

이오 ESG
Report

2022

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A Letter from Noah Glass

At Olo, the restaurants we support through our platform do more than serve food, they generate jobs, provide a comforting meal, and create a place to gather. Food connects and strengthens communities. We are committed to aligning products and resources to drive positive change and create a more sustainable future across the communities where we live, work, and serve. Olo strives to support our employees, customers, communities, and planet in all aspects of our business. That's what drives our commitment to our environmental, social, and governance (ESG) programs.

Olo's values — *family, drive, and excelsior!* (ever-upward) — guide everything we do, including our ESG program. Our approach to workplace policies, practices, and benefits is rooted in the belief that family comes first. We prioritize and support our employees by creating a flexible work environment, offering fully paid medical, dental, and vision premiums, and providing mental health and wellness events. We are proud to offer robust employee benefits and assistance programs that ensure equitable access to healthcare for all team members.

We give back to our communities through Olo For Good, our charitable program, which includes Pledge 1%, a commitment to donate 1% of our time, product, and equity to doing good. We have been proud to support LGBTQ+ rights by signing the Human Rights Campaign's Business Statement on Anti-LGBTQ State Legislation and funding grants for LGBTQ+ nonprofits in Texas and Florida. We also give back to local charities through paid volunteer time off and we provided aid for relief in Ukraine.

At Olo, we set a path to reduce our environmental impact by tracking our carbon footprint and working to lessen food and consumer packaging waste. We will continue to grow Olo's environmental programming for employees and customers. As we lay the building blocks for sustainability at Olo, we promise to share updates on our achievements and aspirations.

The future of hospitality is sustainable. Our ESG strategy will continuously harness opportunities that enrich positive social and environmental impacts. We are just getting started on this journey and we know that there is always more to be done. We are committed to being transparent and honest about our progress. I am happy to share Olo's first ESG report with you.

A handwritten signature in black ink, appearing to read 'Noah Glass'. The signature is stylized and fluid.

Noah Glass
Founder & CEO

About Olo

Olo has been creating modern digital solutions for restaurants for nearly two decades. As a leading open SaaS platform for the restaurant industry in the U.S., we work to elevate the guest experience and help our customers provide services in a faster, more convenient way.

Key Facts*



Founded in 2005



Remote and flexible work options



HQ in New York, NY



2+ million orders a day



~87,000 locations



600+ restaurant brands



300+ partners



85+ million guests

* Brands, Partners, and Orders per day as of 12/31/2022. Restaurants represent active locations as of 12/31/2022. Guests represent unique users who have transacted over the platform from 12/31/2021 to 12/31/2022.

Olo's ESG

Strategy

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At Olo, we understand that ESG is a part of everyone's job. Through partnerships and collaboration, we will establish the long-term sustainability of our business. Our ESG strategy, and this report, have been thoughtfully informed by our materiality assessment, interviews with key stakeholders, and input from our executive leadership and ESG team.

We aim to be intentional and impactful in our work as we advance ESG through diversity, equity, and inclusion (DEI), social impact, and sustainability, enforced by strong corporate governance and ethics.

Vision

The future of hospitality is sustainable. We are committed to shaping the evolution of hospitality by aligning our products, resources, and employees to drive positive change and create a more sustainable future.

Our Stakeholders

Olo strives to ensure that our ESG initiatives align with our key stakeholders' priorities and expectations. We engage with our stakeholders through conversations, our annual [Beyond4](#) event, regular check-ins with nonprofits, investor calls, engagement and pulse surveys, and a variety of informal meetings with company leaders for employees.

 Employees (Oloites)

 Customers

 Partners

 Communities

 Investors

 Board Members



“Olo’s first-ever ESG report is an indicator of our deep commitment to doing good. We look forward to building upon our early successes to expand our impact through our community, environment, and employee programs.”

James Rooney,
Senior Director ESG Strategy



ESG Priorities

In 2022 we underwent our first materiality assessment to better understand the ESG topics most central to our company and stakeholders. We identified pillars and topics that serve as a guide for our ESG program, strategy, and reporting. We will continue to build on our strengths and develop nascent areas to drive positive change in the communities where we live, work, and serve.

Our ESG Pillars



People & Culture

DEI, Inclusive Culture, Oloite Engagement



Community Impact

Community Engagement, Inclusive and Accessible Design, Responsible Procurement, Food Access



Environmental Sustainability

GHG (greenhouse gas) Emissions and Energy, Food Waste



Responsible & Ethical Growth

Data Privacy and Security, Corporate Governance and Ethics, Risk Oversight and Management

Olo Headquarters
New York, NY
Spring 2023

Learn more about our materiality assessment process and material topics in our [ESG Update](#).

Looking Forward

As we actively work to advance our ESG strategy, we promise to be transparent and share our goals, objectives, and progress. While we are just starting out, we are committed to the following short-term goals for each of our pillars and look forward to sharing more long-term goals with you in the future.

Our ESG Goals



People & Culture

By 2024, we aim to achieve workforce makeup of 42% women and 18% underrepresented ethnicities.*



Community Impact

By 2025, we plan for at least 50% of our employees to be engaged in “doing good” activities: using volunteer time off or requesting a donation match.**



Environmental Sustainability

By 2024, we will commit to a carbon reduction goal.



Responsible & Ethical Growth

By 2024, we plan to implement a Responsible Procurement Program.

* Underrepresented ethnicities include employees who voluntarily self-identified as Black / African American, Hispanic / Latinx, Two or More Races, Native American, Alaskan Native, Native Hawaiian or Pacific Islander.

** “Doing Good” is designed as giving back to communities through volunteering and financial donations. This goal applies to U.S. employees only.



People &

Culture

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- 12 Employee Resource Groups

At Olo, our employees (Oloites) and culture are the backbone of our success. Our policies, practices, and benefits are designed to empower Oloites to do their best work.



Caring for Our Team

We aim to prioritize our employees' mental and physical health by creating an inclusive and flexible work environment. Our benefits include fully paid healthcare premiums, generous paid time off and parental leave, paid volunteer time off, and a company match program for eligible employee donations. Olo signed on to the [Don't Ban Equity](#) initiative to demonstrate our support for access to reproductive healthcare and, in 2023, we expanded our employee benefits by offering bi-weekly half-day Summer Fridays, quarterly mental health days, and 10 sick days.

Olo prioritizes listening to our team to advance our current policies and inform future progress. We regularly review our processes for assessing team performance to ensure that we are improving upward mobility for employees from underrepresented groups. By conducting annual employee engagement surveys and shorter, targeted pulse surveys throughout the year, we hear from Oloites and make real changes to meet their needs, such as introducing a mid-year performance check-in and ensuring we have a well-defined, company-wide job architecture. Our 2022 employee engagement survey had a participation rate of 90%, an engagement score of 76%, and we received an eNPS** score of 27 (out of a range from -100 to 100).

Learn more about our [People and Culture](#).

* Benefits offered to employees that work 20+ hours a week.

** eNPS or Employee Net Promoter Score measures employee satisfaction.

Our Benefits* at a Glance



30+ days of time off (PTO and a company holiday break)



8 hours volunteer time off (VTO) per year



Equitable Access to Healthcare benefit, which covers travel, lodging, and childcare for employees (and their covered dependents) when it is necessary for them to travel out-of-state to access medical care



12 weeks paid parental leave



Flex-work policy + remote office stipend



401(k) Match + Company Equity

Diversity, Equity, and Inclusion

Olo is committed to building a diverse and inclusive culture that promotes growth and equity for traditionally under-represented groups. In 2022, we created a dedicated DEI Director role to lead our efforts and grow representation within the company. We support and celebrate diverse perspectives through our DEI Committee, which is made up of 9 employee volunteers with various backgrounds, who collaborate with the DEI Team.

As we advance our DEI initiatives at Olo, we provide regular updates to our Nominating and Corporate Governance Committee of the Board. We continue to incorporate diverse voices in our strategy and efforts in partnership with our employees. We stay connected to the data, monitoring our diversity numbers monthly and regularly updating our [DEI website](#).



“The DEI Committee plays a pivotal role in Olo’s DEI Strategy. It ensures that we consider the voices of all of our employees when creating programming and policies. It shines a light on the minor issues, which, when addressed, help significantly improve belonging within the company.”

Dominique Streeter,
DEI Director

We continuously promote an inclusive culture by embedding DEI into our day-to-day practices, through employee feedback, training, events, and programs.

Olo Ties

In 2022, based on feedback from the DEI Survey, we launched Olo Ties, a mentorship program that supports women and people of color. Oloites recognize the value of sharing lessons learned in their careers to help each other achieve goals and advance their leadership skills. The program is made up of 48 Oloites (24 mentors/ 24 mentees). In 2023, we plan to expand the program to address tailored mentorship needs for employees with disabilities, non-binary employees, LGBTQ+ employees, and veterans.

Olo Employees



96% would recommend the program to other Oloites.

Hiring

We source diverse talent using resources like Native Current and RemoteWomen and regularly assess our pipeline data and market trends. Internally, we conduct ongoing reviews of our hiring processes to work to identify and address potential bias. To help ensure fairness in promotions and compensation, we regularly assess our talent management and performance calibration procedures.

Training

Olo’s ongoing DEI training is required for all new hire employees, with additional training options available to all Oloites throughout the year. As the needs of the company and employees evolve, we update and expand our training to include topics like unconscious bias, prevention of harassment and discrimination, and inclusive leadership.

Engagement

We are committed to conducting our annual DEI Survey to inform initiatives and programming that support our employees. All Oloites are encouraged to complete the survey and the results are shared company-wide. Our 2022 DEI Survey had a 93% engagement score and a participation rate of 68%. Each year, we develop and execute action plans specifically targeting issues raised by employees as part of the survey, providing regular updates to Oloites to hold ourselves accountable for taking meaningful action based on their input.

Events & Programs

The DEI Committee, often in partnership with our employee resource groups (ERGs), hosts various events and programming aimed at deepening the understanding of DEI and celebrating the diversity of our team. Programs and events include celebrating Heritage Months, organizing culturally relevant recipe exchanges, and hosting fireside chats with diverse leaders at Olo.

Employee Resource Groups

Our ERGs are voluntary, employee-led groups that foster a diverse and inclusive workplace. ERGs support Olo's mission, values, goals, and overall DEI strategy. Our ERGs plan their events and initiatives with the goal of advancing professional development, strengthening internal relations, and building communities and allyship. [Learn more about our ERGs.](#)



"As the ERG lead for Olo Parents, I try to identify ways to help parents balance the ability to participate in life and work while prioritizing their family."

Ryan Donahoo,
Technical Specialist in Front-End
Web Development

6 ERGs

20+ Events

900+ Employee attendances,
across multiple events

Community

Impact

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Community Impact

Giving back is at the heart of our business. One of our company values, “*excelsior!*” (“ever upward” in Latin) drives our community impact initiatives and is baked into everything we do. Oloites always go the extra mile, by contributing our time and providing financial support. Through our efforts, we are able to make sustainable and meaningful impacts in our communities.

Olo is true to its values and advocates for the communities where we operate. We’re supporting efforts to make our country a safer and more equitable place. We’ve signed the [Human Rights Campaign’s Business Statement on Anti-LGBTQ State Legislation](#) in support of LGBTQ+ rights. We also signed on to the [CEOs for Gun Safety pledge](#), in support of measures to prevent gun violence.

Our products and platform create opportunities for our customers and partners to also support their communities. For example, we created an [Open Donation](#) functionality where restaurants can add a donation option to their menu to benefit any nonprofit of their choosing. Six of our customers currently use this feature, and so far they have raised \$2+ million for nonprofits.

Olo For Good

At Olo we strive to integrate social responsibility into our business across its functions. We do this through Olo For Good, launched in 2021. Olo For Good encompasses our efforts to support nonprofits and use our core business to improve communities. Also in 2021, Olo joined the [Pledge 1%](#) movement, a commitment to donating 1% of product, time, and equity to social responsibility initiatives.



Since 2021, we’ve donated \$8+ million to 25 nonprofits through our donor-advised fund partner, Tides Foundation. [Learn more about our charitable contributions to date.](#)

Olo For Good supports organizations that align with our pillars.

Human Equity

Advancing all aspects of diversity, equity, and inclusion

Restaurant Industry

Providing relief and support for the restaurant industry and its front-line workers

Food Access

Ending childhood hunger and increasing access to food

Environmental Protection

Promoting an approach which protects natural resources and reduces waste and emissions

In 2022, Olo for Good donated \$2.1+ million to 9 organizations through our annual grant process



American Forests

Strives to create healthy and resilient forests, from coast to coast in the U.S.



The LEE Initiative

Works to address the need for more diversity, more training, and more equality in the restaurant industry.



Appalachian Trail Conservancy

Dedicated to protecting, managing, and advocating for the Appalachian National Scenic Trail.



Partnership with Native American

Committed to championing hope for a brighter future for Native Americans living on remote, isolated, and impoverished reservations.



Emma's Torch

Works to train refugees, asylees, and survivors of human trafficking in the culinary arts and to empower them to build meaningful careers in the culinary industry.



The Okra Project

Seeks to address the global crisis faced by Black Trans people by providing home-cooked, healthy, and culturally specific meals and resources.



Giving Kitchen

Provides emergency assistance to food service workers.



World Central Kitchen

Provides meals in response to humanitarian, climate, and community crises while working to build resilient food systems with locally-led solutions.



Heart of Dinner

Fights food insecurity and isolation experienced by Asian American seniors by hand-delivering care packages of hot lunches.



Social justice and disaster response donations in 2022: \$71,000 total

Oloites “Doing Good”

To further our commitment to supporting our communities, Olo matches employee donations and provides volunteer time off (VTO) for Oloites. Employees can use 8-paid hours per year to give back to their communities by volunteering at the eligible nonprofit of their choice. Olo builds on the causes employees support by matching up to \$250 per employee, per year in donations to qualifying nonprofits, doubling their efforts.



Oloite Impact

40.5%

Employees “doing good” in 2022

176

Number of employees who used VTO

811

Number of VTO hours used

164

Number of employees who requested a donation match

\$48,640

Employee donations

\$25,935

Olo's donation match

“For my volunteer time off, I went with the legal team to spend a day packaging meals and decorating care packages with Heart of Dinner. We then delivered care packages to Asian American seniors in New York City. It was such a meaningful way to spend time with my team and give back to my community. I cannot wait to volunteer again.”

Jennifer Wong,
Deputy General Counsel



Environmental Sustainability

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At Olo, we are committed to a more sustainable future. We are actively preparing for the opportunities and risks of climate change. We will continue to develop and implement programs that can help mitigate our impact and improve environmental sustainability.



Sustainability at Olo

Through grassroots efforts and company-wide initiatives, we are taking steps to reduce our environmental impact. This includes tracking our GHG emissions, green office initiatives, donations to environmentally-focused nonprofits, and employee-led efforts through our Olo Green ERG.

We strive to make our workplaces more sustainable. We prioritize recycling and composting at our headquarters. Beyond our office, our Olo Green ERG spreads its passion for environmental preservation company-wide by educating and empowering Oloites to implement eco-friendly practices in the workplace and in their day-to-day lives. They host various events and volunteer opportunities that focus on environmental justice and eco-consciousness.

Olo Green x Fill it Forward

Olo Green partnered with [Fill it Forward](#) to encourage employees to use refillable water bottles and eliminate single-use plastic waste.

1,624

refillable water bottle reuses

48.72 lbs.

of waste diverted

10 lbs.

nearly 10 pounds of ocean waste prevented

Leveraging Olo's Platform

Beyond our direct footprint, we are using the Olo platform to enable our customers to be more sustainable as well. We realized the positive environmental impact we can have through our platform to manage food and packaging waste. Olo is helping to reduce single-use plastic at scale, by allowing restaurants to shift to an opt-in format for choosing plastic cutlery and similar items for to-go and take-away orders. This functionality is available for all of our customers to use across the U.S. and Canada, while meeting legal updates in California and New York.

Our Carbon Footprint

We recognize the risks associated with a changing climate and acknowledge the impact our business may have on the environment. We are committed to collecting data to track our carbon footprint. We've engaged [Watershed](#) to calculate our GHG emissions, and we commit to publish this [data publicly](#).

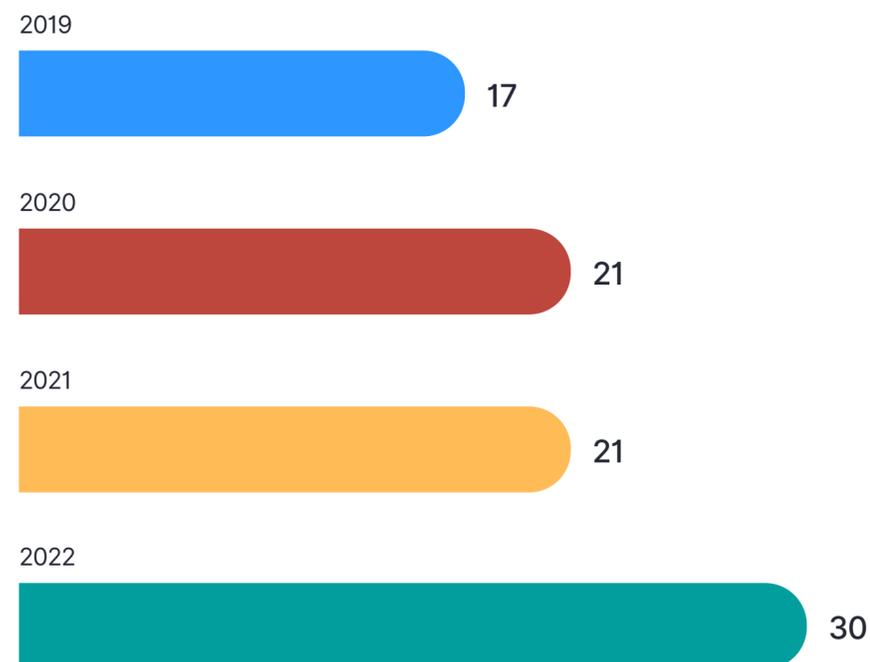
Scope 1: Direct release of GHG emissions from sources Olo owns or controls (i.e., Natural gas from HQ).

Scope 2: Emissions from the generation of electricity, steam, heat, or cooling that Olo purchases from companies (i.e., Electricity from HQ).

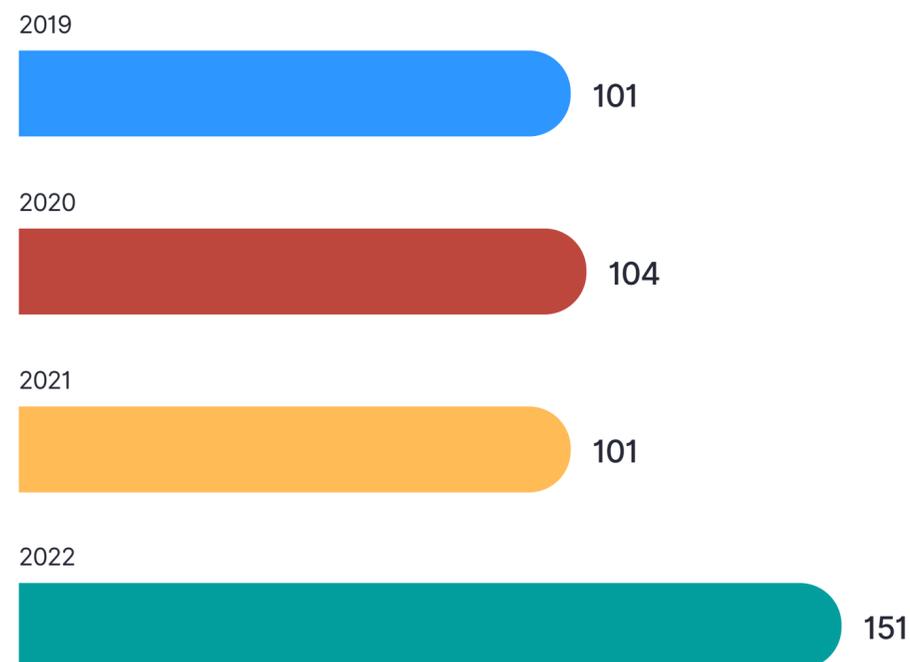
Scope 3: Upstream emissions of products and services Olo purchases, and downstream emissions when customers use/dispose of our products (i.e., Emissions from our partners, consultants, and suppliers).

GHG Emissions

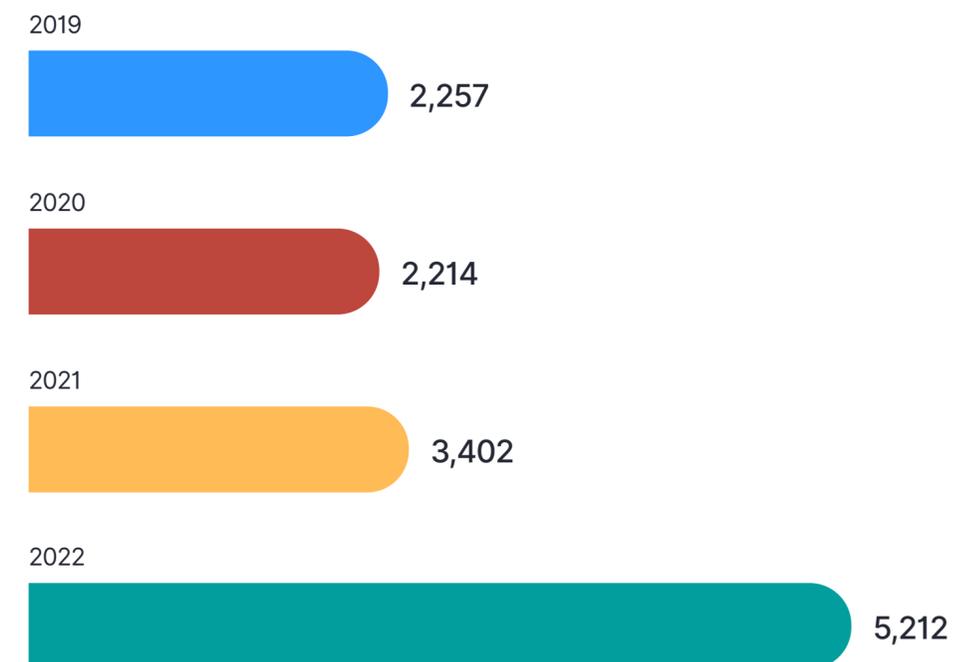
Scope 1 Emissions (tCO2eq)



Scope 2 Emissions (tCO2eq)

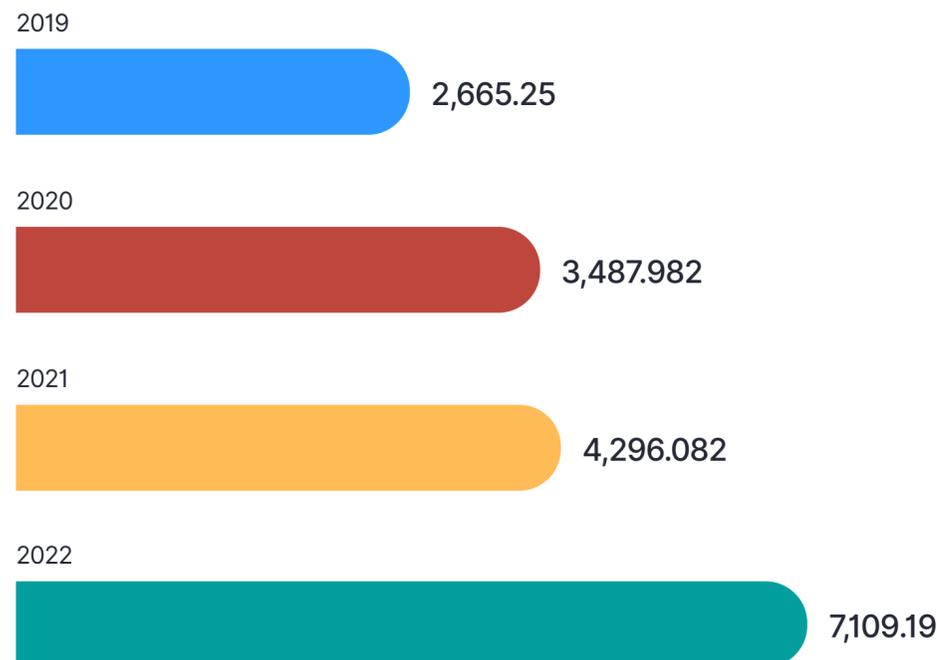


Scope 3 Emissions (tCO2eq)

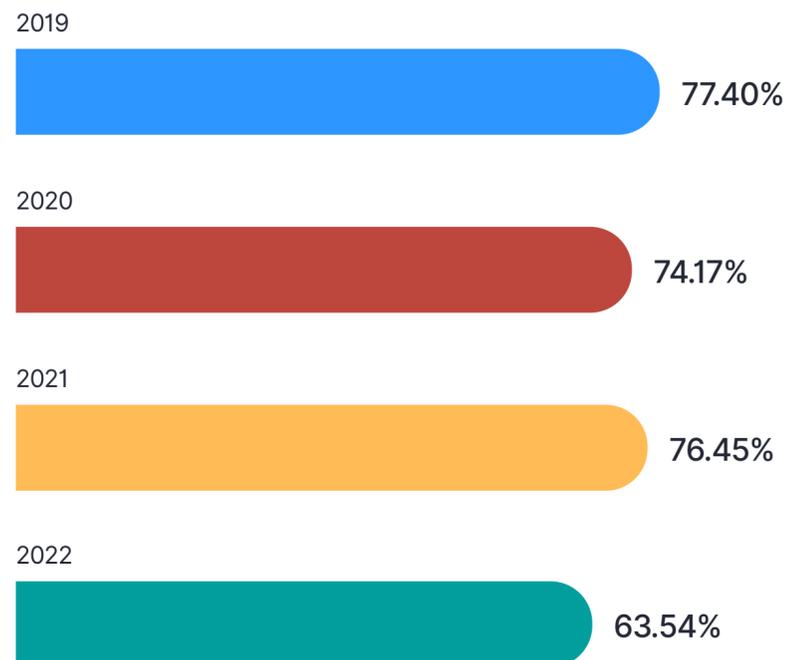


Energy Usage

Total energy consumed within the organization (GJ)



Percentage grid electricity usage (as % of total energy)



As a SaaS platform, most of our carbon footprint comes from our Scope 3 emissions, which includes upstream use of our products and services. In 2022, we saw an increase in overall emissions, primarily due to return to work and our company's growth. Corporate travel, employees, offices, and the purchase of goods and services increased compared to 2021 and were significant drivers of our 2022 emissions. However, despite our total emissions increasing over the past four years, we have managed to keep them relatively under control when measured by both revenue and headcount intensity. This means that as Olo has grown, we have been successful in minimizing our carbon emissions. We continually look for ways to reduce our cloud computing usage and lessen our carbon intensity, optimizing our servers and working with providers with carbon reduction plans, such as AWS. We plan to further our efforts in 2023 by working with our customers and suppliers to reduce our footprint. This includes developing the ability for restaurants to streamline and batch orders for delivery, thus reducing the number of delivery trips, costs, and carbon emissions.

As we continue to track, analyze, and report on our emissions and energy usage, we will use this information to inform future targets for reduction. We look forward to updating you on our progress and future goals.

None of our energy usage comes from renewable sources.

Responsible & Ethical Growth

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- Corporate Governance and Ethics

At Olo, we want to be a force multiplier for good and best-in-class in all aspects of our business, including ESG. We are proud of our strong foundation, centered on governance, values, and ethics.



“We manage our ESG initiatives with the highest level of ethics and hold ourselves accountable to Olo’s core values. Maintaining the trust of our customers and partners is our top priority.”

Rob Morvillo,
General Counsel and Corporate Secretary



“Ensuring that our ESG initiatives are aligned with Olo’s strategy and that we deliver on our commitments is a key area of focus for our Executive Team and Board of Directors. Our ESG priorities and impact reflect our leadership’s commitment to and oversight of this important work.”

Priya Thinagar,
Executive Vice President of Technology

ESG Governance and Oversight

ESG is integral to Olo, and we’re committed to developing a program that is centered on data and transparency. We are passionate about using our platform for good and implementing processes and procedures to manage our efforts.

The ESG Team is responsible for the development and implementation of Olo’s ESG goals and programs. Our Executive Sponsors and our Board’s Nominating and Corporate Governance Committee, formally oversee Olo’s ESG activities, strategy, and public disclosures. Our Board’s Nominating and Corporate Governance Committee receives periodic ESG updates on our initiatives.

ESG Governance Structure



Data Privacy and Security

At Olo, our customers trust our platform with their most sensitive guest and business data, and our Board and management take data protection and cybersecurity seriously. We employ our in-house security teams, led by our Chief Information Security Officer, to regularly monitor the platform and test for and address any vulnerabilities. Our technology also incorporates privacy-safe practices and tools as an integral and foundational part of our platform's approach. Privacy best practices are proactively embedded into our processes, systems, and infrastructure. Additionally, we are SOC 1, Type 2 and SOC 2, Type 2 compliant. Learn more about our efforts to address data privacy and security in our [Security Policy](#).

Corporate Governance and Ethics

Our approach to Corporate Governance and Ethics is best summarized through a simple Olo refrain: "Use Good Judgment. Act with Integrity. Be Responsible." Our employees and Board are expected to adhere to these principles as outlined in our [Code of Business Conduct and Ethics](#), which is approved and overseen by our Board. Our Code of Conduct is publicly available on our website and all employees receive training during our onboarding process and annually. We understand the importance of risk oversight and management. Our Board has overall responsibility for risk oversight and is responsible for monitoring and assessing our risk management process. Olo's General Counsel and/or the Audit Committee of our Board oversee any governance or ethics violations and take appropriate action. Olo requires annual training that ensures our policies, values, and ethics are upheld by our employees.



Required training for all employees

- Preventing Harassment & Discrimination
- Code of Conduct & Business Ethics
- Security Awareness
- Legal 101



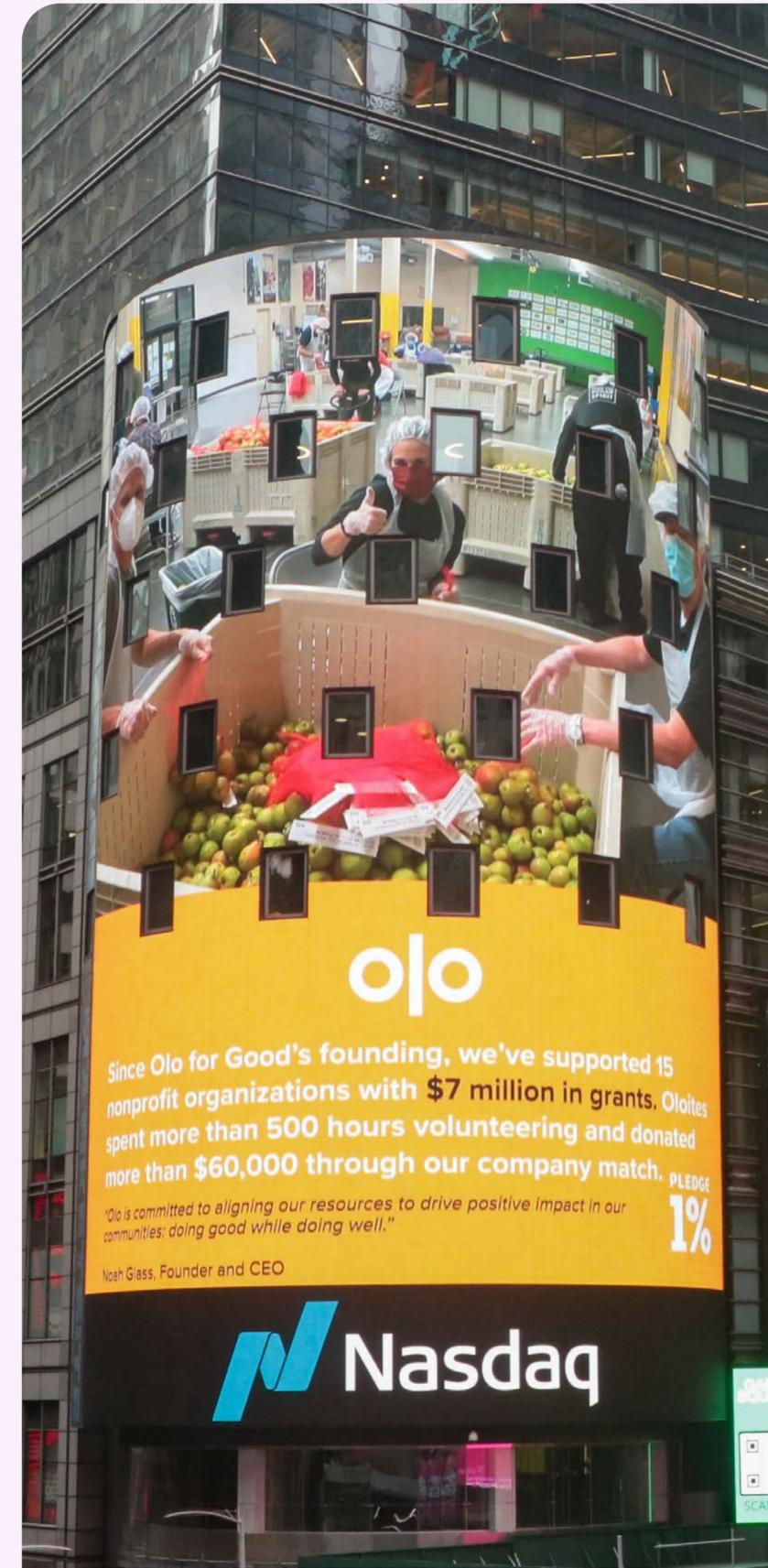
Required training for managers

- Leadership Roadmap
- Leading Inclusivity

To learn more about our approach to governance, please see our [Governance Guidelines](#) and [Audit Committee of our Board of Directors responsibilities](#).

Looking Ahead

We are continuously working to advance ESG at Olo. In 2023, we formed a Governance, Risk, and Compliance Committee to ensure direction, oversight, and management for cyber and privacy strategy going forward. We are also planning to establish baseline data for our social and environmental impacts, work with external partners to gather information on diversity initiatives, and develop a more robust procurement process that includes social and environmental factors to evaluate vendors. We are dedicated to managing risks and opportunities throughout our value chain to help us advance our social and environmental impact. We look forward to updating you on our progress as this work continues.



Workplace

Demographics

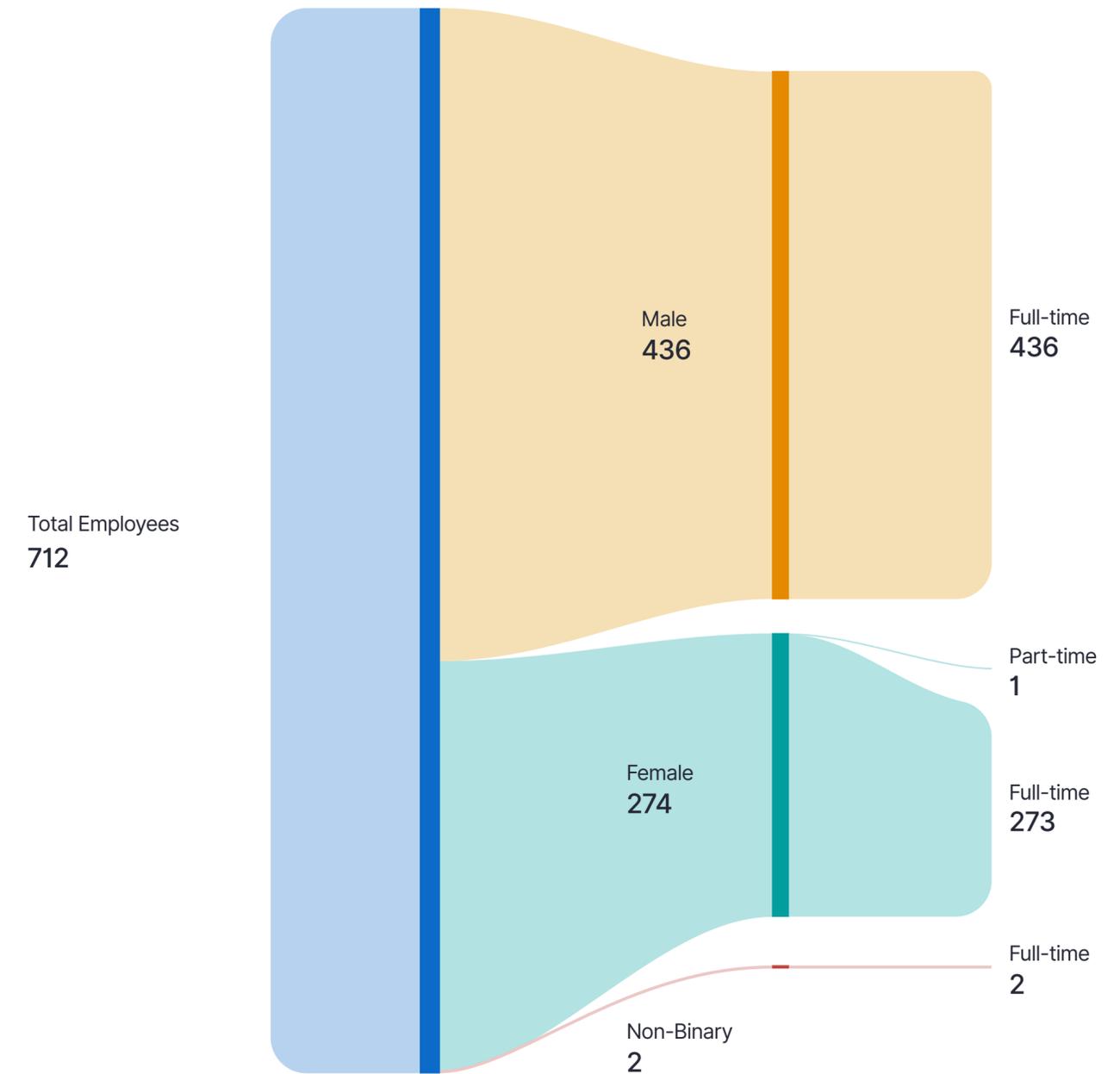
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Since 2021 we have publicly disclosed employee demographic data on our [website](#), which is updated every 6 months.

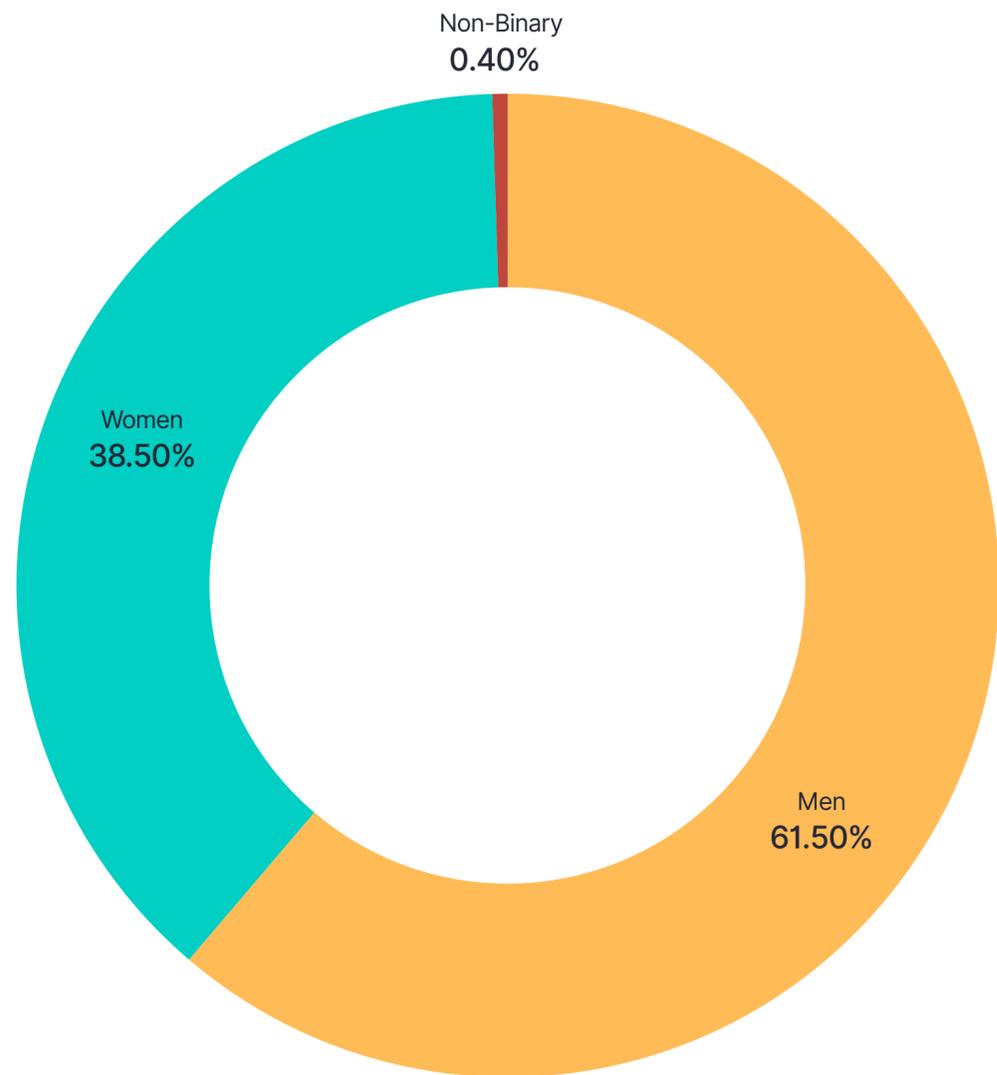


U.S. Employee Demographics 2022

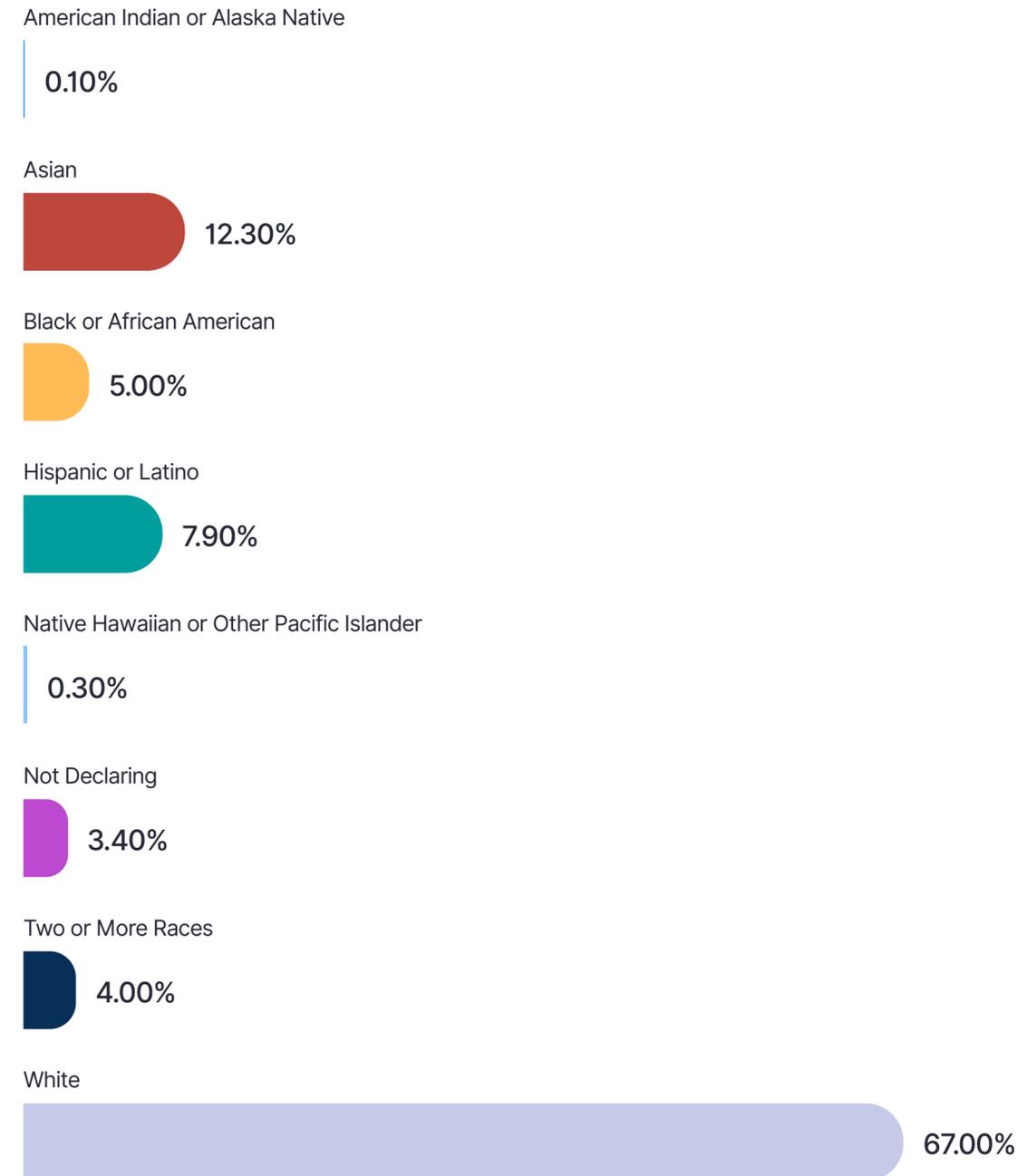


Data represented is for U.S. employees. All employees are U.S. based. Workforce includes corporate full- and part-time employees. It does not include contingent workers, temp workers, or interns. Percentages may not add up to exactly 100% due to rounding and our share of employees who elect not to disclose. All data is as of December 31, 2022.

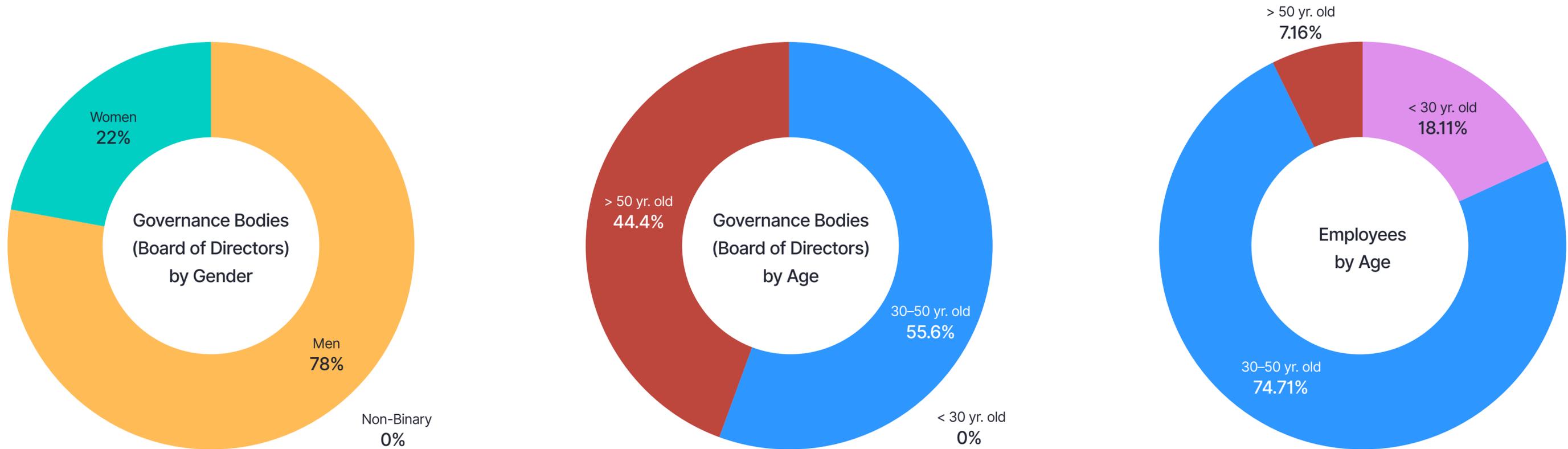
Overall Employee Demographics 2022



Overall Racial/Ethnic Group Representation 2022



Diversity of Governance Bodies and Employees 2022



Veteran Status of Employees*



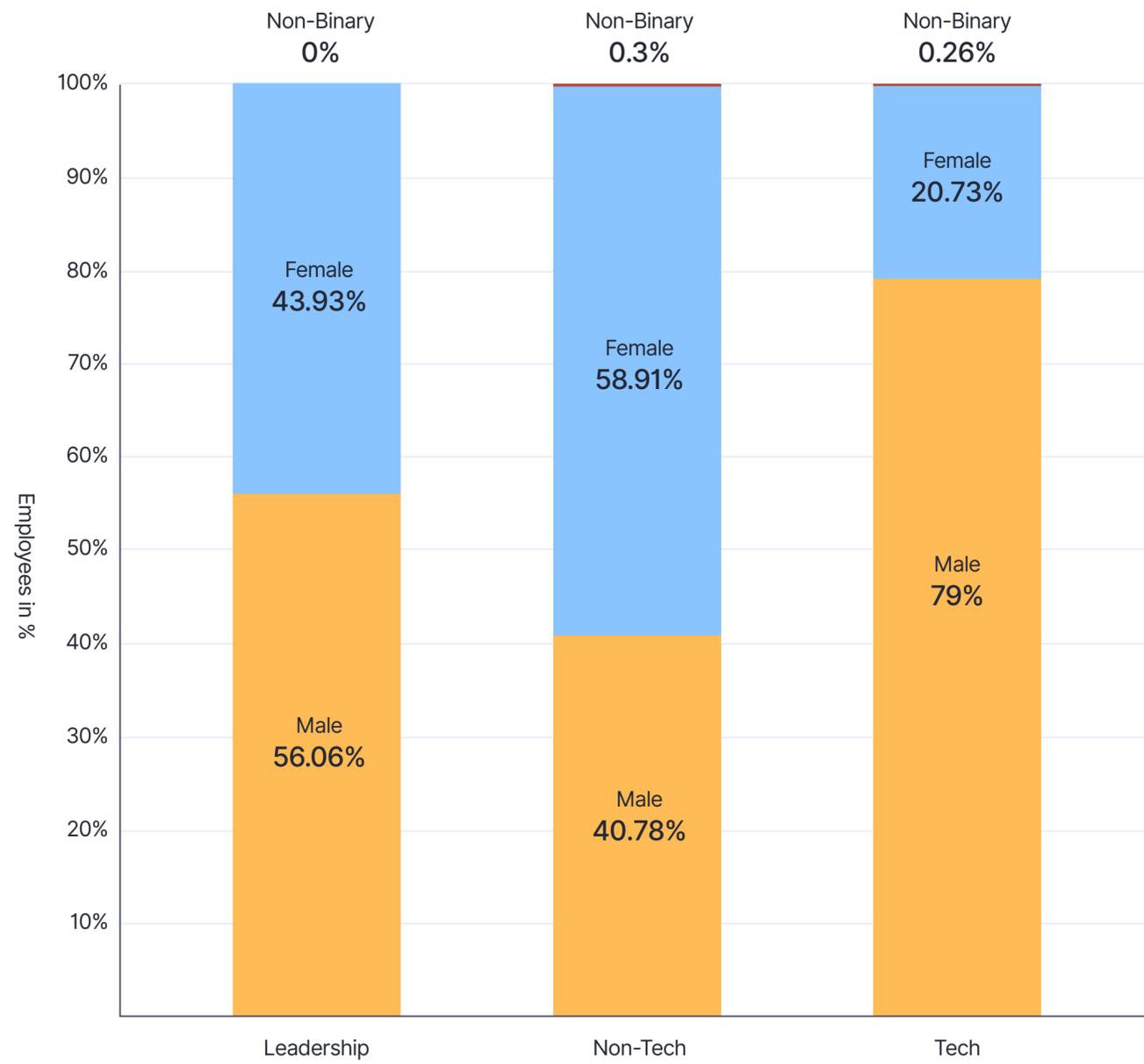
*Disclosure of this information is voluntary. Data does not account for the share of employees who elect not to disclose.

Disability Status of Employees*



*Disclosure of this information is voluntary. Data does not account for the share of employees who elect not to disclose.

Gender and Racial/Ethnic Group Representation 2022



Leadership at Olo is defined as being part of Olo's Senior Leadership Team (SLT), Operating Team, or C-Team.

Leadership

American Indian or Alaska Native

0%

Asian



Black or African American



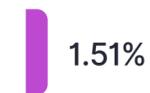
Hispanic or Latino



Native Hawaiian or Other Pacific Islander

0%

Not Declaring



Two or More Races



White



Race and ethnicity categories align with U.S. government reporting standards.

Non-Tech

American Indian or Alaska Native

0%

Asian



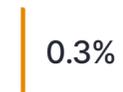
Black or African American



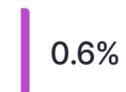
Hispanic or Latino



Native Hawaiian or Other Pacific Islander



Not Declaring



Two or More Races



White



Race and ethnicity categories align with U.S. government reporting standards.

Tech

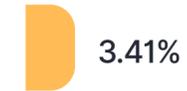
American Indian or Alaska Native

0.26%

Asian



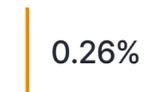
Black or African American



Hispanic or Latino



Native Hawaiian or Other Pacific Islander



Not Declaring



Two or More Races



White



Race and ethnicity categories align with U.S. government reporting standards.

Parental Leave

Total number of employees that are entitled to parental leave, by gender (total)



Total number of employees that took parental leave (in fiscal 2022), by gender



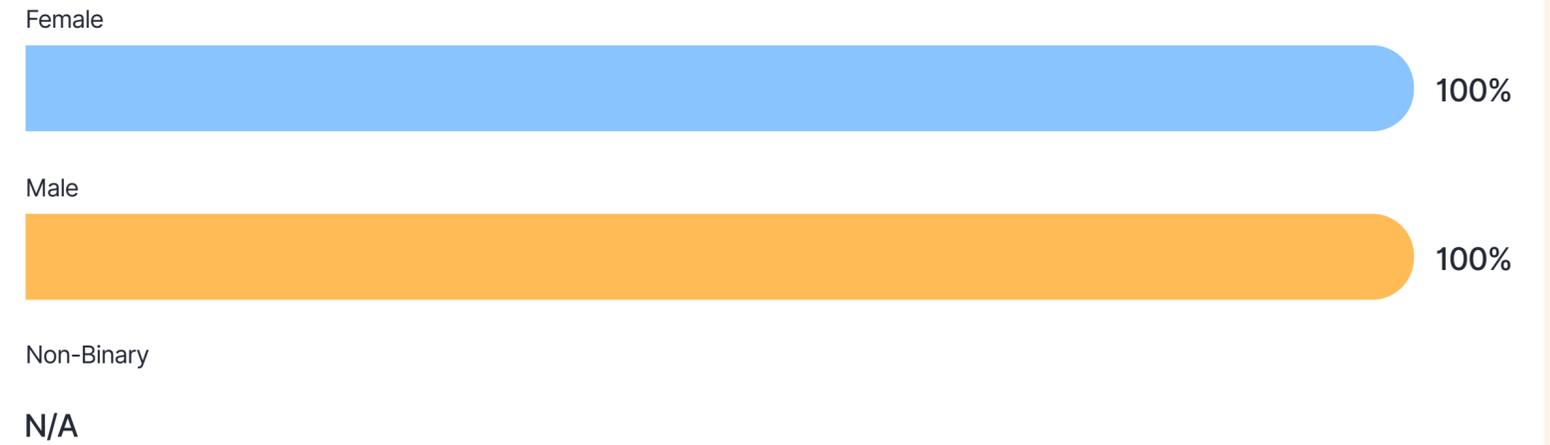
Total number of employees that returned to work after parental leave ended were still employed 12 months after their return to work, by gender



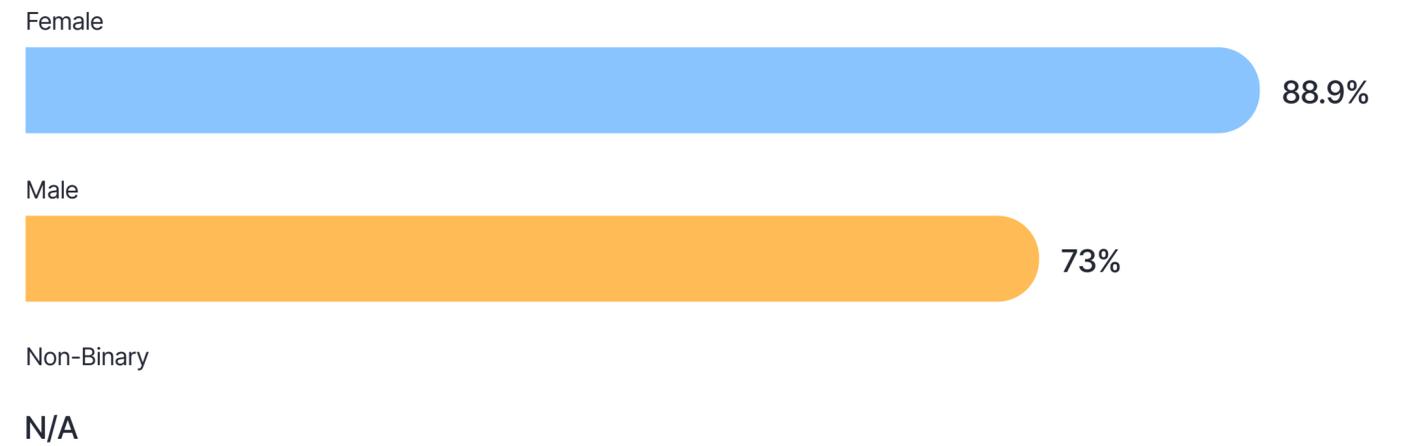
Total number of employees that returned to work in the reporting period (fiscal 2022) after parental leave ended, by gender



Return Rate



Retention Rate (12 months)



GRI & SASB Disclosure Index

Olo has reported the information cited in this GRI and SASB disclosure index for the period January 1, 2022 through December 31, 2022. GRI disclosures are in reference to the GRI Standards.

Disclosure	Location and/or Information	GRI or SASB Reference
Organizational details	2023 Proxy Statement	GRI 2-1
Entities included in the organization's sustainability reporting	2023 Form 10-K	GRI 2-2-a
Reporting period, frequency, and contact point	See About This Report	GRI 2-3
Restatements of information	No restatements of information	GRI 2-4
Activities, value chain, and other business relationships	2023 Form 10-K	GRI 2-6-a, -b
Employees	See Employee Demographics in Workplace Demographics and: b-i: All employees are permanent; c: Data pulled from HRIS system, Namely; c-i: FTE and Part-time; c-ii: At the end of the reporting period, 12/31/2022; d, e: n/a	GRI 2-7-a, -b-i, -b-iv, -b-v, -c, -d, -e
Governance structure and composition	2023 Proxy Statement	GRI 2-9
Nomination and selection of the highest governance body	2023 Proxy Statement	GRI 2-10
Chair of the highest governance body	2023 Proxy Statement	GRI 2-11
Role of the highest governance body in overseeing the management of impacts	2023 Proxy Statement	GRI 2-12-a
Delegation of responsibility for managing impacts	2023 Proxy Statement	GRI 2-13
Role of the highest governance body in sustainability reporting	2023 Proxy Statement	GRI 2-14
Conflicts of interest	Code of Business Conduct and Ethics	GRI 2-15
Communication of critical concerns	Code of Business Conduct and Ethics	GRI 2-16-a
Evaluation of the performance of the highest governance body	2023 Proxy Statement	GRI 2-18

GRI & SASB Disclosure Index (cont.)

Disclosure	Location and/or Information	GRI or SASB Reference
Remuneration policies	2023 Proxy Statement	GRI 2-19-a
Process to determine remuneration	2023 Proxy Statement	GRI 2-20-a
Statement on sustainable development strategy	See A Letter from Noah Glass	GRI 2-22
Policy commitments	Code of Business Conduct and Ethics and see Corporate Governance and Ethics in Responsible & Ethical Growth	GRI 2-23-a-i, -a-ii, -c, -d, -e, -f
Embedding policy commitments	See Corporate Governance and Ethics in Responsible & Ethical Growth	GRI 2-24-a, -c, -d, -e, -f
Process to remediate negative impacts	2023 Proxy Statement	GRI 2-25-a, -b, -d
Mechanisms for seeking advice and raising concerns	2023 Proxy Statement	GRI 2-26
Compliance with laws and regulations	No significant instances of noncompliance	GRI 2-27-a, -b, -c
Approach to stakeholder engagement	See Our ESG Strategy	GRI 2-29
Disclosures about process to determine material topics and list of material topics		
Process to determine material topics	ESG Update September 2022	GRI 3-1
List of material topics	ESG Update September 2022	GRI 3-2
SASB Activity Metric Disclosures		
(1) Number of licenses or subscriptions, (2) percentage cloud-based	(1) ~87,000 licensed locations; (2) 100% cloud-based	SASB TC-SI-000.A

GRI & SASB Disclosure Index (cont.)

Material Topics		
People & Culture		
Diversity, Equity, & Inclusion		
Management of material topics	See Diversity, Equity, and Inclusion in People & Culture	GRI 3-3-a, -c, -d-i, -d-iii, -e-i, -f
Diversity of governance bodies and employees	See Diversity of Governance Bodies and Employees in Workplace Demographics	GRI 405-1-a-i, -a-ii, -b
TC-SI-330a.3: Percentage of gender and racial/ethnic group representation for (1) management, (2) technical staff, and (3) all other employees	See Gender and Racial/Ethnic Group Representation in Workplace Demographics	SASB (S&ITS) TC-SI-330a.3
Inclusive Culture		
Management of material topics	See People & Culture	GRI 3-3-a, -c, -d-i, -d-iii, -e-i, -e-ii, -f
Oloite Engagement		
Management of material topics	See People & Culture	GRI 3-3-a, -c, -d-i, -d-iii, -e-i, -e-ii, -f
Employee engagement as a percentage	See People & Culture	SASB (S&ITS) TC-SI-330a.2
Benefits provided to full-time employees that are not provided to temporary or part-time employees	See Caring for Our Team in People & Culture Additional benefits* include: life insurance: basic (company provided) and voluntary life & AD&D insurance; health care: medical, dental, vision, fsa, hra, teladoc, fertility support services; disability and invalidity: STD and LTD; retirement provision: 401k w/match; stock: RSUs, ESPP; remote office spend <i>*Benefits available to employees that work 20+ hours per week</i>	GRI 401-2-a
Parental leave	See Parental Leave in Workplace Demographics	GRI 401-3

GRI & SASB Disclosure Index (cont.)

Responsible & Ethical Growth		
Data Privacy & Security		
Management of material topics	See Data Privacy and Security in Responsible & Ethical Growth	GRI 3-3-b, -c, -d-i
Description of policies and practices relating to behavioral advertising and user privacy	Privacy Notice and Privacy Shield	SASB TC-SI-220a.1
Total amount of monetary losses as a result of legal proceedings	There have been no material monetary losses associated with any legal proceedings	SASB TC-SI-220a.3
Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	Security Policy	SASB TC-SI-230a.2
Corporate Governance & Ethics		
Management of material topics	See Corporate Governance and Ethics in Responsible & Ethical Growth	GRI 3-3-a, -b, -c, -d-i, -f
Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behavior regulations	No related losses	SASB TC-SI-520a.1
Risk Oversight & Management		
Management of material topics	See Corporate Governance and Ethics in Responsible & Ethical Growth	GRI 3-3-a, -b, -c, -f
Environmental Stability		
GHG Emissions & Energy		
Management of material topics	See Our Carbon Footprint in Environmental Sustainability	GRI 3-3-a, -c, -d-iii, -e-i, -e-ii
Energy consumption within the organization	See Olo's Energy Usage in Environmental Sustainability	GRI 302-1-e
Direct (Scope 1) GHG emissions	See Olo's GHG Emissions in Environmental Sustainability	GRI 305-1-a
Energy indirect (Scope 2) GHG emissions	See Olo's GHG Emissions in Environmental Sustainability	GRI 305-2-a
Other indirect (Scope 3) GHG emissions	See Olo's GHG Emissions in Environmental Sustainability	GRI 305-3-a

GRI & SASB Disclosure Index (cont.)

GHG Emissions & Energy		
(1) Total energy consumed, (2) percentage grid, electricity, (3) percentage renewable	See Olo's Energy Usage in Environmental Sustainability	SASB TC-SI-130a.1
Community Impact - Olo for Good		
Community Engagement		
Management of material topics	See Community Impact	GRI 3-3-a, -c, -d-iii, -e-i, -e-ii, -e-iii, -f
Food Access		
Management of material topics	See Community Impact	GRI 3-3-c, -d-iii

About this Report

We are excited to release our first ESG report, which shares our environmental, social, and governance impact efforts. We will strive to continuously integrate sustainability and social impact into our business. This document details our overall approach to these topics and our progress to date.



This work was informed by the recommendations and guidance of the GRI Standards and the Sustainability Accounting Standards Board (SASB).

This report covers the period January 1, 2022 through December 31, 2022, unless otherwise noted. We intend to continue to report on our ESG efforts and performance annually moving forward.

We take the views of all our stakeholders seriously and actively seek their input. We will continue to enhance and revise our commitments and evolve our programs on an ongoing basis. For any feedback or questions related to our ESG program and initiatives, please contact esg-team@olo.com.

In line with our prioritization of supplier diversity, we partnered with [gb. consulting](#) (small, women-owned and BIPOC-led consultancy) for the development of this report.

For more information on ESG at Olo, please visit our website at olo.com/esg

Forward-Looking Statements

Information contained in this document is for informational purposes only and does not cover all information about our business. We have prepared the information contained herein solely to provide a general overview of our ESG activities. Therefore, we have made qualitative judgments as to certain information to include that could be determined to be inaccurate or incomplete. References in this report to information should not be construed as a characterization regarding the materiality of such information to our financial results or for purposes of the U.S. securities laws. Various statements in this report are or may be “forward-looking statements” within the meaning of the Private Securities Litigation Reform Act of 1995, including statements regarding our ESG framework, including goals, commitments, and strategies and related business and stakeholder impacts. These statements involve risks and uncertainties, and actual results may differ materially from any future results expressed or implied by the forward-looking statements, including any failure to meet stated goals and commitments in our ESG framework, and execute our strategies in the time frame expected or at all. More information on risks, uncertainties, and other potential factors that could affect our business and performance is included in our filings with the SEC, including in the “Risk Factors” and “Management’s Discussion and Analysis of Financial Condition and Results of Operations” sections of Olo’s most recently filed periodic reports on Form 10-K and Form 10-Q and subsequent filings. Forward-looking statements speak only as of the date the statements are made and are based on information available to Olo at the time those statements are made and/or management’s good faith belief as of that time with respect to future events. Olo assumes no obligation to update forward-looking statements to reflect events or circumstances after the date they were made, except as required by law.

We have miles to go
before we sleep.

