

# 2023 ESG HIGHLIGHTS


## Living Our Values

Being there for our members is the driving force of AAA Northeast. In addition to our world-class roadside assistance, members count on us for a range of specialized products, from insurance, loans and banking, to travel planning and more. As a service-oriented organization and an advocate for traffic safety, the well-being of our communities is central to our purpose.


Our mission extends beyond the services we provide. It guides our actions as we advance our environmental, social and governance (ESG) efforts. Our ESG values represent our aspirations to be the best versions of ourselves, as an organization and as people. Whether it's at the roadside or in our branches, making a positive impact in our communities or choosing to do what is best for the planet, we live these values every day.



Headquartered in Providence, R.I.



Over 6.5 million members in Connecticut, Massachusetts, New Hampshire, New Jersey, New York and Rhode Island



Over 3,500 employees



Over 100 locations, including more than 65 branches

### Employee Engagement

Our ESG goals and ambitions are supported by and brought to life through our dedicated employee groups.

- Environmental Collaborative Council
- Regional Charitable Giving Teams
- Diversity, Equity and Inclusion Charitable Giving Team
- Diversity, Equity and Inclusion Collaborative Council
- Women Empowered Employee Resource Group

## OUR ESG PROGRESS

### Environmental

Working to mitigate our impact on the environment and reach our goal of carbon neutrality by 2045.

- Received 36 electric Ford F-150 Lightning pickup trucks, a significant step toward our commitment to purchase only EV light-service vehicles by 2030.
- Increased digital membership to 46%, saving 12 tons of plastic and over 4 million sheets of paper.
- Recycled over 175,000 car batteries.

### Social

Supporting the communities in which we live and work, cultivating a diverse and engaged workforce and providing best-in-class benefits to our employees.

- Donated 8,900 hours of employee volunteer time, serving over 175 different charitable organizations.
- Advocated for the expansion of Slow Down, Move Over laws in Rhode Island, New York and New Jersey, resulting in the enactment of laws applying to all vehicles stopped at the roadside.
- Graduated over 110 employees from our Career Exploration program, helping employees of diverse backgrounds navigate various career paths at AAA Northeast.
- Offered over 1,000 development courses and expanded university tuition discounts and reimbursement benefits.

### Governance

Conducting business ethically, protecting member and employee information and acting with integrity in everything we do.

- Evaluated board governance and practices, leveraging findings to identify opportunities for the continued growth and evolution of our business.
- Achieved 100% participation in annual Information Security Awareness Training for the second year in a row.
- Partnered with outside counsel to conduct a global review of our data governance, privacy and cybersecurity compliance to ensure we are meeting the highest standards.

To read our full 2023 ESG report, visit [AAA.com/ESG](https://www.aaa.com/ESG) or scan this QR code.

