



Celebrating
25 Years
of Impact



2024

CSR Report

About the report

This report covers our Environmental, Social, and Governance activities between March 31, 2024, and March 31, 2025. Our corporate social responsibility report has been prepared integrating 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 anticipated outcomes mentioned in forward-looking statements will come to fruition. Our ESG strategy and reporting practices are informed by our materiality assessment.

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.

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▶ **Tom Atchison**
CHIEF EXECUTIVE OFFICER

A Message from our CEO

As we celebrate 25 years, I can't help but reflect on how far we've come. When I opened our first office in Reston, Virginia, in 1999, my goal was simple: to provide exceptional temporary housing solutions with a commitment to outstanding service. What started as a single office has grown into a global company, offering corporate housing, rental assistance, destination services, and insurance housing across the United States, Canada, Asia Pacific, Europe, and the Gulf region.

Our journey has been one of growth, resilience, and continuous innovation. At National, we've always believed that doing business the right way means prioritizing people - our clients, our employees, and the communities we serve. Over the past 25 years, that belief has guided us through every challenge and opportunity, shaping the company we are today.

Corporate social responsibility has been a core part of our mission since Day One, and in 2024, we are more committed than ever to sustainable growth. As we continue to embed environmental, social, and governance (ESG) principles into every aspect of our operations, our alignment with the UN Global Compact reinforces our dedication to responsible business practices, ethical leadership, and long-term impact.

Looking ahead, we recognize that the world is changing, and with it, the expectations of our stakeholders. Our ESG strategy will remain at the heart of our decision-making as we embrace innovation, sustainability, and inclusivity. We are not just preparing for the next 25 years - we are actively shaping them.

This report reflects our progress, our lessons learned, and the vision that will carry us forward. I invite you to explore our initiatives and join us in building a more sustainable and equitable future.

Thank you for being part of our journey. Together, we will continue to make a lasting impact.

Tom Atchison
Chief Executive Officer
National Corporate Housing



Overview

Who We Are at National Corporate Housing

At National Corporate Housing, we believe that home is more than a place - it's a feeling. Since 1999, we've been committed to creating seamless, comfortable living experiences that help our clients feel at home, wherever they are in the world. As a global leader in customized corporate housing, we offer tailored solutions and comprehensive services that meet the diverse needs of our guests with care and consistency.

But our commitment goes far beyond housing. We see ourselves as part of every neighborhood we serve, working to be a good neighbor by building lasting relationships, investing in local communities, and supporting a sense of belonging for all. From inspecting each apartment to ensuring it meets our Perfect Move-In Standards to providing responsive, people-first service, our goal is to foster environments where guests feel welcomed, supported, and connected.

As we grow, we remain guided by our ESG commitments - operating sustainably, supporting our people, and enriching the communities around us. Whether it's through reducing our environmental footprint or championing associate development, we lead with purpose and integrity in everything we do.

With 26 offices across North America, London, and Singapore - and our headquarters in Greenwood Village, Colorado - our reach is global, but our impact is deeply local. As of year-end 2024, we were proud to employ 316 dedicated associates who help bring our vision of Home Wherever You Are to life.

Check It Out



Our ESG Framework At – A – Glance: Where People, Planet & Place Matter

At National Corporate Housing, we believe that doing business responsibly means more than offering exceptional service, it means building a better world through every stay. That's why our ESG strategy is grounded in the belief that People, Planet, and Place all matter - and all deserve care, investment, and intention. Our approach to ESG is rooted in the values that shape our brand.

We are proud to offer more than just housing, we create home wherever our clients go. And we know that home extends beyond four walls. It includes the people we support, the neighborhoods we serve, and the environments we share. With a strong governance foundation that ensures transparency, accountability, and ethical leadership, our ESG strategy is built around three pillars:

"By embedding ESG into every facet of our operations, we create long-term value for our people, protect our planet, and strengthen the places we call home. At National, we're building more than temporary housing—we're building a future where people, planet, and place matter."

Misty Gregarek
PRESIDENT & COO



Focus on Our People

We prioritize our associates, customers, and partners by cultivating an inclusive, empowering, and respectful workplace. We invest in professional growth, champion diversity, and foster a culture of well-being, because when people feel valued, they create exceptional experiences for our guests and communities.

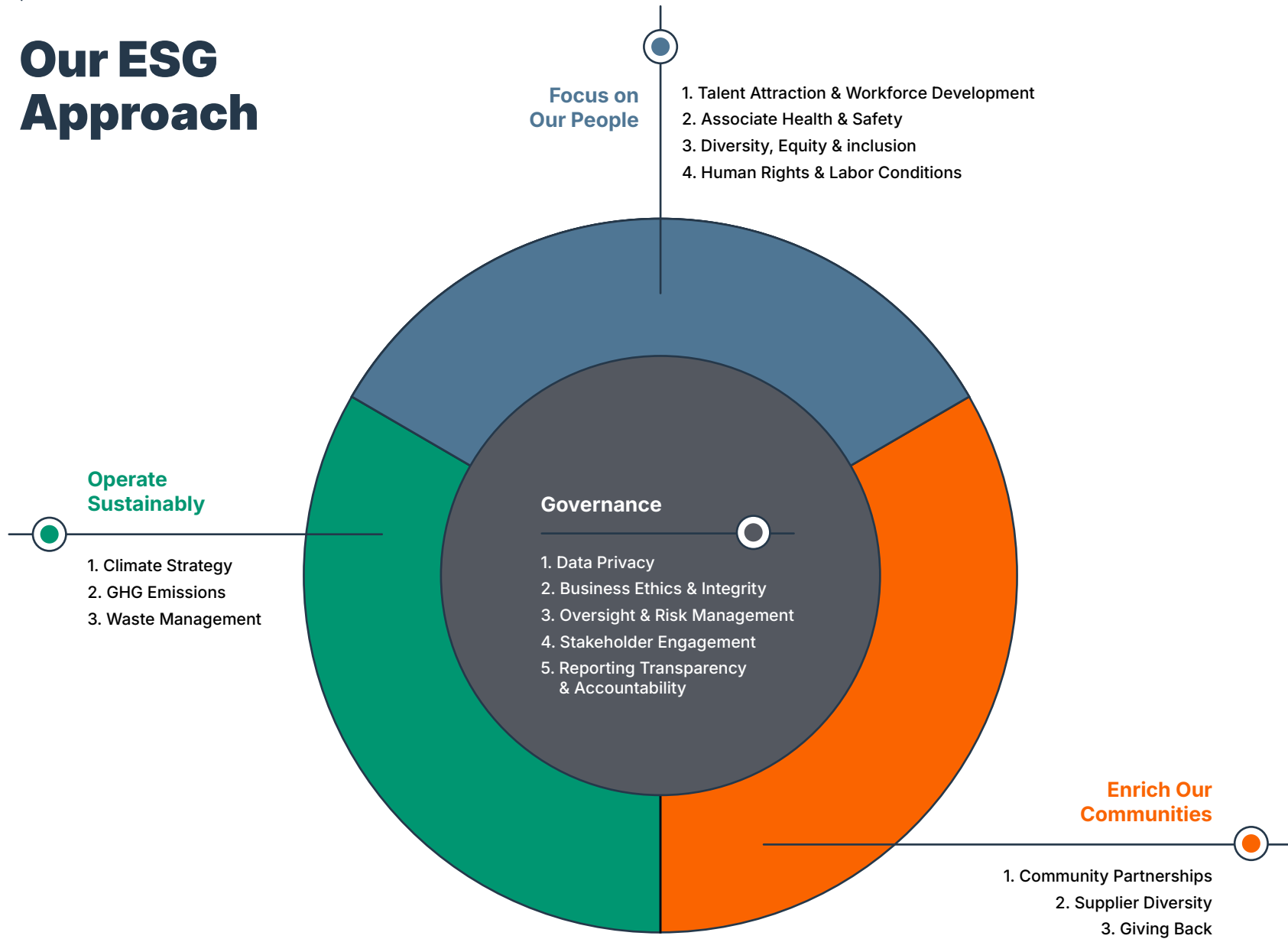
Operate Sustainably

We recognize the urgent need to protect our planet. From optimizing our operations and vendor practices to educating associates and clients, we take measurable steps toward reducing our environmental footprint. Sustainability isn't an add-on, it's a responsibility we carry with pride.

Enrich Our Communities

Being a good neighbor is at the heart of our business. Whether we're giving back through charitable initiatives, volunteering in local neighborhoods, or partnering with clients on shared causes, we aim to leave every place better than we found it. Because impact starts right where we are.

Our ESG Approach





Our Brand Values



Always Do the Right Thing



Do the Impossible Every Day



**Consistently Deliver
Exceptional Service**



**People Matter and
Make the Difference**



**Focus on
Our People**





Focus on Our People

People-Centered Philosophy & Initiatives

People are at the center of everything we do, both the people who work here and the people we serve. We believe that investing in our associates directly strengthens the experiences of our customers. That's why we take a holistic, people-first approach to business, grounded in values of inclusion, care, and continuous improvement.

Well-being & Development

We remain committed to creating an environment where associates feel valued, supported, and inspired to grow both personally and professionally. Through meaningful benefits, a culture of care, and a focus on continuous development, we're building more than careers, we're building a workplace where people can thrive.

Benefits That Support the Whole Person

- **Mental & Emotional Health:** Expanded sick policies to include mental health days and broadened bereavement support.
- **Financial Wellness:** Monthly HR-led financial literacy webinars, competitive 401(k) match, and coaching for budgeting and saving.
- **Life Coaching:** Associates have access to one-on-one coaching sessions to help them set and achieve personal and professional goals.
- **Ongoing Wellness Support:** Our Wellness Committee offers proactive tools to help associates maintain balance and well-being across all aspects of life.

Our holistic approach to well-being extends to proactive measures and resources, ensuring that associates have the tools they need to manage their health, build financial security, and navigate life's ups and downs. By embedding care and support into our policies and initiatives, we protect our associates' well-being day in and day out, making them feel valued and empowered to bring their best selves to work and life.

Fair Pay & Living Wage Commitment

We believe fair compensation is foundational to a thriving workforce. That's why we take intentional steps toward ensuring all associates earn a living wage, one that supports basic needs such as housing, food, transportation, and healthcare.

Our living wage commitment aligns directly with the United Nations Global Compact and its Sustainable Development Goals (SDGs), particularly Goal 8: Decent Work and Economic Growth. By working to ensure our associates are paid wages that reflect the true cost of living in their communities, we are advancing principles of human rights, labor equity, and social responsibility.

Empowering Growth Through Learning & Development

At National, we believe learning should never be one-size-fits-all, or one-and-done. Our approach to professional development is intentionally broad and inclusive, offering associates a range of opportunities to build skills, expand their knowledge, and grow their careers, no matter where they are in their journey.

- **Company-Wide Mentoring Program**

Our mentoring program connects associates across departments and roles to encourage cross-functional learning, leadership growth, and meaningful relationships. Through guided touchpoints and built-in resources, both mentors and mentees gain valuable perspectives and support.

- **FranklinCovey All Access Pass**

Through our partnership with FranklinCovey, all associates have access to world-class leadership and development content. From The 7 Habits of Highly Effective People® to communication and time management training, this platform empowers self-paced, high-impact learning anytime.

- **Tuition Reimbursement**

We invest in our people's long-term success by offering up to \$5,000 per year in tuition reimbursement for full-time employees. Whether pursuing a degree, earning a certification, or taking continuing education courses, our team members are encouraged to align personal growth with professional goals.

- **LMS Content Library**

Our learning management system provides an on-demand library of training across essential areas like sales, customer service, compliance, and technical skills. This ensures associates have the tools they need at their fingertips to succeed in their roles.

- **Leadership Development Program**

We believe leadership isn't just hired, it's nurtured. As part of our commitment to developing internal talent, our immersive Leadership Development Program (LDP) equips high-potential associates with the tools, experience, and mentorship they need to thrive. LDP participants gain hands-on experience in client services, sales, operations, and strategic projects, along with exposure to senior leaders and rotational experiences that deepen their business understanding and leadership readiness. Many of our program graduates have grown into leadership roles across the organization, a testament to our long-standing philosophy of growing from within.

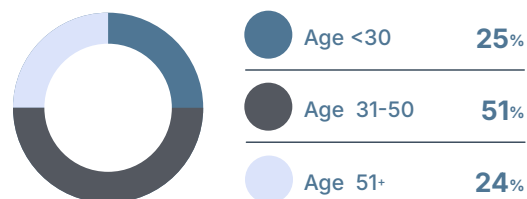
We know that when our people grow, our business grows. That's why we're committed to fostering a culture where curiosity is encouraged, learning is continuous, and development is both accessible and actionable.

Our Workforce By Numbers

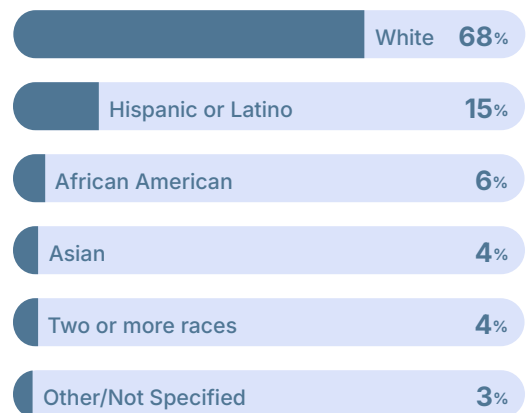
Associates - By Gender



Associates - By Age



Associates - By Race



Female Management Population¹



POC Management Population¹

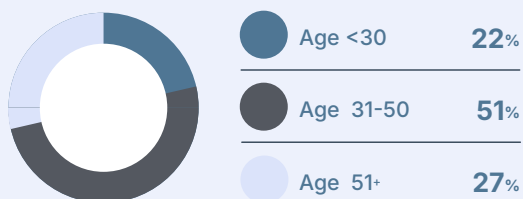


2022

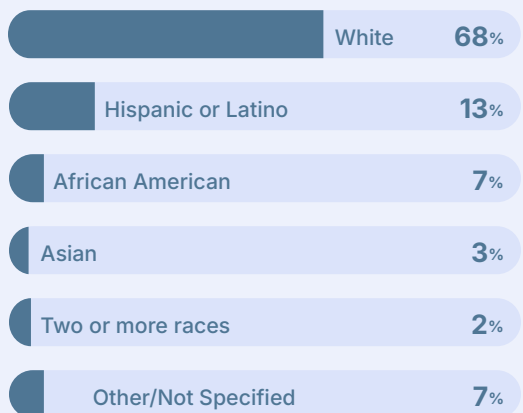
Associates - By Gender



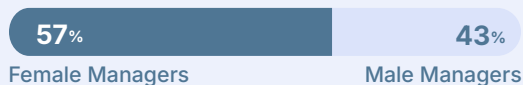
Associates - By Age



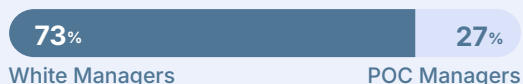
Associates - By Race



Female Management Population¹



POC Management Population¹

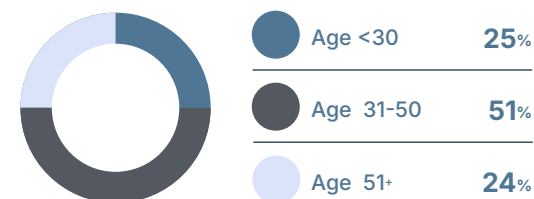


2023

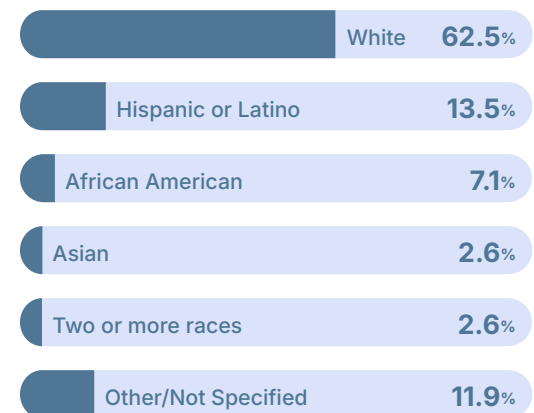
Associates - By Gender



Associates - By Age



Associates - By Race



Female Management Population¹



POC Management Population¹



2024

¹ Leader overseeing team, goals, and resource allocation

Diversity, Equity & Inclusion (DEI)

Fostering an inclusive culture is not just a commitment, it's embedded in our core values and business strategy. We believe that when employees feel valued, respected, and empowered to bring their full selves to work, they thrive both personally and professionally.

97%
of employees
agree that “people
are treated fairly
regardless of their
social and economic
status,” reinforcing
our commitment to
equity and fairness.

Our approach to Diversity, Equity, and Inclusion (DEI) is centered on embedding inclusivity into our company's culture, policies, and business practices. We achieve this through:

- **DEI Advisory Council** – our DEI Advisory Council is dedicated to championing initiatives that drive equity and belonging across all

levels of the organization. The council advises leadership on key strategies and engages employees in meaningful discussions and actions.

- **Employee Resource Groups (ERGs)** – Open to all, our employee-led, voluntary, groups foster a sense of belonging and community:
 - **EmpowerHER** – A women's ERG dedicated to supporting the professional growth, leadership development, and mentorship of women within National Corporate Housing.
 - **VitalMind** – A mental health and well-being ERG focused on promoting work-life balance, psychological safety, and emotional well-being, ensuring employees have resources to maintain mental health.
- **Pay Equity & Advancement** – As part of our ESG commitments, we conduct a yearly salary band assessment to ensure equitable pay structures across roles and locations globally.
- **Digital Inclusion** – We support a distributed workforce through inclusive digital tools like Zoom, Microsoft Teams, and polling software. Whether remote, hybrid, or in-office, our associates are empowered to participate fully,

ensuring no one feels left out of the conversation.

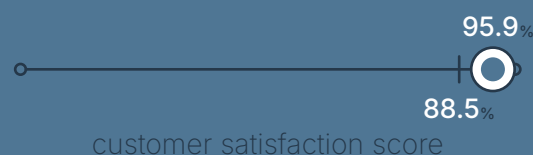
We participate in the Great Place to Work® survey, the world's leading workplace culture assessment, trusted by more than 10,000 companies across 60 countries, representing over 20 million employees globally. This survey is the gold standard for measuring workplace experience, employee trust, and inclusion. We have been Great Place to Work® Certified™ every year since we first participated in 2016. This recognition is based entirely on employee feedback, highlighting our sustained commitment to creating an inclusive and supportive workplace. Our high ratings in fairness, belonging, and equity underscore the effectiveness of our DEI efforts.

Looking Ahead, our future DEI goals include expanding our ERGs, continuing our DEI Advisory Council and deepening our impact through supplier diversity initiatives. By continuously listening, learning, and acting, we are building a workplace where every employee feels empowered to contribute and succeed. Inclusion is more than an initiative, it's who we are.

Listening to Our People— & Our Customers

Just as we prioritize feedback from our associates, we also place high value on listening to our customers. Through targeted surveys at booking, mid-stay, and post-departure, we capture feedback that fuels real-time improvements and strengthens our service delivery.

In 2024, our customer satisfaction score rose to 95.9%, up from 88.5% in the previous year, reflecting the measurable impact of listening, learning, and improving.



Our Director of Customer Experience, Robyn Tierney, has transformed the way we serve our clients, leveraging various problem-solving approaches, reducing paper waste with digital welcome guides, promoting well-being with local walking routes, and creating “local feel” experiences through business partnerships.

We believe that when our people feel valued and heard - whether they're an associate or a customer - exceptional experiences follow.

That's the National difference!



In 2024, National Corporate Housing earned a Silver Stevie® Award in the Achievement in Customer Satisfaction category at the American Business Awards. We were also recognized with the

highest average score in the 2024 Trippel Annual Relocation Managers Survey for temporary housing providers, nationally. These honors reflect our unwavering commitment to exceptional service and client satisfaction, proof that listening to customers and taking action delivers measurable results.



**Operate
Sustainably**



Operate Sustainably

Energy & Emissions

At National Corporate Housing, we understand that energy use is one of the most significant contributors to our environmental footprint. As a provider of furnished accommodations across the country, much of our impact is tied to the energy required to operate and maintain thousands of apartment units on behalf of our clients and guests.

We have seen an increase in our Scope 1 and Scope 2 greenhouse gas emissions. This rise is closely linked to a post-pandemic rebound in mobility and business travel, along with an increase in the number of units we service. As demand has grown, so has our energy use across leased properties and support operations, most of which fall under Scope 2 emissions, as they are generated by purchased electricity used in our managed units. Our Scope 1 emissions, which include fuel usage from company-owned vehicles and on-site equipment, also saw a modest uptick due to increased travel and service volume.

While this growth reflects a positive trend in our business recovery and expansion, it also underscores the importance of embedding sustainability deeper into our operational model. We are actively exploring energy efficiency partnerships with property owners, assessing opportunities for low-carbon solutions in unit selection, and continuing to educate our internal teams on responsible energy management.

We remain committed to reducing our emissions intensity over time, even as our footprint expands, and are laying the groundwork for more advanced tracking systems and reduction targets in the years ahead.



172 MTCO₂E

Scope 1: Direct emissions from our company



432 MTCO₂E

Scope 2: Indirect emissions associated with energy use

2022



210 MTCO₂E

Scope 1: Direct emissions from our company



598 MTCO₂E

Scope 2: Indirect emissions associated with energy use

2023



255 MTCO₂E

Scope 1: Direct emissions from our company



653 MTCO₂E

Scope 2: Indirect emissions associated with energy use

2024



TBD MTCO₂E

Scope 3: All other emissions associated with our activities

Climate strategy and commitment to reducing **GHG emissions**

2022-2024

Did You Know?

National Corporate Housing is a Platinum Founding Member of the Corporate Housing Provider Association's (CHPA) Carbon Calculator, a groundbreaking tool designed to measure and manage greenhouse gas emissions from energy use in furnished apartments.

Launched at CHPA's Annual Conference in San Diego in February 2025, the calculator is available free of charge to all corporate housing providers, regardless of association membership, helping the entire industry take meaningful steps toward environmental responsibility.

Reducing Emissions Through Flexibility

At National Corporate Housing, we recognize that sustainability isn't limited to our physical spaces, it also includes how we work. By offering hybrid and flexible work schedules, we empower our associates to reduce their environmental impact while maintaining a healthy work-life balance.

Flexible work arrangements where possible reduce the need for daily commuting, which in turn lowers greenhouse gas emissions from personal vehicles and eases traffic congestion in the communities we serve. Fewer cars on the road means less fuel consumption, reduced air pollution, and a smaller carbon footprint.

This approach is not only better for the environment, it's better for our people. By trusting our teams to work where and when they're most effective, we foster a culture of accountability, autonomy, and sustainability.

Supporting flexible work is one more way we align our business practices with our broader environmental goals, helping to create a more sustainable future, one workday at a time.

Embedding Circularity & Reducing Waste

We are committed to responsible consumption and minimizing waste across our operations in alignment with Sustainable Development Goal 12. Our approach emphasizes reuse,

repurposing, and community support, moving beyond traditional disposal practices to keep materials in use and out of landfills and incineration facilities.

In several of our markets, we own our own housewares and furniture, which allows us to extend the lifecycle of these items significantly. When a guest stay ends, these assets aren't discarded—they're carefully inspected, cleaned, and redeployed in new units. This circular model helps us reduce environmental impact and supports our goal of achieving zero waste to landfill and incineration.

When items eventually reach the end of their usable life, we ensure they are redirected in meaningful and impactful ways:

- Gently used furniture and housewares are donated to local nonprofits and community organizations, supporting families in need.
- Used linens, such as towels and sheets, are repurposed as bedding and cleaning materials for animals at local shelters.
- Unopened, shelf-stable food found in serviced units is donated to food banks to reduce waste and help fight hunger in our communities.

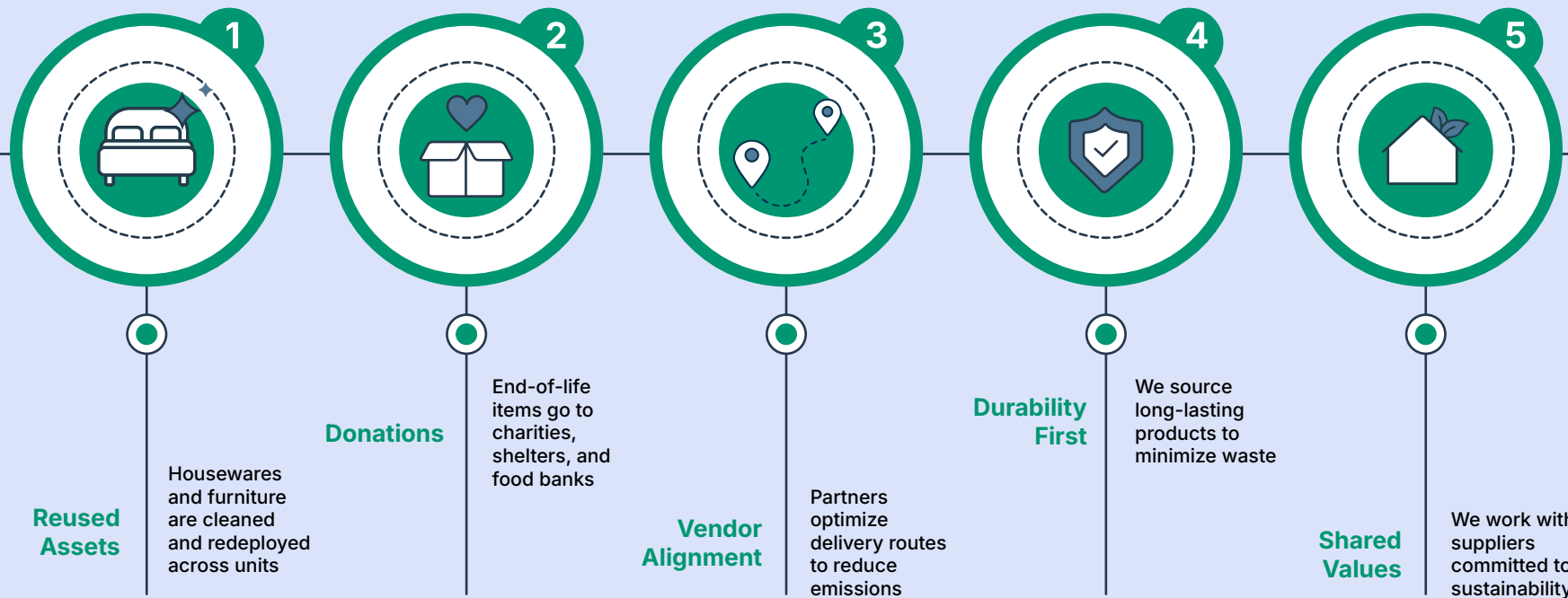
Our circularity efforts extend beyond our internal operations—we actively partner with suppliers, cleaning teams, and vendors who share our commitment to sustainability.

- Many of our partners optimize transportation routes, combining multiple deliveries to reduce the number of trucks and vehicles on the road, cutting emissions and fuel consumption.
- We also work with vendors that invest in durable, high-quality products designed to withstand longer rental cycles, reducing the frequency of replacements and associated waste.

- Above all, we prioritize partnerships with vendors who are actively working to reduce their environmental impact, reinforcing our shared responsibility for a more sustainable future.

Through these interconnected practices, we not only reduce waste but also foster a culture of circularity and conscious consumption—ensuring every resource is maximized for both environmental and community benefit.

Circularity in Action



Sustainable Apartment Selection

Our commitment to sustainability extends to every aspect of our operations, including how we select apartment locations for our guests. When sourcing housing options,

Green Infrastructure

Favoring properties with features like solar panels, EV charging stations, and bike storage to support renewable energy and low-carbon transportation options.

Water Conservation

Considering apartments equipped with low-flow fixtures and water-efficient landscaping to reduce water usage.

Biodiversity and Landscaping

Choosing sites with native or adaptive landscaping to support local ecosystems and reduce irrigation needs.

Energy Efficiency

Giving preference to buildings with high-performance insulation, energy-efficient appliances, LED lighting, and smart thermostats to reduce energy consumption.

we carefully evaluate environmental impact and incorporate key sustainability considerations to ensure that our properties align with our ESG values.

We prioritize apartment communities and partners that demonstrate a commitment to environmental stewardship through:

Location Intelligence

Selecting properties that are close to public transportation or key business hubs to reduce carbon emissions from commuting and minimize reliance on personal vehicles.

Waste Reduction

Seeking communities that support recycling and composting programs, and that minimize single-use plastics.

Our approach reflects our belief that where you stay matters. By selecting properties that are better for the planet, we not only enhance the guest experience, but also contribute to a more sustainable future, making every stay a step toward positive environmental impact.



Check It Out!

As part of our long-term sustainability roadmap, we are developing an Environmental Awareness Training program designed to educate and engage associates at every level of the organization. This initiative will embed core sustainability principles into our new hire onboarding process and expand learning opportunities company-wide through digital learning modules and on-demand resources.

Environmental Awareness Training *(Coming Q2 2026)*

Our goal is to empower associates with the knowledge needed to support our environmental goals, whether they work in operations, client services, or our corporate office. By Q2 of 2026, we aim to have this program fully launched and accessible to all associates, reinforcing our shared commitment to reducing our environmental impact and embedding sustainability into daily decision-making.



**Enrich Our
Communities**





Enrich Our Communities

Community Engagement

At National Corporate Housing, we believe that true success is measured not only by what we achieve, but by how we give back. Our commitment to community engagement is woven into our culture and operations, driven by the belief that our people can be a force for good in the places we live and work.

Through charitable giving, volunteer service, and collaborative initiatives, we empower our associates to support causes that matter to them. This work is not a one-time effort, it's a continuous journey fueled by compassion, purpose, and people-first values.

Spotlight!

Angel Tree Holiday Drive

Our first-ever Angel Tree Holiday Drive in 2024 was a heartwarming example of what happens when compassion meets action. Spearheaded by the Community Impact Advisory Council, the initiative invited associates from across the company to purchase holiday gifts for children and families in need.

Thanks to the overwhelming generosity of our associates, children experienced the magic of the season through thoughtfully selected presents. But the giving didn't stop there—each parent also received a special gift, allowing us to honor the entire family unit and create lasting holiday memories.

One of the most meaningful parts of the initiative was that families were able to personally wrap the gifts, reinforcing the joy and dignity of giving. This added touch gave parents the chance to experience the delight of providing for their children during the holiday season.

Launch of the Community Impact Advisory Council

In 2024, we established our Community Impact Advisory Council, a cross-functional, volunteer-led group designed to amplify community involvement and guide our service initiatives across the company. The council's purpose is to serve as a sounding board, planning team, and strategic partner for all things related to community service.

In their first year, the Council played an instrumental role in organizing company-wide events, sourcing nonprofit partnerships, and ensuring that every initiative reflects both local needs and National's values. Their leadership has brought structure and creativity to our approach, and their work continues to inspire deeper associate engagement across the board.

Annual Conference Service Project: Haven for Hope

At National, we strive to ensure our gatherings reflect our values and that includes giving back to the communities that host us. During our Annual Conference in San Antonio, we introduced a new approach to our community service event by partnering directly with a local nonprofit, Haven for Hope, an organization committed to transforming the lives of individuals experiencing homelessness.

This hands-on initiative brought together over 130 National associates to assemble more than 3,100 hygiene kits filled with essential items such as soap, shampoo, toothbrushes, and socks, resources that are both basic and vital for health and dignity.

Unlike previous years, where our donations were managed through third-party agencies that distributed supplies across multiple nonprofits, this year we partnered directly with Haven for Hope. This intentional shift allowed 100% of our contribution, both financial and physical, to go straight to the source, maximizing our impact on the people who need it most in the city we were gathering in.

Working directly with the organization also provided our associates with a deeper connection to the cause. The event was not only a powerful team-building experience but also a meaningful demonstration of our commitment to purposeful action. It showed that when we gather as a company, we don't just meet, we mobilize, we contribute, and we leave a positive mark on the communities we touch.

Celebrating Impact: Our Community Awards Program

To honor those who lead by example, we recognize individual and team efforts through our Community Impact Awards.

Each quarter, one associate receives the Community Impact Award and a \$250 donation to a nonprofit of their choice, celebrating their commitment to community service or sustainability. At year's end, one of these recipients is named Community Impact of the Year, earning an additional \$500 donation to further their impact.

We also celebrate collective efforts through the Community Impact Team of the Year Award, recognizing a market or department that goes above and beyond in community engagement. The winning team receives a \$1,000 donation to a nonprofit of their choice.

These awards highlight the heart of our culture, service, collaboration, and the power of purpose-driven work.

Empowering Associates to Give Back

To ensure every associate has the opportunity to make a difference, National provides each employee with eight hours of paid volunteer time annually. This policy supports individual efforts to engage with local nonprofits, contribute to sustainability efforts, or participate in corporate-sponsored activities.

Whether it's volunteering in schools, supporting food banks, or helping the environment, our associates are empowered to choose how they give back, and we're proud to support their efforts.



Check It Out!

Building Community into Every Gathering

Looking ahead, we're raising the bar by embedding community impact into more of our everyday moments.

Our goal is to ensure that service is a cornerstone of our leadership culture and new associate experience.



Governance



Governance

Governance & Ethical Business Practices

At National, we believe strong governance is the foundation of a sustainable and resilient organization. We've integrated environmental, social, and governance (ESG) considerations into our broader business strategy, ensuring responsible practices and ethical decision-making are embedded at every level.

Governance Structure & Oversight

Our sustainability governance structure is designed to promote accountability, integrity, and long-term value creation:



Responsible Business Practices

Responsible business conduct is more than a compliance requirement, it's a reflection of who we are. Our operations are guided by a strong ethical framework that promotes accountability, safeguards human rights, and ensures we act with integrity in every market where we operate.

Ethics & Integrity

We are committed to upholding the highest standards of ethical behavior through clear, enforceable policies that guide our day-to-day actions:

- **Code of Conduct:** All associates are held to a company-wide Code of Conduct that outlines expectations for ethical behavior, workplace respect, confidentiality, and compliance with legal and regulatory standards.
- **Anti-Bribery and Conflict of Interest Policy:** We maintain a strict zero-tolerance policy toward bribery, corruption, and conflicts of interest. All associates must disclose potential conflicts and complete training to understand how to recognize and address these risks.
- **Anti-Slavery and Human Trafficking:** We are firmly opposed to all forms of forced labor and human trafficking. Our policies reflect our commitment to the protection of human rights across our operations and supply chain.
- **Fair Labor Practices:** We adhere to fair labor standards, ensuring all employees are treated with dignity, compensated fairly, and provided with safe and inclusive working conditions.
- **Human Rights Commitment:** Respect for human rights is embedded into our business strategy. We align with internationally recognized frameworks and expect the same from our partners and suppliers.

Data Privacy, Cybersecurity & Responsible Technology Use

As a trusted partner to our clients, guests, and associates, National places the highest priority on data privacy, cybersecurity, and the responsible use of emerging technologies. In today's rapidly evolving digital landscape, we recognize that safeguarding sensitive information is critical to maintaining trust and ensuring business continuity.

Integrated Approach to Data Protection & Cyber Risk

Our strategy combines proactive associate education, secure system architecture, and forward-looking governance to mitigate risk and strengthen our digital defenses.

- **Annual Security & Privacy Training:** All employees complete mandatory training each year covering data protection best practices, phishing awareness, secure communication protocols, and proper handling of sensitive information.
- **Privacy by Design:** We embed privacy and data protection principles directly into the design of all systems, processes, and new technologies, ensuring compliance and protection from the outset.
- **Responsible AI (In Development):** As we explore the use of artificial intelligence, we are committed to applying responsible AI practices—prioritizing fairness, transparency, and strong data governance in all future applications.
- **Multi-Layered Security Infrastructure:** Our defenses include firewalls, intrusion detection systems, secure VPNs, endpoint protection, and encrypted communications to ensure the security of our data and digital systems.

- **Penetration Testing & Vulnerability Scans:** We conduct regular technical assessments to identify potential system weaknesses and quickly address them to reduce exposure.

By combining robust cybersecurity protocols with a strong culture of privacy awareness, National is well-positioned to protect its stakeholders and stay ahead of emerging digital risks. Our ongoing investments in training, infrastructure, and responsible innovation reflect our long-term commitment to data integrity, business resilience, and ethical technology use.

Risk Management, Crisis Response & Business Continuity

At National, we understand that proactive risk management and the ability to respond swiftly to unexpected challenges are essential to maintaining trust and operational resilience. Our governance framework includes robust processes to identify, assess, and mitigate risks across our operations, ensuring we remain prepared, adaptable, and able to deliver consistent service even in times of disruption.

Risk Management

We maintain an enterprise-wide risk management approach that helps us safeguard our business and stakeholders against both immediate threats and long-term vulnerabilities. Our risk management efforts include:

- Regular materiality assessments to identify ESG-related risks and opportunities
- Internal audit processes and compliance checks
- Cross-departmental risk reviews integrated into strategic planning
- Cybersecurity assessments and IT risk mitigation strategies

These efforts ensure we not only comply with regulatory expectations but also anticipate emerging risks, whether related to market dynamics, climate change, cybersecurity, or global events.

Crisis Management

We've developed formal crisis management protocols that prioritize rapid response, clear communication, and people-first decision-making. Our teams are trained to act decisively in events such as:

- Natural disasters (e.g., hurricanes, wildfires, tornadoes)
- Utility outages, IT system failures, or security breaches
- Health-related incidents or pandemics

Business Continuity

Business continuity is central to our operational strategy. We maintain contingency plans and business continuity frameworks to reduce service disruptions and protect stakeholders. Key elements include:

- Redundant systems for critical operations
- Business continuity planning across departments
- Secure, cloud-based access to essential systems
- Cross-training to ensure workforce agility

We regularly review and update our continuity plans to reflect learnings from past events, changes in technology, and shifts in our operating environment.

► Our Commitment

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

3

Good Health and Well Being

Our Wellness Committee and unique benefits



5

Gender Equality

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



8

Decent Work and Economic Growth

Code of Conduct and Human Rights Policy



10

Reduced Inequalities

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



Social

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



Governance

Moving Forward

We continue to remain 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.

Looking Ahead: The Next 25 Years

Building on a Legacy of Impact

As we close this report, and this remarkable chapter in our company's history, we do so with immense pride and gratitude. From a single office in Reston, Virginia, to a global presence across 120+ countries, our journey over the last 25 years has been guided by a deep commitment to service, integrity, and the belief that people matter.

This report has showcased the progress we've made, not just in business performance, but in how we show up for our associates, our clients, our communities, and our planet. We've expanded opportunity, embedded sustainability, championed equity, and delivered impact that extends far beyond the walls of our corporate housing units.

But anniversaries are not just for reflection, they are a springboard for reinvention.

The next 25 years will challenge us to think bigger and act bolder. As the global landscape continues to

shift, so will the needs of our clients and the expectations of our stakeholders. From climate change and digital transformation to evolving definitions of work and belonging, the future will demand innovation, agility, and an unwavering sense of purpose.

25 years ago, we set out to create temporary housing that felt like home.

Today, we're building something even greater:

a company where everyone feels at home—our associates, our clients, and the communities we serve.

Here's to the next 25 years of impact, innovation, and inclusion. Thank you for being a part of our story. Let's keep building the future together.



Amber Smith
Head of ESG
National Corporate Housing

Amber Smith
HEAD OF ESG



Questions?

Have questions or want to learn more? Contact Amber Smith, at asmith@nationalcorporatehousing.com.

