



**Ambitions live
everywhere**

2017 Corporate Social Responsibility Report

About Synchrony

Synchrony (NYSE: SYF) is a premier consumer financial services company delivering customized financing programs across key industries including retail, health, auto, travel and home, along with award-winning consumer banking products. With more than \$130 billion in sales financed and 74.5 million active accounts, Synchrony brings deep industry expertise, actionable data insights, innovative solutions and differentiated digital experiences to improve the success of every business we serve and the quality of each life we touch. More information can be found at www.synchronyfinancial.com and through Twitter: @Synchrony.

Key Metrics



85+
year's experience



16+K
employees



\$56B
in deposits



\$132B
in financed
sales

ABOUT THIS REPORT

The Synchrony Corporate Social Responsibility Report includes programs and activities related to our responsible business practices in the markets and communities we serve. This report covers an overview of key activities across our organization for the 2017 calendar year. We are committed to regularly updating this information to demonstrate our progress and evolution in making a stronger social and environmental impact.

Synchrony is defined by our culture. We're a company of individuals with different perspectives and unique ambitions who share strong values, a common purpose and a bold commitment to do the right thing.



Margaret Keane
President and Chief Executive Officer

We're creating a rich legacy at Synchrony.

While our roots date back to 1932, we're a relatively new Fortune 500 company.

Following our initial public offering in 2014, we've been diligently working to build a strong culture — one that distinguishes Synchrony as an industry leader and also strengthens the bond we have with our employees, customers, partners and communities.

We have six guiding values that shape who we are and how we do business: honesty, passion, driven, caring, responsible and bold.

We have also defined our purpose — we pioneer the future of financing, improving the success of every

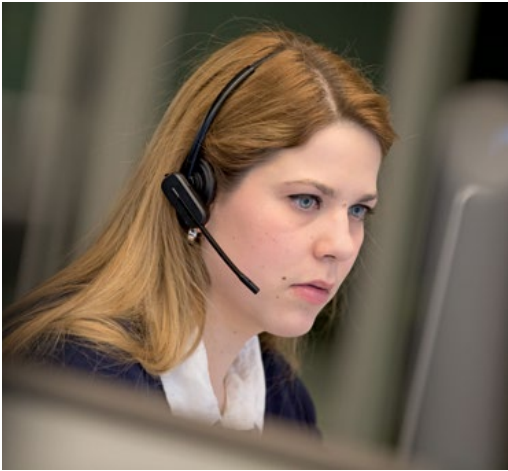
business we serve and the quality of each life we touch — and we mean it.

The diversity of our business, people and ideas is one of our greatest unifying and defining strengths at Synchrony. We've made it our mission to create an environment that attracts the most talented, diverse employees who understand the importance of providing excellent service.

While the focus of this Corporate Social Responsibility Report is on the legacy we're building, it also demonstrates our ongoing commitment to simply do the right thing.

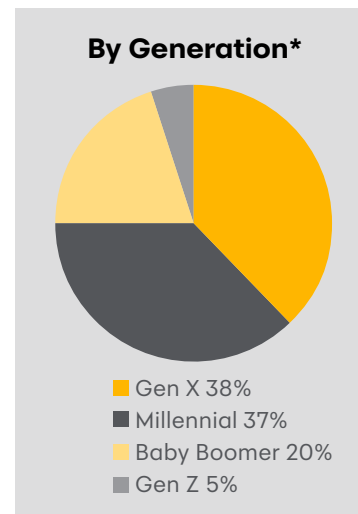
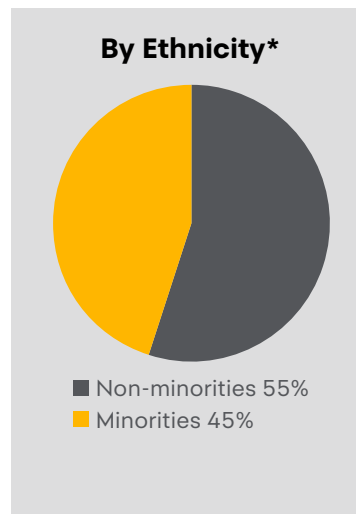
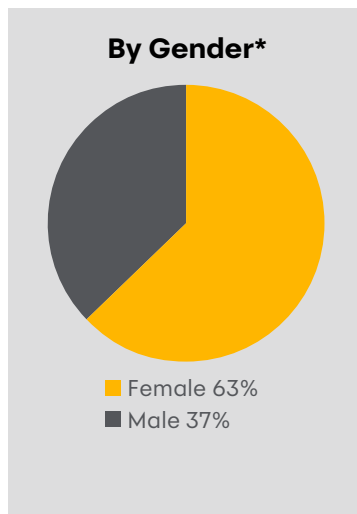
At Synchrony, we have ambitious goals for the future. Our customers, partners, employees and shareholders have placed an enormous amount of trust in us, and we stand by our commitment to deliver on those goals — responsibly and respectfully.

Our Workplace



Our Employees

Our people are our most valuable asset at Synchrony — and we're passionate about attracting the most qualified, diverse talent. We have a responsibility to nurture and develop our employees every day so they feel challenged, valued and fulfilled.



**These numbers are based on U.S. employees.*



Diversity Fuels Innovation

The diversity of our people and their respective ideas and insights define our company. An inclusive working environment helps us attract top talent and see possibilities we might not have seen before.

We have strong hiring practices for women, minorities, veterans, the LGBT+ community and people with disabilities. Inclusive of all individual characteristics, we want our employees to feel Synchrony offers a safe and respectful workplace where they can grow and succeed.

One way we promote this inclusive culture is by sponsoring seven different employee Diversity & Inclusion Networks.

In 2017, members of our People with Disabilities Network developed a new program to increase our hiring pipeline for individuals with physical and hidden disabilities. Through the end of 2017, we have hired more than 200 employees through this effort, with a 93 percent retention rate. This hiring initiative is being expanded in 2018, with more than double the number of Synchrony office locations participating.

Just as an inclusive culture is important for our employees, we actively seek out certified and qualified businesses to ensure that the demographics of our supply chain reflect our partners and cardholders.



OUR DIVERSITY NETWORKS CELEBRATE INDIVIDUALITY AND FOSTER COLLABORATION.



**AFRICAN AMERICAN
NETWORK+**



**ASIAN PROFESSIONAL
ENGAGEMENT NETWORK+**



**PEOPLE WITH
DISABILITIES NETWORK+**



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



HISPANIC NETWORK+



VETERANS NETWORK+



WOMEN'S NETWORK+



**PEOPLE WITH
DISABILITIES NETWORK+**

In 2017, we have hired more than 200 employees through our People with Disabilities Network, with a 93 percent retention rate.



“You can always be yourself at Synchrony. In fact, we insist on it. Harnessing the collective diversity of our people, skills and ideas allows us to better serve our partners and customers while empowering our employees to be their true selves.”

— Marissa Lara, SVP, Chief Diversity & Corporate Responsibility Officer



Continuous Learning

Our approach to continuous learning and training provides our employees with the tools and support they need to advance.

We provide special development programs such as our Business Leadership Program (BLP) to develop high-performing college graduates into young professionals and future leaders.

Our Skills Training for Evolving Professionals (STEP) program helps develop talent within our call centers and administrative teams.

We also introduced Leadership Experience for Accelerated Development (LEAD) — a unique program to develop women leaders — as well as enhanced training curricula around building diverse leaders and recognizing unconscious bias.



Named **Best Customer Service Leadership Training Program** in 2018 by HR.com.



WORK AT HOME PROGRAM

- More than 500 full-time employees and more than 160 part-time employees work remotely across the U.S.
- In 2018, our Work at Home Program will expand to 1,000 full-time customer service representatives; the number of U.S. locations will expand as well.

Flexible and Family-friendly

We help employees balance the demands of work and life by offering flexible work arrangements including reduced hours, compressed workweeks, flextime hours, job sharing, telecommuting and remote work. We even allow non-exempt employees to take time off in hourly increments.

We continue to grow and expand our Customer Service Representative Work at Home Program, which targets anyone who wants flexible hours such as retirees, working parents and students.

Benefits for full-time U.S. employees include 100 percent paid parental leave for six weeks and medical/dental coverage for domestic partners and their children. Our

Backup Care Program in the U.S. provides temporary or short-term care for a primary caregiver's child or elderly parent when unexpected circumstances arise. We also offer a program that provides scholarships for our employees' children to attend college.



We offer tuition reimbursement for all employees up to \$20,000.

Our Communities



Families That Work

We want to make a real difference in the world — and we're starting in our own backyards, in communities where we live and work through investments, volunteerism, and grants.

We launched our Families That Work corporate citizenship program in 2016. Every day, families are working hard, but sometimes unforeseen circumstances can get in the way. In 2018, we will expand this program through the newly created Synchrony Foundation, which will work to improve economic viability among working families.

Families That Work tackles the basic needs of today's working families: safe and stable housing for those who are homeless or on the verge of homelessness; childcare for parents who need a safe place for their children while they work; and economic security so families can move ahead.

In addition, we address affordable housing needs in accordance with the Community Reinvestment Act (CRA) while providing critical resources for families seeking better skills and living wage jobs. Our CRA initiatives extend this program into our communities by making loans, investments and grants.

“With the grant from Synchrony, we were able to provide emergency financial assistance to the case workers from our partner agencies. In 2017, we prevented more than 300 families, including more than 600 children, across the state of Connecticut from homelessness.”

— Lisa Tepper Bates, Executive Director, Connecticut Coalition to End Homelessness

Hands-on Help

Our citizenship program is helping more than 150 nonprofits in the communities where we work. Organizations like buildOn, the Connecticut Coalition to End Homelessness, United Rehabilitation Services and the YWCA Metropolitan Phoenix benefit from both Synchrony grants and employee volunteer efforts.

Volunteer projects range from building houses and preparing meals for the homeless to teaching financial literacy skills to income providers of families and providing homework help to struggling students. All employees are provided with paid time off for volunteerism, and we match their donations to eligible nonprofits.

Building a Better Future

Synchrony wants to educate the next generation of leaders about business and doing good work in the community. We're helping national nonprofits like buildOn break the cycle of poverty, illiteracy and low expectations through service learning programs. And we support efforts by Girls Who Code to close the gender gap in technology through education.

Supporting Small Businesses

We recognize that small businesses play an important role in our communities, but may not always have access to resources they need to grow their business. One way we're helping is through our Working Forward Small Business Awards. Launched in 2016, we've now doubled the size and awarded \$20,000 to 10 small businesses — \$10,000 to invest in their business and \$10,000 for a community project. This is just one of the ways we're helping approximately 70,000 small business partners continue to play an important role in their communities.



In 2017, nearly 5,000 employees volunteered over 35,000 hours, making a direct impact on our communities.

Doing Right by Our Customers...

As a consumer financial services company, we provide financial education to our customers in a variety of forms and formats, including videos of easy-to-understand lessons on savings, credit and how our products work.

Our company makes a conscious effort to use our energy sources, water and materials efficiently while reducing waste and emissions. Through such simple

initiatives as collecting used batteries, light tubes and surplus electronic equipment to recycle — while recycling the green waste we generate at each of our sites — Synchrony ensures that its statutory and ethical environmental obligations are met. We operate two Energy Star®-certified facilities, and we have four sites in the process of being certified.

“I work with the clients at the YWCA of Greater Phoenix and talk to them about money management and help them learn about the different tools they can use to be able to budget and have some savings for a rainy day. I’ve seen how the financial education lessons have resulted in positive outcomes for the women and their families. I appreciate Synchrony giving me the time and the opportunity to serve and meet people in the community I might not otherwise have had the opportunity to work with.”

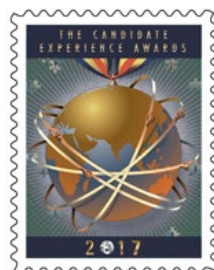
— JoAnn Roman-Mata, Phoenix, Synchrony Employee

and the Environment





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**Keep up with Synchrony's latest
social responsibility initiatives at
www.synchronyfinancial.com**



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