

JPMORGAN CHASE & CO.

# ESG Report Appendix: Global Reporting Initiative Index

2016



# KEY ISSUE BOUNDARIES

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

✓ = Impacted by or impacting

KEY ISSUES	INTERNAL ISSUE BOUNDARY <sup>1</sup>				EXTERNAL ISSUE BOUNDARY <sup>2</sup>						RELATED GRI ASPECT
	Asset Management	Commercial Banking	Consumer & Community Banking	The Corporate & Investment Bank	Customers & Clients	Employees	Local Communities	Non Governmental Organizations	Policymakers & Regulators	Shareholders	
<b>PROMOTING SOUND GOVERNANCE</b>											
Corporate culture	✓	✓	✓	✓	✓	✓			✓	✓	SO - Anti-corruption SO - Anti-competitive behavior SO - Compliance PR - Compliance
Leadership & governance	✓	✓	✓	✓	✓	✓			✓	✓	
Oversight & controls	✓	✓	✓	✓	✓	✓			✓	✓	EC - Indirect economic impacts SO - Compliance PR - Compliance EN - Compliance
Data security	✓	✓	✓	✓	✓	✓			✓	✓	PR - Customer privacy
Policy engagement	✓	✓	✓	✓		✓	✓		✓	✓	SO - Public policy
<b>SERVING OUR CUSTOMERS</b>											
Fair and transparent marketing & advertising			✓		✓			✓	✓	✓	PR - Marketing communications PR - Product and service labelling
Financial access & inclusion			✓		✓		✓	✓	✓	✓	SO - Local communities PR - Product portfolio
<b>INVESTING IN OUR EMPLOYEES</b>											
Talent attraction, retention & development	✓	✓	✓	✓		✓				✓	LA - Employment LA - Training and education
Diversity & inclusion	✓	✓	✓	✓		✓		✓		✓	LA - Diversity and equal opportunity
<b>ADVANCING SUSTAINABLE FINANCE</b>											
Environmental & social risk management	✓	✓		✓	✓			✓	✓	✓	EC - Economic performance EN - Products and Services HR - Investment PR - Product portfolio PR - Active ownership PR - Audit
Providing sustainable solutions	✓	✓		✓	✓			✓	✓	✓	HR - Investment PR - Product portfolio EC - Indirect economic impacts SO - Local communities
<b>SUPPORTING OUR COMMUNITIES</b>											
Philanthropy						✓	✓	✓		✓	EC - Indirect economic impacts SO - Local communities
Community development banking		✓	✓		✓		✓	✓	✓	✓	EC - Indirect economic impacts SO - Local Communities
<b>MANAGING OUR OPERATIONS</b>											
Operational environmental management	✓	✓	✓	✓		✓	✓			✓	EN - Energy EN - Emissions EN - Water EN - Effluents and Waste

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



<sup>2</sup> External issue boundaries are defined based on external stakeholders directly impacting or impacted by an issue














# GLOBAL REPORTING INITIATIVE INDEX





















## SOURCE KEY

<b>AR</b> 2016 Annual Report	<b>ESG</b> 2016 ESG Report
<b>CGP</b> Corporate Governance Principles	<b>GRI</b> 2016 ESG Report GRI Index and Appendices
<b>CoC</b> Code of Conduct	<b>HR</b> Human Rights Statement
<b>CoE</b> Code of Ethics for Finance Professionals	<b>PS</b> 2017 Proxy Statement
<b>CR</b> Corporate Responsibility Report (May 2017)	<b>www</b> Weblinks
<b>DB</b> How We Do Business - The Report	<b>10K</b> 2016 Form 10-K
<b>E&amp;S</b> Environmental and Social Policy Framework	

## REPORTING STATUS

-  Fully reporting
-  Partially reporting

INDICATOR	REPORTING STATUS	SOURCE
<b>GENERAL STANDARD DISCLOSURES</b>		
<b>STRATEGY AND ANALYSIS</b>		
G4-1		<b>AR</b> 2016 Annual Report (p. 2-46) <b>ESG</b> Letter From Our Chairman and CEO (p. 2)
G4-2		<b>AR</b> 2016 Annual Report (p. 2-46) <b>10K</b> 2016 Form 10-K (p. 8-21)
<b>ORGANIZATIONAL PROFILE</b>		
G4-3		<b>ESG</b> Introduction (p. 4)
G4-4		<b>ESG</b> Introduction (p. 4)
G4-5		<b>10K</b> 2016 Form 10-K (p. 1)
G4-6		<b>www</b> About Us
G4-7		<b>10K</b> 2016 Form 10-K (p. 1)
G4-8		<b>AR</b> 2016 Annual Report (p. 51-70) <b>ESG</b> Introduction (p. 4) <b>ESG</b> Serving Our Customers (p. 10)
G4-9		<b>ESG</b> Introduction (p. 4) <b>ESG</b> Investing in Our Employees (p. 13) <b>www</b> About Us <b>10K</b> 2016 Form 10-K (p. 21, 34)
G4-10		<b>ESG</b> Investing in Our Employees (p. 13) <b>www</b> Diversity and Inclusion Note: The majority of our workforce is based in the U.S. We provide a diversity and role breakdown of our employees on our website.
G4-11		Note: JPMorgan Chase supports employee rights and is committed to adherence to local laws regarding the freedom of association and collective employee action. We also have relationships with trade unions and work councils in the regions where we operate as well as through many of our vendors. Most JPMorgan Chase employees are not covered by collective bargaining agreements and no U.S.-based employees are subject to collective bargaining agreements. JPMorgan Chase's Code of Conduct applies to its employees globally, and emphasizes the company's commitment to foster a culture where all employees feel valued, engaged and are able to bring their whole selves to the workplace. Employees are encouraged to raise any concerns through multiple channels identified in the Code of Conduct.
G4-12		<b>ESG</b> Managing our Operations (p. 25) Note: JPMorgan Chase does business with approximately 27,000 suppliers globally across a wide range of product/service categories. Our third party vendor spend is spread across categories such as real estate, professional services, technology, marketing, document production, printing, shipping and travel, among others.
G4-13		<b>PS</b> 2017 Proxy Statement (p. 71-72) <b>www</b> About Us <b>10K</b> 2016 Form 10-K (p. 21, 34)

INDICATOR	REPORTING STATUS	SOURCE
<b>GENERAL STANDARD DISCLOSURES</b>		
G4-14		<b>E&amp;S</b> Environmental and Social Policy Framework
G4-15		<b>ESG</b> Advancing Sustainable Finance (p. 20) <b>www</b> Memberships and Commitments
G4-16		<b>www</b> Policy Engagement and Political Participation
<b>IDENTIFIED MATERIAL ASPECTS AND BOUNDARIES</b>		
G4-17		<b>ESG</b> Introduction (p. 4) <b>10K</b> 2016 Form 10-K (p. 1, 51)
G4-18		<b>ESG</b> Introduction (p. 5) Note: We determined the content for this report based on our key ESG issues identification process and GRI's principles of stakeholder inclusiveness, sustainability context and completeness.
G4-19		<b>ESG</b> Introduction (p. 5) <b>GRI</b> 2016 ESG Report GRI Index (p. 2)
G4-20		<b>GRI</b> 2016 ESG Report GRI Index (p. 2)
G4-21		<b>GRI</b> 2016 ESG Report GRI Index (p. 2)
G4-22		Note: No material financial restatements in 2016.
G4-23		Note: No significant changes from previous reports.
G4-24		<b>ESG</b> Introduction (p. 6)
G4-25		<b>DB</b> How We Do Business - The Report (p. 75-82) <b>ESG</b> Introduction (p. 6)
G4-26		<b>DB</b> How We Do Business - The Report (p. 61-72, 75-82) <b>ESG</b> Introduction (p. 6) <b>ESG</b> Serving Our Customers (p. 10)
G4-27		<b>DB</b> How We Do Business - The Report (p. 61-72, 75-82) <b>ESG</b> Introduction (p. 6) <b>ESG</b> Serving Our Customers (p. 10) <b>GRI</b> 2016 ESG Report GRI Index (p. 2)
<b>REPORT PROFILE</b>		
G4-28		<b>ESG</b> Introduction (p. 3)
G4-29		<b>www</b> 2015 Environmental, Social and Governance Report
G4-30		Note: Annual
G4-31		Corporate Responsibility: <a href="mailto:corporate.responsibility@jpmchase.com">corporate.responsibility@jpmchase.com</a> Investor Relations: <a href="mailto:JPMInvestorrelations@jpmchase.com">JPMInvestorrelations@jpmchase.com</a>
G4-32		<b>GRI</b> 2016 ESG Report GRI Index <b>ESG</b> Introduction (p. 3)
G4-33		Note: We did not seek external assurance for the contents of this report.

INDICATOR	REPORTING STATUS	SOURCE
<b>GENERAL STANDARD DISCLOSURES</b>		
<b>GOVERNANCE</b>		
G4-34	●	<a href="#">CGP Corporate Governance Principles</a> <a href="#">DB How We Do Business - The Report (p. 15-18)</a> <a href="#">ESG Promoting Sound Governance (p. 7-8)</a> <a href="#">PS 2017 Proxy Statement (p. 18-30)</a>
G4-35	●	<a href="#">DB How We Do Business - The Report (p. 15-18)</a> <a href="#">ESG Promoting Sound Governance (p. 7-9)</a> <a href="#">ESG Advancing Sustainable Finance (p. 17)</a> <a href="#">PS 2017 Proxy Statement (p. 18-30)</a>
G4-36	●	<a href="#">E&amp;S Environmental and Social Policy Framework</a>
G4-37	●	<a href="#">PS 2017 Proxy Statement (p. 26)</a>
G4-38	●	<a href="#">PS 2017 Proxy Statement (p. 8-17, 18-30)</a>
G4-39	●	<a href="#">PS 2017 Proxy Statement (p. 2, 18-19)</a>
G4-40	●	<a href="#">PS 2017 Proxy Statement (p. 8-11)</a>
G4-41	●	<a href="#">CGP Corporate Governance Principles</a> <a href="#">CoC Code of Conduct</a> <a href="#">PS 2017 Proxy Statement (p. 73-74)</a>
G4-45	●	<a href="#">AR 2016 Annual Report (p. 71-75)</a> <a href="#">E&amp;S Environmental and Social Policy Framework</a> <a href="#">ESG Promoting Sound Governance (p. 7-9)</a> <a href="#">ESG Advancing Sustainable Finance (p. 17)</a> <a href="#">PS 2017 Proxy Statement (p. 24)</a>
G4-46	●	<a href="#">AR 2016 Annual Report (p. 71-75)</a> <a href="#">DB How We Do Business - The Report (p. 27-58)</a> <a href="#">E&amp;S Environmental and Social Policy Framework</a> <a href="#">ESG Promoting Sound Governance (p. 7-9)</a> <a href="#">PS 2017 Proxy Statement (p. 24)</a>
G4-49	●	<a href="#">CGP Corporate Governance Principles</a>
G4-51	●	<a href="#">PS 2017 Proxy Statement (p. 28-30, 35-74)</a>
G4-53	●	<a href="#">PS 2017 Proxy Statement (p. 35-74)</a>
G4-56	●	<a href="#">CoC Code of Conduct</a> <a href="#">CoE Code of Ethics for Financial Professionals</a> <a href="#">DB How We Do Business - The Report (p. 9-14)</a> <a href="#">www Business Principles</a>
G4-57	●	<a href="#">CoC Code of Conduct</a> <a href="#">DB How We Do Business - The Report (p. 9-14)</a>
G4-58	●	<a href="#">CoC Code of Conduct</a> <a href="#">DB How We Do Business - The Report (p. 9-14)</a>

INDICATOR	REPORTING STATUS	SOURCE
<b>SPECIFIC STANDARD DISCLOSURES</b>		
<b>ECONOMIC</b>		
<b>ECONOMIC PERFORMANCE</b>		
DMA <sup>3</sup>	●	<a href="#">AR 2016 Annual Report (p. 1-32)</a> <a href="#">CR Corporate Responsibility Report (May 2017) (p. 1)</a> <a href="#">ESG Letter From Our Chairman and CEO (p. 2)</a>
G4-EC1	●	<a href="#">AR 2016 Annual Report (p. 34-139)</a> <a href="#">ESG Supporting Our Communities (p. 22)</a>
G4-EC2	●	<a href="#">www www.CDP.net</a> Note: Our 2016 CDP response is available on CDP's website.
G4-EC3	●	<a href="#">AR 2016 Annual Report (p. 189-196)</a>
<b>INDIRECT ECONOMIC IMPACTS</b>		
DMA <sup>3</sup>	●	<a href="#">CR Corporate Responsibility Report (May 2017)</a> <a href="#">ESG Letter From Our Chairman and CEO (p. 2)</a> <a href="#">ESG Supporting Our Communities (p. 21-23)</a>
G4-EC7	●	<a href="#">CR Corporate Responsibility Report (May 2017)</a> <a href="#">ESG Supporting Our Communities (p. 21-23)</a>
G4-EC8	●	<a href="#">CR Corporate Responsibility Report (May 2017)</a> <a href="#">ESG Serving Our Customers (p. 11-12)</a>
<b>ENVIRONMENTAL</b>		
<b>MATERIALS</b>		
DMA <sup>3</sup>	●	<a href="#">E&amp;S Environmental and Social Policy Framework (p. 19-20)</a> <a href="#">ESG Letter From Our Chairman and CEO (p. 2)</a> <a href="#">ESG Managing Our Operations (p. 24-25)</a>
G4-EN1	●	<a href="#">ESG Managing Our Operations (p. 24-26)</a>
G4-EN2	●	<a href="#">ESG Managing Our Operations (p. 24-26)</a>
<b>ENERGY</b>		
DMA <sup>3</sup>	●	<a href="#">E&amp;S Environmental and Social Policy Framework (p. 19-20)</a> <a href="#">ESG Letter From Our Chairman and CEO (p. 2)</a> <a href="#">ESG Managing Our Operations (p. 24-25)</a>
G4-EN3	●	<a href="#">ESG Managing Our Operations (p. 24-26)</a>
G4-EN6	●	<a href="#">ESG Managing Our Operations (p. 24-26)</a>
<b>WATER</b>		
DMA <sup>3</sup>	●	<a href="#">E&amp;S Environmental and Social Policy Framework (p. 19-20)</a> <a href="#">ESG Letter From Our Chairman and CEO (p. 2)</a> <a href="#">ESG Managing Our Operations (p. 24-25)</a>
G4-EN8	●	<a href="#">ESG Managing Our Operations (p. 26)</a> Note: As a financial services firm, water usage is not a key impact for our operations.

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

INDICATOR	REPORTING STATUS	SOURCE
<b>SPECIFIC STANDARD DISCLOSURES</b>		
<b>BIODIVERSITY</b>		
DMA <sup>3</sup>	●	<a href="#">E&amp;S Environmental and Social Policy Framework</a> <a href="#">ESG Letter From Our Chairman and CEO (p. 2)</a>
G4-EN12	●	<a href="#">E&amp;S Environmental and Social Policy Framework</a>
<b>EMISSIONS</b>		
DMA <sup>3</sup>	●	<a href="#">E&amp;S Environmental and Social Policy Framework (p. 19-20)</a> <a href="#">ESG Letter From Our Chairman and CEO (p. 2)</a> <a href="#">ESG Managing Our Operations (p. 24-25)</a>
G4-EN15	●	<a href="#">ESG Managing Our Operations (p. 26)</a>
G4-EN16	●	<a href="#">ESG Managing Our Operations (p. 26)</a>
G4-EN17	●	<a href="#">ESG Managing Our Operations (p. 26)</a>
G4-EN18	●	<a href="#">www www.CDP.net</a> Note: Our 2016 CDP response is available on CDP's website.
G4-EN19	●	<a href="#">ESG Managing Our Operations (p. 24-26)</a>
<b>EFFLUENTS AND WASTE</b>		
DMA <sup>3</sup>	●	<a href="#">E&amp;S Environmental and Social Policy Framework</a> <a href="#">ESG Letter From Our Chairman and CEO (p. 2)</a> <a href="#">ESG Managing Our Operations (p. 24-25)</a>
G4-EN23	●	<a href="#">ESG Managing Our Operations (p. 25-26)</a> Note: As a financial services firm, waste is not a key impact for our operations. Paper, which is one of our primary waste streams, is discussed in this report.
<b>PRODUCTS AND SERVICES</b>		
DMA <sup>3</sup>	●	<a href="#">E&amp;S Environmental and Social Policy Framework</a> <a href="#">ESG Letter From Our Chairman and CEO (p. 2)</a> <a href="#">ESG Advancing Sustainable Finance (p. 19-20)</a>
G4-EN27	●	<a href="#">E&amp;S Environmental and Social Policy Framework</a> <a href="#">ESG Advancing Sustainable Finance (p. 17-20)</a>
<b>TRANSPORT</b>		
DMA <sup>3</sup>	●	<a href="#">E&amp;S Environmental and Social Policy Framework</a> <a href="#">ESG Letter From Our Chairman and CEO (p. 2)</a> <a href="#">ESG Managing Our Operations (p. 25)</a>
G4-EN30	●	<a href="#">ESG Managing Our Operations (p. 25-26)</a>
<b>SOCIAL: LABOR PRACTICES AND DECENT WORK</b>		
<b>EMPLOYMENT</b>		
DMA <sup>3</sup>	●	<a href="#">ESG Letter From Our Chairman and CEO (p. 2)</a> <a href="#">ESG Investing in Our Employees (p. 13-16)</a> <a href="#">www careers.jpmorgan.com</a>
G4-LA2	●	<a href="#">ESG Investing in Our Employees (p. 16)</a>
<b>TRAINING AND EDUCATION</b>		
DMA <sup>3</sup>	●	<a href="#">ESG Letter From Our Chairman and CEO (p. 2)</a> <a href="#">ESG Investing in Our Employees (p. 14-15)</a>
G4-LA11	●	<a href="#">DB How We Do Business - The Report (p. 21)</a>

INDICATOR	REPORTING STATUS	SOURCE
<b>SPECIFIC STANDARD DISCLOSURES</b>		
<b>DIVERSITY AND EQUAL OPPORTUNITY</b>		
DMA <sup>3</sup>	●	<a href="#">CoC Code of Conduct</a> <a href="#">ESG Letter From Our Chairman and CEO (p. 2)</a> <a href="#">ESG Investing in Our Employees (p. 13-15)</a> <a href="#">www Diversity and Inclusion</a>
G4-LA12	●	<a href="#">ESG Investing in Our Employees (p. 13-15)</a> <a href="#">www Diversity and Inclusion</a> <a href="#">PS 2017 Proxy Statement (p. 12-17)</a> Note: The majority of our workforce is based in the U.S. We provide a diversity and role breakdown of our employees on our website.
<b>SOCIAL: HUMAN RIGHTS</b>		
<b>INVESTMENT</b>		
DMA <sup>3</sup>	●	<a href="#">E&amp;S Environmental and Social Policy Framework</a> <a href="#">ESG Letter From Our Chairman and CEO (p. 2)</a> <a href="#">ESG Advancing Sustainable Finance (p. 17-18)</a> <a href="#">HR Human Rights Statement</a> <a href="#">www Supplier Code of Conduct</a>
G4-HR1	●	<a href="#">ESG Advancing Sustainable Finance (p. 17-18)</a>
<b>NON-DISCRIMINATION</b>		
DMA <sup>3</sup>	●	<a href="#">CoC Code of Conduct</a> <a href="#">ESG Letter From Our Chairman and CEO (p. 2)</a> <a href="#">ESG Investing in Our Employees (p. 13-15)</a> <a href="#">www Diversity and Inclusion</a> <a href="#">HR Human Rights Statement</a>
<b>CHILD LABOR</b>		
DMA <sup>3</sup>	●	<a href="#">E&amp;S Environmental and Social Policy Framework</a> <a href="#">ESG Letter From Our Chairman and CEO (p. 2)</a>
<b>FORCED OR COMPULSORY LABOR</b>		
DMA <sup>3</sup>	●	<a href="#">E&amp;S Environmental and Social Policy Framework</a> <a href="#">ESG Letter From Our Chairman and CEO (p. 2)</a> <a href="#">HR Human Rights Statement</a>
<b>INDIGENOUS RIGHTS</b>		
DMA <sup>3</sup>	●	<a href="#">E&amp;S Environmental and Social Policy Framework</a> <a href="#">ESG Letter From Our Chairman and CEO (p. 2)</a> <a href="#">HR Human Rights Statement</a>
<b>SOCIAL: SOCIETY</b>		
<b>LOCAL COMMUNITIES</b>		
DMA <sup>3</sup>	●	<a href="#">CoC Code of Conduct</a> <a href="#">CR Corporate Responsibility Report (May 2017) (p. 1-43)</a> <a href="#">E&amp;S Environmental and Social Policy Framework</a> <a href="#">ESG Letter From Our Chairman and CEO (p. 2)</a> <a href="#">ESG Supporting Our Communities (p. 21-23)</a>
G4-SO1	●	Note: Our <a href="#">Corporate Responsibility Report (May 2017)</a> describes the relevant aspects of JPMorgan Chase's community engagement, assessment, and development programs.
G4-FS14	●	<a href="#">CR Corporate Responsibility Report (May 2017) (p. 30-31, 41)</a> <a href="#">ESG Serving Our Customers (p. 11-12)</a>

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

INDICATOR	REPORTING STATUS	SOURCE
<b>SPECIFIC STANDARD DISCLOSURES</b>		
<b>ANTI-CORRUPTION</b>		
DMA <sup>3</sup>	●	<a href="#">CoC Code of Conduct</a> <a href="#">DB How We Do Business - The Report (p. 9-14, 27-59)</a> <a href="#">ESG Letter From Our Chairman and CEO (p. 2)</a> <a href="#">ESG Promoting Sound Governance (p. 7, 9)</a>
G4-S04	●	Note: Training on our Code of Conduct, which includes training on anti-corruption principles, is required for all employees.
G4-S05	●	<a href="#">AR 2016 Annual Report (p. 262-267)</a>
<b>PUBLIC POLICY</b>		
DMA <sup>3</sup>	●	<a href="#">ESG Letter From Our Chairman and CEO (p. 2)</a> <a href="#">ESG Promoting Sound Governance (p. 9)</a> <a href="#">www Policy Engagement and Political Participation</a>
G4-S06	●	<a href="#">www Policy Engagement and Political Participation</a>
<b>ANTI-COMPETITIVE BEHAVIOR</b>		
DMA <sup>3</sup>	●	<a href="#">CoC Code of Conduct</a>
G4-S07	●	<a href="#">AR 2016 Annual Report (p. 262-267)</a> <a href="#">ESG Letter From Our Chairman and CEO (p. 2)</a>
<b>COMPLIANCE</b>		
DMA <sup>3</sup>	●	<a href="#">CoC Code of Conduct</a> <a href="#">ESG Letter From Our Chairman and CEO (p. 2)</a> <a href="#">ESG Promoting Sound Governance (p. 7, 9)</a>
G4-S08	●	<a href="#">AR 2016 Annual Report (p. 262-267)</a>
<b>PRODUCT AND SERVICE LABELING</b>		
DMA <sup>3</sup>	●	<a href="#">ESG Letter From Our Chairman and CEO (p. 2)</a> <a href="#">ESG Serving Our Customers (p. 10-11)</a>
G4-PR5	●	<a href="#">AR 2016 Annual Report (p. 8)</a> <a href="#">DB How We Do Business - The Report (p. 61-64)</a> <a href="#">ESG Serving Our Customers (p. 10)</a>
<b>PRODUCT PORTFOLIO</b>		
DMA <sup>3</sup>	●	<a href="#">E&amp;S Environmental and Social Policy Framework</a> <a href="#">ESG Letter From Our Chairman and CEO (p. 2)</a> <a href="#">ESG Advancing Sustainable Finance (p. 17-20)</a> <a href="#">HR Human Rights Statement</a>
G4-FS7	●	<a href="#">CR Corporate Responsibility Report (May 2017)</a>
G4-FS8	●	<a href="#">ESG Advancing Sustainable Finance (p. 19)</a>

INDICATOR	REPORTING STATUS	SOURCE
<b>SPECIFIC STANDARD DISCLOSURES</b>		
<b>AUDIT</b>		
DMA <sup>3</sup>	●	<a href="#">E&amp;S Environmental and Social Policy Framework</a> <a href="#">ESG Letter From Our Chairman and CEO (p. 2)</a> <a href="#">ESG Advancing Sustainable Finance (p. 17-18)</a>
<b>ACTIVE OWNERSHIP</b>		
DMA <sup>3</sup>	●	<a href="#">www 2017 Proxy Information</a>
G4-F511	●	<a href="#">E&amp;S Environmental and Social Policy Framework</a> <a href="#">ESG Advancing Sustainable Finance (p. 17-19)</a>
<b>MARKETING COMMUNICATIONS</b>		
DMA <sup>3</sup>	●	<a href="#">ESG Letter From Our Chairman and CEO (p. 2)</a> Note: Fair and transparent communications is the key marketing communications issue for JPMorgan Chase, which we discuss in the "Serving Our Customers" chapter of this report.
<b>CUSTOMER PRIVACY</b>		
DMA <sup>3</sup>	●	<a href="#">CoC Code of Conduct</a> <a href="#">DB How We Do Business - The Report (p. 34)</a> <a href="#">ESG Letter From Our Chairman and CEO (p. 2)</a> <a href="#">ESG Promoting Sound Governance (p. 9)</a> <a href="#">ESG Serving Our Customers (p. 11)</a> <a href="#">www Chase - Privacy Notice</a> <a href="#">www J.P. Morgan - Privacy Policy</a>
G4-PR8	●	Note: JPMorgan Chase follows U.S. and global laws regarding reporting breaches of customer data, including notices to individuals, regulators and other entities. In addition, JPMorgan Chase provides information regarding risks related to cyber (and has disclosed information about its cyber breach) in its SEC filings.
<b>COMPLIANCE</b>		
DMA <sup>3</sup>	●	<a href="#">CoC Code of Conduct</a> <a href="#">ESG Letter From Our Chairman and CEO (p. 2)</a> <a href="#">ESG Promoting Sound Governance (p. 7, 9)</a>
G4-PR9	●	<a href="#">AR 2016 Annual Report (p. 262-267)</a>

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