indirect Energy – Purchased Steam, Heat, and Chilled Water	MWh	7,483
Renewable Energy		
Onsite Generated Renewable Electricity ²⁶	MWh	409
Total Global Electricity from Renewable Sources ²⁷	%	99.9%
Total Energy		
Total Global Direct Energy Consumption	MWh	87,705
Total Global Indirect Energy Consumption	MWh	287,825
Total Global Energy Consumption (Direct + Indirect + Onsite Generated Renewable Electricity)	MWh	375,939
Water ²⁸		
Water Consumption	m ³	332,607
Waste ²⁰		
Waste Generated	Metric Tons	5,291
Waste Landfilled	Metric Tons	1,215
Waste Diverted from Landfill	Metric Tons	4706
Waste Diversion Rate	%	77%
Cards Recycled via U.S. Card Take Back Program ²⁹	Number	1,263,628
Green Building Certifications ³⁰		
Green Building Certified Square Footage	ft ²	5,217,283
Green Building Certified %	%	60.9%

²⁴ Carbon offsets totaling 132,331 MTCO₂e were purchased to maintain CarbonNeutral® certified operations in accordance with the CarbonNeutral Protocol, which include Scope 1, Scope 2, and certain Scope 3 categories (Category 5 – Waste; Category 6 – Business Travel). This also includes 7,904 MTCO₂e associated with teleworking within Category 7 – Employee Commuting. The CarbonNeutral Protocol requires inclusion of teleworking emissions, whereas these emissions are outside the boundary of our net-zero emissions reduction targets and are therefore not included in the emissions reported in this disclosure. For more information on our verified carbon offsets, refer to the [Limited Assurance Statement of GHG Emissions](#).

²⁵ Energy usage is based on a combination of metered energy consumption billing data and estimated energy consumption data based on energy intensity per square footage standards outlined in the GHG Protocol where metered data is not currently available.

²⁶ Onsite generated renewable electricity includes onsite solar renewable electricity generation at our North Carolina Data Center (403 MWh) and Brighton UK office (6 MWh) in 2024.

²⁷ In 2024, American Express did not purchase EACs within certain countries of operation, resulting in 99.9% of our total global electricity usage coming from renewable electricity. American Express maintains RE100 status, and we purchased proxy EACs for CarbonNeutral certification.

²⁸ Water consumption data is reported only for managed facilities where measured data is available. Water usage represents approximately 68% (5,119,546 ft³) of the global managed facility footprint in 2024.

²⁹ U.S. Card Members can return expired or non-working cards for recycling. This also encompasses cards sent back to us by other means, such as non-delivered mail.

³⁰ Green building certified square footage represents the year-end square footage certified out of total year-end building square footage. This includes leased or owned facilities actively occupied by American Express (excluding parking lot square footage) that have achieved certification under a global or locally recognized third-party rating system criteria including LEED, BREEAM, NABERS, GreenMark, HQE and Effiergie+.

**Paper Use**

Direct marketing, customer communications, and office paper from certified responsibly managed forests	%	99.7%
FSC Certified	%	94.1%
SFI Certified	%	5.0%
PEFC Certified	%	0.6%

Company Metrics

Employee Headcount	FTE	75,100
Annual Revenue	\$M USD	\$65,949
Total Average Building Square Footage ³¹	ft ²	9,045,818
Total Year-End Building Square Footage ³¹	ft ²	8,571,855

³¹ Total average and year-end building square footage includes all leased and owned facilities actively occupied by American Express (excluding parking lot square footage), which covers managed facilities, field sites, and data centers. Managed facilities are individual properties operationally managed by our global real estate team and housing critical business functions. Field sites are individual properties that are not operationally managed by our global real estate team but directly by our business units. These are typically smaller sites, less than 30,000 square feet (including airport lounges, foreign exchange kiosks, and sales offices) that are owned or leased by American Express.

Limited Assurance Statement of GHG Emissions



VERIFICATION OPINION DECLARATION GREENHOUSE GAS EMISSIONS AND ENERGY CONSUMPTION

To: The Stakeholders of American Express

Apex Companies, LLC (Apex) was engaged to conduct an independent verification of the greenhouse gas (GHG) emissions and energy consumption reported by American Express for the period stated below. This verification opinion declaration applies to the related information included within the scope of work described below.

The determination of the GHG emissions and energy consumption is the sole responsibility of American Express. American Express is responsible for the preparation and fair presentation of the GHG emissions and energy consumption statement in accordance with the criteria. Apex's sole responsibility was to provide independent verification on the accuracy of the GHG emissions and energy consumption reported, and on the underlying systems and processes used to collect, analyze, and review the information. Apex is responsible for expressing an opinion on the GHG emissions and energy consumption statement based on the verification. Verification activities applied in a limited level of assurance verification are less extensive in nature, timing, and extent than in a reasonable level of assurance verification.

Boundaries of the reporting company GHG emissions covered by the verification:

- Operational Control
- Worldwide

Types of GHGs: CO₂, N₂O, CH₄, HFCs

Energy Type and Consumption:

- Total Scope 1 and 2 Energy: 375,938 megawatt hours (MWh)
- Total Scope 2 Electricity: 280,751 MWh
- Renewable Electricity Applied to the Total 2024 Electricity (i.e. energy attribute certificates (EACs), green tariffs, and on-site generation): 280,183 MWh

Data and information supporting the reported energy consumption were in some cases estimated rather than historical in nature.

GHG Emissions Statement:

American Express Entity-Wide GHG Emissions for 2024	
Scope 1 Emissions Metric Tonnes (mt) of CO ₂ equivalent (CO ₂ e)	21,817
Scope 2 Emissions – Location-Based mt CO ₂ e	107,869
Scope 2 Emissions – Market-Based mt CO ₂ e ¹	1,758
Scope 3 Emissions	
Category 1 - Purchased Goods and Services mt CO ₂ e	794,813
Category 2 - Capital Goods mt CO ₂ e	226,553
Category 3 - Fuel- and Energy-Related Activities mt CO ₂ e	84,885
Category 4 - Upstream Transportation and Distribution mt CO ₂ e (see qualification)	74,666

¹ Apex reviewed contractual purchase data for 264,171 MWh of renewable energy whose energy attribute certificates (EACs) were not yet available for review at the time of this verification.



Category 5 - Waste Generated in Operations mt CO ₂ e	1,472
Category 6 - Business Travel mt CO ₂ e (excluding Hotels)	86,463
Category 7 - Employee Commuting mt CO ₂ e (excluding Teleworking)	60,660
Category 15 - Investments mt CO ₂ e (minimum boundary) ²	572,080
Purchased GHG Emission Offsets mt CO ₂ e applied to 2024 inventory	132,331

Data and information supporting the Scope 1 and Scope 2 GHG emissions statement were in some cases estimated rather than historical in nature.


Data and information supporting the Scope 3 GHG emissions statement were in many cases estimated rather than historical in nature.

Global Warming Potential (GWP) and emission factor data sets:

- GWP: Intergovernmental Panel on Climate Change (IPCC) Sixth Assessment Report (AR-6)
- United States Environmental Protection Agency (USEPA) Emissions & Generation Resource Integrated Database (eGRID) (2022 data), 2024
- USEPA Emission Factor Hub, 2024
 - USEPA Emission Factor Hub, 2025
- International Energy Agency (IEA) Emission Factor Database (2022 data), 2024
- United Kingdom (UK) Department for Environment Food & Rural Affairs (DEFRA), UK Government GHG Conversion Factors for Company Reporting, October 30, 2024
 - UK DEFRA, UK Government GHG Conversion Factors for Company Reporting, June 7, 2023
- Australia National Greenhouse Accounts Factors: 2024, September 3, 2024
 - Australia National Greenhouse Accounts Factors: 2023, August 2023
- New Zealand Measuring Emissions: A Guide for Organisations: 2024 Detailed Guide, May 31, 2024
- Environment Canada, National Inventory Report 1990–2022: Greenhouse Gas Sources and Sinks in Canada, Annex 13 - Electricity in Canada: Summary and Intensity Tables, May 2, 2024
- Supply Chain Greenhouse Gas Emission Factors v1.3, July 10, 2024 (with margins)
- ecoinvent 3.10, November 28, 2023
- Exiobase 3.8.2, October 21, 2021
- CORSIA Supporting Document: CORSIA Eligible Fuels – Life Cycle Assessment Methodology, June 2019
- Scope 3 methodologies and emission factors in the Watershed platform

² Scope 3, Category 15 emission for investments outside of the United States are calculated using Exiobase 3.8.2 emission factors in units of 2022 United States Dollars (USD). Inflation is not accounted for to convert 2022 USD emission factors into 2024 USD before applying the emission factor to 2024 USD spend activity data.

Limited Assurance Statement of GHG Emissions Continued



Page 3

Period covered by GHG emissions and energy verification:

- January 1, 2024 to December 31, 2024

Criteria against which verification was conducted:

- World Resources Institute (WRI)/World Business Council for Sustainable Development (WBCSD) Greenhouse Gas (GHG) Protocol, Corporate Accounting and Reporting Standard, Revised Edition (Scope 1 and 2) and the GHG Protocol Scope 2 Guidance, an amendment to the GHG Protocol Corporate Standard.
- WRI/WBCSD Greenhouse Gas Protocol Corporate Value Chain (Scope 3) Accounting and Reporting Standard.

Reference Standard:

- ISO 14064-3: Second edition 2019-04: Greenhouse gases -- Part 3: Specification with Guidance for the Verification and Validation of Greenhouse Gas Statements
- Energy consumption was also verified using the principles and requirements of ISO 14064-3 as part of the verification process.

Level of Assurance and Qualifications:

- Limited
- This verification used a materiality threshold of 5% for aggregate errors in sampled data for each of the above indicators
- Qualifications:
 - Inaccurate spend emission factors are used to calculate Scope 3, Category 4 emissions. The Greenhouse Gas Protocol requires the use of emission factors of the specific transportation type. It is estimated that Scope 3, Category 4 emissions are being overestimated by approximately 48% due to the use of inaccurate emission factors.

GHG Verification Methodology:

Evidence gathering procedures included but were not limited to:

- Interviews with relevant personnel of American Express and their consultant;
- Review of documentary evidence produced by American Express and their consultant;
- Review of American Express data and information systems and methodology for collection, aggregation, analysis and review of information used to determine GHG emissions;
- Audit of samples of data used by American Express to determine GHG emissions.

Verification Opinion:

Based on the process and procedures conducted, there is no evidence that the GHG emissions statement shown above:

- is not materially correct and is not a fair representation of the GHG emissions data and information; and
- has not been prepared in accordance with the WRI/WBCSD GHG Protocol Corporate Accounting and Reporting Standard (Scope 1 and 2), and WRI/WBCSD Greenhouse Gas Protocol Corporate Value Chain Accounting and Reporting Standard (Scope 3).

It is our opinion that American Express has established appropriate systems for the collection, aggregation, and analysis of quantitative data for determination of these GHG emissions for the stated period and boundaries.



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Statement of independence, impartiality, and competence

Apex is an independent professional services company that specializes in Health, Safety, Social, and Environmental management services including assurance with over 30 years history in providing these services.

No member of the verification team has a business relationship with American Express, its Directors or Managers beyond that required of this assignment. We conducted this verification independently and to our knowledge there has been no conflict of interest.

Apex has implemented a Code of Ethics across the business to maintain high ethical standards among staff in their day-to-day business activities.

The verification team has extensive experience in conducting assurance over environmental, social, ethical and health and safety information, systems and processes, has over 20 years combined experience in this field and an excellent understanding of Apex's standard methodology for the verification of greenhouse gas emissions data.

Attestation:



Emma Annand, Lead Verifier
ESG - Project Manager 2
Apex Companies, LLC
Portland, Oregon



Meghan O'Neil, Technical Reviewer
ESG - Program Manager
Apex Companies, LLC
Atlanta, Georgia

October 23, 2025

This verification opinion declaration, including the opinion expressed herein, is provided to American Express and is solely for the benefit of American Express in accordance with the terms of our agreement. We consent to the release of this declaration to the public or other organizations, but without accepting or assuming any responsibility or liability on our part to any other party who may have access to this declaration.

2024-2025 Sustainability Accounting Standards Board (SASB) Index

This Index reflects our report in accordance with Industry Standards Version 2018–10 issued by the Sustainability Accounting Standards Board (SASB). Our disclosures under those standards are based on three SICS industries that are most closely aligned with our mix of businesses: Consumer Finance (FN-CF), Commercial Banks (FN-CB), and Software and IT Services (TC-SI). Unless otherwise noted, all data and descriptions are reported for the American Express Company on a consolidated basis where applicable and not just the businesses or segments relevant to a particular industry. We do not currently disclose all the metrics included in the standards for these three SICS industries, and we may evolve our disclosures on these SASB topics over time. All reported data is as of and for the year ended December 31, 2024, unless otherwise noted. While most information is found in our 2024-2025 Sustainability Disclosure, other primary sources include our 2024 Annual Report on Form 10-K, 2025 Proxy Statement, 2024 CDP Climate Change Response, and American Express website.

SASB Topic	Accounting Metric	Code	Response
Business Ethics	Total amount of monetary losses as a result of legal proceedings associated with fraud, insider trading, anti-trust, anti-competitive behavior, market manipulation, malpractice, or other related financial industry laws or regulations	FN-CB-510a.1 F	Form 10-K Note 12: Contingencies and Commitments pages 136-137
	Description of whistleblower policies and procedures	FN-CB-510a.2	Key Policies pages 18-19; American Express Whistleblower Claims Policy
Customer Privacy	Number of account holders whose information is used for secondary purposes	FN-CF-220a.1 TC-SI-220a.2	American Express does not report a metric on the bases specified in the standard. American Express' online Privacy Center and its Privacy Statement describe the information we collect from our customers and how we use it.
	Total amount of monetary losses as a result of legal proceedings associated with customer privacy	FN-CF-220a.2 TC-SI-220a.3	American Express discloses material legal and regulatory proceedings in Form 10-K Note 12: Contingencies and Commitments pages 136-137
Data Privacy and Freedom of Expression	Description of policies and practices relating to behavioral advertising and user privacy	TC-SI-220a.1	Key Policies pages 18-19; Responsible Marketing page 6; Data Privacy and Security pages 16-17
Data Security	(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of account holders affected	FN-CF-230a.1 FN-CB-230a.1 TC-SI-230a.1	American Express does not report a metric on the bases specified in the standard, but information on cybersecurity regulation, risks, and risk management can be found in Cybersecurity Oversight pages 16-17 and Form 10-K pages 19-20, 23-33, 38-39, 75.
	Card-related fraud losses from (1) card-not present fraud and (2) card-present and other fraud	FN-CF-230a.2	Card Member and merchant-related fraud losses are included in Form 10-K Note 18: Service Fees and Other Revenue and Other Expenses page 150
	Description of approach to identifying and addressing data security risks	FN-CB-230a.2 FN-CF-230a.3 TC-SI-230a.2	Data Privacy and Security pages 16-17; Cybersecurity Oversight pages 16-17; 2025 Proxy Statement pages 22-23; Form 10-K pages 19-20, 38-39, 76
Environmental Footprint of Hardware Infrastructure	(1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable	TC-SI-330a.4	2024 Environmental Performance Data pages 21-23
	Discussion of the integration of environmental considerations into strategic planning for data center needs	TC-SI-330a.5	Renewable Energy pages 11-12; Data Centers page 12
Financial Inclusion and Capacity Building	(1) Number and (2) amount of loans outstanding qualified to programs designed to promote small business and community development	FN-CB-240a.1	American Express National Bank Community Reinvestment Act (CRA) Public File 2025
	Number of participants in financial literacy initiatives for unbanked, underbanked, or underserved customers	FN-CB-240a.4	Products and Resources to Support Small Business Growth page 5; Credit Tools and Resources page 6
Recruiting and Managing a Global, Diverse, and Skilled Workforce	Employee engagement as a percentage	TC-SI-330a.2	Colleague Engagement page 10
	Percentage of gender and racial/ethnic group representation for (1) management, (2) technical staff, and (3) all other employees	TC-SI-330a.3	Form 10-K page 6
Selling Practices	Percentage of total remuneration for covered employees that is variable and linked to the amount of products and services sold	FN-CF-270a.1	An explanation of our compensation programs can be found in our 2025 Proxy Statement in the Compensation Discussion and Analysis section pages 43-83; information on our stock option and award programs can be found in Form 10-K Note 10: Stock-Based Compensation pages 132-134.
	Approval rate for (1) credit and (2) pre-paid products for applicants with FICO scores above and below 660	FN-CF-270a.2	American Express has a global Card Member base and FICO scores are not available in all regions or for all customer types. More information on our Credit Tools and Resources page 6 and Fair Lending and Financing page 6
	(1) Number of complaints filed with the Consumer Financial Protection Bureau (CFPB), (2) percentage with monetary or	FN-CF-270a.4	CFPB Consumer Complaint Database

	nonmonetary relief, (3) percentage disputed by consumer, and (4) percentage that resulted in investigation by the CFPB		
	Total amount of monetary losses as a result of legal proceedings associated with selling and servicing of products	FN-CF-270a.5	American Express discloses material legal and regulatory proceedings in Form 10-K Note 12: Contingencies and Commitments pages 136-137
Systemic Risk Management	Global Systemically Important Bank (G-SIB) score, by category	FN-CB-550a.1	National Information Center website —American Express Company RSSD ID: 1275216
	Description of approach to incorporation of results of mandatory and voluntary stress tests into capital adequacy planning, long-term corporate strategy, and other business activities	FN-CB-550a.2	Form 10-K page 14
Managing Systemic Risks from Technology Disruptions	Description of business continuity risks related to disruption of operations	TC-SI-550.a.2	Risk Management page 16; Climate Risk Management page 14; Form 10-K page 23-37
Activity Metrics	Number of unique consumers with an active (1) credit card account and (2) pre-paid debit card account	FN-CF-000.A	The number of basic and total cards-in-force worldwide and related information are provided in Form 10-K pages 2, 3, 49, 55, and 61. Definitions of these metrics can be found on page 85 of the Form 10-K . American Express does not report a metric for pre-paid debit card accounts.
	Number of (1) credit card accounts and (2) pre-paid debit card accounts	FN-CF-000.B	The number of basic and total cards-in-force worldwide and related information are provided in Form 10-K on pages 2, 3, 49, 55, 61. Definitions of these metrics can be found on page 85 of the Form 10-K . American Express does not report a metric for pre-paid debit card accounts.
	(1) Number and (2) value of loans by segment: (a) personal, (b) small business, and (c) corporate	FN-CB-000.B	Form 10-K Table 7: Selected Credit-Related Statistical Information page 50, and individual business unit segment results for U.S. Consumer Services pages 53-54, Commercial Services pages 56-57 and International Card Services pages 59-60, and Global Merchant and Network Services on pages 62-63.

2024-2025 GRI Index

The American Express 2024-2025 Sustainability Disclosure references the Global Reporting Initiative (GRI) Standards. The following index outlines the location of the information required for each GRI disclosure. While most information is found in this disclosure, other primary sources referenced include: 2024 Annual Report on Form 10-K, 2025 Proxy Statement, and American Express website.

Code	GRI Disclosure	Reference/Location
General Disclosures		
GRI 2: General Disclosures		
2-1	Organizational details	American Express Company 200 Vesey Street New York, NY 10285 Form 10-K Item 1
2-2	Entities included in the organization's sustainability reporting	About this Disclosure page 3 ; Form 10-K Item 1
2-3	Reporting period, frequency and contact point	January 1, 2024–December 31, 2024. In some cases, we share highlights from initiatives that were launched in early 2025 to provide more up-to-date information. Frequency: Annual Contact: corporate.sustainability@aexp.com
2-4	Restatements of information	2024 Environmental Performance Data pages 21-23
2-5	External assurance	Apex Companies, LLC (Apex) was engaged to conduct an independent verification of the energy consumption and greenhouse gas emissions reported by American Express for the calendar year 2024. See Limited Assurance Statement of GHG Emissions pages 21-22
2-6	Activities, value chain, and other business relationships	Form 10-K Item 1 ; 2025 Proxy Statement page 6
2-7, 2-8	Employees	Form 10-K page 6 ; Colleagues pages 9-10
2-9	Governance structure and composition	2025 Proxy Statement pages 5-35 ; Corporate Sustainability Governance page 15 ; Corporate Governance Principles
2-10	Nomination and selection of the highest governance body	2025 Proxy Statement page 14 ; Corporate Governance Principles
2-11	Chair of the highest governance body	Stephen J. Squeri, Chairman and Chief Executive Officer; 2025 Proxy Statement page 11
2-12	Role of the highest governance body in overseeing the management of impacts	2025 Proxy Statement pages 5-35 ; Corporate Sustainability Governance page 15
2-13	Delegation of responsibility for management of impacts	Corporate Sustainability Governance page 15
2-14	Role of the highest governance body in sustainability reporting	Corporate Sustainability Governance page 15
2-15	Conflicts of interest	2025 Proxy Statement pages 14-26 and 34 ; Code of Business Conduct for Members of the Board of Directors
2-16	Communications of critical concerns	Ethics and Compliance pages 15-16 ; Code of Conduct ; Amex Ethics Hotline
2-17	Collective knowledge of the highest governance body	2025 Proxy Statement pages 6-14
2-18	Evaluation of the performance of the highest governance body	2025 Proxy Statement pages 15-16
2-19	Remuneration policies	2025 Proxy Statement pages 42-83
2-20	Process to determine remuneration	2025 Proxy Statement pages 52-60
2-21	Annual total compensation ratio	2025 Proxy Statement page 79
2-22	Statement on sustainable development strategy	Sustainability Approach page 4
2-23	Policy commitments	Ethics and Compliance pages 15-16 ; Key Policies pages 18-19 ; Corporate Governance Principles ; Code of Conduct
2-24	Embedding policy commitments	Ethics and Compliance pages 15-16 ; Key Policies pages 18-19 ; Corporate Governance Principles ; Code of Conduct
2-25	Processes to remediate negative impacts	Ethics and Compliance pages 15-16 ; Key Policies pages 18-19 ; Stakeholder Engagement pages 19-20 ; Corporate Governance Principles ; Code of Conduct
2-26	Mechanisms for seeking advice and raising concerns	Ethics and Compliance pages 15-16 ; Key Policies pages 18-19 ; Stakeholder Engagement pages 19-20 ; Corporate Governance Principles ; Code of Conduct
2-27	Compliance with laws and regulations	Form 10-K Note 12: Contingencies and Commitments pages 136-137
2-29	Approach to stakeholder engagement	Sustainability Approach page 4 ; Stakeholder Engagement pages 19-20

2-30	Collective bargaining agreements	We have a small number of employees which were subject to collective bargaining agreements in 2024. We believe that relations with our employees are positive.
GRI 3: Material Topics		
3-1	Process to determine material topics	Sustainability Approach page 4
3-2	List of material topics	Sustainability Approach page 4
3-3	Management of material topics	2024-2025 Sustainability Disclosure
Economic Disclosures		
201-1	Direct economic value generated and distributed	Form 10-K Item 7
201-2	Financial implications and other risks and opportunities due to climate change	Net-Zero pages 11-13; Climate Risk Management page 14; Form 10-K Item 1A
201-3	Defined benefit plan obligations and other retirement plans	Form 10-K Note 11: Retirement Plans page 135; American Express Colleague Benefits Website
GRI 205 Anti-Corruption		
205-1	Operations assessed for risks related to corruption	Ethics and Compliance pages 15-16; Key Policies pages 18-19; Code of Conduct
205-2	Communication and training about anti-corruption policies and procedures	Ethics and Compliance pages 15-16; Key Policies pages 18-19; Code of Conduct
GRI 206: Anti-Competitive Behavior		
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Form 10-K Note 12: Contingencies and Commitments pages 136-137; Code of Conduct
Environmental Disclosures		
GRI 302: Energy		
302-1	Energy consumption within the organization	Net-Zero pages 11-13; 2024 Environmental Performance Data pages 21-23
302-3	Energy intensity	Net-Zero pages 11-13; 2024 Environmental Performance Data pages 21-23
302-4	Reduction of energy consumption	Net-Zero pages 11-13; 2024 Environmental Performance Data pages 21-23
GRI 305: Emissions		
305-1	Direct (Scope 1) GHG emissions	2024 Environmental Performance Data pages 21-23
305-2	Energy indirect (Scope 2) GHG emissions	2024 Environmental Performance Data pages 21-23
305-3	Other indirect (Scope 3) GHG emissions	2024 Environmental Performance Data pages 21-23
305-4	GHG emissions intensity	2024 Environmental Performance Data pages 21-23
305-5	Reduction of GHG emissions	Net-Zero pages 11-13; 2024 Environmental Performance Data pages 21-23
GRI 306: Waste		
306-1	Waste generation and specific waste-related impacts	2024 Environmental Performance Data pages 21-23
306-3	Waste generated	2024 Environmental Performance Data pages 21-23
306-4	Waste diverted from disposal	2024 Environmental Performance Data pages 21-23
Social Disclosures		
GRI 401: Employment		
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Colleagues pages 9-10; American Express Colleague Benefits Website
401-3	Parental leave	Family and Caregiver Support page 9; American Express Colleague Benefits Website
GRI 403: Occupational Health and Safety		
403-1	Occupational health and safety management system	Healthy Living and Healthy Minds page 9; Healthy and Safe Workplaces pages 9-10
403-3	Occupational Health Services	Healthy Living and Healthy Minds page 9
403-4	Worker participation, consultation, and communication on occupational health and safety	Healthy Living and Healthy Minds page 9; Healthy and Safe Workplaces pages 9-10; American Express Colleague Benefits Website
403-6	Promotion of worker health	Healthy Living and Healthy Minds page 9

GRI 404: Training and Education		
404-2	Programs for upgrading employee skills and transition assistance programs	Career Growth and Leadership Development page 9; Ethics and Compliance Training page 16
404-3	Percentage of employees receiving regular performance and career development reviews	Career Growth and Leadership Development page 9
GRI 413: Local Communities		
413-1	Operations with local community engagement, impact assessments, and development programs	Communities pages 7-8
GRI 417: Marketing and Labeling		
417-1	Requirements for product and service information and labeling	Responsible and Secure Products and Services pages 5-6; Key Policies pages 18-19
GRI 418: Customer Privacy		
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	American Express does not report a metric on the bases specified in the standard. Learn more about our customer privacy practices: Data Privacy and Security pages 16-17