



2023 GRI Index

The listed topics follow the Global Reporting Initiative (GRI)'s suggested GRI 1: Foundation 2021 disclosures. This framework allows us to share our results in a manner comparable with our peers and industry benchmarks and organize our corporate responsibility efforts in a manner that accelerates our progress. We report on topics that are meaningful to our business and our stakeholders. In addition to directing you to specific pages within our 2023 Corporate Responsibility Report, the Index references publicly disclosed documents, which offer a more comprehensive view of our company. We thank you for your interest in Key's responsible approach to banking, citizenship, and operations. Certain information recommended by the GRI framework is not disclosed below because that information is (i) privileged or confidential; (ii) proprietary; or (iii) not currently collected in alignment with the related GRI metric. This report is not intended to be comprehensive and thus should be read in conjunction with the other documents and resources that are referenced and linked in our responses. Additional KeyCorp corporate responsibility disclosures can be found at [key.com/crreport](https://www.key.com/crreport).

Feedback and questions about our corporate responsibility efforts and this report are welcomed and can be addressed to Marissa Brydle, KeyBank Sustainability Director: corporate_responsibility@key.com.

Item	Disclosure	Location
GRI 2: General disclosures 2021		
The organization and its reporting practices		
2-1	Organizational details	Get to Know Key KeyBank
2-2	Entities included in the organization's sustainability reporting	This report covers all entities included in our 2023 Annual Report on Form 10-K
2-3	Reporting period, frequency, and contact point	This report covers calendar year 2023. Questions are welcomed. Please send CR reporting questions to corporate_responsibility@key.com
2-4	Restatements of information	None
2-5	External assurance	Verification Opinion Declaration of Greenhouse Gas Emissions
Activities and workers		
2-6	Activities, value chain, and other business relationships	See Item 1. Business in our 2023 Annual Report on Form 10-K

Item	Disclosure	Location
2-7	Employees	Refer to Item 1 ("Business - Human Capital") on page 8 of our 2023 Annual Report on Form 10-K
Governance		
2-9	Governance structure and composition	Pages iii-iv, 2-3, 5-16 of 2024 Proxy Statement
2-10	Nomination and selection of the highest governance body	Pages i-iii, 1-11 of 2024 Proxy Statement Nominating and Corporate Governance Committee Charter
2-11	Chair of the highest governance body	Leadership
2-12	Role of the highest governance body in overseeing the management of impacts	Nominating and Corporate Governance Committee Charter
2-14	Role of the highest governance body in sustainability reporting	Page 20 of 2023 Corporate Responsibility Report
2-15	Conflicts of interest	Pages iv, 18-19 of 2024 Proxy Statement Pages 17-26 of 2023 Code of Business Conduct and Ethics Standards for Determining Independence of Directors
2-16	Communication of critical concerns	Refer to ("Communication with the Board") on page 20 of 2024 Proxy Statement
2-17	Collective knowledge of the highest governance body	Pages 2-3, 5-11 of 2024 Proxy Statement
2-18	Evaluation of the performance of the highest governance body	Page 4 of 2024 Proxy Statement Corporate Governance Guidelines Nominating and Corporate Governance Committee Charter
2-19	Remuneration policies	Pages 25-67 of 2024 Proxy Statement
2-20	Process to determine remuneration	Pages 25-67 of 2024 Proxy Statement
2-21	Annual total compensation ratio	Page 60 of 2024 Proxy Statement

Item	Disclosure	Location
Strategy, policies and practices		
2-22	Statement on sustainable development strategy	Refer to ("A message from our CEO") on pages 4-5 of 2023 Corporate Responsibility Report
2-23	Policy commitments	Human Rights Statement
2-26	Mechanisms for seeking advice and raising concerns	Pages 7-10 of 2023 Code of Business Conduct and Ethics
2-28	Membership associations	<p>KeyCorp is a member of a number of trade associations at both the national and regional levels, including the following:</p> <ul style="list-style-type: none"> American Bankers Association (ABA) American Council of Renewable Energy (ACORE) Bank Policy Institute (BPI) Risk Management Association (RMA) <p>Also, refer to page 33 of 2023 Corporate Responsibility Report</p>
Stakeholder engagement		
2-29	Approach to stakeholder engagement	Pages 14-15 of 2023 Corporate Responsibility Report
2-30	Collective bargaining agreements	Key does not have collective bargaining agreements.

Item	Disclosure	Location
GRI 3: Material topics 2021		
3-1	Process to determine material topics	Page 13 of 2023 Corporate Responsibility Report
3-2	List of material topics	Page 2, 13 of 2023 Corporate Responsibility Report
3-3	Management of material topics	Pages 13, 18-102 of 2023 Corporate Responsibility Report
GRI 201: Economic Performance		
201-1	Direct economic value generated and distributed	2023 Annual Report on Form 10-K
201-2	Financial implications and other risks and opportunities due to climate change	2023 TCFD Report Refer to Item 1A Risk Factors in our 2023 Annual Report on Form 10-K
201-3	Defined benefit plan obligations and other retirement plans	Refer to Note 18 (“Employee Benefits”) on pages 162-168 of our 2023 Annual Report on Form 10-K Benefits
GRI 203: Indirect Economic Impacts		
203-1	Infrastructure investments and services supported	Thriving Communities section of 2023 Corporate Responsibility Report
203-2	Significant indirect economic impacts	Thriving Communities section of 2023 Corporate Responsibility Report CRA Public File page of key.com
GRI 204: Procurement practices		
204-1	Proportion of spending on local suppliers	Pages 82-83 of 2023 Corporate Responsibility Report
GRI 205: Anti-corruption		
205-2	Communication and training about anti-corruption policies and procedures	Responsible Business section of 2023 Corporate Responsibility Report

Item	Disclosure	Location
GRI 302: Energy		
302-1	Energy consumption within the organization	Pages 93, 96 of 2023 Corporate Responsibility Report
302-2	Energy consumption outside the organization	Pages 93, 96 of 2023 Corporate Responsibility Report
302-4	Reduction of energy consumption	Pages 92-93 of 2023 Corporate Responsibility Report
GRI 305: Emissions		
305-1	Direct (Scope 1) GHG emissions	Pages 93, 97 of 2023 Corporate Responsibility Report
305-2	Energy indirect (Scope 2) GHG emissions	Pages 93, 97 of 2023 Corporate Responsibility Report
305-3	Other indirect (Scope 3) GHG emissions	Page 97 of 2023 Corporate Responsibility Report
305-5	Reduction of GHG emissions	Pages 85, 92-93, 97 of 2023 Corporate Responsibility Report
GRI 306: Waste		
306-1	Waste generation and significant waste-related impacts	Page 94 of 2023 Corporate Responsibility Report
306-2	Management of significant waste-related impacts	Page 94 of 2023 Corporate Responsibility Report
306-3	Waste generated	Page 94 of 2023 Corporate Responsibility Report
306-4	Waste diverted from disposal	Page 94 of 2023 Corporate Responsibility Report
306-5	Waste directed to disposal	Page 94 of 2023 Corporate Responsibility Report
GRI 308: Supplier Environmental Assessment		
308-1	New suppliers that were screened using environmental criteria	Page 95 of 2023 Corporate Responsibility Report

Item	Disclosure	Location
GRI 401: Employment		
401-1	New employee hires and employee turnover	Pages 44, 53 of 2023 Corporate Responsibility Report
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Pages 55-58 of 2023 Corporate Responsibility Report Employee Benefits
401-3	Parental leave	Page 57 of 2023 Corporate Responsibility Report Employee Benefits
GRI 404: Training and education		
404-1	Average hours of training per year per employee	Page 59 of 2023 Corporate Responsibility Report
404-2	Programs for upgrading employee skills and transition assistance programs	Pages 55-63 of 2023 Corporate Responsibility Report Careers
GRI 405: Diversity and equal opportunity		
405-1	Diversity of governance bodies and employees	Page 2 of 2024 Proxy Statement Pages 19, 21, 44-48 of 2023 Corporate Responsibility Report Leadership
405-2	Ratio of basic salary and remuneration of women to men	Page 45 of 2023 Corporate Responsibility Report Pay Equity Commitment
GRI 413: Local communities		
413-1	Operations with local community engagement, impact assessments, and development programs	Pages 64-83 of 2023 Corporate Responsibility Report

Item	Disclosure	Location
GRI 414: Supplier social assessment		
414-1	New suppliers that were screened using social criteria	Page 95 of 2023 Corporate Responsibility Report
GRI 415: Public policy		
415-1	Political contributions	Statement of Political Activity Pages 33-34 of 2023 Corporate Responsibility Report
GRI 418: Customer privacy		
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Page 42 of 2023 Annual Report on Form 10-K

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