



CEO STATEMENT



OD has worked tirelessly to become one of the most efficient lessthan-truckload (LTL) carriers in the industry. A key component of our success is our continued investment in our OD Family of employees. The efforts of these employees, including their commitment to delivering high-quality customer service, has contributed to OD's industry-leading results in both market share gains and operating ratio over the past 10 years. One of the primary reasons for our operating ratio improvement is our focus on operational efficiency, and our efforts align with our commitment to managing a sustainable company.

On a day-to-day basis, our

sustainability efforts are managed by our respective operational departments with oversight by our Environmental, Social, and Governance (ESG) working group, which interacts regularly with our third-party ESG consultant, as well as our management-level ESG Steering Committee. Members of our ESG Steering Committee regularly report our ESG initiatives and progress to the Board of Directors' Risk Committee, and from time to time the full Board. Our operational leaders are responsible for measuring and monitoring these matters and for reviewing and applying stakeholder feedback and insights. We believe crossfunctional collaboration helps us maintain our sustainability focus in all areas of the business.

We are focused on the following areas to improve efficiency as we move toward a more sustainable supply chain:

 Working directly with Class 8 tractor and engine manufacturers to customize OD's equipment and evaluate new fleet technologies to achieve greater efficiency – although we continue to face significant challenges finding zeroemission Class 8 tractors that meet our business requirements for range, hauling capacity, utilization, and cost.

- Investing capital to continuously replace our fleet equipment so we can operate one
 of the newest, most efficient LTL fleets in the country, with an average tractor age of
 4.5 years as of December 31, 2023. OD invested \$385 million in tractor and trailer
 purchases in 2023 and we plan to invest an additional \$325 million in 2024.
- Optimizing the use of our tractors in both linehaul and pick-up & delivery (P&D)
 routes to limit the total number of tractors acquired and the associated tractor
 manufacturing emissions.
- Maximizing route planning efficiencies through technology investments to reduce miles driven.
- Continuing our focus on zero-emission opportunities in other equipment, including yard tractors and forklifts, and we plan to purchase and evaluate zero-emission electric straight trucks during 2024.
- Training our drivers to maximize their individual fuel efficiency performance by focusing on progressive gear shifting in our manual transmission tractors, maintaining consistent speeds and reducing idle time. We also continue to invest in automatic transmission tractors with improved fuel efficiencies.
- Utilizing fuel-efficiency improvement tools such as air dams, deflectors and trailer skirts on our tractors and trailers.
- Researching innovative technologies to further reduce fleet emissions.
- Operating our newest, most efficient tractors on our longest mileage linehaul routes.
- Consuming biodiesel and renewable diesel products where available at competitive costs. Our 2023 biodiesel and renewable diesel gallons increased to 7.4% of our total bulk sourced fuel on a B100/R100 basis.
- Where permitted, utilizing long combination vehicles in our linehaul operations to maximize cargo per load mile.
- Providing customers with industry-leading freight damage prevention (which reduces freight handling, mileage and emissions to return and replace damaged goods).
- Maximizing weight per dispatch to minimize miles and diesel gallons used to deliver our LTL freight through our linehaul network.

CEO STATEMENT (CONT'D)

Our zero-emission Class 8 tractor testing confirmed that our electric vehicle (EV) tractor does not meet various requirements for use in our fleet. The EV tractor is only utilized for short P&D routes in California and not for our heavier, longer linehaul routes due to the operating limitations of the equipment. Based on our testing and further analysis of the EV Class 8 day-cab tractors currently available in the marketplace, we do not plan to invest any additional capital in this tractor type in 2024. Our team remains committed to building a more sustainable supply chain and we will continue to work with Class 8 tractor and engine manufacturers to monitor and evaluate next-generation tractor technologies, but zero-emission equipment utilization will continue to be challenging given the limitations of currently available zero-emission Class 8 tractor technology. Investment and evaluation of EV yard tractors and forklifts for broader roll-out will continue, and as discussed above, we expect to begin our initial testing of EV straight trucks in 2024.

We will remain engaged with our customers and shareholders to help ensure that we continue to consider the needs of all stakeholders. Without any visibility to when the above-referenced issues with EV tractors might be solved in an economically reasonable manner, however, at this time we do not believe that we could responsibly establish and achieve a zero emissions-related goal for our business.

Our employees are the heart of our organization, and we are so proud of our OD Family of employees for their efforts in 2023. We continue to engage in regular dialogue with our employees through our open-door discussions, management visits to our service centers and detailed employee surveys. Succession planning structures are in place for all key roles at OD to help ensure consistent performance and provide personal development opportunities for our employees as OD continues to grow. This feedback and review process improves our ability to offer competitive compensation and benefit plans, as well as rewarding training and safety programs. Creating a better work-life balance while also providing our employees with internal promotion opportunities is a key focus. We also remain committed to continued training so our employees can safely complete their daily responsibilities. Our efforts in these areas gained us recognition in prominent listings in 2023, including:



One of the Top Companies for Women to Work for in Transportation



One of America's Most Trustworthy Companies, Newsweek®



One of America's Greatest Workplaces, Newsweek®



One of the World's Best Companies, TIME®



U.S. EPA SmartWay® Program Excellence Award for seven consecutive years as a leader in supply chain freight environmental performance and energy efficiency



One of America's Best Large Employers, Forbes®



One of the Greatest Workplaces for Parents and Families, Newsweek®



American Trucking Associations' President's Trophy Award recognizing our ongoing efforts to achieve an excellent safety record

Operating an efficient company, being a good steward of the environment, and investing in our OD Family of employees is at the core of our effort to drive value for all stakeholders. A robust sustainability governance structure with active oversight by our Board and our Board's Risk Committee is in place. We are proud of our increased ESG-related disclosures over the past few years and will continue to be transparent through this dynamic, multi-faceted journey.

Sincerely,

Kevin M. Freeman

President and Chief Executive Officer

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ABOUT THIS DATA SUPPLEMENT

This document is the 2023 ESG Data Supplement for Old Dominion Freight Line, Inc. (OD). OD operates as a single legal entity with no subsidiaries. We are reporting with reference to the Global Reporting Index (GRI) and the Sustainability Accounting Standards Board (SASB) Road Transportation Standard to prepare the GRI and SASB Content Indices in the data section of this data supplement. OD plans to release a full 2024 ESG report that will provide more detail on our ESG initiatives. Data about OD's financial performance is not included in this ESG Data Supplement but may be found at ir.odfl.com under the SEC Filings section and in OD's public filings with the U.S. Securities and Exchange Commission. We welcome your questions and feedback. Please contact us at investor.relations@odfl.com. For additional information about Old Dominion Freight Line, Inc., please visit www.odfl.com, and to view all ESG reports and data supplements, please visit the Corporate Responsibility section at ir.odfl.com.

Forward-Looking Statements

This data supplement may include "forward-looking statements" within the meaning of the U.S. Federal securities laws. Forward-looking statements are any statements other than statements of historical fact. Forward-looking statements represent our current judgment about possible future events and are often identified by words such



as "anticipate," "appears," "approximately," "believe," "continue," "could," "designed," "effect," "estimate," "evaluate," "expect," "forecast," "goal," "initiative," "intend," "may," "objective," "outlook," "plan," "potential," "priorities," "project," "pursue," "seek," "should," "target," "when," "will," "would," or the negative of any of those words or similar expressions. In making these statements, we rely upon assumptions and analysis based on our experience and perception of historical trends, current conditions, and expected future developments, as well as other factors we consider appropriate under the circumstances. We believe these judgments are reasonable, but these statements are not quarantees of any future events or financial results, and our actual results may differ materially due to a variety of factors, many of which are described in our most recent Annual Report on Form 10-K and our other filings with the U.S. Securities and Exchange Commission. We caution the reader not to place undue reliance on our forward-looking statements as (i) these statements are neither a prediction nor a guarantee of future events or circumstances and (ii) the assumptions, beliefs, expectations, and projections about future events may differ materially from actual results. We undertake no obligation to publicly update any forward-looking statement to reflect developments occurring after the statement is made, except as otherwise required by law.

This data supplement represents our current policies and intent and is not intended to create legal rights or obligations. The standards of measurement and performance contained in this data supplement are developing and based on assumptions, and no assurance can be given that any plan, initiative, projection, goal, commitment, expectation, or prospect set forth in this data supplement can or will be achieved. This data supplement may contain or incorporate by reference public information not separately reviewed, approved, or endorsed by us, and we make no representation, warranty, or undertaking as to the accuracy, reasonableness, or completeness of such information. This data supplement contains examples of savings and results achieved by us that may or may not be representative of what other companies could achieve in similar circumstances. Inclusion of information in this data supplement is not an indication that the subject or information is material to our business or operating results. No part of this data supplement or our website constitutes, or shall be taken to constitute, an invitation or inducement to invest in us or any other entity and shall not be relied upon in any way in connection with any investment decisions.

SUSTAINABILITY ACCOUNTING STANDARDS BOARD (SASB) CONTENT INDEX

Sustainability Disclosure Topics & Activity Metrics

| Topic | SASB Code | Activity Metric | Category | Unit of Measure | 2023 Response | 2022 Response | 2021 Response |
|-----------------------------|---------------------------|--|---|---|--|---|--|
| | | Gross global Scope 1 emissions ¹ | | Metric tons (t) CO ₂ -e | 1,198,591 | 1,318,785 | 1,268,254 |
| | TR-R0-110a.1 | Emissions from the use of biofuels | Overtitetive | Metric tons (t) CO ₂ | 72,016 | 71,353 | 68,555 |
| | TR-RO-TTUA.T | Scope 2 (indirect) emissions | Quantitative | Metric tons (t) CO ₂ -e | 26,690 | 28,949 | 27,965 |
| | | Scope 3 (other indirect) emissions ² | | Metric tons (t) CO ₂ -e | 551,981 | 332,239 | 334,585 |
| Greenhouse Gas Emissions | TR-R0-110a.2 | Discussion of long-term and short-term strategy or plan to manage Scope 1 emissions, emissions reduction targets, and an analysis of performance against those targets | Discussion and Analysis Not applicable | CEO Statement and also see the "Building a More Sustainable Supply Chain" section of the 2022 ESG Report. | See the "Building a More Sustainable Supply Chain" section of the 2022 ESG Report. | See the "Taking Action for the Environment" section of the 2020 ESG Report. | |
| | | Total fuel consumed | Quantitative Gigajoules (GJ), Percentage (%) | 17,808,962 | 19,392,466 | 18,654,068 | |
| | TR-R0-110a.3 | Percentage natural gas | | | 0.6% | 0.6% | 0.6% |
| | | Percentage renewable fuel | | | 5.2% | 4.6% | 4.6% |
| | | Air emissions of the following pollutants: NO_x (excluding N_2O) | Quantitative | Metric tons (t) | 435 | 476 | 458 |
| Air Quality | TR-RA-120a.1 ³ | Air emissions of the following pollutants: SO_{χ} | | | 11 | 12 | 11 |
| | | Air emissions of the following pollutants: Particulate Matter (PM ₁₀) | | | 22 | 24 | 23 |
| | TR-R0-320a.1 | Total recordable incident rate (TRIR) | Quantitative | Pata | 3.9 per 200,000 work hours | 3.5 per 200,000 work hours | 3.9 per 200,000 work hours |
| | 1 K-KO-320a. 1 | Fatality rate for direct and contract employees ⁴ | Quantitative | ve Rate | 0.008 per 200,000 work hours | 0.015 per 200,000 work hours | 0.004 per 200,000 work hours |
| Driver Working | TR-R0-320a.2 | Voluntary turnover rate for all employees | Quantitative | Rate | 9.96% | 12.31% | 16.38% |
| Conditions | TK-KO-3208.2 | Involuntary turnover rate for all employees | Quantitative | Nate | 6.75% | 9.71% | 4.13% |
| | TR-R0-320a.3 | Description of approach to managing short- term & long-term driver health risks | Discussion and Analysis | Description | See the "Driver Safety and Training" section of the 2022 ESG Report. | See the "Driver Safety and Training" section of the 2022 ESG Report. | See the "Investing in Safety" section of the 2020 ESG Report. |

SUSTAINABILITY ACCOUNTING STANDARDS BOARD (SASB) CONTENT INDEX

Sustainability Disclosure Topics & Activity Metrics

| Topic | SASB Code | Activity Metric | Category | Unit of Measure | 2023 Response | 2022 Response | 2021 Response |
|------------------------------|--|---|--------------|------------------------|------------------|------------------|------------------|
| | TR-R0-540a.1 | Number of road accidents and incidents | Quantitative | Number | 342 | 385 | 357 |
| Accident & Safety Management | TR-R0-540a.2 | Safety Measurement System (SMS) BASIC percentiles for unsafe driving, hours of service compliance, driver fitness, controlled substance/alcohol, vehicle maintenance, and hazardous materials compliance ⁵ | Quantitative | Percentile | Not Reported | Not Reported | Not Reported |
| Management | TR-R0-540a.3 ⁶ | Number of spills and releases to the environment | Quantitative | Number Cubic meters | 0 | 2 | 0 |
| | Aggregate volume of spills and releases to the environment | Quantitative | (m³) | 0.00 | 6.75 | 0.00 | |

Activity Metrics

| SASB Code | Activity Metric | Category | Unit of Measure | 2023 Response | 2022 Response | 2021 Response | | | |
|-------------|-------------------------------|--------------|--------------------|------------------|------------------|---------------------|--------|--------|--------|
| TR-RO-000.A | Revenue ton miles (RTM) | Quantitative | RTM | 9,477,722,342 | 10,546,184,228 | 10,462,454,323 | | | |
| TR-RO-000.B | Load factor (linehaul only) | Quantitative | Percentile | 83.1% | 84.5% | 86.2% | | | |
| TR-RO-000.C | Number of full time employees | 0 | 0 | 0 | 0 | Overhitetive Number | 22,902 | 23,471 | 23,663 |
| | Number of truck drivers | Quantitative | Number | 11,364 | 12,080 | 11,802 | | | |

Additional Metrics

| Activity Metric | Category | Unit of Measure | 2023 Response | 2022 Response | 2021 Response |
|---|--------------|---------------------------|------------------|------------------|------------------|
| Scope 1 metric tons (t) CO ₂ -e per RTM ^{7,8} | Quantitative | Rate | 0.000126 | 0.000125 | 0.000121 |
| Average Annual Miles per Gallon (MPG) On-road Tractors Only | Quantitative | Miles/Gallon of Diesel | 7.31 | 7.09 | 7.16 |
| Recycling | Quantitative | Pounds (Thousands) | 14,461 | 17,289 | 17,630 |
| Training | Quantitative | Hours (Thousands) | 258.9 | 350.7 | 285.5 |

Gender Diversity

| All Employees | Category | Unit of Measure | 2023 Response | 2022 Response | 2021 Response |
|---------------|----------------------|--------------------|------------------|------------------|------------------|
| Male | Total Employees % | % of Employees | 90% | 90% | 90% |
| Female | | | 10% | 10% | 10% |



SUSTAINABILITY ACCOUNTING STANDARDS BOARD (SASB) CONTENT INDEX

Race Demographics

| Total Employees | Category | Unit of Measure | 2023 Response | 2022 Response | 2021 Response |
|---|--------------------|--------------------|------------------|------------------|------------------|
| Caucasian | | | 59% | 59% | 60% |
| Hispanic or Latino | | | 20% | 20% | 20% |
| Black or African American | | | 16% 2% 1% | 16% | 16% |
| Asian | Total Employees | % of Employees | | 2% | 2% |
| Two or More Races | . , | | | 1% | 1% |
| Native Hawaiian or Other Pacific Islander | | | 1% | 1% | 1% |
| American Indian or Alaska Native | | | 1% | 1% | 0% |

Leadership Demographics

| Leadership Positions | Category | Unit of Measure | 2023 Response | 2022 Response | 2021 Response |
|---|-------------------------|-------------------------------|------------------|------------------|------------------|
| Leadership Promotions Earned by Underrepresented Groups and Women | | % of Leadership Promotions | 44% | 40% | 44% |
| Leadership New Hires of Underrepresented Groups and Women | Leadership Positions | % of Leadership New Hires | 49% | 56% | 67% |
| Leadership Positions Held by Underrepresented Groups and Women | | % of Leadership Positions | 38% | 37% | 35% |

Race Demographics

| New Hires | Category | Unit of Measure | 2023 Response | 2022 Response | 2021 Response |
|--|-----------|--------------------|------------------|------------------|------------------|
| New Hires of Underrepresented Groups and Women | New Hires | % of New Hires | 60% | 60% | 58% |

¹ Scope 1 excludes direct CO₂ emissions from the use of biofuels (reported on the line below).

⁸ Excludes emissions related to biofuels.



² Scope 3 emissions consist of business travel, employee commuting, fuel and energy related activity, and downstream transportation and distribution. In 2023, we included additional Scope 3 categories: purchased goods & services, capital goods, waste generated, and leased assets.

³ We calculate our air emissions from the operation of only our heavy-duty highway vehicles.

⁴ OD does not use contracted drivers.

⁵OD is not disclosing Behavior Analysis and Safety Improvement Categories (BASICs) data due to proposed changes in February 2023 to the Safety Management System (SMS) by the Federal Motor Carrier Safety Administration (FMCSA). The agency is proposing several changes to the existing SMS methodology and public availability of certain performance data remain under FMCSA review as required by Congress in the 2015 Fixing America's Surface Transportation Act (FAST Act). Several metrics are expected to be reorganized and updated into safety categories, including new segmentation, to replace current BASICs. The review is intended to address deficiencies identified by the National Academy of Sciences including the possibility of weak or negative correlation between the BASICs and vehicle crash risk.

⁶ Spill data is in accordance with 49 CFR 171.15.

⁷ The greenhouse gas emission intensity information presented here reflects calculations that account for allocation of low emission transport activity to selected customers. The emission intensity presented here is therefore not appropriate for use in customer specific greenhouse gas emission calculations. Customers are encouraged to contact us directly for information on the emission intensity appropriate for use in their greenhouse gas emission calculations for transportation activity associated with our organization.

CONTENT INDICES

Global Reporting Initiative (GRI) Content Index

| Disclosure | Disclosure Title | 2023 Response |
|---------------|---|--|
| GRI 2: Genera | al Disclosures 2021 | |
| 2-1 | Organizational details | Annual Report Page 1 |
| 2-2 | Entities included in the organization's sustainability reporting | About This Data Supplement |
| 2-3 | Reporting period, frequency and contact point | About This Data Supplement |
| 2-6 | Activities, value chain and other business relationships | Annual Report Pages 1-6 |
| 2-7 | Employees | Annual Report Page 5 |
| 2-9 | Governance structure and composition | Proxy Statement Pages 14-25 |
| 2-10 | Nomination and selection of the highest governance body | Proxy Statement Pages 18-21 |
| 2-11 | Chair of the highest governance body | Proxy Statement Pages 14-15 |
| 2-12 | Role of the highest governance body in overseeing the management of impacts | Proxy Statement Pages 14-25 |
| 2-13 | Delegation of responsibility for managing impacts | Proxy Statement Pages 14-25 |
| 2-14 | Role of the highest governance body in sustainability reporting | Proxy Statement Pages 22-24 |
| 2-15 | Conflicts of interest | Proxy Statement Page 17, Code of Business Conduct, Corporate Governance Guidelines |
| 2-16 | Communication of critical concerns | Proxy Statement Pages 17-18, Code of Business Conduct |
| 2-17 | Collective knowledge of the highest governance body | Proxy Statement Page 20, Corporate Governance Guidelines |
| 2-18 | Evaluation of the performance of the highest governance body | Proxy Statement Page 17, Corporate Governance Guidelines |
| 2-19 | Remuneration policies | Proxy Statement Pages 26-42 |
| 2-20 | Process to determine remuneration | Proxy Statement Pages 26-42, Talent and Compensation Committee Charter |
| 2-21 | Annual total compensation ratio | Proxy Statement Page 52 |
| 2-23 | Policy commitments | Code of Business Conduct |
| 2-24 | Embedding policy commitments | Code of Business Conduct |
| 2-25 | Processes to remediate negative impacts | Accounting and Auditing Complaint Policy, Code of Business Conduct |
| 2-26 | Mechanisms for seeking advice and raising concerns | Code of Business Conduct |
| 2-27 | Compliance with laws and regulations | Annual Report Pages 14-19 |
| 2-28 | Membership associations | 2022 ESG Report Page 27 |
| 2-29 | Approach to stakeholder engagement | 2022 ESG Report Pages 24-26 |
| 2-30 | Collective bargaining agreements | Annual Report Page 5 |
| GRI 3: Materi | ality Topics 2021 | |
| 3-1 | Process to determine material topics | Proxy Statement Pages 22-24 |



CONTENT INDICES (CONTINUED)

Global Reporting Initiative (GRI) Content Index

| Disclosure | Disclosure Title | 2023 Response |
|--------------|--|-----------------------------|
| 3-2 | List of material topics | Annual Report Pages 6-17 |
| 3-3 | Management of material topics | Annual Report Pages 6-17 |
| GRI 201: Eco | nomic Performance 2016 | |
| 201-1 | Direct economic value generated and distributed | Annual Report Pages 31-34 |
| 201-2 | Financial implications and other risks and opportunities due to climate change | Annual Report Page 15 |
| 201-3 | Defined benefit plan obligations and other retirement plans | Annual Report Pages 41-44 |
| GRI 302- Ene | ergy 2016 | |
| 302-1 | Energy consumption within the organization | SASB Content Index |
| 302-2 | Energy consumption outside of the organization | SASB Content Index |
| 302-3 | Energy intensity | SASB Content Index |
| 302-4 | Reduction of energy consumption | SASB Content Index |
| GRI 305: Em | issions 2016 | |
| 305-1 | Direct (Scope 1) GHG emissions | SASB Content Index |
| 305-2 | Energy indirect (Scope 2) GHG emissions | SASB Content Index |
| 305-3 | Other indirect (Scope 3) GHG emissions | SASB Content Index |
| 305-4 | GHG emissions intensity | SASB Content Index |
| 305-5 | Reduction of GHG emissions | SASB Content Index |
| 305-7 | Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions | SASB Content Index |
| GRI 306: Was | ste 2020 | |
| 306-1 | Waste generation and significant waste-related impacts | SASB Content Index |
| 306-2 | Management of significant waste-related impacts | 2022 ESG Report Pages 12-13 |
| GRI 401: Em | ployment 2016 | |
| 401-1 | New employee hires and employee turnover | SASB Content Index |
| 401-2 | Benefits provided to full-time employees that are not provided to temporary or part-time employees | 2022 ESG Report Page 14 |
| GRI 403: Occ | upational Health and Safety 2018 | |
| 403-1 | Occupational health and safety management system | 2022 ESG Report Pages 19-21 |
| 403-2 | Hazard identification, risk assessment, and incident investigation | 2022 ESG Report Pages 19-21 |



CONTENT INDICES (CONTINUED)

Global Reporting Initiative (GRI) Content Index

| Disclosure | Disclosure Title | 2023 Response |
|---------------|---|--|
| 403-3 | Occupational health services | 2022 ESG Report Pages 19-21 |
| 403-4 | Worker participation, consultation, and communication on occupational health and safety | 2022 ESG Report Pages 19-21 |
| 403-5 | Worker training on occupational health and safety | 2022 ESG Report Pages 19-21 |
| 403-6 | Promotion of worker health | 2022 ESG Report Pages 19-21 |
| 403-7 | Prevention and mitigation of occupational health and safety impacts directly linked by business relationships | 2022 ESG Report Pages 19-21 |
| 403-8 | Workers covered by an occupational health and safety management system | 2022 ESG Report Pages 19-21 |
| 403-9 | Work-related injuries | SASB Content Index |
| 403-10 | Work-related ill health | SASB Content Index |
| GRI 404: Trai | ning and Education 2016 | |
| 404-1 | Average hours of training per year per employee | SASB Content Index |
| 404-2 | Programs for upgrading employee skills and transition assistance programs | 2022 ESG Report Page 15 |
| 404-3 | Percentage of employees receiving regular performance and career development reviews | 2022 ESG Report Page 15 |
| GRI 405: Dive | ersity and Equal Opportunity 2016 | |
| 405-1 | Diversity of governance bodies and employees | Proxy Statement Pages 2 and 21 |
| GRI 408: Chil | d Labor 2016 | |
| 408-1 | Operations and suppliers at significant risk for incidents of child labor | 2022 ESG Report Pages 24-25 |
| GRI 409: Ford | ced or Compulsory Labor 2016 | |
| 409-1 | Operations and suppliers at significant risk for incidents of forced or compulsory labor | 2022 ESG Report Pages 24-25 |
| GRI 413: Loca | al Communities 2016 | |
| 413-1 | Operations with local community engagement, impact assessments, and development programs | 2022 ESG Report Pages 22-23 |
| GRI 416: Cus | tomer Health and Safety 2016 | |
| 416-2 | Incidents of non-compliance concerning the health and safety impacts of products and services | Annual Report Page 19 |
| GRI 418: Cus | tomer Privacy 2016 | |
| 418-1 | Substantiated complaints concerning breaches of customer privacy and losses of customer data | 2022 ESG Report Pages 26-27, Annual Report Pages 18-19 |



