



ESG 2025 Goals

In 2022, we introduced Environmental, Social and Governance (ESG) goals designed to support organizational growth. These goals reflected our commitment to sustainability, innovation and the well-being of our people and communities. As we close out these goals in 2025, we are proud of the progress we have made and the foundation we have built for the future.

Over the past three years, we advanced initiatives across key areas including electrification, energy efficiency, water conservation, team member development and supplier chain management. Our electric vehicle strategy expanded through research, strategic partnerships and fleet growth. We completed thousands of energy assessments, launched a water-management training guide to support efficiency, and deepened investments in our people through leadership development, career mobility tools and community engagement programs. Our supplier relationships remained strong, with billions spent annually supporting small and disadvantaged businesses.

As we look ahead, we are taking time to reflect on the progress made across our sustainability initiatives and assess where we can make the greatest impact. This thoughtful approach will guide the development of future initiatives that are responsive to the evolving needs of the business, our stakeholders and the communities we serve.

ESG 2025 Goals

| Status | Goal | FY25 Milestones |
|--|---|--|
| <ul style="list-style-type: none">● EV Strategy  | Actively embrace the transition to electrification through a strategy of delivering great customer experience, and partner and invest purposefully to support the long-term viability of electric vehicles (EVs). | As a result of efforts to evolve with broader market needs, we doubled our European electric fleet; and we also extended our participation in Boston-based V2G pilot program to further support our research into alternative energy sources, which concluded in 2025. |
| <ul style="list-style-type: none">● Energy Efficiency  | Upgrade 20% of qualified facilities to more energy-efficient lighting products, such as LED, and open new qualified facilities with energy-efficient lighting products. | Energy efficiency assessments were conducted at over 1,500 locations in FY25, resulting in >1,350 upgrades to energy efficient appliance, LED lighting and building envelopes. |
| <ul style="list-style-type: none">● Water Management   | Create and implement water-management training focused on car wash best practices for branch team members who engage in or manage car washing. | Developed and launched an organizational water-management guide promoting efficient car wash practices, cost savings and leak detection & preventative maintenance in FY25. |
| <ul style="list-style-type: none">● Supply Chain   | Continue to implement best practices and maintain more than \$4 billion in spending annually with small and disadvantaged businesses worldwide. | Achieved \$3.8 billion in spending with small and disadvantaged businesses worldwide in FY25. |

● Achieved Target Goal

● Progress Below Target

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|--|--|---|
| ● Employee Attraction & Retention | Continue investing in operational field team members in roles at manager level or above by providing access to an average seven days (or equivalent) of professional development per year. (All team members receive various levels of professional development and training based on role). | <p>Each year, operational field team members at manager level and above are offered access to a variety of ongoing internal training, professional development events, leadership workshops and meetings.</p> <p>In FY25, we offered 21 workshop sessions for 1,180 participants and added CliftonStrengths training into the workshop.</p> |
| ● Employee Attraction & Retention | Increase participation and engagement in the community by 10% against FY22 benchmark by continuing to provide team members with paid time off for volunteerism and encouraging use of this benefit. | <p>In FY25, we saw an 8.5% rise in team member participation in the 'My Purpose. My Time.' Program. The use of this paid time off benefit for volunteerism has grown by over three times since FY22.</p> |
| ● Employee Attraction & Retention | Relaunch internal web platform to drive career advancement opportunities, enhance tools, and support and simplify the application process. | <p>Phase 2 development of the new "My Career" internal website began in FY25, which will expand access to additional business lines and teams across North America and Europe.</p> |