



2023 ANNUAL ENVIRONMENTAL SUSTAINABILITY REPORT

Environmental Sustainability at Fidelity



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About Fidelity

Fidelity employs over 75,000 associates who are focused on the long-term success of our customers. Fidelity's strength comes from the scale of its market-leading financial services businesses that provide comprehensive solutions for 51.5 million individual investors, nearly 28,000 employers, and over 15,700 wealth management firms and institutions. Fidelity is headquartered in Boston, Massachusetts and has 216 Investor Centers across the United States and 14 regional sites located across the United States, Ireland, and India. For more information, visit [About Fidelity](#).

Introduction

Fidelity's mission is to strengthen the financial well-being of our customers and deliver better outcomes for the clients and businesses that we serve. We believe placing a focus on sustainable operations enhances our ability to deliver on our long-term mission as we continue to navigate the ongoing challenges posed by energy consumption, carbon emissions and climate change.

Fidelity's "Investor Mindset" guides us to leverage data and factual analyses to inform our decisions and innovate through collaboration and sharing of best practices across the company. We use insights and experiences to help drive results that focus on areas where we can have the greatest impact: energy usage, reducing onsite waste generation and water use.

This report details our ongoing efforts to integrate environmental considerations into our business practices and outlines the progress we made in 2023.



Outdoor seating overlooks Spartan Pond on Fidelity's Merrimack, NH campus.

Carbon and Climate

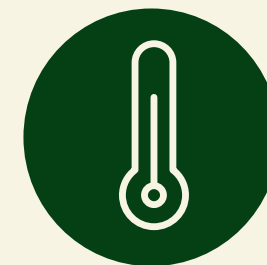
Since Fidelity began its environmental program in 2007, we have maintained a steady focus on reducing our demand for fossil-derived energy sources to manage greenhouse gas (GHG) emissions attributable to our corporate footprint. We continue to invest in energy efficiency, onsite clean energy, resource conservation, and strategic management of mission critical IT workloads, which includes partnerships with cloud service providers. In doing so, we have reduced overall carbon dioxide emissions and equivalents by 58% compared to our baseline year of 2007.

When assessing our carbon impact, we consider three key sources of GHG emissions:



Scope 1

GHG emissions from sources directly controlled or owned by Fidelity.



Scope 2

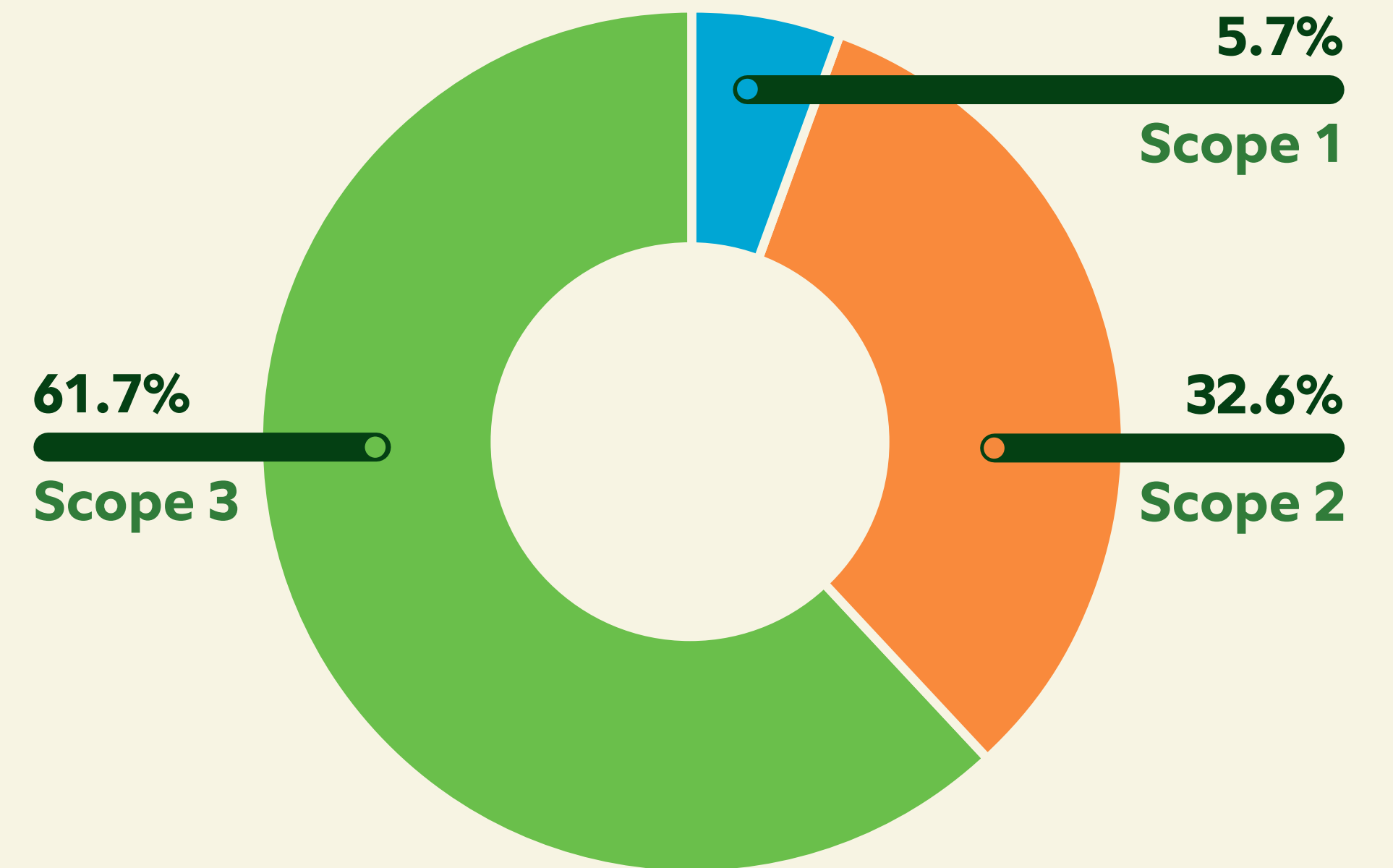
GHG emissions associated with Fidelity's purchase of electricity, steam, heat, or cooling services.



Scope 3

GHG emissions that result from activities or assets not owned or controlled by Fidelity.

2023 Total CO₂ Equivalent Metric Tons (MTCO₂e): 195,434*



*See page 13 for the data table.

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Impact of Hybrid Working

Fidelity's resource use in 2023 remained lower than pre-pandemic levels, due in part to hybrid work arrangements where most associates split their time between Fidelity workplaces and home offices. Methodologies that would enable us to fully quantify the impact of remote working on Fidelity's emissions are under development. We recognize that observed reductions in Fidelity's carbon emissions may be offset by incrementally higher emissions attributable to home heating and electricity consumption — as well as increased waste generation and water use — by Fidelity associates as they work from home offices.

We expect to continue seeing changes in our emissions patterns as our hybrid work model evolves. These changes may warrant a reconsideration of the baseline year we use for reporting purposes. This will help ensure future emissions are benchmarked against similar times and working conditions.

We also continue to assess how to best measure and account for additional categories of scope 3 emissions that we do not fully account for today, but that may be material to our business. This remains an evolving area of inquiry for us, especially given the increasing focus on understanding the impact of supply chain emissions.



A Fidelity bicycle station on our Merrimack, NH campus. Bicycles are available on our Texas, Rhode Island, and New Hampshire campuses.



Fidelity makes an effort to separate compost, landfill waste, and recyclable waste on its campuses.

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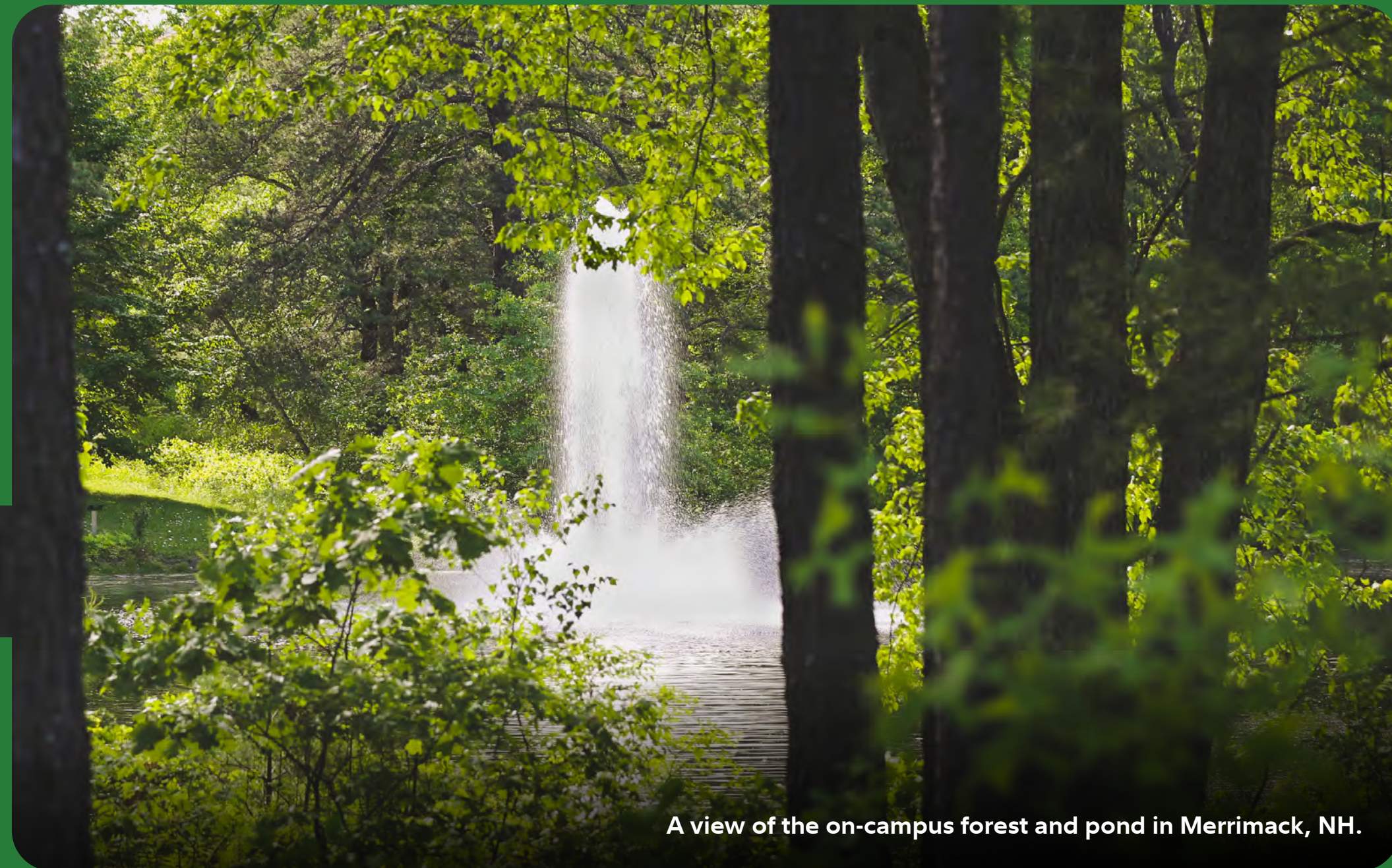
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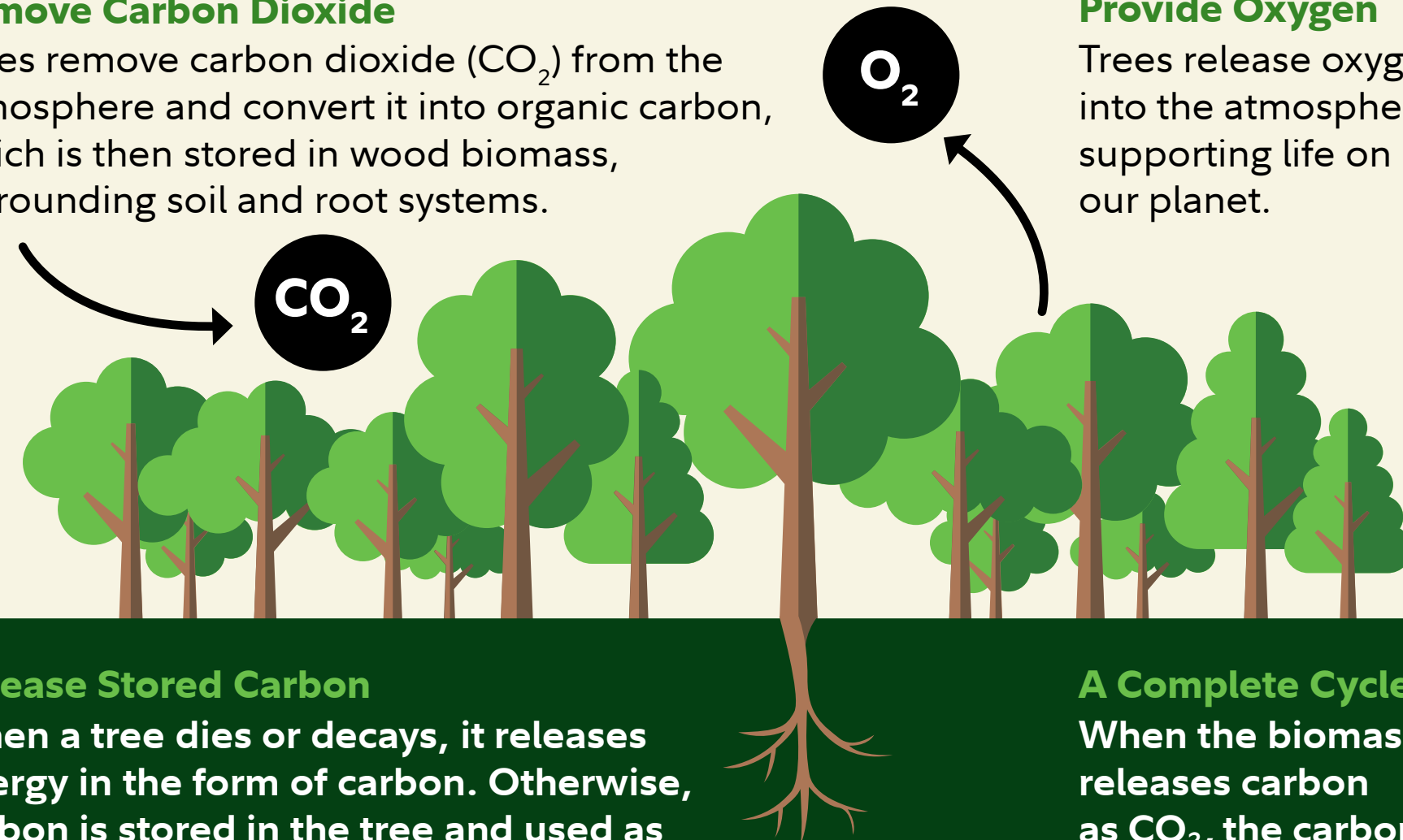
How Can Trees Help Reduce Our Carbon Footprint?

Remove Carbon Dioxide

Trees remove carbon dioxide (CO₂) from the atmosphere and convert it into organic carbon, which is then stored in wood biomass, surrounding soil and root systems.

Provide Oxygen

Trees release oxygen into the atmosphere, supporting life on our planet.



Release Stored Carbon

When a tree dies or decays, it releases energy in the form of carbon. Otherwise, carbon is stored in the tree and used as needed for energy.

A Complete Cycle

When the biomass releases carbon as CO₂, the carbon cycle is complete.

SPOTLIGHT

Active Forest Management

Locations
Merrimack, NH
Smithfield, RI

Size
50 total acres (as part of year 1)

What
In 2023, Fidelity began a 15-year program to establish a forestry practice through which environments are actively improved through sustainable, long-term management. We restore habitat conditions by removing dense overgrowth, invasive species and competing trees to increase access to sunlight. This improves overall forest health and the ecosystem services it provides, like biodiversity and stormwater management.

Impact
Launched in 2023 on two regional campuses, active forest management will increase future carbon sequestration through selective thinning of existing trees in our forests. The benefits include:

- Increasing the variety of native tree species and new forest edges that provide habitat for more wildlife.
- Selectively removing competing trees promotes the growth of native species and protects our forests from disease.
- Helping ensure the safety and accessibility of our campus walking trails.

Climate Resilience

Fidelity is focused on resilience planning to ensure we can prepare for, withstand, and recover from climate-related disruptions. By understanding how and planning for the way extreme weather events and long-term climate change impact our operations, supply chain, and overall business continuity will help us better support our commitment to operational excellence across our physical campuses. We do this to provide consistent service for our clients and a safe working environment for our associates. We also recognize that the resilience of our sites contributes to the broader climate resilience of the communities in which we work. Highlights of our 2023 efforts include:

- Climate-scenario modeling to assess our real estate portfolio's exposure to short- and long-term climate-related risks; we used this data to inform future planning for the firm and to reduce risks associated with managing our sites and facilities.
- Partnering with Fidelity's engineering teams to understand the design limitations of existing critical infrastructure relative to climate projections, and identifying opportunities to inform the design of new structures.
- Developing site-level climate risk profiles showing top risks, illustrative adaptation options, and regional benchmarks to help inform real estate decisions, including strategic leasing and acquisition decision-making.



Fidelity's 14-acre solar array in Westlake, TX.

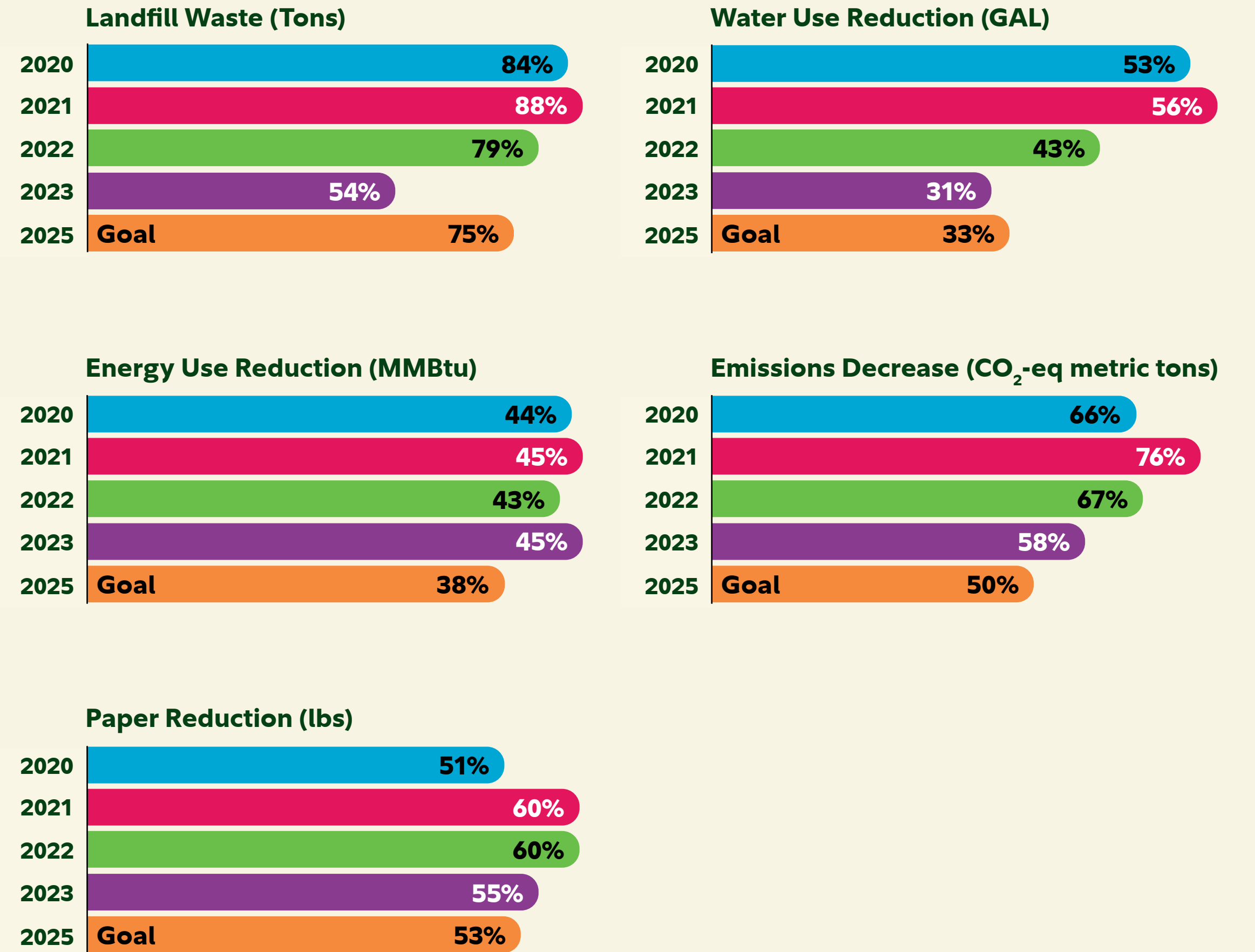


From seed to plate — Fidelity's indoor micro-farm feeds our associates in Merrimack, NH.

Resource Efficiency and Conservation

Since 2007, we have reduced our resource consumption across all five of our key environmental metrics: water, waste, energy, carbon, and paper. The company’s results from 2023 demonstrate that the outsized reductions in energy and natural resource use we reported during the COVID-19 pandemic will not organically persist based upon rebounds in energy and carbon emissions, water consumption and waste production across our operating footprint, as compared with 2021 and 2022. Therefore, we remain committed to our comprehensive efforts to keep Fidelity’s resource usage trending downward.

Resource Reductions Since 2007 and Future Goals*



*See page 13 for the data table.

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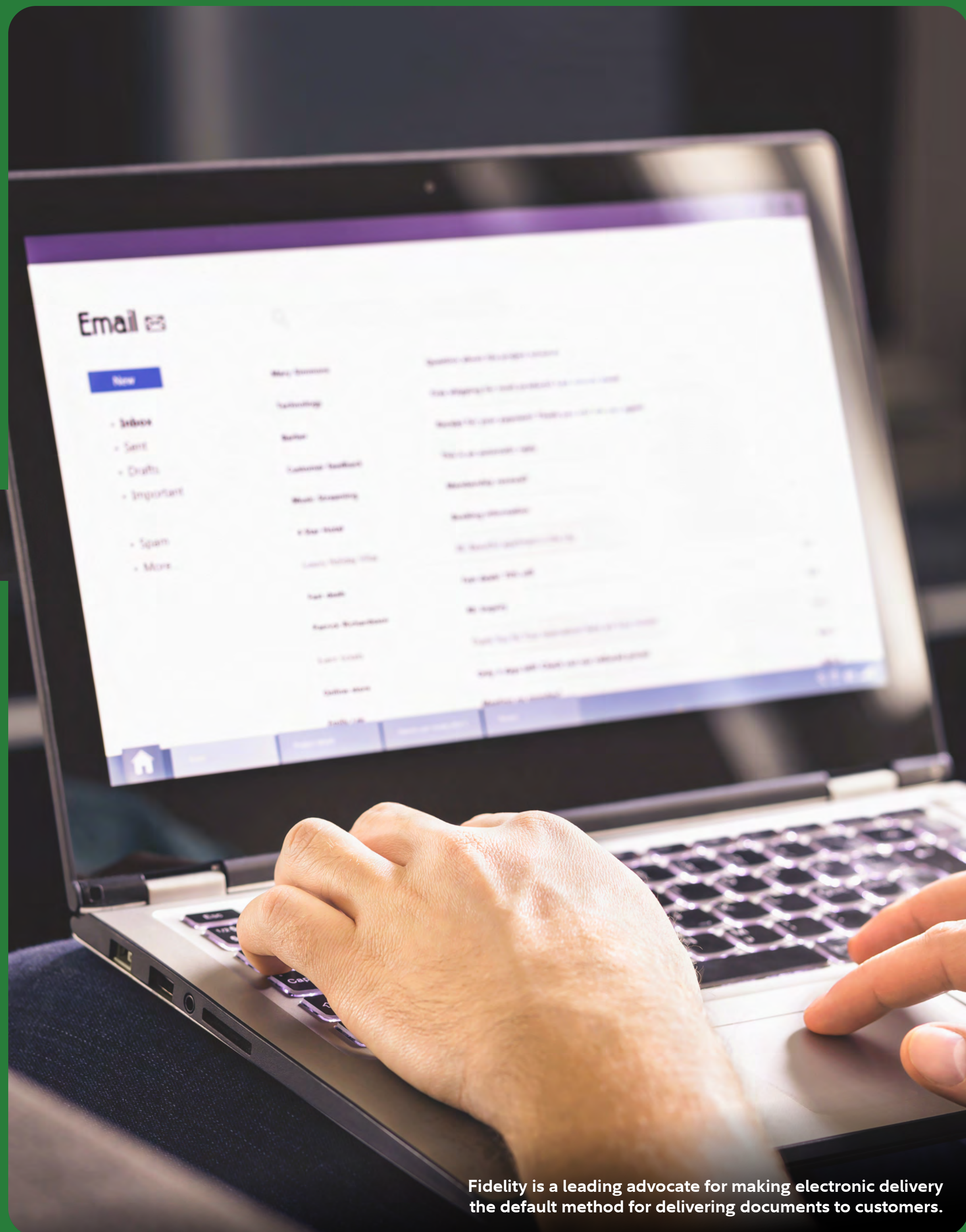
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Fidelity is a leading advocate for making electronic delivery the default method for delivering documents to customers.

SPOTLIGHT

Reducing Paper Consumption

Fidelity is a proud champion and leader of digital-first tools for customers that reduce reliance on paper and postage and, at the same time, increase the security and accessibility of investment information. We are proud that all new retail brokerage accounts receive electronic communications by default. Our outbound paper usage continues to reflect the high volume of communications required by regulators to be delivered in paper form. In response to customer demand for digital-first communications, Fidelity is a leading advocate for modernizing outdated rules to make electronic delivery the default way to receive documents, while preserving investor choice for paper delivery. In 2023, we continued to urge Congress and the SEC to modernize outdated financial communication regulations to better reflect our customers' preferences and reduce unnecessary waste.

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Associate Engagement

Ideas incubated by our associates continued to represent key sources of innovation across our operating footprint. Every year, thousands of associates passionate about the environment, including those in Impact, our sustainability associate group, find new and creative ways to make a significant impact on Fidelity's efforts to support more sustainable business practices. In 2023, through Impact's volunteer efforts and partnerships across all our 15 global and regional chapters, Fidelity associates made significant contributions to our sustainability efforts, including:

United States

- Planting more than 2,000 trees across the U.S., through volunteering and local partnerships
- Donating over 5,000 packets of native wildflower seeds to associates, which is enough to cover 6,000 square feet of new pollinator habitat (Raleigh, NC)
- Partnering with the Smithfield School Department to compost food scraps from school cafeterias at Fidelity's DeCotis Farm (Smithfield, RI)
- Donating compost produced onsite to one of our community partners, Revive the Roots (Smithfield, RI)
- Winning first place in the large teams' category in a statewide "Clear the Air Challenge" to reduce emissions (Salt Lake City, UT)



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Fidelity's greenhouse in Merrimack, NH.

SPOTLIGHT

Design Thinking

In 2023, we hosted our third annual Sustainovation Challenge, a 15-week design-thinking program dedicated to inspiring innovation among Fidelity associates. Since the Sustainovation Challenge launched in 2021, it has engaged more than 270 associates across 43 teams from around the globe.

During the challenge, associates work in teams to apply design thinking to drive business innovation and environmental excellence. Participants learn design-thinking skills, collaborate with colleagues, meet industry leaders, and gain presentation skills.

Winning ideas from the 2023 challenge included:

- **Sustainabil-UT:** a Texas team who proposed repurposing lesser used spaces in Fidelity workplaces into habitats for environmental stewardship, education, and awareness of sustainable practices, including enhanced biophilic design.
- **Green Machine:** a Colorado team who proposed a more sustainable way to deliver snacks to associates without packaging to help reduce waste.

Another Sustainovation team called "Suit Up" successfully implemented their idea in our Boston, MA region, with plans to scale to other Fidelity regional offices. Their goal was to decrease textile waste by hosting a semi-annual clothing drive so associates could donate used business clothing to students preparing to enter the workforce. Working in partnership with a local university, the program collected and donated 450 articles of clothing to meet the needs of over 100 students.

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Strategic Partnerships

We partnered with over 35 non-governmental organizations and charitable organizations across the United States, United Kingdom, India, and Ireland. In the United States, we worked with local organizations in 16 states. Notable collaborations included:

- **Keep Cincinnati Beautiful (KY)**
- **Audubon Society of Rhode Island**
- **GreenRoots (MA)**
- **Friends of Liberty State Park (NY, NJ)**
- **Warren Village (CO)**
- **Streams and Valleys, Inc. (TX)**
- **New Day Youth & Family Services (NM)**
- **New Hampshire Businesses for Social Responsibility**
- **Heath Hands (UK)**
- **SayTrees Environmental Trust (India)**
- **Protect Our Winters (Ireland)**
- **UN Principles for Responsible Investment (Global)**
- **UN Environmental Programme Finance Initiative (Global)**



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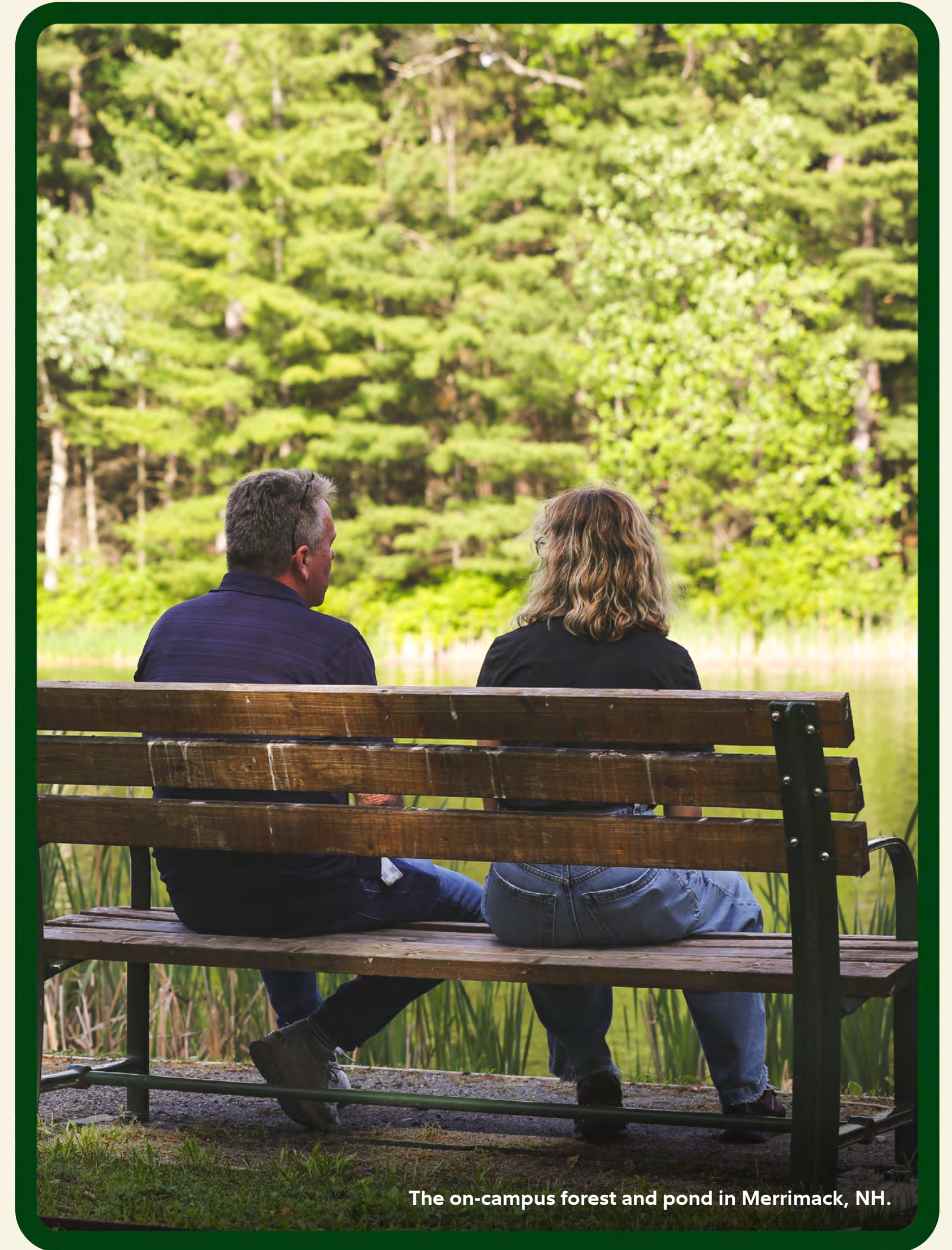
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Looking Ahead

As we reflect on the progress we have made, it is imperative to acknowledge that there is more work to be done. Embracing how we can be more environmentally sustainable opens opportunities for us to further innovate as we look for ways to engage our business, associates, customers, and clients in our efforts. Applying a long-term Investor Mindset to our operations helps ensure our long-term resilience and business success in a constantly changing economy and global ecosystem.

Past experiences and accomplishments will help guide us in the future, while staying nimble and committed to fulfilling our mission to strengthen and secure the financial well-being of our customers. We are grateful for the partnerships and collective efforts that have brought us this far, and we look forward to forging new alliances as we continue to make progress toward our goals.



The on-campus forest and pond in Merrimack, NH.

Data Tables

2023 Total CO₂ Equivalent Metric Tons (MTCO₂e): 195,434

Source	Quantity	Units	MTCO ₂	Share of Total
Propane	1,394	gallons	8	0.00%
Diesel Oil	83,761	gallons	857	0.44%
Natural Gas	1,218,035	therms	6,477	3.31%
Mobile Combustion	-	-	2,057	1.05%
Fugitive Emissions – Refrigerant	-	-	1,744	0.89%
Office Buildings	121,854,807	kWh	43,255	22.13%
Data Center & Core Network	71,182,326	kWh	23,611	12.08%
Investor Centers	26,003,139	kWh	9,819	5.02%
Solar Farms**	44,136,298	kWh	-12,909	-6.61%
Business Travel - Air	140,177,516	miles	28,059	14.36%
Business Travel - Misc.*	-	-	7,784	3.98%
Employee Commuting	119,568,632	miles	41,931	21.46%
Paper	25,498,727	pounds	33,562	17.17%
Shipping & Mailing	229,027,668	units	9,178	4.70%

* Business Travel - Misc. consists of hotel nights, rental car mileage, executive transport and rail travel.

** Total kWh and CO₂eq include offset for NH, RI and TX Solar energy.

Resource Reductions Since 2007 and Future Goals

	Paper Reduction	Energy Use Reduction	Landfill Waste Reduction	CO ₂ Emissions Decrease	Water Use Reduction
2019 Results	51%	35%	38%	41%	30%
2020 Results	51%	44%	84%	66%	53%
2021 Results	60%	45%	88%	76%	56%
2022 Results	60%	43%	79%	67%	43%
2023 Results	55%	45%	54%	58%	31%
2025 Goals	53%	38%	75%	50%	33%

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