

JPMorgan Chase & Co.



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We are devoted to building and maintaining the best and most respected financial services company in the world, serving our clients and growing our communities globally.

To do this, we must continue to deliver superior long-term value to our shareholders. Only by building and maintaining a healthy and vibrant company can we invest for the long run and thrive in both good and bad times. A bank can't be a fair weather friend. We must be unquestionably safe and sound — both for our businesses and for our clients — and we must invest in our great and diverse group of employees, who make it all possible. Finally, we will be a good corporate citizen wherever we operate. Our success will let us continuously help build economies and communities around the globe.

Our Business Principles

Certain principles are fundamental to our success. They focus on how we strengthen, safeguard and grow our company over time. Adhering to each of these principles is how we will become the best and most respected bank in the world. We cannot promise specific outcomes or risk-free results. From time to time, we may fall short in our efforts, and if that happens, we will renew our commitment to these principles and re-double our efforts. What we can and will promise is to be truthful and give honest assessments of our businesses and prospects; act with integrity and honor; and do the right thing — not necessarily the easy or expedient thing. We will work with fierce resolve to make this a company of which our customers, employees, shareholders and communities can



continue to be proud.

Client Service

For more than two centuries, JPMorgan Chase has always been there for our constituents around the world. In the toughest of times when strong banks are needed the most, we never waver in our support, and we never lose sight of our main mission: serving our clients. Our job is to always do right by them and consistently strive not only to meet their needs but also to exceed their expectations and continually make it easy for clients to do business with us.

As much as any company on the planet, we are helping individuals, businesses of all sizes, governments, nonprofits and communities seize the opportunities of our times. We can do this because of the strong company we have built — global in reach, local in execution, with an impressive set of products and capabilities and a steadfast commitment to provide exceptional client service.

Operational Excellence

As important as strategy is, we have to execute to win. Execution involves every employee and every contact we have with customers. The devil is in the details. We must act quickly on problems; drive results, not just activities; and ensure detailed follow-up so that we meet our commitments.

A Commitment To Integrity, Fairness And Responsibility



In business, as in every other arena, ethical behavior does not just happen. It has to be cultivated and repeatedly affirmed throughout the organization. At JPMorgan Chase, acting with integrity is paramount — and it applies to every aspect of our company. Maintaining the highest standards of integrity involves faithfully meeting our commitments to all our constituents — customers, communities, employees, the Board, shareholders, regulators — and to ourselves.

Stories

Equitable Development Bridges the Economic Divide in Washington

Building an elevated park to unite Capitol Hill and Anacostia. Mar 02, 2023

To locals, the Anacostia River represents both a physical and metaphorical dividing line between the city's haves and havenots. To the west of the river sits the Capitol Building, the epicenter of American politics, surrounded by affluent
neighborhoods where less than a quarter of the residents are black, household annual incomes average about \$140,000, and
around half of the residents are homeowners, despite the high median home price of \$777,000. Not surprisingly,
unemployment is low in these neighborhoods, as are rates of childhood poverty.

Compare that to the Anacostia neighborhood east of the river. There, 92 percent of the residents are black, annual incomes average \$48,000, and less than one-fourth of the residents are homeowners despite a more affordable median home price of \$329,500. In Anacostia and surrounding communities, roughly 16 percent of residents are unemployed, and 50 percent of children live in poverty.

One nonprofit, Building Bridges Across the River (BBAR), developed a plan to help bridge the divide: an elevated park to connect communities on both sides of the river. The park, scheduled to open in 2025, will serve as a common space for recreation, arts, and culture. Beyond connecting east and west, BBAR's plan creates opportunities to prevent resident displacement, improve neighborhood conditions and promote resident-owned small businesses.

The \$90 million project needed support and JPMorgan Chase was in a unique position to help from the very beginning. In 2017, the bank made an initial investment of \$25 million in Greater Washington, significantly impacting Anacostia and other parts of Wards 7 and 8. Of that, \$5 million was awarded to support BBAR and a Washington, collaborative of Community Development Financial Institutions (CDFIs) to support access to capital and technical assistance for minority- and locally-owned small businesses, construction training to local residents for work on the 11th Street Bridge Park and other forthcoming developments and the preservation of affordable housing with the Douglass Community Land Trust.

"What we have seen time and again is that collaborative partnerships are a really effective way to leverage community investments," says Dekonti Mends-Cole, vice president of global philanthropy at JPMorgan Chase. "It's clichéd, and yet also true, that they can create a sum so much greater than the whole of the parts."

BBAR had the bank's backing, but before getting off the ground, they needed community buy-in.



"Before we engaged an architect, an engineer, or anyone like that to design the 11th Street Bridge park, we spent two years going out and talking to the community," says Scott Kratz, director of the project. "We had more than 200 meetings with faith leaders, community leaders, local business owners and government officials to make sure we understood the residents' needs. We wanted to make sure we addressed those needs before we start building instead of trying to insert it later as an afterthought."

Why and Why Now?

Washington, is one of the nation's fastest growing cities, with a population that is increasing by more than a thousand people per month thanks to the city's bevy of political and professional jobs. As the city has grown, so too has its economic inequality, which breaks down along racial lines.

City newcomers who cannot afford to live west of the river are heading east, bringing with them a wave of gentrification that increased home prices in Anacostia by 70 percent from 2010 to 2015. In response, more than two dozen new real estate developments are slated to come online east of the river in the next few years, raising concerns that residents who have lived in Wards 7 and 8 for generations will be priced out of their homes.

Through intentional and integrated investment, philanthropy and policy, JPMorgan Chase is focused on closing the racial wealth divide today — and for generations to come.

Learn more about how JPMorgan Chase is expanding economic opportunities for residents of Greater Washington through its commitments to equitable local development.

For more details, please visit https://www.bleu7.com/detail/jpmorgan-chase-east-new-york-188