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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.

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.
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
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 Beyond44 event, regular check-ins with nonprofits, investor calls, engagement and pulse surveys, and a variety of informal meetings with company leaders for employees.

“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

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/Latino, 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

IN THIS SECTION

10  Caring for Our Team
11  Diversity, Equity, & Inclusion
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.

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**Note:**

- Benefits offered to employees that work 20+ hours a week.
- eNPS or Employee Net Promoter Score measures employee satisfaction.
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.

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.

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

<table>
<thead>
<tr>
<th>ERGs</th>
<th>6</th>
</tr>
</thead>
<tbody>
<tr>
<td>Events</td>
<td>20+</td>
</tr>
<tr>
<td>Employee attendances, across multiple events</td>
<td>900+</td>
</tr>
</tbody>
</table>
Community Impact

In this section:
14  Olo For Good
16  Oloites “Doing Good”
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.

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

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

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.

"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

IN THIS SECTION
- Sustainability at Olo
- Our Carbon Footprint
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 partnered with Fill it Forward to encourage employees to use refillable water bottles and eliminate single-use plastic waste.

- 1,624 refillable water bottles reused
- 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

<table>
<thead>
<tr>
<th>Scope 1 Emissions (tCO2eq)</th>
<th>Scope 2 Emissions (tCO2eq)</th>
<th>Scope 3 Emissions (tCO2eq)</th>
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</thead>
<tbody>
<tr>
<td><strong>2019</strong></td>
<td><strong>2019</strong></td>
<td><strong>2019</strong></td>
</tr>
<tr>
<td>17</td>
<td>101</td>
<td>2,257</td>
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<td><strong>2020</strong></td>
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<td>21</td>
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<td><strong>2021</strong></td>
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<tr>
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<tr>
<td><strong>2022</strong></td>
<td><strong>2022</strong></td>
<td><strong>2022</strong></td>
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<tr>
<td>30</td>
<td>151</td>
<td>5,212</td>
</tr>
</tbody>
</table>
Energy Usage

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

IN THIS SECTION
22 ESG Governance and Oversight
23 Data Privacy and Security
    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

“We 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

Board of Directors
Nominating & Corporate Governance Committee

Executive Team

ESG Executive Sponsors
Rob Morvillo - General Counsel and Corporate Secretary
Priya Thinagar - Executive Vice President of Technology

ESG Team
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.

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

IN THIS SECTION
25 US Employee Demographics 2022
26 Overall Employee Demographics 2022
27 Diversity of Governance Bodies and Employees 2022
28 Gender and Racial/Ethnic Group Representation 2022
30 Parental Leave
Since 2021 we have publicly disclosed employee demographic data on our website, which is updated every 6 months.

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**U.S. Employee Demographics 2022**

- Total Employees: 712
- Male: 436
- Female: 274
- Non-Binary: 2
- Full-time: 436
- Part-time: 1
- Full-time: 273
- Full-time: 2

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

- Women: 38.50%
- Men: 61.50%
- Non-Binary: 0.40%

Overall Racial/Ethnic Group Representation 2022

- American Indian or Alaska Native: 0.10%
- Asian: 12.30%
- Black or African American: 5.00%
- Hispanic or Latino: 7.90%
- Native Hawaiian or Other Pacific Islander: 0.30%
- Not Declaring: 3.40%
- Two or More Races: 4.00%
- White: 67.00%
Diversity of Governance Bodies and Employees 2022

Governance Bodies (Board of Directors) by Gender

- Women: 22%
- Men: 78%
- Non-Binary: 0%

Governance Bodies (Board of Directors) by Age

- > 50 yr. old: 71.6%
- 30-50 yr. old: 55.6%
- < 30 yr. old: 18.11%
- Employees by Age

- > 50 yr. old: 74.71%
- 30-50 yr. old: 22%
- < 30 yr. old: 13.29%

Veteran Status of Employees*

- 50.1% Unknown (did not respond)
- 46.8% I am not a veteran
- 2.3% I am a veteran
- 0.67% I do not wish to self-identify

Disability Status of Employees*

- 99% Unknown (did not respond)
- 0.13% Choose not to answer
- 0.54% I do not have a disability
- 0.40% I have a disability

*Disclosure of this information is voluntary. Data does not account for the share of employees who elect not to disclose.
Leadership at Olo is defined as being part of Olo’s Senior Leadership Team (SLT), Operating Team, or C-Team.

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

Non-Tech

- American Indian or Alaska Native: 0%
- Asian: 11.17%
- Black or African American: 6.64%
- Hispanic or Latino: 10.87%
- Native Hawaiian or Other Pacific Islander: 0.3%
- Not Declaring: 0.6%
- Two or More Races: 4.83%
- White: 65.55%

Tech

- American Indian or Alaska Native: 0.26%
- Asian: 13.38%
- Black or African American: 3.41%
- Hispanic or Latino: 5.51%
- Native Hawaiian or Other Pacific Islander: 0.26%
- Not Declaring: 5.24%
- Two or More Races: 2.88%
- White: 69.02%
## Parental Leave

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

- **Female**: 338
- **Male**: 543
- **Non-Binary**: 2

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

- **Female**: 9
- **Male**: 26
- **Non-Binary**: 0
- **N/A**: 0

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

- **Female**: 7
- **Male**: 22
- **Non-Binary**: N/A

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

- **Female**: 8
- **Male**: 19
- **Non-Binary**: N/A
- **N/A**: 0
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.

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<thead>
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<th>Disclosure</th>
<th>Location and/or Information</th>
<th>GRI or SASB Reference</th>
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<tbody>
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<td>Organizational details</td>
<td>2023 Proxy Statement</td>
<td>GRI 2-1</td>
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<td>Entities included in the organization’s sustainability reporting</td>
<td>2023 Form 10-K</td>
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<td>Reporting period, frequency, and contact point</td>
<td>See About This Report</td>
<td>GRI 2-3</td>
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<tr>
<td>Restatements of information</td>
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<td>GRI 2-4</td>
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<td>Activities, value chain, and other business relationships</td>
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<td>GRI 2-6-a, -b</td>
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<td>Employees</td>
<td>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</td>
<td>GRI 2-7-a, -b-i, -b-iv, -b-v, -c, -d, -e</td>
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<tr>
<td>Governance structure and composition</td>
<td>2023 Proxy Statement</td>
<td>GRI 2-9</td>
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<td>Nomination and selection of the highest governance body</td>
<td>2023 Proxy Statement</td>
<td>GRI 2-10</td>
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<td>2023 Proxy Statement</td>
<td>GRI 2-11</td>
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<td>Role of the highest governance body in overseeing the management of impacts</td>
<td>2023 Proxy Statement</td>
<td>GRI 2-12-a</td>
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<td>Delegation of responsibility for managing impacts</td>
<td>2023 Proxy Statement</td>
<td>GRI 2-13</td>
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<td>Role of the highest governance body in sustainability reporting</td>
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<td>Code of Business Conduct and Ethics</td>
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<td>Communication of critical concerns</td>
<td>Code of Business Conduct and Ethics</td>
<td>GRI 2-16-a</td>
</tr>
<tr>
<td>Evaluation of the performance of the highest governance body</td>
<td>2023 Proxy Statement</td>
<td>GRI 2-18</td>
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</table>
### GRI & SASB Disclosure Index (cont.)

<table>
<thead>
<tr>
<th>Disclosure</th>
<th>Location and/or Information</th>
<th>GRI or SASB Reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Remuneration policies</td>
<td>2023 Proxy Statement</td>
<td>GRI 2-19-a</td>
</tr>
<tr>
<td>Process to determine remuneration</td>
<td>2023 Proxy Statement</td>
<td>GRI 2-20-a</td>
</tr>
<tr>
<td>Statement on sustainable development strategy</td>
<td>See A Letter from Noah Glass</td>
<td>GRI 2-22</td>
</tr>
<tr>
<td>Policy commitments</td>
<td>Code of Business Conduct and Ethics and see Corporate Governance and Ethics in Responsible &amp; Ethical Growth</td>
<td>GRI 2-23-a, -a-ii, -c, -d, -e, -f</td>
</tr>
<tr>
<td>Embedding policy commitments</td>
<td>See Corporate Governance and Ethics in Responsible &amp; Ethical Growth</td>
<td>GRI 2-24-a, -c, -d, -e, -f</td>
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<tr>
<td>Process to remediate negative impacts</td>
<td>2023 Proxy Statement</td>
<td>GRI 2-25-a, -b, -d</td>
</tr>
<tr>
<td>Mechanisms for seeking advice and raising concerns</td>
<td>2023 Proxy Statement</td>
<td>GRI 2-26</td>
</tr>
<tr>
<td>Compliance with laws and regulations</td>
<td>No significant instances of noncompliance</td>
<td>GRI 2-27-a, -b, -c</td>
</tr>
<tr>
<td>Approach to stakeholder engagement</td>
<td>See Our ESG Strategy</td>
<td>GRI 2-29</td>
</tr>
</tbody>
</table>

#### Disclosures about process to determine material topics and list of material topics

<table>
<thead>
<tr>
<th>Disclosure</th>
<th>Location and/or Information</th>
<th>GRI or SASB Reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Process to determine material topics</td>
<td>ESG Update September 2022</td>
<td>GRI 3-1</td>
</tr>
<tr>
<td>List of material topics</td>
<td>ESG Update September 2022</td>
<td>GRI 3-2</td>
</tr>
</tbody>
</table>

#### SASB Activity Metric Disclosures

<table>
<thead>
<tr>
<th>Disclosure</th>
<th>Location and/or Information</th>
<th>GRI or SASB Reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>(1) Number of licenses or subscriptions, (2) percentage cloud-based</td>
<td>(1) ~87,000 licensed locations; (2) 100% cloud-based</td>
<td>SASB TC-SI-000.A</td>
</tr>
</tbody>
</table>
### Material Topics

#### People & Culture

**Diversity, Equity, & Inclusion**

<table>
<thead>
<tr>
<th>Topic</th>
<th>Details</th>
<th>GRI or SASB Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Management of material topics</td>
<td><a href="#">See Diversity, Equity, and Inclusion in People &amp; Culture</a></td>
<td>3-3-a, -c, -d-i, -d-iii, -e-i, -f</td>
</tr>
<tr>
<td>Diversity of governance bodies and employees</td>
<td><a href="#">See Diversity of Governance Bodies and Employees in Workplace Demographics</a></td>
<td>405-1-a-i, -a-ii, -b</td>
</tr>
<tr>
<td>TC-SI-330a.3: Percentage of gender and racial/ethnic group representation for (1) management, (2) technical staff, and (3) all other employees</td>
<td><a href="#">See Gender and Racial/Ethnic Group Representation in Workplace Demographics</a></td>
<td>SASB (S&amp;ITS) TC-SI-330a.3</td>
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</tbody>
</table>

**Inclusive Culture**

<table>
<thead>
<tr>
<th>Topic</th>
<th>Details</th>
<th>GRI or SASB Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Management of material topics</td>
<td><a href="#">See People &amp; Culture</a></td>
<td>3-3-a, -c, -d-i, -d-iii, -e-i, -e-ii, -f</td>
</tr>
</tbody>
</table>

**Oloite Engagement**

<table>
<thead>
<tr>
<th>Topic</th>
<th>Details</th>
<th>GRI or SASB Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Management of material topics</td>
<td><a href="#">See People &amp; Culture</a></td>
<td>3-3-a, -c, -d-i, -d-iii, -e-i, -e-ii, -f</td>
</tr>
<tr>
<td>Employee engagement as a percentage</td>
<td><a href="#">See People &amp; Culture</a></td>
<td>SASB (S&amp;ITS) TC-SI-330a.2</td>
</tr>
</tbody>
</table>

**Benefits provided to full-time employees that are not provided to temporary or part-time employees**

- 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

*Benefits available to employees that work 20+ hours per week

<table>
<thead>
<tr>
<th>Topic</th>
<th>Details</th>
<th>GRI Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Parental leave</td>
<td><a href="#">See Parental Leave in Workplace Demographics</a></td>
<td>401-3</td>
</tr>
</tbody>
</table>

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*GRI & SASB Disclosure Index (cont.)*
<table>
<thead>
<tr>
<th>Responsible &amp; Ethical Growth</th>
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</thead>
<tbody>
<tr>
<td><strong>Data Privacy &amp; Security</strong></td>
</tr>
<tr>
<td>Management of material topics</td>
</tr>
<tr>
<td>Description of policies and practices relating to behavioral advertising and user privacy</td>
</tr>
<tr>
<td>Total amount of monetary losses as a result of legal proceedings</td>
</tr>
<tr>
<td>Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards</td>
</tr>
<tr>
<td><strong>Corporate Governance &amp; Ethics</strong></td>
</tr>
<tr>
<td>Management of material topics</td>
</tr>
<tr>
<td>Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behavior regulations</td>
</tr>
<tr>
<td><strong>Risk Oversight &amp; Management</strong></td>
</tr>
<tr>
<td>Management of material topics</td>
</tr>
<tr>
<td><strong>Environmental Stability</strong></td>
</tr>
<tr>
<td><strong>GHG Emissions &amp; Energy</strong></td>
</tr>
<tr>
<td>Management of material topics</td>
</tr>
<tr>
<td>Energy consumption within the organization</td>
</tr>
<tr>
<td>Direct (Scope 1) GHG emissions</td>
</tr>
<tr>
<td>Energy indirect (Scope 2) GHG emissions</td>
</tr>
<tr>
<td>Other indirect (Scope 3) GHG emissions</td>
</tr>
</tbody>
</table>
## GRI & SASB Disclosure Index (cont.)

### GHG Emissions & Energy

<table>
<thead>
<tr>
<th>Description</th>
<th>Reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>(1) Total energy consumed, (2) percentage grid, electricity, (3) percentage renewable</td>
<td>See Olo's Energy Usage in Environmental Sustainability, SASB TC-SI-130a.1</td>
</tr>
</tbody>
</table>

### 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 qb. 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.