



STATE STREET®

Corporate Responsibility
2013 Overview

THE WAY AHEAD



Corporate responsibility (CR) is essential to the success of our business and our ability to create value for our clients, employees, shareholders and communities. Our stakeholders have told us they care deeply about CR, particularly as it relates to economic responsibility, social consciousness and environmental sustainability. I'm very proud of the results we're delivering in these areas, as reflected in this report. Clearly, not only is CR the right thing to do, but it's also vital to our way ahead.



Joseph L. Hooley, Chairman, President and Chief Executive Officer



As a reliable and responsible financial partner, we're committed to creating economic value for our clients, communities and society in general. We collaborate with clients to provide solutions that solve their business challenges and achieve their financial goals. We also use our investing experience to benefit the communities where we operate.

ECONOMIC

Together with our clients, we build the foundations for the financial security and retirements of billions of people. Our clients trust us with:

12% OF THE WORLD'S
FINANCIAL ASSETS¹

We offer our clients responsible choices with strong environmental, social and governance (ESG) portfolios. ESG investments account for:

9% OF OUR TOTAL ASSETS
UNDER MANAGEMENT

We're focused on giving back and being a leader in social investing. In 2013, the State Street Foundation invested:

\$19.6M IN 40 COMMUNITIES
WHERE WE OPERATE

The MSCI ESG Research IVA assesses companies' risks and opportunities from ESG factors compared to peers. On a three-year upward trend, in 2013 we received:

AA NEARLY THE
HIGHEST RATING

¹ "Financial globalization: Retreat or reset?" McKinsey & Company, March 2013. Number calculated by dividing McKinsey's global financial assets figure by our AUCA figure.



We're focused on recruiting top talent and creating an inclusive and rewarding culture. This is our approach for developing human capital — among our potential and current employees and within our communities.

By encouraging growth and creativity, we help our employees develop invaluable skills, find new ways to meet our clients' needs and play active roles in our communities.

SOCIAL

The number of employees with formal flexible work arrangements grew by 10 percent in 2013 and almost half were initiated by managers. Turnover for “flex” employees was:

41% LESS THAN THE
COMPANY AVERAGE

Corporate three-year goals and engagement programs aim to increase diversity at the senior management level. At the end of 2013, we had:

45% WOMEN IN OUR
GLOBAL WORKFORCE

29% WOMEN IN VP
AND ABOVE ROLES

Through our Global Outreach and Matching Gift programs, our employees give time and talent to help make the world a better place through:

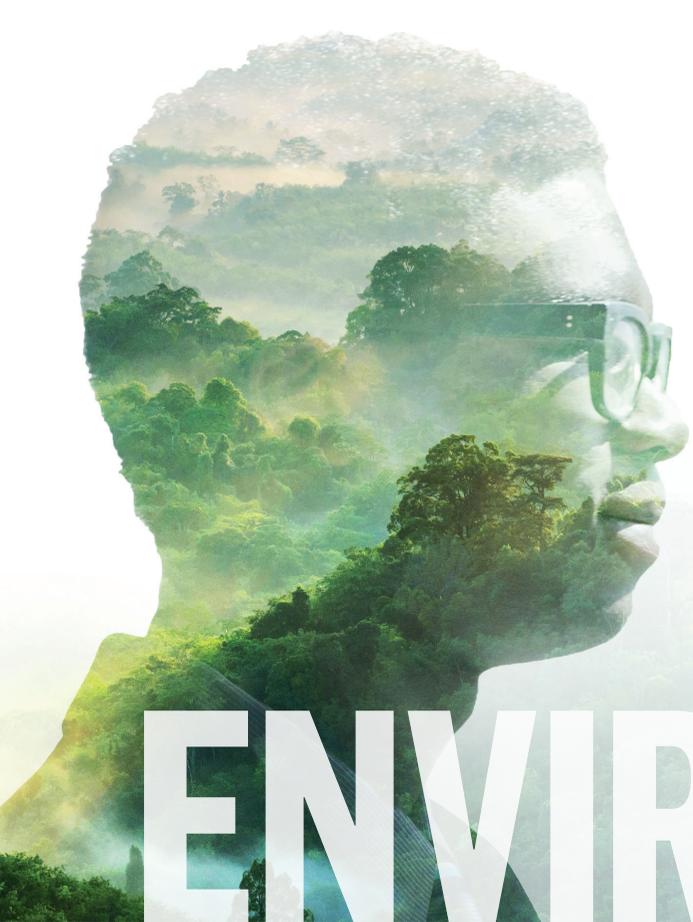
87k VOLUNTEER
HOURS

\$4.5M DONATED TO
NONPROFITS

Reports from our Massachusetts community partners showed that we helped secure thousands of job placements for:

1,255 UNDERSERVED
ADULTS

1,870 UNDERSERVED
YOUTH



Every day we consider the environmental impacts of our decisions to increase efficiency, attract and retain clients, and save money.

Environmental sustainability is also one of our fastest growing opportunities to engage employees. We're committed to reducing our environmental footprint through our operations and to helping employees make more informed choices — at work and at home.

ENVIRONMENTAL

To protect and preserve our natural resources, we aim to meet aggressive environmental goals by 2020:²

20% REDUCTION IN GHG EMISSIONS³

20% REDUCTION IN WATER USAGE

0 WASTE TO LANDFILL

In 2013, four additional offices became ISO 14001 certified — a global standard for environmental management systems. We now have a total of:

14 ISO 14001 CERTIFIED OFFICES

We believe in extending our commitment to CR through our procurement activities. In 2013, we screened:

55 NEW ENVIRONMENTALLY PREFERRED SUPPLIERS

ENERGY STAR is a US program that helps save money and protect our climate through superior energy efficiency. In 2013, our enterprise data center became:



² Baseline year is 2012 and target deadline is January 1, 2020. ³ Emissions from operations; metrics based on per person.

Notice: The information provided does not constitute investment advice and it should not be relied on as such. It should not be considered a solicitation to buy or an offer to sell a security. It does not take into account any investor's particular investment objectives, strategies, tax status or investment horizon. You should consult your tax and financial advisor. All material has been obtained from sources believed to be reliable. There is no representation or warranty as to the accuracy of the information and State Street shall have no liability for decisions based on such information.



STATE STREET®

State Street Corporation
State Street Financial Center
One Lincoln Street
Boston, Massachusetts 02111-2900
+1 617 786 3000
www.statestreet.com

For more information on corporate responsibility at State Street, please visit www.statestreet.com.

* All data in this report reflects our corporate responsibility performance in 2013 or status as of December 31, 2013.