Introduction and objectives of work

Bureau Veritas North America, Inc. (Bureau Veritas) was engaged by Bank of America to conduct an independent assurance of the selected environmental and social data reported in its 2017 Corporate Social Responsibility Report (the Report). This Assurance Statement applies to the related information included within the scope of work described below. The intended users of the assurance statement are the stakeholders of Bank of America. The overall aim of this process is to provide assurance to Bank of America’s stakeholders on the accuracy, reliability and objectivity of select information included in the Report.

This information and its presentation in the Report are the sole responsibility of the management of Bank of America. Bureau Veritas was not involved in the collection of the information or the drafting of the Report. The boundaries of data in the Report are worldwide operations controlled by Bank of America.

Scope of work

Bank of America requested Bureau Veritas to include in its independent review the following:

- Reasonable Assurance of the environmental data and information included in the Report for the calendar year 2017 reporting period, specifically:
  - Materials (Total quantities procured and percentage of recycled input materials)
  - Energy (Direct and Indirect Consumption; Energy saved due to conservation; Initiatives to provide energy-efficient or renewable energy-based products; and Initiatives to reduce indirect energy consumption)
  - Water (Total withdrawal and volume recycled)
  - Air Emissions (Greenhouse Gas (GHG) emissions: Direct Scope 1 and Indirect Scope 2 emissions by weight; Emissions of ozone-depleting substances by weight; Initiatives to reduce greenhouse gas emissions and reductions achieved; and Nitrous Oxides (NOx), Sulfur Oxides (SOx) and other significant air emissions)
  - Waste Quantities and Disposition
  - Total number and volume of significant spills
  - Products and Services (Initiatives to mitigate environmental impacts of products and services)
  - Compliance (Monetary value of significant fines for non-compliance with environmental laws & regulations and amount spent on environmental compliance)
  - Transport (Significant environmental impact of transporting products and other goods and materials used for the organization’s operations, and transporting members of the workforce)

- Limited Assurance of Optional Scope 3 Emissions and select social data and information included in the Report for the calendar year 2017 reporting period, specifically:
  - Optional Scope 3 GHG emissions related to purchased goods and services; capital goods; fuel and energy related activities; upstream transportation and distribution; waste disposal; business travel; employee commuting; downstream transportation and distribution; use of sold products; and end of life treatment of sold products
Labor Practices and Decent Work (Total number of employees, Training hours, Breakdown of employees by region, gender, minority group)

- Appropriateness and robustness of underlying reporting systems and processes, used to collect, analyze, and review the environmental information reported;
- Evaluation of the reported data against the principles of the Global Reporting Initiative (GRI) Reporting Framework as defined in the GRI G4 Sustainability Reporting Guidelines.

Excluded from the scope of our work is any assurance of information relating to:

- Text or other written statements associated with Bank of America’s 2017 CSR Report
- Activities outside the defined assurance period

Methodology

Bureau Veritas undertook the following activities:

1. Interviews and data review with relevant personnel of Bank of America (45 individuals including employees and external contractors at the corporate level);
2. Review of internal and external documentary evidence produced by Bank of America;
3. Audit of environmental performance data presented in the Report, including a detailed review of a sample of data; and
4. Review of Bank of America information systems for collection, aggregation, analysis and internal verification and review of environmental data.

Our work was conducted against Bureau Veritas’ standard procedures and guidelines for external Verification of Sustainability Reports, based on International Standard on Assurance Engagements (ISAE) 3000 that was used as the reference assurance standard.

Review of the data was planned and carried out to provide reasonable or limited assurance, as noted above. We believe that our assurance provides an appropriate basis for our conclusions.

Our findings

Based on the assurance process and procedures conducted, we conclude that:

- The reviewed environmental data is materially correct and is a fair representation of the data and information; and
- Bank of America has established appropriate systems for the collection, aggregation and analysis of relevant environmental information, and has implemented underlying internal assurance practices that provide a reasonable degree of confidence that such information is complete and accurate.
- Nothing has come to our attention to indicate that the reviewed Scope 3 GHG emissions and social data within the scope of our limited assurance are not materially correct or otherwise not a fair representation of the actual Scope 3 emissions and social data for calendar year 2017.
- The performance indicators included within the scope of work conform to the GRI G4 Guidelines.
Statement of independence, impartiality and competence

Bureau Veritas is an independent professional services company that specializes in Quality, Health, Safety, Social and Environmental management with over 180 years history in providing independent assurance services, and an annual 2017 revenue of $4.69 billion Euros.

No member of the assurance team has a business relationship with Bank of America, its Directors or Managers beyond that of verification and assurance of sustainability data and reporting. We have conducted this verification independently and we believe there to have been no conflict of interest.

Bureau Veritas has implemented a Code of Ethics across the business to maintain high ethical standards among staff in their day-to-day business activities.

The assurance team has extensive experience in conducting assurance over environmental, social, ethical and health and safety information, systems and processes, has over 20 years combined experience in this field and an excellent understanding of Bureau Veritas standard methodology for the Assurance of Sustainability Reports.

Bureau Veritas North America, Inc.
Lakewood, Colorado
April 2018
**Energy**

- **Direct Consumption**: 978,000 GJ
- **Indirect Consumption**: 7,499,000 GJ
- **Energy Saved Due to Conservation (Projected)**: 108,000 GJ
- **Cumulative Energy Savings (2004-2017)**: >5.44 million dollars

**Water**

- **Total Withdrawal**: 2,15 billion gallons
- **Volume Recycled (USCAN)**: 12,860 thousand gallons

**Waste Quantities and Disposition**

- **Non-Hazardous Waste (Landfill & Incineration)**: 46,000 metric tons
- **Non-Hazardous Waste (Recycling & Compost)**: 55,800 metric tons
- **Hazardous, Universal, Used Oil, and Asbestos Waste (Landfill & Incineration)**: 2 metric tons
- **Hazardous, Universal, Used Oil, and Asbestos Waste (Recycling, Reuse & Salvage)**: 1,100 metric tons

**Materials**

- **Paper**: Total Paper 45,402 metric tons
  - Recycled Input Materials by weight: 15%
  - Purchased 980 metric tons
  - Recycled Input Materials by weight: 32%

**Programs for skills management and lifelong learning**

- **Total Training Hours**: 10,834,452 hours
  - Training Hours related to Diversity & Inclusion: 203,806 hours

**Total Employees by Gender**

- **Male**: 103,422
- **Female**: 105,854
- **Total**: 209,276

**Transport**

- **Employee Commuting**: 110,000,000 annual miles traveled

**U.S. Employee Diversity**

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