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At American Express, we believe that serving our communities is not only integral to running a business successfully; it is our responsibility as a citizen of the world. The mission of our corporate social responsibility and sustainability programs is to bring to life to the American Express value of good corporate citizenship by supporting communities in ways that enhance the company’s reputation with employees, customers, business partners and other stakeholders.

We aim to enrich lives, build successful businesses and strengthen communities:

- We recently celebrated the sixth annual Small Business Saturday, a program we created to help local small businesses create jobs, boost the economy and preserve neighborhoods across the country.
- We have contributed nearly \$60 million to preserving important historic sites and monuments — ensuring that they can be experienced by future generations.
- We have supported the development of more than 16,000 emerging nonprofit leaders around the world.
- Our employee giving campaign — Give2Gether — has raised \$160 million for thousands of charities in the United States, Canada and India.
- Our employee pro bono consulting program — Serve2Gether — has delivered more than 32,000 hours of consulting service valued at \$5 million, and our volunteer program engages employees in more than 130,000 hours of company-sponsored volunteer service annually.
- Our employees have consistently helped us rank one of Fortune’s Top 100 Best Companies to Work For.
- We reduced our carbon emissions by 27.5 percent between 2007 and 2012, and building on this achievement, we committed to reduce our absolute greenhouse gas emissions by 10 percent globally (vs. 2011 baseline) by the end of 2016.
- More than 30 percent of our global real estate portfolio is green-building certified.
- The U.S. Environmental Protection Agency recognized us as a top user of sustainable energy, naming us No. 48 on its annual National Top 100 list of the largest green power users in the United States.

We still have more to accomplish. As the world evolves, we will continue to adapt and transform to the needs of our stakeholders while remaining true to our values and commitment to service.



Kenneth I. Chenault

Chairman and Chief Executive Officer