



2023

CORPORATE SOCIAL RESPONSIBILITY

Caring for Home. Wherever you are.



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CEO STATEMENT



TOM ATCHISON
Chief
Executive
Officer

Dear Stakeholders,

As we reflect on the past year, it's evident that our journey toward corporate social responsibility (CSR) has been both rewarding and challenging. In 2023, amidst a backdrop of continued global uncertainty and change, we remained steadfast in our commitment to driving a positive impact in society and the environment.

At National, we understand that the world is evolving, and so are the expectations of our stakeholders. We recognize the crucial role businesses play in shaping a better future, and thus, we've continued to integrate environmental, social, and governance considerations into every aspect of our operations.

Transparency, ethical decision-making, and accountability have always been at the core of our values. By continuing to align with the UN Global Compact, we've reinforced our commitment to responsible business practices and sustainable development goals. Throughout this report, you will see how we've put our commitment into action.

Our ESG strategic plan is not developed in isolation but is informed by a deep understanding of the global context in which we operate. Being thoughtful about how our company impacts the world around us is a strategic necessity. By considering the broader landscape, we can better anticipate risks, identify opportunities, and proactively address challenges.

The emphasis on tech advancement has reshaped our industry landscape. We continue making strides towards technological advancements, recognizing the transformative potential it holds and positioning us for greater efficiency and competitiveness.

I welcome you to explore the details of our sustainability initiatives, progress, and future ambitions. This report not only reflects our journey but also embodies our shared commitment to creating a better tomorrow. I'm immensely proud of what we've achieved thus far, and I invite you to share your thoughts and comments.

Thank you for your unwavering support on this journey. Our commitment remains steadfast because we strive to do the right thing, always.



ABOUT NATIONAL

Our passion is finding the perfect housing for our clients' needs. Since 1999, we've been global leaders in customized corporate housing and 360-degree services to help our clients find a temporary home – wherever they are.

Our team's presence really sets us above our competitors. With strong relationships in several key communities, we can provide an exceptional experience for our guests. A National representative walks each apartment before a guest moves in, ensuring everything meets our perfect move-in standards. Outside of that, our service team is highly experienced and seeks a personal connection with each guest to make their stay that much more special. We have a spread of inventory in the area and can fit the needs of many neighborhood preferences.





ABOUT THE REPORT

This report covers our Environmental, Social, and Governance activities between January 1, 2023, and March 31, 2024. Our 2023 corporate social responsibility report has been prepared integrating some of the Global Reporting Initiative (GRI) Standards and contains forward-looking statements that set forth anticipated results based on plans and assumptions. While we believe we have exercised caution in our plans and assumptions, we must emphasize that there are no assurances that any anticipated outcomes mentioned in forward-looking statements will come to fruition. Achievements of future results are subject to risks and uncertainties. We take no obligation to update forward-looking statements.

Many of the photos throughout this report feature National associates around the world with some from Adobe Stock. Logos and icons are property of their respective trademark owners, and their use does not imply endorsement.

ENVIRONMENTAL | SOCIAL | GOVERNANCE





WHERE WE OPERATE

With 28 offices across North America and in London and Singapore, National is the trusted serviced apartment to-to resource for companies worldwide. Our Focus is ensuring your employees are completely at home and ready to do whatever they need to do, whenever they need it, anywhere in the world.

United States

3,500+
Managed Units
200+
Supply Partners
10,000+
Properties

Canada

75+
Supply Partners
1,000+
Properties

Latin America

20
Countries
50+
Supply Partners
1,900+
Properties

Europe, Middle East, Africa

170
Managed Units
80
Countries
400+
Supply Partners
3,000+
Properties

Asia Pacific

25
Countries
300+
Supply Partners
1,000+
Properties



MATERIALITY TOPICS

SOCIAL

Human Rights, Labor Conditions, Community Impact, Employee Wellbeing, Diversity, Equity and Inclusion, Future Workforce

- Maintain 50% female representation in manager and above roles
- Reach 30% racial/ethnic diverse representation in manager and above roles
- Launch DEI Advisory Board by 2024
- Launch Community Impact Advisory Council by 2024

We have continued to use our 2022 materiality assessment to gain insights into the priorities of our internal and external stakeholders, understanding the perceived economic, social, and environmental impacts across our value chain, and how these perceptions evolve into risks and opportunities for our organization, both today and in the future.

We continuously engage with our stakeholders to gather feedback, recognizing that these priorities can change rapidly. Our risk management principles guide our internal review process, during which we assess and prioritize issues based on their significance.

GOVERNANCE

Corporate Governance, Data Privacy, Cyber Security, Anti Corruption, Ethics and Compliance, Transparency, Technology and Innovation

- Achieve 100% associate completion of security awareness training
- Upgrade Vulnerability Management Program by 2024
- Renew required certifications

ENVIRONMENTAL

Climate Risk, GHG Emissions, Operational Waste, Biodiversity, Green vehicles, Sustainable Products, Water Management

- Establish baseline Scope 3 emissions
- Achieve Carbon Neutrality by 2035
- Align to Science Based Target Initiative (SBTI)
- Launch Sustainability Advisory Council by 2024
- Achieve EcoVadis Bronze by 2027



OUR COMMITMENT

This year, we remained committed to leveraging the UN Global Compact’s SDG (Sustainable Development Goals) Ambition Approach as our guiding framework for establishing goals and targets. By prioritizing principles and impactful actions over simplicity, we ensured our contributions to the SDGs create meaningful change and have a lasting positive impact. The following SDGs align with our priorities and where we believe we can make the most impact. Throughout this report you can read about the efforts we are making to remain committed.

SOCIAL



3 Good Health and Well Being
Our Wellness Committee and unique benefits



8 Decent Work and Economic Growth
Our partnership with local nonprofits to increase diversity into our talent pipeline to ensure decent work and employment for all



5 Gender Equality
We currently have 50% female representation in manager and above roles and a 72% female workforce



10 Reduced Inequalities
Our transparent diversity metrics and our Learning and Development Team to promote learning opportunities for all

GOVERNANCE



8 Decent Work and Economic Growth
Code of Conduct and Human Rights Policy



16 Peace, Justice and Strong Institutions
Our Corporate Governance and risk management structure

ENVIRONMENTAL



11 Sustainable Cities and Communities
Our long-term goal to become carbon neutral



13 Climate Action
Calculating our GHG emissions to understand our impact and taking urgent actions to decrease our impact



15 Life on Land
Our One Tree Planted partnership to increase biodiversity and combat climate change



ENVIRONMENTAL APPROACH



ESTABLISH BASELINE

Scope 3

Emissions



ACHIEVE

Carbon Neutrality

By 2035



LAUNCH

Sustainability Advisory Council

By 2024

We are committed to responsible environmental management practices and promoting a culture of working together for a most sustainable world. We care about the health and safety of the communities in which we operate for the same reason you do – we live there. That’s why we are working hard to improve the quality of life for our associates, communities and customers by determining our impact to the environment and figuring out ways to reduce our footprint.

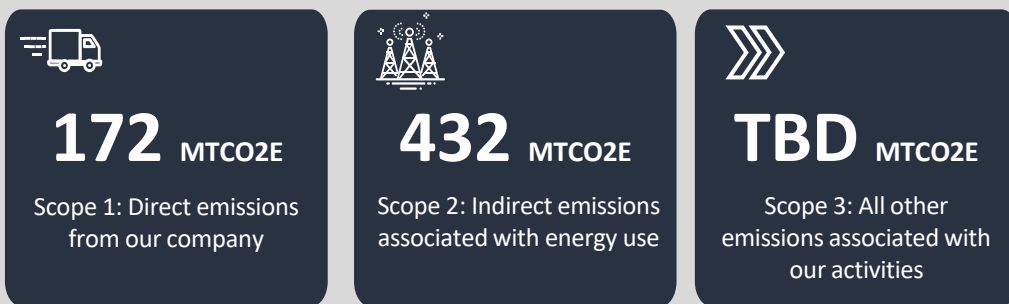


ENERGY AND EMISSIONS

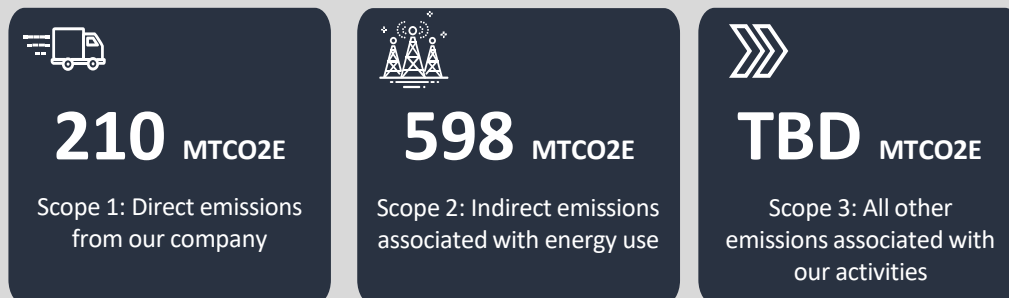
Last year marked the beginning of our journey to quantify our greenhouse gas emissions, starting with our Scope 1 and Scope 2 emissions. As we drove into our Scope 3 emissions, we faced challenges specific to our business model, particularly in accurately calculating emissions from our corporate housing market inventory. To address these complexities, we have temporarily halted our assessment to collaborate with our partner, Sustain.Life. This pause will help us gain a clearer understanding of how to properly account for these emissions.

In our 2024 report we plan to publish our updated GHG emissions report, reflecting our commitment to transparency and environmental responsibility.

2022



2023



Metric tons of carbon dioxide equivalent or MTCO₂e is the unit of measurement



ENVIRONMENTAL ACTION

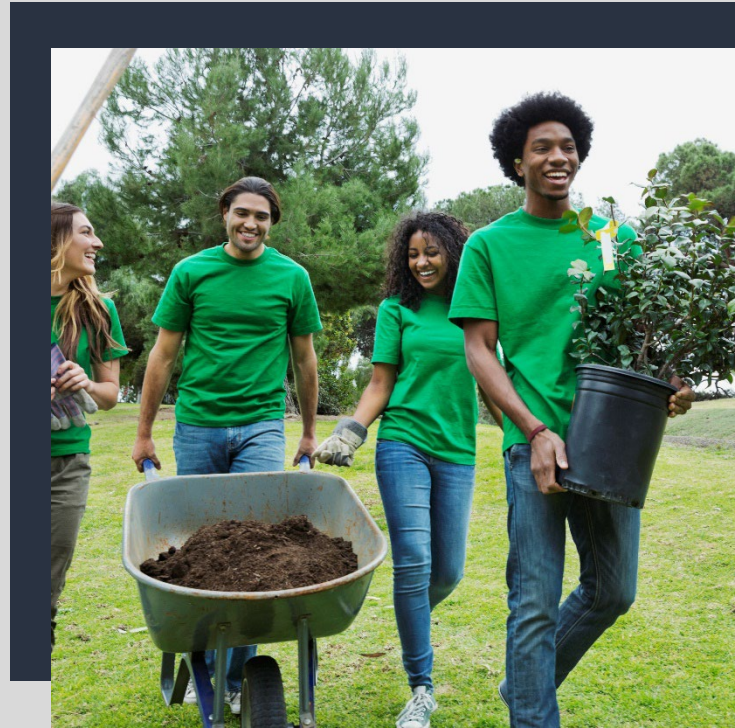
Since 2017, we have been leading the charge in environmental stewardship through our collaboration with One Tree Planted. With a commitment to planting a tree for every 30+ day stay, to date we have already contributed to the planting of over 38,000 trees worldwide.

This initiative represents our dedication to restoring forests, fostering biodiversity, and generating positive social change across the globe. Each tree we plant not only helps to combat climate change but also creates vital habitats for diverse ecosystems to thrive.

Here is a list of the projects we've contributed to:

- Oregon & Washington
- England
- California
- British Columbia
- Mexico
- Florida
- North America – where they were needed most
- Rwanda
- Europe
- Philippines
- Africa

Our partnership with One Tree Planted stands as a testament to our commitment to sustainability and environmental responsibility. Together, we are shaping a greener, more vibrant future for generations to come.





ENVIRONMENTAL RECOGNITION



We partnered with EcoVadis to evaluate our sustainability practices. Using their feedback, we improved our operations and reporting to meet industry standards. This benchmark helps us measure our progress and identify areas of improvement. This benchmarking process is vital as it allows us to track our progress and pinpoint areas where we can enhance our performance.

Looking Ahead

We are proud of our strides in 2023 and recognize the ongoing journey towards our vision of a greener more sustainable tomorrow. Moving forward, we are committed to regularly reviewing our practices and implementing improvements. Our target is to achieve the EcoVadis Gold Medal by 2027, demonstrating our dedication to evolving and elevating our sustainability initiatives.



SOCIAL APPROACH



2023 Highlights



72%
Female Workforce



57%
Women in Leadership Roles



27%
POC* in Leadership Roles

**POC stands for "people of color" which refers to individuals who identify as non-white.*

Each day, Team National designs, develops and delivers service to a wide variety of customers. None of this would be possible without the passion, diversity and expertise of our team. Our continued success requires an inclusive culture that values transparency and accountability.

As we continue to provide surprisingly superior service, we are guided by our mission: To be the most admired and respected global company to our coworkers, customers, and suppliers by maintaining an ethical and financially healthy organization. With over 320+ associates across the globe, we live by our Core Values.



HUMAN CAPITAL MANAGEMENT

Our people are our most valuable assets. We strive to attract, retain, and develop top talent across diverse backgrounds. Our recruitment process emphasizes equal opportunity, and diversity to ensure a workforce that reflects the communities in which we operate. We regularly evaluate sources to recruit talent that adds to our diversity as well as meets the requirements for future workforce skills. Once onboard, our associates undergo comprehensive onboarding programs tailored to their roles, fostering a sense of belonging and equipping them with the tools needed for success.

We ensure our associates actively engage in training and development programs that enhance knowledge, skills, and awareness in areas directly relevant to their job responsibilities. We provide a range of learning opportunities, including virtual and on-demand training, to accommodate diverse learning preferences.

For the third consecutive year, our Talent Development Manager has led our Mentorship Program. Sixty-eight associates have completed the program, each presenting a unique capstone project to our Executive Team. These projects are centered around innovative ideas that enhance our business.





COMMUNITY IMPACT

We take pride in providing opportunities for our associates to give back to the communities in which they live and work, fostering meaningful connections and making a positive impact beyond our organization.

Full-time associates receive up to 8 hours of paid leave annually to volunteer in their local communities. This year, our team members collectively contributed 201 hours to various community service projects around the world. Each quarter, one associate who has demonstrated a passion for giving back to their community wins an award and \$250 to donate to a non-profit charity of their choice.

Our annual Sales and Management Leadership Conference services as a platform not just for professional development, but also for meaningful engagement with charitable causes. This year, we partnered with Knot Alone, an organization dedicated to providing comfort and support to children undergoing hospital treatments. Through our collective efforts, we were able to provide tangible support and warmth, creating 60 handmade blankets to children undergoing challenging medical treatments.

We remain steadfast in our commitment to making a difference and fostering a brighter future for all.





DIVERSITY, EQUITY AND INCLUSION

We are dedicated to fostering a diverse and inclusive environment that promotes the development and advancement of all individuals. Our commitment is to cultivate a culture where equity is embraced, active listening and learning take place, support and respect are shown to one another, and where associates from around the world feel a sense of belonging and empowerment.

We continue to focus on providing educational and training opportunities to broaden our associates' perspectives and deepen our understanding of the diverse experiences within society. This initiative not only enriches our organizational culture but strengthens our ability to connect with all individuals, whether they are our internal colleagues or external stakeholders.





OUR WORKFORCE BY NUMBERS

In our 2023 data update, we discovered and addressed errors in our workforce composition reporting. Specifically, our 2022 report incorrectly stated that 15% of our management team were women and 5.4% of our management team were people of color. This calculation was based on our entire associate population, not just our management staff. We have now rectified this mistake, and the accurate figures are reflected in the table below.

	2023	2022
Associates – By Gender		
Female	72%	70%
Male	28%	30%
Associates – By Age		
Age <30	22%	25%
Age 31-50	51%	51%
Age 51+	27%	24%
Associates – By Race		
White	68%	68%
Hispanic or Latino	13%	15%
African American	7%	6%
Asian	3%	4%
Two or more races	2%	4%
Other/Not Specified	7%	3%
Female Management Population <i>Leader overseeing team, goals, and resource allocation</i>		
Female Managers	57%	58%
Male Managers	43%	42%
POC Management Population <i>Leader overseeing team, goals, and resource allocation</i>		
White Managers	73%	73%
POC Managers	27%	27%



ASSOCIATE HEALTH AND WELLNESS

We recognize the significant value and importance of health, safety, and wellness, including mental and financial well-being, in fostering a thriving and engaged workforce. We strive to provide comprehensive and competitive benefits that support holistic associate wellness.

In 2023, we expanded our commitment to the well-being of our associates by introducing a new benefit: Pet Insurance. This addition acknowledges the diverse nature of family caregiving, recognizing that 'parents' can include those who provide love and care for their pets. We believe that supporting our employees in every aspect of their lives, including pet ownership, is crucial for their overall happiness and productivity at work.





SOCIAL RECOGNITION



Great Place to Work®

We take pride in being recognized as a certified Great Place to Work since 2016. This certification reflects our commitment to creating a workplace culture that fosters respect, diversity, and employee engagement. Being certified underscores our dedication to employee satisfaction and organizational health, making us not only a leader in our industry but also a preferred employer.

Serviced Apartment Award – Industry Inspiration

This year our Head of ESG won the Serviced Apartment Award for Industry Inspiration for her dedication to cultivating diversity, equity and inclusion. From establishing initiatives and implementing conscious hiring practices to joining global alliances. She continues to pave the way for positive change.

Looking Ahead

We are proud of our strides in 2023 and recognize the ongoing journey towards our vision of a diverse and inclusive workforce. In 2024, we commit to further investment in DEI programs to strengthen our talent pipeline and empower our workforce. We eagerly anticipate sponsoring additional programs to enhance diverse representation, as well as the launch of advisory councils dedicated to DEI, Community Impact, and Sustainability.



GOVERNANCE APPROACH



RENEW Certifications

EcoVadis & UNGC Communication on Progress



ACHIEVE 100%

Associate Completion of Security Awareness Training



UPGRADE Vulnerability Management

Program by 2024

Transparent and ethical governance practices are a core component of National's core values, and we take pride in everything we do. We uphold the highest standards of integrity, accountability, and transparency in our business operations and have set clear expectations for our associates and our business partners.



DATA PRIVACY AND SECURITY

Ensuring data privacy and cybersecurity is a fundamental part of our operations, crucial for protecting our associates, customers, and business. Our strategy in data privacy and cybersecurity is guided by our dedication to maintaining the trust placed in us by our associates and customers. We are committed to continual improvement as we adapt to the ever-changing threat landscape.

At National, we value the ability to openly communicate and share information, but we also recognize the importance of having defined security policies. We have increased our training programs with frequent upgrades and touchpoints to empower our associates to act responsibly.

Looking Ahead

By the end of 2024, every associate will complete an extensive security awareness training. We aim to enhance our security policies and procedures in collaboration with a consulting partner, striving to surpass industry best practices.





ETHICS AND COMPLIANCE

National's approach to business ethics is guided by our Code of Conduct, which provides a framework for making business decisions. Our Code of Conduct establishes the importance of exercising sound ethical judgement and the principles outlined reflect the values of our business. We encourage and expect Team National to speak up by reporting any concerns of violations of our Code of Conduct or applicable law.

We are dedicated to earning customer trust and selecting business partners solely based on the excellence of our solutions, rejecting any form of bribery or illegal activities. We enforce a strict no-bribery policy across all our operations, in every location and during all interactions. This includes prohibitions against offering or accepting cash, cash equivalents, or any other items of value to gain an unfair business advantage.

We require our suppliers to uphold labor, health and safety, environmental, and ethical practices that comply with or exceed all relevant laws and international standards. We are committed to enforcing our Anti-Slavery and Human Trafficking Policy.





CORPORATE GOVERNANCE

At our core, we use our sustainable governing body to establish principles, policies and practices to drive long-term value creation which enables us to contribute positively to environmental and social well-being while maintaining a financially healthy organization. Our sustainability efforts are overseen by our Shareholders, our Executive Committee and our Chief Innovation Officer. Our Head of ESG actively defines and outlines how we incorporate principles of governance and sustainability into our business.





FOR MORE INFORMATION

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