

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 ¹				EXTERNAL ISSUE BOUNDARY ²						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	
PROMOTING SOUND GOVERNANCE											
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
SERVING OUR CUSTOMERS											
Fair and transparent marketing & advertising			✓		✓			✓	✓	✓	PR - Marketing communications PR - Product and service labelling
Financial access & inclusion			✓		✓		✓	✓	✓	✓	SO - Local communities PR - Product portfolio
INVESTING IN OUR EMPLOYEES											
Talent attraction, retention & development	✓	✓	✓	✓		✓				✓	LA - Employment LA - Training and education
Diversity & inclusion	✓	✓	✓	✓		✓		✓		✓	LA - Diversity and equal opportunity
ADVANCING SUSTAINABLE FINANCE											
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
SUPPORTING OUR COMMUNITIES											
Philanthropy						✓	✓	✓		✓	EC - Indirect economic impacts SO - Local communities
Community development banking		✓	✓		✓		✓	✓	✓	✓	EC - Indirect economic impacts SO - Local Communities
MANAGING OUR OPERATIONS											
Operational environmental management	✓	✓	✓	✓		✓	✓			✓	EN - Energy EN - Emissions EN - Water EN - Effluents and Waste

¹ Internal issue boundaries are defined based on JPMorgan Chase's lines of business



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














GLOBAL REPORTING INITIATIVE INDEX





















SOURCE KEY

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

REPORTING STATUS

-  Fully reporting
-  Partially reporting

INDICATOR	REPORTING STATUS	SOURCE
GENERAL STANDARD DISCLOSURES		
STRATEGY AND ANALYSIS		
G4-1		AR 2016 Annual Report (p. 2-46) ESG Letter From Our Chairman and CEO (p. 2)
G4-2		AR 2016 Annual Report (p. 2-46) 10K 2016 Form 10-K (p. 8-21)
ORGANIZATIONAL PROFILE		
G4-3		ESG Introduction (p. 4)
G4-4		ESG Introduction (p. 4)
G4-5		10K 2016 Form 10-K (p. 1)
G4-6		www About Us
G4-7		10K 2016 Form 10-K (p. 1)
G4-8		AR 2016 Annual Report (p. 51-70) ESG Introduction (p. 4) ESG Serving Our Customers (p. 10)
G4-9		ESG Introduction (p. 4) ESG Investing in Our Employees (p. 13) www About Us 10K 2016 Form 10-K (p. 21, 34)
G4-10		ESG Investing in Our Employees (p. 13) www 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		ESG 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		PS 2017 Proxy Statement (p. 71-72) www About Us 10K 2016 Form 10-K (p. 21, 34)

INDICATOR	REPORTING STATUS	SOURCE
GENERAL STANDARD DISCLOSURES		
G4-14		E&S Environmental and Social Policy Framework
G4-15		ESG Advancing Sustainable Finance (p. 20) www Memberships and Commitments
G4-16		www Policy Engagement and Political Participation
IDENTIFIED MATERIAL ASPECTS AND BOUNDARIES		
G4-17		ESG Introduction (p. 4) 10K 2016 Form 10-K (p. 1, 51)
G4-18		ESG 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		ESG Introduction (p. 5) GRI 2016 ESG Report GRI Index (p. 2)
G4-20		GRI 2016 ESG Report GRI Index (p. 2)
G4-21		GRI 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		ESG Introduction (p. 6)
G4-25		DB How We Do Business - The Report (p. 75-82) ESG Introduction (p. 6)
G4-26		DB How We Do Business - The Report (p. 61-72, 75-82) ESG Introduction (p. 6) ESG Serving Our Customers (p. 10)
G4-27		DB How We Do Business - The Report (p. 61-72, 75-82) ESG Introduction (p. 6) ESG Serving Our Customers (p. 10) GRI 2016 ESG Report GRI Index (p. 2)
REPORT PROFILE		
G4-28		ESG Introduction (p. 3)
G4-29		www 2015 Environmental, Social and Governance Report
G4-30		Note: Annual
G4-31		Corporate Responsibility: corporate.responsibility@jpmchase.com Investor Relations: JPMInvestorrelations@jpmchase.com
G4-32		GRI 2016 ESG Report GRI Index ESG Introduction (p. 3)
G4-33		Note: We did not seek external assurance for the contents of this report.

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

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

³ 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
SPECIFIC STANDARD DISCLOSURES		
BIODIVERSITY		
DMA ³	●	E&S Environmental and Social Policy Framework ESG Letter From Our Chairman and CEO (p. 2)
G4-EN12	●	E&S Environmental and Social Policy Framework
EMISSIONS		
DMA ³	●	E&S Environmental and Social Policy Framework (p. 19-20) ESG Letter From Our Chairman and CEO (p. 2) ESG Managing Our Operations (p. 24-25)
G4-EN15	●	ESG Managing Our Operations (p. 26)
G4-EN16	●	ESG Managing Our Operations (p. 26)
G4-EN17	●	ESG Managing Our Operations (p. 26)
G4-EN18	●	www www.CDP.net Note: Our 2016 CDP response is available on CDP's website.
G4-EN19	●	ESG Managing Our Operations (p. 24-26)
EFFLUENTS AND WASTE		
DMA ³	●	E&S Environmental and Social Policy Framework ESG Letter From Our Chairman and CEO (p. 2) ESG Managing Our Operations (p. 24-25)
G4-EN23	●	ESG Managing Our Operations (p. 25-26) 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.
PRODUCTS AND SERVICES		
DMA ³	●	E&S Environmental and Social Policy Framework ESG Letter From Our Chairman and CEO (p. 2) ESG Advancing Sustainable Finance (p. 19-20)
G4-EN27	●	E&S Environmental and Social Policy Framework ESG Advancing Sustainable Finance (p. 17-20)
TRANSPORT		
DMA ³	●	E&S Environmental and Social Policy Framework ESG Letter From Our Chairman and CEO (p. 2) ESG Managing Our Operations (p. 25)
G4-EN30	●	ESG Managing Our Operations (p. 25-26)
SOCIAL: LABOR PRACTICES AND DECENT WORK		
EMPLOYMENT		
DMA ³	●	ESG Letter From Our Chairman and CEO (p. 2) ESG Investing in Our Employees (p. 13-16) www careers.jpmorgan.com
G4-LA2	●	ESG Investing in Our Employees (p. 16)
TRAINING AND EDUCATION		
DMA ³	●	ESG Letter From Our Chairman and CEO (p. 2) ESG Investing in Our Employees (p. 14-15)
G4-LA11	●	DB How We Do Business - The Report (p. 21)

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

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

INDICATOR	REPORTING STATUS	SOURCE
SPECIFIC STANDARD DISCLOSURES		
AUDIT		
DMA ³	●	E&S Environmental and Social Policy Framework ESG Letter From Our Chairman and CEO (p. 2) ESG Advancing Sustainable Finance (p. 17-18)
ACTIVE OWNERSHIP		
DMA ³	●	www 2017 Proxy Information
G4-F511	●	E&S Environmental and Social Policy Framework ESG Advancing Sustainable Finance (p. 17-19)
MARKETING COMMUNICATIONS		
DMA ³	●	ESG Letter From Our Chairman and CEO (p. 2) 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.
CUSTOMER PRIVACY		
DMA ³	●	CoC Code of Conduct DB How We Do Business - The Report (p. 34) ESG Letter From Our Chairman and CEO (p. 2) ESG Promoting Sound Governance (p. 9) ESG Serving Our Customers (p. 11) www Chase - Privacy Notice www J.P. Morgan - Privacy Policy
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.
COMPLIANCE		
DMA ³	●	CoC Code of Conduct ESG Letter From Our Chairman and CEO (p. 2) ESG Promoting Sound Governance (p. 7, 9)
G4-PR9	●	AR 2016 Annual Report (p. 262-267)

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