



DRIVING CHANGE

2023 IMPACT REPORT



ENVIRONMENT / SOCIAL / GOVERNANCE

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Dear Friends,

Welcome to our first Annual LAZ Parking ESG Impact Report which highlights our efforts and accomplishments in 2023 and lays out our aspirations for the years ahead.

While LAZ has always been mindful of our ESG responsibilities, this past February we decided to host our first Sustainability Summit just prior to our annual meeting. This summit was enthusiastically attended by over 20 members of our senior leadership team and only two months later led to us launching our five EARTH initiatives which you will read about later in this report.

As we committed to putting even more resources into our ESG programs, we looked in the mirror and challenged ourselves to up our game and specifically put more focus into our environmental impact and climate change actions across our company. With this in mind, we hired Quinn+Partners a leading North American consulting service who specializes in corporate sustainability and climate change. They have done an excellent job advising us in all areas of our ESG journey including helping us begin to measure our GHG emissions as a basis for future sustainability Scope 1, 2 and 3 action plans.

By publishing this annual report, we intend to share our aspirations, hold ourselves accountable and inspire all our stakeholders to consciously do more for the good of our employees, clients, communities, and our planet! Caring about people and giving back has always been embedded in our business DNA and our company culture. While we have decades of success in supporting our people and our clients, we are now motivated more than ever to become part of the new sustainable economy as we aim to lead our industry in the years ahead.

We hope you'll find this ESG Impact Report informative and we invite you to join us on this important journey. Together we will make a difference and do our part with a goal of using our business as a force for good in this world and elevating humanity together.

Big Hugs, Al Laz

COMPANY OVERVIEW



MISSION

People are our greatest asset and we are committed to creating opportunities for their growth, both financially and personally. Through our exceptional people we create value for our clients by consistently delivering superior service and financial results that ensure successful long-term client relationships.

VALUES

Our values are the “rules” we play by, or the non-negotiable behaviors we are committed to following. These four values are the cornerstones of LAZ Parking’s culture. We will passionately and clearly communicate them throughout our organization, and hold one another accountable to them.

PRACTICES

The Practices are the basic operating standards that ensure we deliver consistent high quality service for our clients and their guests. These practices (and the training guidelines we use to support them) are the benchmarks by which we measure the quality of our services.



2023
IMPACT
REPORT

WHAT WE DO { an overview }

**OUR PARKING EXPERTISE IS SECOND TO NONE.
WE CREATE OPPORTUNITIES FOR EMPLOYEES, AND VALUE FOR OUR CLIENTS.**

LAZ is one of the nation's largest parking companies with over 14,000 employees. We manage, lease or own over a million parking spaces, in thousands of locations across the entire United States.



**HOSPITALITY &
VALET**



**OFFICE
BUILDINGS**



**GOVERNMENT &
MUNICIPAL**



**HEALTHCARE
SERVICES**



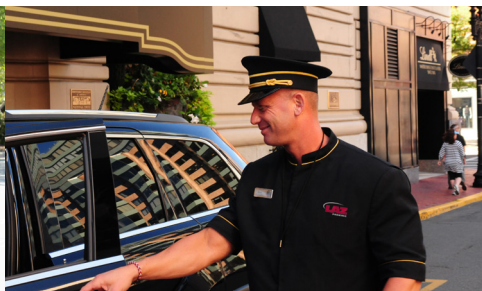
UNIVERSITIES



**RETAIL &
MIXED USE**



**SHUTTLE
SERVICES**



**RESIDENTIAL
BUILDINGS**



**AIRPORT
SERVICES**



**EVENT
PARKING**

WE ARE COMMITTED TO

CREATE
OPPORTUNITY

...OUR STAKEHOLDERS

...OUR EMPLOYEES

...OUR CLIENTS

...OUR CUSTOMERS

...OUR COMMUNITIES

...OUR ENVIRONMENT



At LAZ we have been “unconscious” conscious capitalists for decades until we realized it was a movement and had a name.

Back in 2017 we discovered a national organization called Conscious Capitalism which was founded by John Mackey (creator of Whole Foods) and Raj Sisodia in 2013.

Conscious Capitalism is founded on the four tenets of, higher purpose, stakeholder orientation, conscious leadership and conscious culture. It is an operating philosophy that believes business has the power to “elevate humanity” and this is what LAZ is all about!

Our overarching purpose, the reason we exist, is to help people by believing in them and creating opportunities. We do this for our employees, our clients, our customers, our communities, our vendor partners and our shareholders. As we grow our business, we will continue to widen the positive impact we are making in the world. Whether it’s supporting local or global charities, investing in DE&I programs that promote diversity and celebrate inclusion, or digging in and discovering how LAZ can become a leader in sustainable parking and transportation services; we are committed to setting short and long term goals and holding ourselves accountable through proper governance.

As with any business approach, our ESG strategy starts with benchmarking where we are today, setting goals for the future and measuring our performance. With this in mind, we have created our Materiality Matrix and identified our areas of focus for the months and years ahead.

During this remarkable and exciting time in history, we are committed to learning how we can be part of the solutions to the challenges we face. We are excited to learn, grow, inspire and execute our strategy together for the benefit of all our stakeholders. Over our 43-year history, LAZ has always risen to the challenges we face, and this time will be no different. There is much work ahead, and we are ready to do our part to elevate the world together.

MATERIALITY MATRIX

LAZ ESG MATERIALITY RISK ASSESSMENT



To create this Materiality Matrix, we engaged our key stakeholders, including our Senior Leadership Team to identify the ESG issues most impactful to our business. The process helped us identify key risks and opportunities while maintaining our stakeholder-driven approach.

We worked with *Quinn+Partners*, industry experts, to review reporting frameworks, the Global Real Estate Sustainability Benchmark (GRESB) for industry benchmarking, expert insights, our business model and potential for impact.

The identification of these risks and opportunities will help guide our sustainability efforts going forward.

Our APPROACH



PEOPLE. PARTNERS. PLANET. ACTING TODAY FOR A BETTER TOMORROW

LAZ's commitment to incorporate environmental, social, and governance criteria into our operating framework reflects our longstanding commitment to our people, partners, shareholders, and the communities in which we operate.

Aligned under the LAZ Mission Statement to "Create Opportunities for our Employees and Value for our Clients," LAZ launched an Environmental, Social, and Governance (ESG) Division in 2022.

In 2023, LAZ secured the services of *Quinn+Partners*, a leading management consultancy specializing in corporate sustainability, sustainable finance, climate change, and responsible investment advisory services.

Also in 2023, LAZ participated for the first time in the Global Real Estate Sustainability Benchmark, (GRESB) Assessment. Our diagnostic results allowed LAZ to create a 3-year implementation road map to advance our overall ESG and sustainability initiatives throughout the company.



2023 SET THE FOUNDATION

- Educate and build alignment on importance of ESG
- Identify LAZ's ESG Key Performance Indicators (KPIs)
- Develop and implement ESG & Human Rights Policies
- Establish Earth Teams and initiatives
- Create our first Materiality Risk Assessment

2024 EMBED ESG INTO BUSINESS AS USUAL

- Design and present first ESG Impact Report for 2023
- Conduct inventory of LAZ's energy and GHG emissions
- Embed conscious behaviors across our organization
- Build ESG into core business activities (link to value creation)
- Monitor KPIs and begin to set near-term targets

2025 BECOME AN INDUSTRY LEADER

- Solidify net-zero road map to 2036
- Build accountability for GHG emissions inventory + targets
- Integrate ESG considerations into procurement decisions
- Take the lead in promoting industry sustainability actions



ESG POLICY ✓

Organized a working group comprised of 15 leaders from around the country to develop an ESG Policy that articulates our ESG commitments and future actions.

HUMAN RIGHTS POLICY ✓

Senior leaders developed a policy consistent with our commitment to people and the United Nations Guiding Principles on Business and Human Rights.

GHG INVENTORY ✓

LAZ partnered with greenhouse gas inventory experts at Quinn+Partners, to develop our first emissions inventories. We completed a Facilities & Fleet inventory in 2023 and are on track to report our Scope 1 & 2 emissions inventories in 2024. We anticipate a deeper understanding of Scope 3 emissions in the future.

ESG MATERIALITY RISK ASSESSMENT ✓

LAZ key stakeholders from Operations, Human Resources, Legal and Accounting Departments provided input to identify short and long-term ESG topics for our business.

ESG IMPACT REPORT ✓

We created a concise public facing annual report that sheds light on our ESG initiatives and performance.

ENVIRONMENT



In February of 2023, we conducted a **Climate Change Summit** with 24 senior leaders to review **ESG** goals and to specifically build **strategic initiatives for Environmental Health**.

The result of this summit was the creation of a Vision, Mission, EARTH Teams & Goals, and a long-term Environmental Leadership Team (LST) to advance our ESG strategy throughout LAZ.

The Vision is to create “Opportunity for +Impact for our People, Partners, and Planet” and our mission is simple...

“Net Zero by 2036.”

OUR EARTH PROJECTS
BUILD CULTURE AND
FEEDS TO BEST PRACTICE



E MBRACE DIGITIZATION

- E-commerce solutions
- Text-to-Park and frictionless
- PARCS and space navigation technologies

A DVANCE ELECTRIFICATION

- EV charging stations
- E-bikes, E-cargo, E-vans
- Electric/hybrid LAZ fleet

R EWARD CONSCIOUS BEHAVIORS

- Reduce, reuse, recycle
- Eliminate plastic, reduce waste & printing/paper
- Reclaim/reuse water, reduce water consumption

T RUST RESPONSIBLE SUPPLIERS

- Sustainable supplies, uniforms & recycled products
- Vendors with shared ESG mission
- Clean power sources - LED lighting/solar

H EAL THE ATMOSPHERE

- Urban Hubs and Urban Farming
- Last-mile logistics
- Reforestation



EARTH TEAM GOALS

The Environmental Leadership Team's goal is to develop a robust ESG program that builds culture and feeds to Best Practice. We created five Earth Teams led by LAZ Leaders with 100 emerging leaders from across LAZ Nation.

PROJECT HIGHLIGHTS

We launched 10 Projects that tie to Energy Consumption, Air Quality, Water Conversation, Waste Reduction with documented Policies & KPIs. (Five projects are detailed at right.)

2023 QUICK WINS

- ESG SharePoint Site
- Proposal Content
- ESG Event Information
- ESG Webpage
- ESG Video
- Social Media Presence
- Conference Marketing Material

TRADITIONAL PARCS TO PAPERLESS EXIT:

- 161,000 Paperless Exit Transactions, nation-wide.
- Eliminating 2,700 pounds of CO2 from the atmosphere.
- Paper reduction equivalent to 515,000 sheets of paper / 62 trees

ELIMINATION OF SINGLE-USE PLASTIC PILOT PROJECT:

- Purchased reusable Nalgene bottles for all employees in 3 SW LAZ locations.
- Eliminating 42,00 single use plastic water bottles.
- Saving \$5500 on the annual budget for each location.

FLEET INVENTORY & UPGRADE

Completed a comprehensive Fleet Inventory & Telematics Software Installation to LAZ's fleet vehicles. This integration will advance LAZ's fleet management to better understand usage and associated environmental impacts.

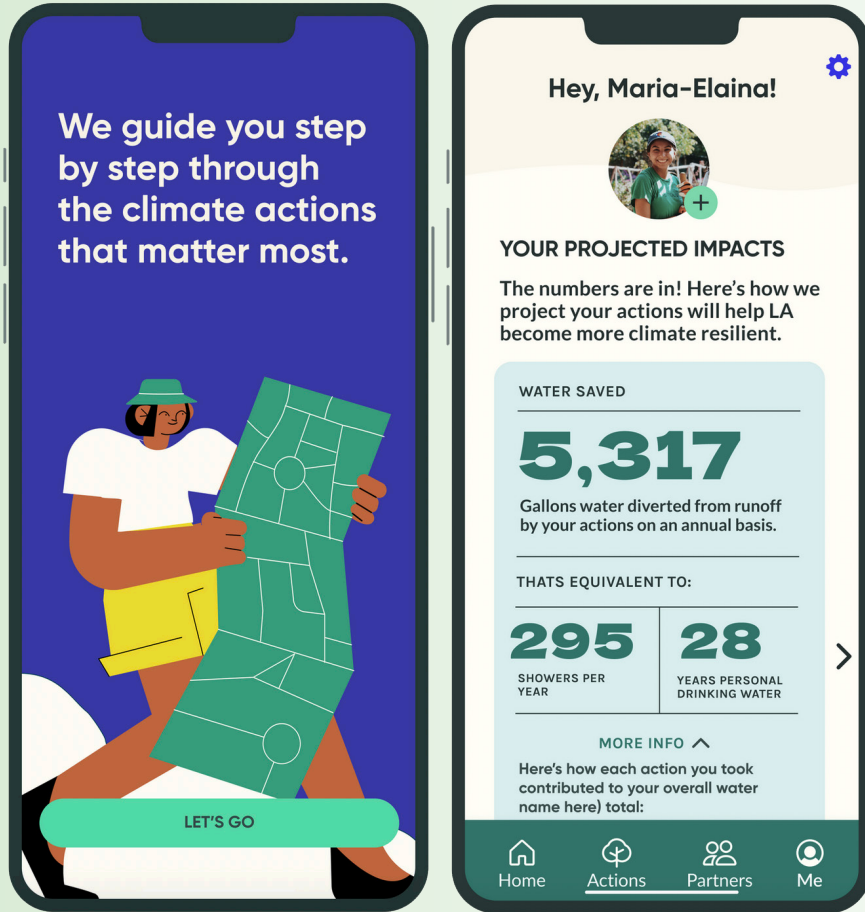
"PLANTING SEEDS FOR OUR FUTURE" - EARTH DAY & ARBOR DAY CHALLENGE:

- Planted 5,185 trees across LAZ Nation.
- Eliminating 249K pounds of CO2 from the atmosphere.

SHRED IT / RECYCLING PILOT PROJECT:

LAZ implemented a recycling project at 18 LAZ locations. As a result of the project, LAZ Diverted 14,820 lbs of paper from landfills and saved:

- 127 trees
- 2816 gallons of oil
- 29,640 KW of energy
- 22 cubic yards of landfill space
- 51,870 gallons of water



DASHBOARD.EARTH APP PILOT PROJECT

LAZ and Dashboard.Earth created a Los Angeles-based Pilot Project focusing on empowering people through climate reduction and incentivizing behavior with rewards and prizes.

WHY LA? LA is one of the most climate vulnerable cities in the U.S. Dashboard.Earth works with local communities providing knowledge, tools, and resources to impact climate change where they live.

PROGRAM LAUNCH: Targeted for Q1-2024, 100 LA-based employees will learn climate solutions and actions to take in their home, neighborhood, and office to make LA more sustainable.

PROGRAM FOCUS: Composting. Did You Know:

- A typical household wastes \$1500 per year on food that is not eaten.
- When this foods lands up in a landfill, it generates methane gas which is 84x more potent than CO₂e.
- Food in landfills is responsible for 20% of methane emissions.

CLIMATE ANXIETY: Recent studies show 67% of Americans are somewhat or extremely anxious about climate change. The APP will provide guidance for how employees can turn climate anxiety into climate action.

END RESULT: To Help Make LA Cooler, Greener and more Abundant!

S C I A L



Our Commitment to **PEOPLE**

We're not like other parking companies.

We take extra care in everything we do.

Sometimes it's the little things.

Other times, it's the big things.

Most always, it's our

Never Ever Give Up spirit.

**Big or small,
it always comes down
to one thing:
Our People!**



CONSCIOUS CULTURE



As a “People First Company,” we believe LAZ has a responsibility to help people and elevate humanity through business. This belief is part of our DNA and at the core of everything we do. Our business and our culture are rooted in Conscious Capitalism.



We often say “It’s not what we do, it’s how we do it.” And at LAZ, the way we “do it” is by consciously leveraging the positive attributes of a free-market capitalist system to create a work family that believes in people, gives back generously and lives our higher purpose of creating opportunities.

WE BELIEVE IN:

People

Making a Difference

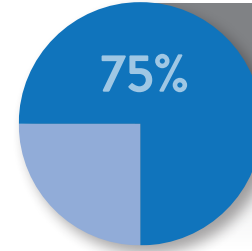
Elevating Humanity through Business

Second Chances

Never Ever Giving Up!

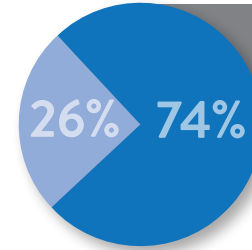
IT'S ABOUT PEOPLE

At LAZ we understand this business is not just about a space to park your car. It's about **Respect and Commitment to People**. We seek to improve the lives of people and are taking steps to attract and build a world-class and inclusive workforce. We continue to actively solicit feedback on our employees work experience through both formal engagement surveys and informational conversations.



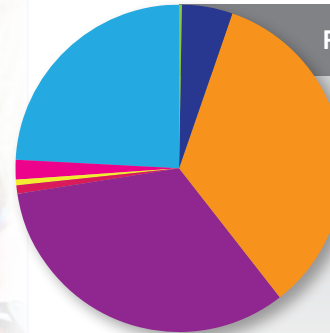
ENGAGEMENT SURVEY

Of 4,834 respondents **75%** responded favorably to “I am proud to be a LAZ employee”



GENDER OVERVIEW OF ALL EMPLOYEES

● 26% Female ● 74% Male



RACE/ETHNICITY OVERVIEW OF ALL EMPLOYEES

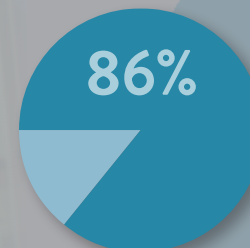
- 34% Black or African American
- 33.25% Hispanic or Latino
- 23.98% White
- 5.08% Asian
- 1.95% Two or more races
- 0.73% Not Specified
- 0.61% American Indian / Alaska Native
- 0.4% Native Hawaiian / Sth Pacific Islander



2023 focused on building the capability of our managers through targeted, tiered leadership development programming combined with the launch of our *Coaching for Success* program, furthering our “leader as coach” approach to team effectiveness. We also reinvigorated our efforts around company Engagement with a focus on first-ever regional action planning.

Historically, our programming has had a significant impact on organizational health. We see an 18% decrease in attrition and a 13% increase in promotions among those who participate in programming.

RETENTION



LAZ’s annual retention rate for full-time salaried employees is 86%.



COACHING FOR SUCCESS PROGRAM

A program for all people managers that brings coaching to the front lines, ensuring our leaders have the skills to coach team members while walking the lots, parking cars, and delivering 5-Star customer service.

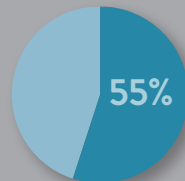
- Rolled out beginning July 2023
- 800 leaders completed the workshops (50% of the eligible population)



LEADERS OF TOMORROW SUMMIT

A four-day program that targets new managers who are eager to champion the LAZ culture with their teams.

- 45 Attendees



55% of summit attendees identified as female and/or represented a minority group.



LAZ UNIVERSITY 101 PROGRAM

A 10-week program that targets mid-level leaders and provides ongoing skill-building in high-need areas such as change management, communication, and emotional intelligence.

- 104 Graduates
- 82% were identified as female and/or represented a minority group.

DIVERSITY, EQUITY + INCLUSION CONTINUES TO BE AT OUR FOREFRONT OF ALL WE DO TO ENSURE THAT THE DEMOGRAPHIC OF OUR WORKFORCE ARE REPRESENTED EQUALLY AT THE LEADERSHIP LEVELS AND WORKING TO FINALIZE KPIS THAT DRIVE THIS STRATEGY THROUGH RELEVANT PROGRAMMING.



Wema Hoover

Diversity, Equity + Inclusion
Thought Leader Expert
Be Limitless Consulting



Terrance Gilmore

Head of Diversity, Equity + Inclusion
Senior Vice President,
Central East Coast



Maggie DiPaolo

Co-Chair
Diversity, Equity + Inclusion Committee
Vice President, People + Culture



Eric Daigle

Head of People + Culture
etc



Mike Akahoshi

Senior Vice President,
Hospitality



Ivan Hern

General Manager,
Los Angeles



Patrice Howell

HR Business Partner,
Connecticut



Kyle Peppe

Senior Manager,
Talent Development



Penda Dieng

Senior Accounting Manager,
Southwest



Shane Hoover

General Manager,
Atlanta



Rio Lupisan

Development Manager,
Los Angeles



Manny Centeio

Director of Operations,
Boston



Stephane Adovelande

Regional Vice President,
Central Texas



Kola Hebermehl

Talent Acquisition Specialist,
Midwest



Jorge Brandao

Senior General Manager,
Chicago

INCLUSIVE BEHAVIOURS TRAINING



47 SESSIONS

624 ATTENDEES

11 FACILITATORS

DE+I SURVEY



DIVERSITY,
EQUITY,
INCLUSION,
BELONGING,
INCLUSIVE BEHAVIORS

2,414 RESPONDENTS

NOV 6 ~ 30

5 AREAS

STRENGTHS

1

LAZ as an organization is seen to **value diversity, equity and inclusion**, promote inclusive behaviours, and **people feel like they belong**.



OPPORTUNITIES

Establish **regional employee resource groups** led by DE+I committee members to promote greater **engagement, support and advocacy** of employees in local markets.

2

Employees believe **LAZ strives to create an inclusive culture** and continuously looks for ways to improve the work environment and grow its business.



Build upon Inclusive Behaviours training, develop and deliver **Unconscious Bias training** to create better awareness of the impact leadership has on how they connect and interact with others by **promoting conscious inclusion**.

3

LAZ provides many opportunities for people to learn, grow and take on new roles, opportunities and challenges.



Create more **communication of company programs** and initiatives to join and participate in for all employees of all backgrounds.

4

LAZ creates a **family-oriented** and supportive work environment that provides flexibility and **care to all employees**.



Identify more opportunities for employees to make **suggestions, influence** and have an **input** in local market operations





DIVERSE LEADERS SYMPOSIUMS

- January 3-day event focused on women leaders
- November 3-day event focused on individuals with cultural barriers
- 3 keynote speakers and 3 workshops provided leaders additional skills and training as we look to enlarge the footprint of women and diverse leaders in the parking industry.



MENTORING PROGRAM

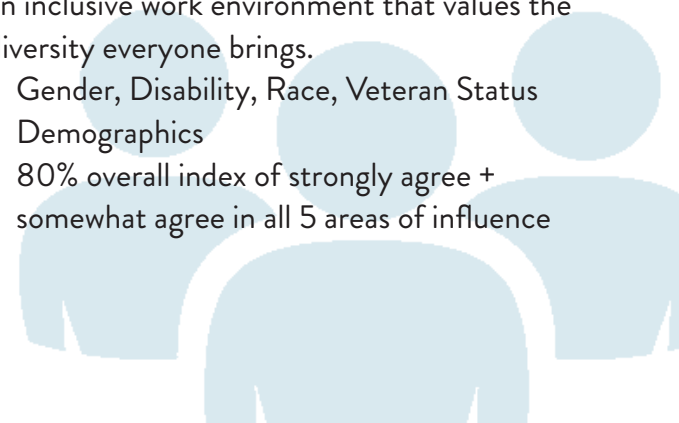
The objective of this program is to give minority emerging leaders an opportunity to enhance their network at LAZ, as well as improve business acumen and grow within our company by being paired with a middle/senior level LAZ leader.



DIVERSITY SURVEY

The “Be Empowered, Be Inclusive, Be Heard” Survey is designed to solicit feedback to create an inclusive work environment that values the diversity everyone brings.

- Gender, Disability, Race, Veteran Status Demographics
- 80% overall index of strongly agree + somewhat agree in all 5 areas of influence



CREATING OPPORTUNITIES, INSPIRING HOPE

VISION: We envision a world where everyone brings their humanity to the moment to make a positive difference in people's lives!

MISSION: LAZ Charitable Foundation brings hope and opportunity to underserved communities by supporting solutions for housing, education, food security, mental health, and career development.

VALUES: We are guided by our core values of compassion, inclusivity, empowerment, and hope.

At the heart of our foundation is a dedication to making a lasting impact. We understand that true elevation comes from empowering people with the tools, knowledge, and opportunities they need to thrive. Whether it's through health initiatives, community development and environmental projects, or supporting the underserved, we strive to be catalysts for positive change and set an example for everyone connected to us to make a positive impact in the world.

In 2023, we decided to "step up our game" locally, nationally and internationally by making a major financial and organizational commitment. We did this by hiring Ralph Caldin, our first full-time Executive Director of the LAZ Charitable Foundation.

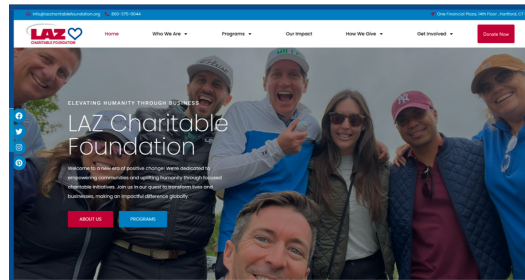
Together, we are not just a foundation; we are a force for good, a beacon of hope, and a catalyst for transformation.





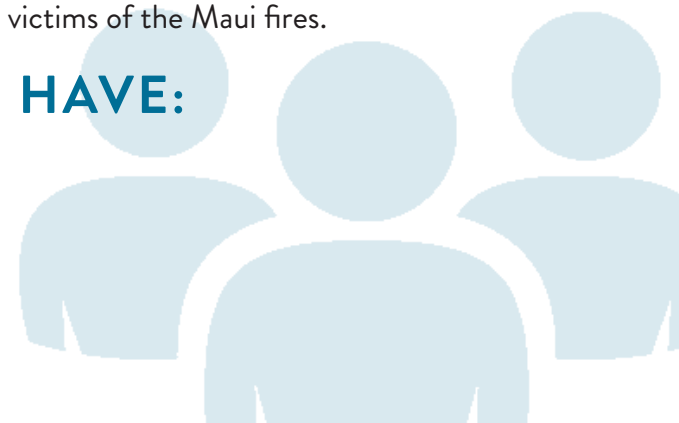
2023 HIGHLIGHTS

- The foundation was recognized by **Candid** with a **Platinum Rating** and a **92% rating from Charity Navigator**.
- The Midwest team dedicated a day to giving back, the first in our history. 126 employees donated 389 hours across the region. From Colorado to Ohio, they supported 4 different food kitchens, donated 40 care packages, 50 pantry items and 466 articles of clothing.
- The 12th Annual Connecticut Golf Tournament hit the \$1 Million mark in lifetime giving. Over 70 volunteers donated close to 600-man hours to raise over \$110,000 this year.
- On the West Coast 8 LAZ employees donated over 100 hours to raise \$60,000 at the May golf tournament.
- In addition, 24 employees hosted the Special Olympic Summer Games, we raised over \$80,000 for Ukraine aid, \$40,000 for the Challenged Athletes Foundation and over \$13,000 for the victims of the Maui fires.



WE ARE PROUD TO HAVE:

- **Redefined Mission, Vision & Values**
- **Hired full-time Executive Director**
- **Launched new website**
- **2024 Fundraising goal of \$1M**



SECOND CHANCE *Program*



When individuals are released from prison, one of their most critical needs is a job; however, most companies are reluctant to hire them because of their past. Not so with LAZ.

As a “People First Company,” it’s only fitting LAZ became involved with the “Second Chance Program.” LAZ began working with the Connecticut Department of Corrections and expanded over time to Michigan, Texas and New York to provide job opportunities for individuals previously incarcerated.

Since 2006, over 300 previously incarcerated men and women have joined the LAZ Family. Ten of those now are in supervisory positions.

This simple act of employment has radically changed their lives and proved to be a true second chance.



2023 SAFETY PROGRAM INITIATIVES

- **5** Regional Safety Managers Hired
- **686** Facility Visits Completed
- **4,123** Hazards Identified & Resolved
- **53** On-Site Safety Training Sessions

ADDITIONAL SAFETY STATS

- Reduced frequency of worker compensation claims per 10,000 labor hours, reduced by **10%** YoY (2022 vs 2021)
- Reduced cost of worker compensation claim by **30%** YoY (2023 vs 2022)
- **Zero** employee fatalities in last 8 years
- **Zero** OSHA penalties in 2022 + 2023
- **30%** reduction in Lost Time Injury Frequency Rate (LTIFR) from 2022 to 2023

2023 NATIONAL INITIATIVES

- Q3 Safety Audit program - Increased participation from **350** in 2022 to **700** locations in 2023
- Implemented technology and cameras in DOT vehicles used to support legal defense of claims, support, coaching, and performance management
- Deployed national safety organizational structure to mitigate claims and implement national strategy of GKL and WC claim expense

G O V E R N A N C E

GOVERNANCE *in Action*



We believe that strong corporate governance is critical to our success. Our governance structure and practices enable us to manage risks, ensure our actions align with our values, and foster a culture of integrity. Prioritizing the long-term viability of our stakeholders produces stronger outcomes. Strong corporate governance is critical to our success.

We have established our corporate governance structure with three goals:

- 1) Balance Stakeholder's interests.
- 2) Manage our business risks.
- 3) Foster a culture of integrity.

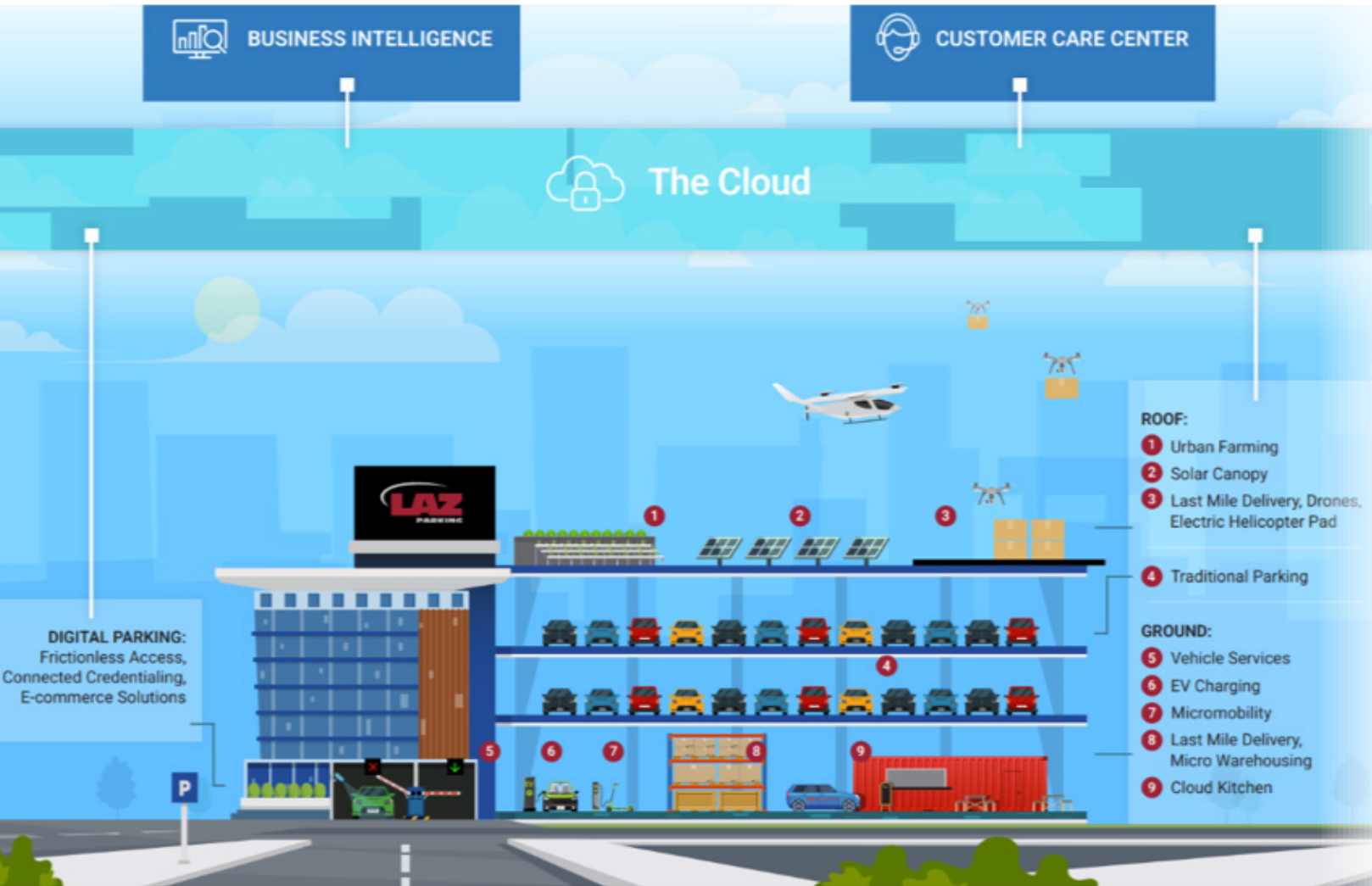


We embrace our responsibility to our stakeholders to conduct our business with the highest standards of ethical conduct. Our Code of Business Conduct and Ethics applies to all employees, investors and other stakeholders and addresses, legal and government compliance, conflicts of interest, fair dealing, and confidentiality matters.

We align our governance structure and processes with best practices for companies operating in private markets and the parking and transportation industries. In 2023, we took steps to ensure that our governance and leadership adequately represents the interest of our stakeholders, including the following:

- Establishing an ESG Division overseen by our Board of Directors and responsible for day-to-day oversight of our ESG goals and initiatives.
- Implementing an Environmental Policy
- Revising our Human Rights Policy
- Updating our Vendor Code of Conduct
- Sustaining our commitment to cybersecurity and customer data privacy management
- Creating a Materiality Risk Assessment
- Committing to investor ESG reporting via the annual Global Real Estate Sustainability Benchmark (GRESB) Infrastructure Assessment.
- A long-term commitment to build leadership teams that brings diverse experiences, perspectives, and backgrounds to our Senior Leadership Team.

LOOKING *to the* FUTURE



CREATING AN INNOVATIVE, POSITIVE, AND PEOPLE-FIRST FUTURE.

At LAZ, we believe that managing environmental, social and governance (ESG) issues is fundamental to our business success and creates long-term value for our clients and customers, employees, investors and other stakeholders.

Our 2023 Impact Report solidifies our commitment to a proactive approach to ESG. Incorporating ESG into our business helps manage risks, protect value, drive innovation, create a better work environment, safeguard our reputation, and improve how we manage and operate our business.

Over the next two years, (2024 & 2025) we are committed to understanding our Scope 1, 2, and 3 emissions and energy use. We will also incorporate ESG considerations into procurement and supply chain monitoring and are committed to factoring ESG performance into our executive compensation.