



2024 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 2024 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.

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 2024 Form 10-K
2-3	Reporting period, frequency, and contact point	This report covers calendar year 2024. Reports are published annually. Questions are welcomed. Please send CR reporting questions to corporate_responsibility@key.com
2-4	Restatements of information	None
2-5	External assurance	2024 Greenhouse Gas Inventory Assurance & Verification Statement
Activities and workers		
2-6	Activities, value chain, and other business relationships	See “Item 1: Business” section in our 2024 Form 10-K



Item	Disclosure	Location
2-7	Employees	See “Item 1: Business” section in our 2024 Form 10-K
Governance		
2-9	Governance structure and composition	See “The Board of Directors and its Committees” section in our 2025 Proxy Statement
2-10	Nomination and selection of the highest governance body	See “Proposal One: Election of Directors” section in our 2025 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
2-13	Delegation of responsibility for managing impacts	See “Board Oversight of Risk” section in our 2025 Proxy Statement
2-14	Role of the highest governance body in sustainability reporting	CR management and oversight
2-15	Conflicts of interest	See “Corporate Governance Documents” section in our 2025 Proxy Statement See “Part 3: KeyCorp Code of Business Conduct and Ethics” section in our Code of Business Conduct and Ethics Standards for Determining Independence of Directors
2-16	Communication of critical concerns	See “Communication with the Board” section in our 2025 Proxy Statement
2-17	Collective knowledge of the highest governance body	See “Proposal One: Election of Directors” section in our 2025 Proxy Statement
2-18	Evaluation of the performance of the highest governance body	See “Board Assessments” section in our 2025 Proxy Statement Corporate Governance Guidelines Nominating and Corporate Governance Committee Charter
2-19	Remuneration policies	See “Compensation Discussion and Analysis” section in our 2025 Proxy Statement
2-20	Process to determine remuneration	See “Compensation Discussion and Analysis” section in our 2025 Proxy Statement
2-21	Annual total compensation ratio	See “Pay Ratio” section in our 2025 Proxy Statement



Item	Disclosure	Location
Strategy, policies and practices		
2-22	Statement on sustainable development strategy	A message from our Chairman and CEO
2-23	Policy commitments	Human Rights Statement
2-26	Mechanisms for seeking advice and raising concerns	See “Where to Seek Help” section in our Code of Business Conduct and Ethics
2-28	Membership associations	KeyCorp is a member of several trade associations at the national and regional levels, including the following: American Bankers Association (ABA) Business Roundtable (BRT) Bank Policy Institute (BPI) Mortgage Bankers Association (MBA) Corporate political activity Semi-Annual Statement of Political Activity
Stakeholder engagement		
2-29	Approach to stakeholder engagement	Stakeholder engagement
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	Corporate responsibility strategy and management
3-2	List of material topics	Corporate responsibility strategy and management
3-3	Management of material topics	Responsible Business
GRI 201: Economic Performance		
201-1	Direct economic value generated and distributed	See “Financial Highlights” section in our 2024 Annual Report
201-2	Financial implications and other risks and opportunities due to climate change	2023 TCFD Report See Item “1A: Risk Factors” section in our 2024 Form 10-K
201-3	Defined benefit plan obligations and other retirement plans	See “Note 18: Employee Benefits” section in our 2024 Form 10-K Employee Benefits
GRI 203: Indirect Economic Impacts		
203-1	Infrastructure investments and services supported	Thriving Communities
203-2	Significant indirect economic impacts	Thriving Communities
GRI 205: Anti-corruption		
205-2	Communication and training about anti-corruption policies and procedures	Responsible Business



Item	Disclosure	Location
GRI 302: Energy		
302-1	Energy consumption within the organization	Energy consumption and greenhouse gas emissions data
302-2	Energy consumption outside the organization	Energy consumption and greenhouse gas emissions data
302-4	Reduction of energy consumption	Achieving operational sustainability
GRI 305: Emissions		
305-1	Direct (Scope 1) GHG emissions	Energy consumption and greenhouse gas emissions data
305-2	Energy indirect (Scope 2) GHG emissions	Energy consumption and greenhouse gas emissions data
305-3	Other indirect (Scope 3) GHG emissions	Energy consumption and greenhouse gas emissions data
305-5	Reduction of GHG emissions	Thriving Planet
GRI 306: Waste		
306-1	Waste generation and significant waste-related impacts	Waste management and reduction
306-2	Management of significant waste-related impacts	Waste management and reduction
306-3	Waste generated	Waste management and reduction
306-4	Waste diverted from disposal	Waste management and reduction
306-5	Waste directed to disposal	Waste management and reduction



Item	Disclosure	Location
GRI 401: Employment		
401-1	New employee hires and employee turnover	Teammate retention
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Teammate investment Employee Benefits
401-3	Parental leave	Teammate investment Employee Benefits
GRI 404: Training and education		
404-1	Average hours of training per year per employee	Career journey
404-2	Programs for upgrading employee skills and transition assistance programs	Career journey Careers Development
GRI 405: Diversity and equal opportunity		
405-1	Diversity of governance bodies and employees	See “2025 Nominees for Director” section of our 2025 Proxy Statement Employer Information Report Leadership
GRI 413: Local communities		
413-1	Operations with local community engagement, impact assessments, and development programs	Thriving Communities



Item	Disclosure	Location
GRI 415: Public policy		
415-1	Political contributions	Corporate political activity Semi-Annual Statement of Political Activity
GRI 418: Customer privacy		
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	See “Item 1C: Cybersecurity” section of our 2024 Form 10-K