

2018

Corporate Social Responsibility Report

We care.

I'm pleased to present Synchrony's Corporate Social Responsibility (CSR) report for 2018. This year's theme is centered on Caring, one of our core company values. The others are Honest, Passionate, Responsible, Bold and Driven. Together with our vision and mission, our values express and shape the culture of our company, and motivate us to strive to always do the right thing.

Caring is part of everything we do at Synchrony. Caring influences how we make decisions, how we treat customers, partners and employees and how we develop leaders. Caring is why *Fortune* included us on their list of 100 Best Companies to Work For in 2018 and 2019, why *Forbes* recognized us as one of the nation's best employers for diversity, and why we give so much back to our communities.

This report highlights the many ways Synchrony and our employees put Caring into action during 2018—for our business, our customers, our partners, our employees, our communities and the environment.

Caring is essential to the vision that guides us: *To build a future where every ambition is within reach.*

Sincerely,

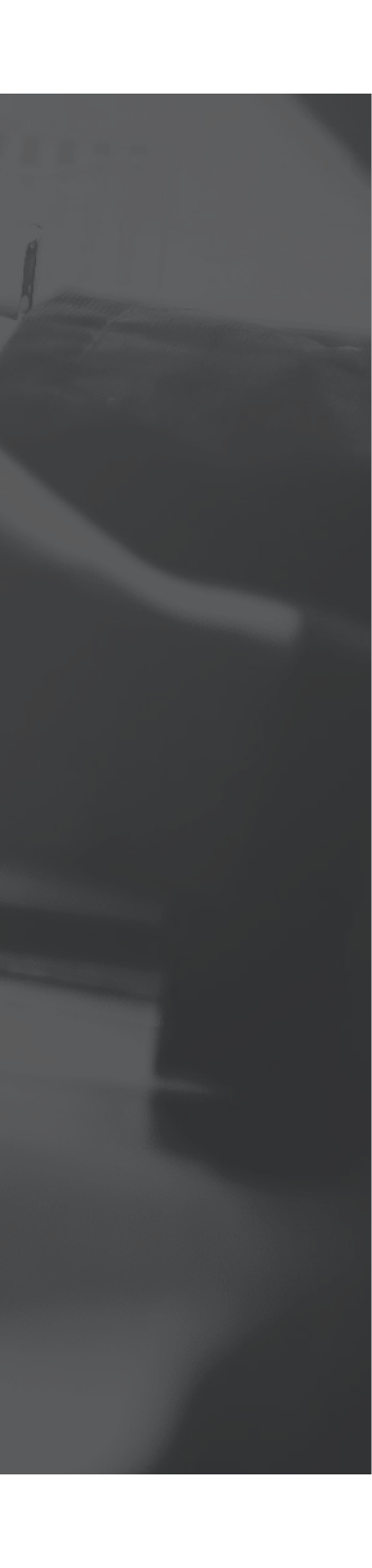
A handwritten signature in white ink that reads "Margaret M. Keane". The signature is fluid and cursive, with the first letters of each word being capitalized and prominent.

Margaret M. Keane
President and Chief Executive Officer





**Caring for
our business.**



Being a good corporate citizen is as important to our business as our products and profitability. Driven by our vision, mission, values and Code of Conduct (our Code), Synchrony strives to maintain the highest level of corporate governance, transparency, inclusion and ethical behavior. It starts at the top with our executive leadership team and our Board of Directors (our Board), who guide our company in a balanced way—keeping us mindful of our responsibilities and the needs of our stakeholders.

Well-qualified guidance.

Since becoming a public company in 2014, we have formed, with great deliberation and thought, an independent and diverse Board. Today, nine of the 10 directors on our Board are independent; four are women; three are minorities; and two are veterans.

Our Board possesses deep knowledge of the consumer financial services industry and expertise in key strategic priorities such as technology, innovation, healthcare and cybersecurity. Our directors' backgrounds enable their active oversight of our current business activities and our strategic goals.

A focus on Environmental, Social and Governance (ESG) matters.

Our Board recognizes that our performance in environmental, social and governance matters is critically important and is a key indicator for external stakeholders, including investors. The Nominating and Corporate Governance Committee of our Board oversees ESG-related activity at Synchrony.

As a consumer financial services company, we view our most significant ESG matters to include fair lending, responsible marketing, financial inclusion and access, data privacy and information security, human capital management (including diversity and inclusion), and community investment.

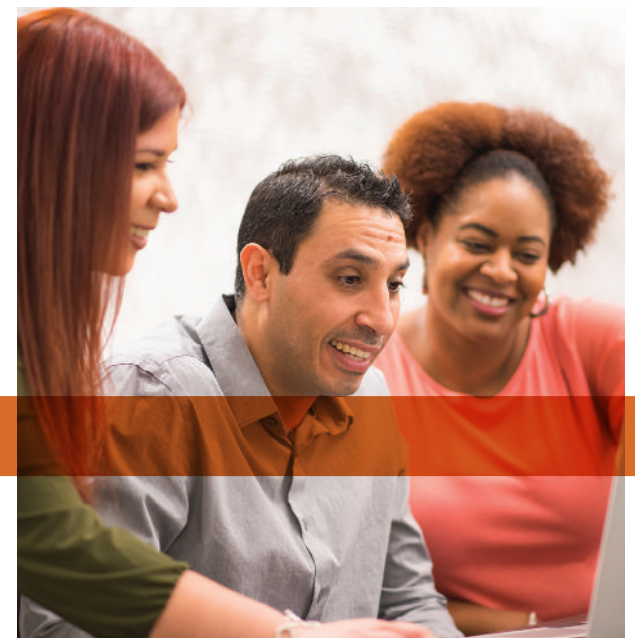
Enhancing long-term value.

Our Board is committed to governance policies and practices that enhance long-term value creation for our stockholders. Our Board monitors emerging corporate governance topics and trends and regularly reviews our Governance Principles to incorporate evolving best practices and stockholder feedback.

Doing what's right.

The leaders and employees of Synchrony work tirelessly to demonstrate the highest standards of ethical business conduct, everywhere and every day. Our Code is an expression of this fundamental commitment. All employees are required to adhere to our Code and take it to heart as they approach their work.

- We are open, honest and trustworthy in the way we work with clients, customers, employees, regulators, service providers and the public.
- We obey the letter—and the spirit—of all laws and regulations.
- We make effective compliance and governance the way we work.
- We work to create and sustain a culture where ethical conduct is owned by all and raising concerns about compliance with the law, regulations, Synchrony policies, or our Code is expected, encouraged and valued.



Our Board

Director Experience



Credit Card
and Payments



Executive
Leadership



Digital and
Innovation



Government
and Regulatory



Financial Expertise
and Accounting



Healthcare



Cyber Security



M&A



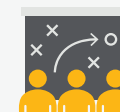
Public Company
Board



Retail



Marketing and Sales



Strategy

Director Diversity



4 of 10 are female



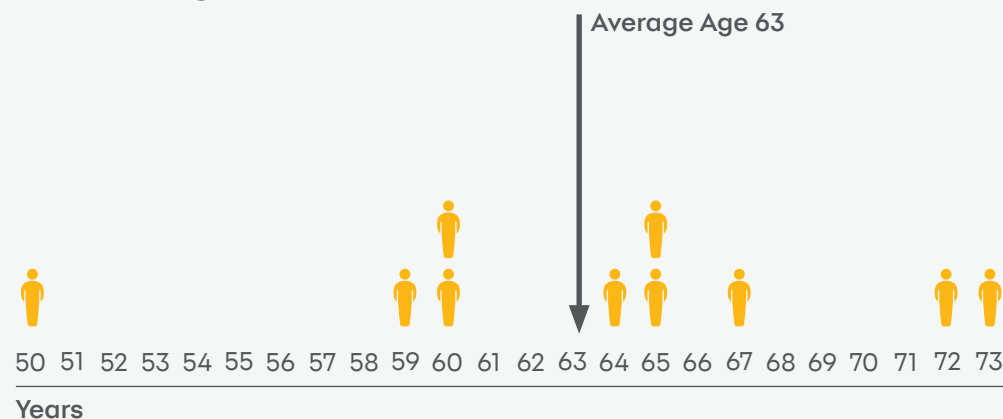
3 of 10 are minorities

Director Independence



9 of 10 are independent

Director Age





**Caring for
our customers.**



Doing the right thing is paramount when it comes to Synchrony's customers. It begins before a customer even becomes a customer—with a strong commitment to fair lending and responsible, transparent marketing practices. We believe banking and finance should be simple to understand: we offer consumers an array of helpful resources and financial literacy tools including explanatory videos, online account management tools, and responsive, well-trained customer service representatives. We invest heavily in data security and data privacy to keep our networks and financial products safe.

Fair and honest.

Caring for our customers starts with treating them fairly and honestly. Our Code calls this “fair dealing.” It underpins many of our internal policies, including our Fair and Responsible Banking Policy and our Fair Lending Policy.

Generally, new employees are required to complete training courses on a broad range of topics, including data security, fair lending, unfair, deceptive or abusive acts or practices (UDAAP) and other banking laws and regulations. We require nearly all employees, all the way up to our Board, to refresh their training in these areas as frequently as annually.

Fair dealing extends to our suppliers’ employees too. We assign them courses based on the type of work they perform and their level of interaction with Synchrony customers. Most supplier employees in the training program complete similar courses on fair lending, UDAAP and other banking laws on the same timetable as our own employees.

Our sales platforms—Retail Card, Payment Solutions and CareCredit—also offer training in fair lending, transparency, UDAAP and other laws and regulations specific to Synchrony’s products, to our partners, retailers and providers.

We have a comprehensive new product introduction (NPI) process, overseen by an NPI sub-committee of our Management Committee, to ensure that all new financial products satisfy fair dealing, regulatory and other requirements.

As part of this process, we adhere to a robust governance framework that guides the design, implementation and post-launch monitoring of new products and services. Our NPI process requires a series of approval tollgates supported by an NPI project template and a compliance review checklist.

We monitor our product offerings, marketing materials, and product terms and conditions for compliance with applicable laws, including fair lending and UDAAP laws.

Our consumer compliance risk management program includes a strong, centrally managed set of processes and procedures for addressing consumer complaints. Customers can contact us directly through many channels including email, phone, eChat and our website. We care for our customers and do everything we can to resolve their concerns quickly. We also closely monitor our customers’ complaints to identify risks of potential customer harm and service issues.



Empowering our customers.

Caring for our customers also includes giving them the resources they may need to use our financial products responsibly and become knowledgeable credit users. Synchrony offers transparency about its financial products. Our easy-to-understand financial literacy tools offer our customers educational videos on savings, credit and how our products work. Other topics and tools include financing and banking basics, using credit wisely, financial product safety and a variety of calculators that help customers estimate their monthly payment on specific promotions.



We offer all of our customers free access to their credit score, real-time at enrollment and updated monthly. They can access a score simulator tool that helps them understand how different actions could impact their credit score, and they can also view key factors affecting their score, a 12-month history of their credit score trends and credit education materials.

Financial education for all.

Synchrony's commitment to financial education extends beyond our customers to all consumers. Synchrony partners with financial counselors, including the National Foundation for Credit Counseling (NFCC), an organization that builds national programs and initiatives that offer consumers quality financial counseling and education. In partnership with the NFCC, Synchrony is an original founder of the Sharpen Your Financial Focus program, designed to improve consumers' practical understanding of personal finance. Synchrony has made grants totaling more than \$7 million to help make the Sharpen Your Financial Focus program available to consumers in the years ahead.



Keeping information and data safe and secure.

Information security—including privacy, data security and cybersecurity—is one of Synchrony's highest priorities, one to which we devote significant resources. Our information security program, which includes comprehensive administrative, technical and physical safeguards and controls, receives intense scrutiny from our executive leadership team and our Board (some of whom have deep cybersecurity and technology expertise) to make sure we maintain the confidentiality, integrity and availability of our customers' information, including information processed by our third-party service providers.

Our information security program continuously adapts to the evolving landscape of emerging threats and new technology, informed by our intelligence team and supported by regular training of information security staff and awareness activities for employees company-wide. We maintain an innovation partnership with the University of Connecticut, via the Synchrony Cybersecurity Center, in which faculty and students collaborate with Synchrony staff on emerging technology, and support an endowed

chair, fellowships and student scholarships in the Computer Science & Engineering Department. We also work closely with our clients on best-practice sharing and incident response.

Further, we actively engage with several trade associations representing banks and other financial institutions that established forums to stay abreast of developments in the cybersecurity, data security and privacy regulatory, and legislative landscapes. We also participate in working groups that analyze and provide feedback to proposed new laws, rules, regulations and assessment frameworks in these critical and perpetually changing areas.

We continuously test the effectiveness of our controls through internal and independent assessments (including regular penetration tests, application code reviews, vulnerability scans, disaster recovery tests, and cyber exercises, among others). We use multiple control frameworks to evaluate our maturity. Finally, we are compliant with the Payment Card Industry (PCI) program, with all the independent testing and assessment that PCI compliance requires.

Using our digital expertise to simplify the customer experience.

We developed an easy-to-understand application process with clearly presented disclosures, so consumers can make an informed decision about submitting a credit card application. We also give them a choice of how to submit it: in-store, at the point of sale, online (via a desktop or mobile

device), over the phone (for many programs) or within a retailer's digital app. To protect their privacy, consumers can enter their information directly on a PIN pad, tablet or at a kiosk and none of their personal information can be printed or retained in the store.

In response to customer and partner feedback, we developed our dApply process to make online applications consistent across all types of devices. We continue to innovate and develop new tools and capabilities to make our customer experience as frictionless as possible.

A pathway to credit health.

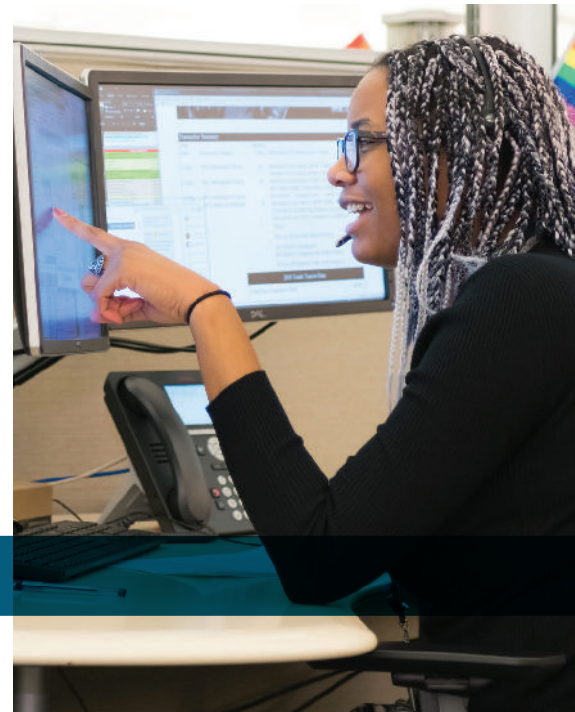
In 2018, we developed a secured card product for customers with limited credit histories. Launched in early 2019, the secured card, which looks and acts like a traditional credit card but requires a security deposit, offers customers access to credit, a pathway to build and improve credit health and credit education. Cardholders also get free access to their credit score via our CreditView™ dashboard, the ability to transact in situations where cash is not an option, and access to rewards and other card benefits.

Caring for customers in times of need.

In 2018, Hurricane Lane in Hawaii, Hurricane Florence in the Carolinas, Hurricane Michael in Georgia and the Florida Panhandle, and the California wildfires affected millions of our customers. When disasters of this magnitude


strike, we support our customers in their times of need. We communicate with customers in affected areas through emails, on our websites and on social media to reassure them that our customer service teams are aware of the situation and ready to assist. Our customer representatives offer accommodations appropriate for the unique needs of each customer who contacts us, including potential waiver of late fees, zeroing out of "now due" balances, and credit line increases to purchase generators and other lifesaving or life-sustaining goods.

In early 2019, during the U.S. government shutdown, we supported and funded our partner PayPal's program offering an interest-free cash advance of up to \$500 for existing and new PayPal Credit customers who are federal employees. We collectively made up to \$25 million in funds available for the program.





**Caring for our
employees.**



By living our values, Synchrony has built a strong company culture—one that champions diversity, inclusion and employee development. At Synchrony, we want everyone to feel comfortable being who they are. Our benefits are generous. Our concern for the health and well-being of every employee is genuine. Our rankings as a Great Place to Work and a *Fortune* 100 Best Companies to Work For in 2018 and 2019 validate that we are doing the right things for our employees.



From FORTUNE Magazine, March 2018, ©2018 Fortune Media IP Limited. FORTUNE and FORTUNE 100 Best Companies to Work For are registered trademarks of Fortune Media IP Limited and are used under license. FORTUNE and Fortune Media IP Limited are not affiliated with, and do not endorse the products or services of, Synchrony Financial.

Awards & Recognition

Fortune and Great Place to Work®

- 100 Best Companies to Work For®
- Best Workplaces for Women
- Best Workplaces for Giving Back
- Best Workplaces in Financial Services & Insurance
- Best Workplaces for Millennials
- Best Workplaces for Diversity

Fortune 500 Companies List

Indeed—Top 50 Rated Workplace

Working Mother—100 Best Companies

National Association of Female Executives (NAFE)—Top Companies for Executive Women

American Banker Most Powerful Women—Margaret Keane (12 consecutive years)

Forbes—The Best Employers for Women

Forbes—The Best Employers for Diversity

Diversity Best Practices Leading Inclusion Index Company

Disability Equality Index—Best Places to Work—100% score

Human Rights Campaign Foundation—Best Places to Work for LGBTQ Equality and 100% score on the Corporate Equality Index

Military Times—Best for Vets Employer

BenchmarkPortal—Top Contact Center, Large Sized Centers

BenchmarkPortal—Customer Service Center Certified Center of Excellence

BenchmarkPortal—Center of Excellence Certification

Employer Support of the Guard and Reserve (ESGR)—Office of the Secretary of Defense Patriot Award

Candidate Experience Awards

HR.com LEAD Award—Best Customer Service Leadership Training

International Awards

Great Place to Work in India

Economic Times—100 Best Companies to Work for in India

FLO Gender Parity Index—#1

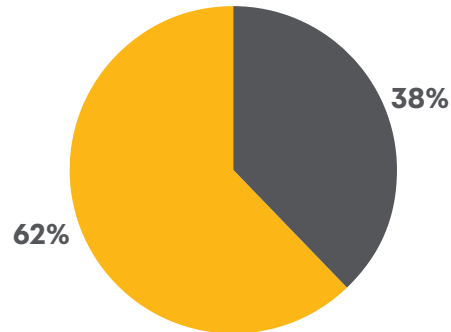
Asia CEO Awards—Top Employer of the Year



Diversity and inclusion make us better.

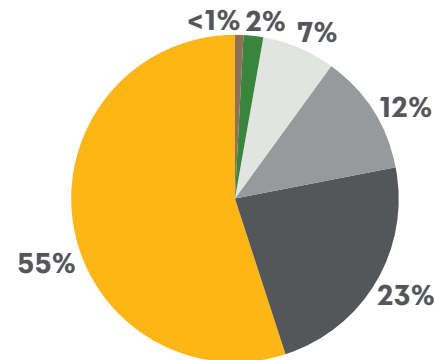
At Synchrony, we believe the whole is greater than the sum of its parts. The diversity of our people and their respective ideas and insights help define our company. We know true diversity is more than talk. It's connecting, coming together and turning ideals into action. We're committed to inclusion—with programs built on honest interaction and collaboration.

Gender



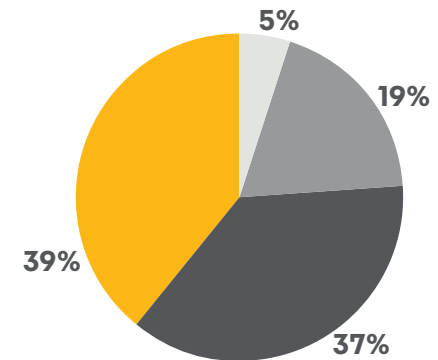
Female
Male

Ethnicity



White
Black or African American
Hispanic or Latino
Asian or Pacific Islander
Two or More Races
Native American

Generation



Generation X
Millennials
Baby Boomers
Generation Z



It takes a network—or eight.

Our Synchrony Diversity Networks are close-knit groups formed around common interests and goals. They are both reflective and supportive of our employees—providing a great platform for recruiting, professional development and networking opportunities. More than 9,000 of our employees are engaged in one or more of our eight Diversity Networks. Together, members play a vital role in promoting an inclusive culture that celebrates individuality and fosters collaboration.

Developed and launched in 2018, the Synchrony Native American Network+ is the eighth Diversity Network to be formed. It represents the voice of an additional underrepresented minority and provides a platform for our employees to engage and learn about the Native American culture in the United States.



**AFRICAN AMERICAN
NETWORK+**



**ASIAN PROFESSIONAL
ENGAGEMENT NETWORK+**



HISPANIC NETWORK+



**LESBIAN, GAY, BISEXUAL,
TRANSGENDER+ NETWORK**



**NATIVE AMERICAN
NETWORK+**



**PEOPLE WITH
DISABILITIES NETWORK+**



VETERANS NETWORK+



WOMEN'S NETWORK+



Everyone is welcome.

At Synchrony, you don't need to be a woman to join the Women's Network+. Nor do you need to speak Spanish to be in the Hispanic Network+. All you have to do is extend a helping hand and become a supporting member of the Network of your choice. In executing this concept, we developed Diversity Networks + You. The "+ You" can be anyone at Synchrony. It's an open invitation that moves us one step closer to inclusion.

Growing together—annual Diversity Symposium.

We host a Global Diversity Network Symposium annually, bringing together over 500 employees from across the globe, including our CEO and members of our Board, to collaborate on how to add momentum to our diversity and inclusion efforts. At the Symposium, we celebrate our accomplishments, listen to thought leaders and dynamic speakers, attend workshops, and recognize and award specific leaders and frontline employees for their dedication and efforts in driving diversity and inclusion across our company.

We are proud of our Board's diverse membership and appreciate their willingness to take part in employee-facing panel discussions coordinated by our Diversity Networks. For example, during Synchrony's LGBT+ Pride Month celebration in June 2018, board member Laurel Richie joined CEO Margaret Keane for a one-on-one interview in which both shared personal stories with employees and discussed why they support the LGBT+ community. Their inspiring discussion ranged from how to become an active ally, being bold in supporting diversity and being your best self.





Unconscious bias training.

To support our increasingly diverse workforce, we launched “Driving Inclusion and Uncovering Hidden Bias” training. Its purpose is to help employees gain awareness and understanding of how their thoughts, mindsets, behaviors, actions and interactions can impact the culture at Synchrony. We have equipped our employees to surface their unconscious biases, understand them and then take actions—all to create more inclusive patterns of behavior.

Supplier diversity.

Synchrony recognizes the competitive advantage in developing a broad supplier base that includes diverse businesses to compete for the procurement of goods and services. Our approach to supplier diversity includes monitoring the diversity in our current supplier portfolio, establishing a public-facing website for diverse suppliers to self-register, and participating in supplier diversity conferences and workshops for procurement staff training and market intelligence.

Attracting, retaining and developing talent.



What we look for.

We seek candidates who can thrive in the Synchrony culture. We look for people who value the importance of relationships and teamwork, who are not afraid to offer up bold ideas, who want to learn and be challenged, and who achieve not just individually, but also within a collaborative environment. We embrace enthusiasm, adaptability, integrity and entrepreneurial drive. We want people who are eager to make a difference.

A pipeline of diversity.

We continually work to attract a diverse mix of talent to our company, people who are reflective of the markets and communities we serve. For example, Synchrony is committed to helping people with disabilities. We partner with Disability Solutions, a nonprofit organization that connects companies with employee candidates who have a physical or hidden disability. In addition, a team of HR leaders, managers and members of our People with Disabilities Network+ work with local nonprofits and state agencies to host job fairs

and recruit qualified candidates with disabilities. These efforts enable us to cultivate a new talent pipeline while providing qualified candidates with career opportunities. In recognition of this, Disability Solutions presented Synchrony with its World of Opportunities Innovator Award for our leadership in hiring and valuing talented individuals with disabilities.

Supporting our veterans.

Synchrony is also committed to supporting, and aims to be an employer of choice for, U.S. armed service veterans and their spouses. For example, we strongly support the recruiting and hiring of veterans and members of the Reserve and National Guard through a proactive engagement with the Service Academy Career Conferences and Hiring our Heroes Corporate Fellowship Program. Our leaders take pride in providing transitioning service members with opportunities and the skills required to succeed in a civilian career. In 2018, Synchrony was named a Best for Vets Employer by Military Times in recognition of these efforts.

A few of our key recruiting partners:



NABA, INC.
NATIONAL ASSOCIATION OF
BLACK ACCOUNTANTS, INC.





Listening to our employees.

Synchrony takes the collective voice of our employees to heart. We conduct an engagement survey annually to monitor employee satisfaction in partnership with Great Place to Work. The resulting organizational, site and functional scores are shared with all managers and employees. This gives managers the opportunity to have an open dialogue with employees and create action plans based on collective feedback. Coupled with our other initiatives to make sustainable, positive changes in every corner of our business, these efforts demonstrate our employees' empowerment to raise their voices—and our commitment to listen and take action.

94%

**overall employee
satisfaction survey
participation rate**

91%

**favorable response to
*“Taking everything into
account, I would say this
is a great place to work.”***

Continuous learning and training.

We partner with educational institutions, such as Harvard, the Thayer Leadership Development Group hosted at West Point Military Academy and other prominent learning solutions providers, to develop joint training programs to make sure our employees get the tools and support they need to advance. Our Stamford, CT, headquarters is the hub for leadership courses, featuring Synchrony-branded learning in a campus-like environment. Synchrony University, a company-wide leadership development initiative that offers accessible, relevant and contemporary learning experiences, offers 18 open enrollment courses and three nomination-based leadership courses at every career level, hosted at 10 sites across the United States. These courses are free for employees and Synchrony pays all travel expenses. Over 10,000 employees worldwide attended a leadership course in 2018, supplementing the hundreds of on-demand courses available on Synchrony's online Learning Center.

A STEP up.

The Skills Training for Evolving Professionals (STEP) program seeks to develop and grow talent within our call centers and administrative teams. Featuring a flexible and dynamic learning plan, the STEP program helps employees build core competencies in management skills. Participants deepen their knowledge through self-paced coursework; develop unique talents through job shadowing, rotation, assignments and mentoring; and gain valuable experience through cross-functional group activities and special project work. STEP employees also get increased exposure to Synchrony leadership. Since STEP's inception, 92% of participants have moved into new roles within two years of graduating from the program. Of those, 66% represent a promotion, including 33% of participants who were promoted from hourly call center or administrative roles into salaried, professional track roles. Approximately 70% of entry level managerial roles in Enterprise Operations are filled by STEP participants.

The right path to leadership.

Synchrony offers recent graduates who show promise a fast track to leadership. Our Business Leadership Program (BLP) is a two-year, three-rotation accelerated program spanning 10 different functional tracks: Credit, Data Analytics, Enterprise Operations, Finance, HR, Internal Audit, Information Technology, Marketing, Risk Management and Sales & Relationship Management.

The rotational assignments enable participants to build deep, functional expertise within a specific track while empowering and challenging them to develop broad-based industry and business acumen. Synchrony also offers a BLP-Internship, a career-boosting paid summer program for rising college juniors and seniors, and first-year graduate students.



Furthering leadership opportunities for women.

In 2015, to help broaden the advancement of women across Synchrony, we partnered with Linkage, Inc., a company that provides unique leadership development solutions, to share best practices and explore emerging trends for women in leadership. The partnership offers learning opportunities for women through Linkage's Women in Leadership Institute. In 2018, we expanded this partnership through the creation of Synchrony's signature leadership development program for women: Leadership Experience for Accelerated Development (LEAD). This nine-month immersive program incorporates a unique blend of internal and external experiences, 360-degree assessment and reflection, small group and individual learning, leadership coaching, and formalized learning programs.

Leadership development for multicultural men.

In 2018, Synchrony launched the Strategic Pathways Leadership Development Program for diverse men. Targeted towards high-potential future leaders, this program focuses development around key challenges underrepresented minority men face in corporate America today. Throughout the course, participants learn from and engage with Synchrony directors and executives and are provided a leadership mentor for continual development and career acceleration.



Help and support to make lives better.

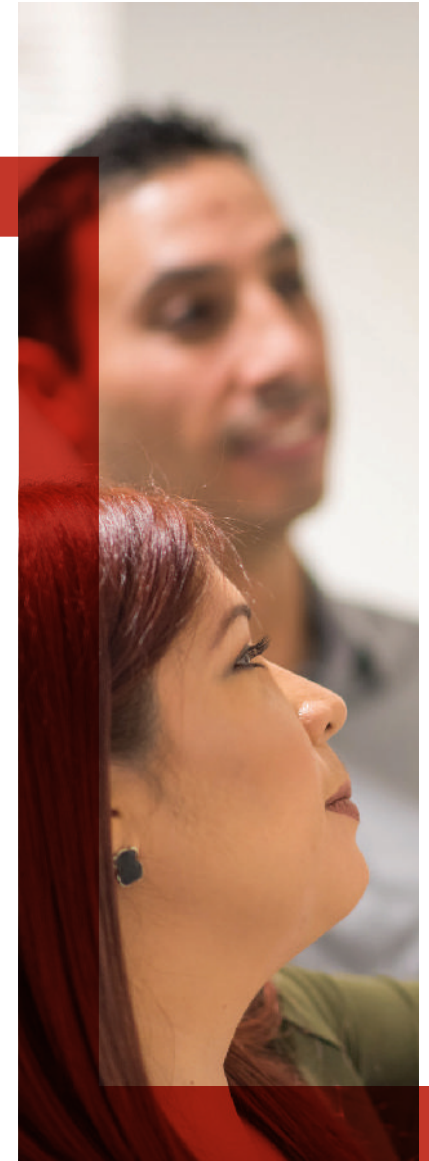
Tuition reimbursement.

Both full-time and part-time employees can take advantage of our Tuition Reimbursement Program, which is one of the highest in our industry. Full-time employees can get up to \$20,000 per year and part-time up to \$5,000. We encourage all our employees to pursue new degrees or to complete ones that life or work circumstances may have interrupted. In March 2019, this program expanded to cover courses in healthcare and education fields, including courses at the graduate level. Since 2015, Synchrony has reimbursed nearly \$10 million to almost 900 employees who have taken advantage of this benefit.

A flexible approach to working.

Balancing the demands of work and life can often be challenging for employees. To help, we offer flexible work arrangements, including reduced hours, compressed work weeks, flextime hours, job sharing, telecommuting and remote work.

Our Work at Home Program for customer service representatives is another way we help, and we continue to expand it. The program is for people who want to enter or re-enter the workforce, including working mothers, as well as anyone who wants flexible hours. Today, more than 700 associates work from home. Eliminating the long commute, working in the comfort of their own homes, and having more time to spend with their families makes for greater work-life balance.



Making lives better—additional benefits.

Backup childcare and adult/elder backup care	Offers access to credentialed backup childcare centers. Can also be used for credentialed in-home caregivers.
Adoption assistance	Reimburses employees for up to \$8,000 of eligible adoption expenses.
Infertility treatment assistance	Covers services for the treatment of infertility up to a \$15,000 lifetime maximum.
Domestic partner benefits	Offers healthcare coverage for domestic partners of employees and their children.
Employee Assistance Program (EAP)	Provides company-sponsored support, resources and information for personal and work-life issues.
Legal benefits	Gives employees and their families fully covered access to legal services from a national network of experienced attorneys.

Staying healthy and well.

Synchrony's Health 360 program offers employees health-related tools, tips and benefits that help with stress management, exercise, diet, lifestyle choices and more. Some of the Health 360 features include:

- Nutrition and weight management programs, along with discounted healthy options in all our dining venues.
- Benefit programs to help employees quit tobacco use along with tobacco-free sites and campuses.
- Free on-site fitness centers and subsidies for off-site fitness memberships.
- Employee assistance programs focused on stress management.






Caring for our communities.

VOLUNTEER





Our culture encourages us to give back—to the communities in which we work and the families in need who live there. We are a company of volunteers. In 2018, our employees spent more than 44,000 hours volunteering in their communities. They built homes and prepared meals for the homeless, filled back-to-school backpacks for children from low-income areas, and took part in a host of other volunteer activities that helped to make the lives of those in need better.

Families That Work Program

Synchrony's Families That Work addresses the basic needs of today's diverse working families.



Family Homelessness

Support housing, shelter and services to families who are at high-risk of homelessness.



Out-of-School Care

Support educational preschool, afterschool, summer and weekend programs.



Economic Security

Support providers of families with resources and training on job readiness, financial education and small business ownership.

Working families are low- to moderate-income bread-winning moms, stay-at-home dads, single parents, same-sex parents, dual working parents, veterans, people with disabilities and multigenerational households.

Synchrony helps families that work.

Parents who work hard to provide for their families can often use a helping hand. Our signature philanthropy program, *Families That Work*, provides basic needs to low- and moderate-income working families. We make it our mission to help working families move forward and improve the quality of their lives. Funded through the Synchrony Foundation, which we established in September 2017, and the Synchrony Corporate Citizenship program, *Families That Work* offers support in three important areas: family homelessness, out-of-school care and economic security.

We all understand how damaging homelessness can be to a family, especially the children. Synchrony is working to help these families who are homeless or on the verge of homelessness.



Helping to end family homelessness.

In 2016, we began a partnership with the Connecticut Coalition to End Homelessness (CCEH). Our grant supports CCEH's *be Homeful* project, which raises awareness and funds to end family homelessness in Connecticut. Specifically, the program provides emergency assistance funds to help families with young children avoid homelessness and stay in their homes.

Our work with the Coalition for the Homeless of Central Florida has also resulted in many great successes. Synchrony's grant is used for the direct provision of safe residential shelter and wraparound services, such as medical care, job training, employment, education, legal assistance, and other vital services, for homeless families and individuals. This funding allows the Coalition to maintain an on-site licensed early child development and preschool education center for the children in the shelter. Last year, through the Coalition's work, 514 adults secured employment; 927 received education and/or job training; and 1,127 individuals obtained permanent housing.

Helping working families with children.

Childcare is not affordable for many working families who often rely on afterschool, weekend and summer programs offered by nonprofit organizations for childcare.

For example, Synchrony partners with buildOn, a national nonprofit organization whose mission is to break the cycle of poverty, illiteracy and low expectations in urban areas through service learning. Our partnership is focused on buildOn's afterschool U.S. Service Learning Program, which seeks to empower youth from these neighborhoods to address the challenges facing their communities through service—helping the homeless, seniors and children. For these students, the opportunity to do community service gives them a sense of purpose, allows them to see a bigger world and empowers them to be leaders in improving their communities.

Synchrony also supports buildOn's Partnership Program, which pairs students with Synchrony employees who mentor them on career readiness and college preparedness.

Our employees across the globe participate in our annual Doubles Dive, which raises funds for local nonprofit organizations. In 2018, we raised nearly \$100,000 for local charities which was matched by Synchrony, bringing our total donations to \$200,000. The Stamford, CT, Doubles Dive, where approximately 150 employees jumped into the frigid waters of the Long Island Sound in January, raised funds for Horizons National, a nonprofit organization that provides tuition-free summer academic programs serving low-income, public school students on the campuses of independent schools, colleges and universities across the country.

"My favorite value of the six Synchrony values is the Caring value. Synchrony provides employees with many ways to demonstrate this value every day, by allowing opportunities to give back through volunteerism and grant allocation. The Coalition provides such a wide variety of services for the community and they have given me a greater sense of community engagement in Central Florida and for that I am thankful and grateful."

—Sandra Muldrow, AVP, Process Stability and Support



Economic security.

For low- and moderate-income families, one small event, like losing a shift at work or needing a car repaired, can spiral the family into crisis. One way that Synchrony aims to help these families overcome economic insecurity is to improve their earning potential, working with nonprofits to offer job training, career counseling and financial education.

Synchrony supports the *Own It* program at the YWCA of Metropolitan Phoenix with both grant dollars and a steady stream of Synchrony volunteers. The program provides comprehensive financial education and tools to low-income individuals to improve their financial future, increase money management skills and avoid poverty by increasing financial knowledge by addressing money behaviors and attitudes. Each year, the YWCA serves approximately 875 individuals through the *Own It* program. Nearly 80% of the participants report an increase in savings and reduced personal debt.

These charitable activities complement our consumer empowerment and financial education offerings described in the section called “Caring for our customers” starting on page 6.





We love volunteering.

We encourage all Synchrony employees to give back and offer paid time off to employees for service in their communities. In 2018, our employees around the world helped over 450 nonprofit organizations and charities. Employees can volunteer for one-day events or get involved in long-term initiatives; some do both.

For example, every summer we host the Girls Who Code Summer Immersion Program, where girls learn to code through project-based lessons. They also get the opportunity to meet our leadership and take field trips to our partner companies. Each girl is also paired with two Synchrony employees who serve as their mentors for the seven-week program. In 2018, 60 high school girls graduated from the program across three Synchrony sites.

Sharing our talent with nonprofits.

Our two-year Business Leadership Program (BLP) includes a one-month rotation to work with Synchrony's nonprofit partners. Last year, 44 BLP employees completed strategic projects for 19 nonprofit organizations. The projects they work on are often important projects that nonprofits can't complete due to insufficient resources or time. They build out cost models, develop marketing and social media plans, revamp websites, build apps, build data analytics tools and analyze information. These exceptional employees are able to complete these projects because Synchrony provides 100% of their time to the nonprofit during the rotation.

Paying it forward.

Last April, Synchrony conducted its third annual *Pay It Forward: A Month of Caring*. Our sites partnered with 149 nonprofits to help families and individuals in need. More than 4,000 of our employees directly helped nearly 250,000 people around the world. These efforts brought our citizenship program, *Families That Work*, to life.

Projects varied from preparing more than 103,000 meals for the hungry, to restoring a children's center damaged by Hurricane Maria, to sorting and folding linens at a homeless shelter. Our employees took part in 181 different projects organized across 26 sites—logging nearly 11,500 volunteer hours. Our remote employees across the country rallied around the effort as well, completing over 25 projects in their local communities. While *Pay It Forward: A Month of Caring* lets us put our collective muscle into action every April, it's just one part of our robust *Families That Work* citizenship program and volunteer program.



Community reinvestment.

Synchrony is committed to meeting community needs specifically evaluated under the Community Reinvestment Act. In 2018, Synchrony made investments totaling over \$130 million, including grants to local and national nonprofit organizations, and made over \$200 million in community development loans. These investments and loans focus on creating and preserving affordable housing and supporting small businesses that create and retain jobs for low- and moderate-income households.

Synchrony's partnership with Grameen America (Grameen) helps low-income female entrepreneurs in the United States build businesses and become financially independent. Grameen provides microloans, financial training and support that enables its members to start or further build their businesses. Synchrony's \$200,000 in grants, an increased line of credit and employee volunteer time have made it possible for Grameen to assist more American families in need.

Caring for our environment.





While some commentators argue that sustainability in financial services is not about being green, we constantly look for ways to incrementally improve the environment—both inside and out—because we care.



In many of our sites, the watchword is “green.” We follow established green building design strategies that optimize efficiency, reduce waste, incorporate controls and, ultimately, increase our operational edge. Some highlights include:

- A sizable portion of an office building’s air-conditioning output goes to overcoming the heat generated by fluorescent light fixtures. LED lights use a fraction of the energy fluorescent bulbs use, and they generate far less heat. Today, close to 70% of our facilities incorporate LED lights. We use photo-sensors and dimmable LED ballasts where daylight is plentiful to achieve 50-70% lighting energy savings. Where LED lights aren’t an option, we use compact fluorescent bulbs for energy savings over incandescent bulbs.
- Toner cartridges have a big impact on the environment, especially when they wind up in landfills, where they take about 1,000 years to decompose. In 2018, we recycled over 2,500 printer drums across our U.S. sites.

- In 2018, Synchrony more than doubled the number of electric vehicle (EV) charging stations across our U.S. sites, and we plan to add many more. Synchrony EV drivers plugged in over 4,300 times, resulting in a reduction in carbon emissions by approximately 26.4 metric tons. If we factor in the trips not made by employees working from home, we eliminated approximately 4,700 metric tons of carbon dioxide for the year.
- Where our buildings are concerned, we focus on energy consumption management and operational efficiency administration and maintenance, and also on things like office equipment, heating and cooling systems, water heaters, lighting and appliances. Currently, Synchrony has six EPA ENERGY STAR certified facilities. Three additional facilities are in the process of earning certifications.
- Recycling is a great way to keep packaging waste from ending up in landfills. At our corporate headquarters in Stamford, CT, alone, we recycled 6.9 tons of plastic waste in 2018. In addition, we launched a plastic water bottle reduction initiative at the same site.



Synchrony

(NYSE: SYF)

777 Long Ridge Road
Stamford, CT 06902

General Inquiries

866-419-4096

[synchrony.com](https://www.synchrony.com)

