

# 2023 Sustainability Report



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# 01

## Opening Remarks

### A message from the Chairman, President and CEO

We are proud to share our 2023 Sustainability Report, in which we share the progress that ARKO continues to make on advancing our sustainable business practices. We continue to believe these efforts will underpin our success and long-term value creation as we execute our strategic priorities.

ARKO is the sixth largest convenience retailer in the U.S. operating more than 1,500 retail stores across more than 30 states. Additionally, as of the end of 2023, we supplied fuel to more than 1,800 wholesale sites and operated a fleet fueling business that included nearly 300 proprietary and third-party cardlock locations. Given the breadth of our operations, we are focused on managing the environmental impact of our operations, and incorporate sustainable management practices in our daily operations.

ARKO Corp. is a Family of Community Brands, with an important role in the communities where we live and work. Importantly, our employees are the front lines of our interaction with our communities and their hard work to create inviting, safe spaces in our stores for our guests is what helps us thrive.

This report includes insights from team leaders into how we operationalize sustainability within our company and highlights the impact of the hard work of our team across our footprint. I am glad that we can show progress across different fields of sustainability, continuing to develop and improve our offering of training and development opportunities, as well as making strides in our contribution to climate action both in our own operations and by incorporating sustainable products into our offerings.

The ARKO team's progress this year includes:

- Developing and executing upon workplans applicable to various functional groups and with a view to set and achieve long-term sustainability goals;
- Redeveloping our training program with a new platform that enables more effective and relevant training throughout an employee's journey at ARKO;
- Improvements in our collection of data with regard to sustainability to better measure, track and hold ourselves accountable for our impact on the climate;
- Expanding our EV charging offering;
- Achieving our target to stop the procurement of Styrofoam cups by the end of 2023; and
- Beginning engagement with suppliers on their sustainability efforts.

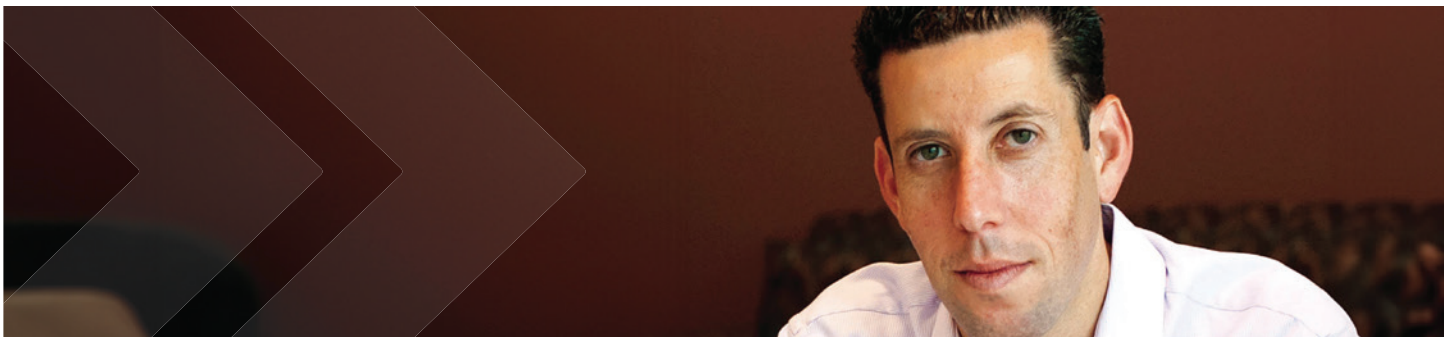
We are on an ongoing journey with respect to our sustainable practices and understand that governance, environmental stewardship and social responsibility are important aspects of our business and are taken very seriously by our many stakeholders.

I invite you to read this report and learn more about the important work we are doing.

#### Arie Kotler

Chairman, President and CEO, ARKO Corp.

*Arie Kotler*



# 02

## Our Story

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Based in Richmond, Virginia, ARKO Corp. (along with its subsidiaries, “ARKO” or the “Company”), a Family of Community Brands, is the 6th largest convenience store chain in the United States, and as of December 31, 2023, operated 1,543 retail convenience stores, supplied fuel to 1,825 dealer locations and operated 298 proprietary and third party cardlock locations (unstaffed fueling locations).

Our business is geographically diversified, spanning more than 30 states and the District of Columbia in the Mid-Atlantic, Midwestern, Northeastern, Southeastern and Southwestern U.S.

Since our founding, we have grown to become a Fortune 500 company with more than 13,000 employees at the end of 2023. We started our growth path in 2013, and as of the end of 2023, our Family of

Community Brands included a portfolio of more than 25 regional store brands that have been in existence for an average of 50 years, offering fuel products and other merchandise to our customers. GPM Investments, LLC (“GPM”) is our operating entity and our indirect wholly owned subsidiary.

We are committed to being the premier convenience destination delivering total customer satisfaction.

Our customers rely on us, and as of December 31, 2023, approximately 45% of all our retail stores were in areas with populations of fewer than 20,000 people and approximately 24% of all our retail stores were in geographies with populations between 20,000 and 50,000 people.

### OUR VALUES

»» Always do the right thing

»» Show concern and respect for others

»» Demonstrate commitment to equal opportunity, fair treatment, and diversity

»» Constantly improve

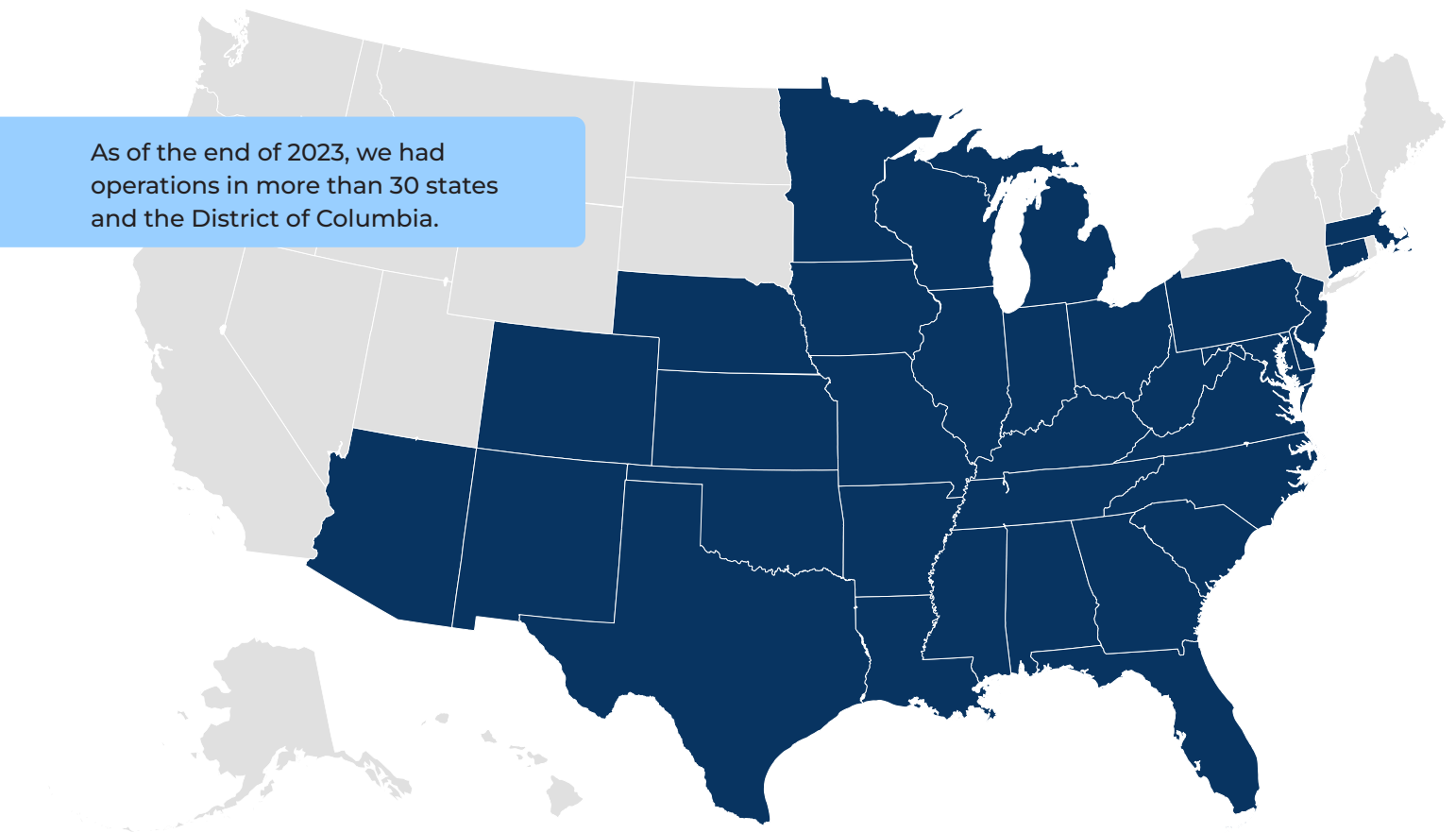
## OUR BUSINESS

At our core, ARKO is a convenience store operator. We derive a significant portion of our revenue from the retail sale of fuel and the products offered in our stores. Our business also includes a number of other related segments.

We currently operate in four reportable segments:

- Retail sales of fuel and merchandise to our retail store customers
- Wholesale fuel supplier to dealers, sub-wholesalers and bulk and spot purchasers, on either a consignment or cost plus basis
- Fleet fueling services through proprietary and third-party cardlock locations (unstaffed fueling locations), and issuance of proprietary cards that provide customers access to a nationwide network of fueling sites
- GPM Petroleum, a wholly owned subsidiary, which primarily engages in the wholesale distribution of fuel to substantially all of our sites that sell fuel in the retail and wholesale segments

As of the end of 2023, we had operations in more than 30 states and the District of Columbia.





## GROWING OUR FAMILY OF COMMUNITY BRANDS

Our acquisition strategy has led to significant and rapid growth over multiple years. As we grew, we remained committed to our belief in the importance of maintaining the unique and familiar nature of each of our Family of Community Brands while ensuring that they meet ARKO's standards of quality and safety.

This approach allows our retail stores to seamlessly maintain the close ties they have developed with local communities, while striving to improve their performance.

In 2023, we successfully continued the growth of our business through acquisitions, expanding to new geographic locations and offering our services to new customers and communities.

We expanded our Family of Community Brands with three new acquisitions in 2023, pursuant to which we acquired 166 retail stores, 190 wholesale sites and 111 fleet fueling sites. Along with our acquisition strategy, we continued our organic growth strategies, focusing on improving the performance of our retail stores through enhanced marketing and merchandising initiatives across our brands, such as our loyalty program, which deepens our relationship with our customers, expanding our foodservice offering to meet our customers' needs and enhancing our existing retail store base.

### December 31, 2023 Snapshot

**1,543**

Company-operated Convenience Stores

**4.594 million sq ft**

Total Area of Retail Space

**1,825**

Dealer Locations

**298**

Cardlock Locations

**\$9.41 billion**

Annual Revenue

**13,000+**

Employees

**2+ million**

Members Enrolled in Our Loyalty Program

# 03

## Our Sustainability Journey

In 2022, we set out on our sustainability journey with an in-depth process to develop our ESG Policy. The policy was developed following a dedicated engagement process with many of our stakeholders in order to align our goals with their expectations. Through this process we defined our ESG priorities and it serves as our guide as we continue to deepen our ESG efforts incorporating them into routine activities.

You can read our ESG policy [here](#).

2023 was dedicated to establishing a firm foundation for managing ESG and tracking our performance. Central to this is effectively collecting and tracking data relating to our ESG priorities. Refining our data collection processes is an ongoing effort and every year we strive for further improvement.

Our Senior Management and their teams collaborated to prioritize top-of-mind ESG areas of activity and to take clear actions to improve ESG-related performance based on defined action plans. Many of these related to setting foundations and baselines on which to build and against which to measure performance.

As we stepped into 2024, each of these plans was reviewed and the next steps defined, incorporating targets in prioritized topics.

This report focuses on looking back and describing our progress in 2023. It also includes some of these targets in an effort to show where we are heading.



## OUR CONTRIBUTION TO SUSTAINABLE DEVELOPMENT

Our ESG Policy takes into account the United Nations' Sustainable Development Goals (SDGs) adopted by the UN General Assembly in 2015. These 17 SDGs represent the global efforts that according to the UN should be taken in order to achieve global sustainable socio-economic development. Our ESG Policy is intended to advance eight of the 17 SDGs, which are the goals most relevant to our business.

### Environmental Sustainability



#### Building a Sustainable Future

We aim to incorporate environmental considerations and improve our environmental performance across all areas of operation.

#### Responsible Resource Management

We are committed to managing the environmental impact of our operations and incorporating sustainable management practices that promote the responsible use of natural resources, particularly surrounding fuel storage.

### Social Responsibility



#### Promoting Our People

We invest in our people's wellbeing, professional and personal growth and in increasing employee retention. We invest in creating and maintaining a work environment in which employees can thrive and achieve success.

#### Protecting Our Customers

We are committed to creating a comfortable and safe environment for our customers, implementing strict fuel storage protocols, and investing in protecting the privacy of our customers through robust data-security measures.

#### Diversity, Equity, and Inclusion

We implement measures to ensure fair and equal opportunity in all of our employment practices and we consistently work to promote diversity, equity and inclusion across our entire workforce and activities.

### Governance



#### Business Ethics

We are committed to conducting our operations honestly, transparently and ethically, both inside and outside of our Company, and implementing responsible marketing practices for our products.

## 2023 ESG HIGHLIGHTS

### Environment & Climate

**2x**

growth in number of sites offering electric vehicle charging (total of 70 charging ports)

### Achieved Goal

discontinued the procurement of Styrofoam cups

**47%<sup>1</sup>**

of coffee sold in our stores was sustainably sourced, almost doubling its relative ratio of total sales (25% in 2022)

### People & Communities

**69%**

of our management roles are filled by women, higher than the company-wide rate of 56% female employment

### Employee training and development

a new platform offers development opportunities while prioritizing personal growth, thereby turning learning into routine through highly effective and diverse training modules

**37**

average training and development hours per employee



<sup>1</sup> Calculated based on the percentage of sustainable coffee purchased out of total coffee purchased

# 04

## The Environment

### OUR FUEL OFFERING

A large part of our business activity is providing fuel to our customers. Our fuel business, which spans more than 3,600 locations, includes retail, wholesale and fleet fueling services, and provides various types of fuel to end-customers and dealer locations. Fleet fueling services were added to our portfolio of fuel activities in 2022, expanding our fuel services and providing an additional solution for corporate customers.

Our fuel offerings enable the mobility of millions of people and drive local economies.

While conventional fuels are a necessary part of our economy – both today and in the foreseeable future – we acknowledge the environmental implications of fuel consumption, and we do our part to offer more sustainable alternatives. Our fuel offering includes various types of clean fuel options including ethanol-blended fuels (E15, E85) and biodiesel, which have reduced environmental impacts and lower carbon emissions. As of December 31, 2023, clean fuels were offered at 351 of our retail sites, dealer locations, and cardlock locations, which constitutes approximately 10% of locations at which we sell or to which we supply fuel. This reflects a 57% increase in the number of stores offering clean fuels compared to 2022.

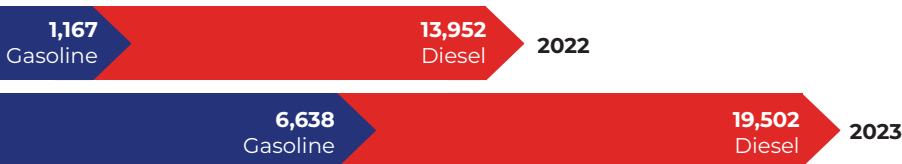
#### CLEAN FUEL OFFERING IN 2022-2023 (Retail sites, dealer locations and Cardlock locations)



#### FUEL REVENUE 2022-2023 (\$7.4B in 2022 & \$7.5B in 2023)



#### CLEAN FUEL SALES IN 2022-2023 (Thousand Gallons)



### 2023 Fuel Highlights

**~2.2 billion**  
gallons of fuel sold through our retail, wholesale, and fleet fueling offerings

**~26 million**  
gallons of clean fuels sold which is a 73% increase from our 2022 clean fuel sales and faster growth than overall fuel sales

**180**  
of 1,499 retail sites selling fuel were offering clean fuel services

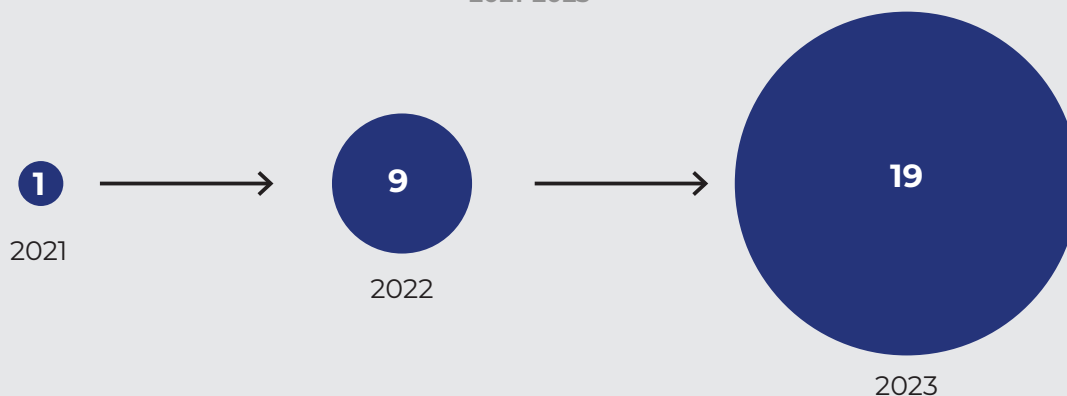
**163**  
dealer locations offer clean fuels, which constitute 9% of our dealer locations

**8**  
of 298 Cardlock locations offer clean fuel

## OUR PART IN THE ELECTRIC VEHICLE (EV) TRANSITION

### In 2023, we increased our network of electric vehicle charging facilities:

RETAIL SITES WITH EV CHARGING FACILITIES  
2021-2023



Although fuel sales are a significant component of our business, we are proud to take part in the EV transition. We see installing EV charging stations as an opportunity to diversify our business operations, meet our customers' needs and provide an excellent customer experience.

We also see investment in EV infrastructure as a channel through which we can support the gradual transition to a low-carbon economy and support climate goals. Our devoted team is constantly monitoring the needs and looking out for opportunities to expand EV charging capabilities across our footprint, while relying on government grants to ensure that these ventures are viable.

Our strategy is designed to target investments where we see higher levels of consumer EV charging demand. To date, consumer EV demand in our geographic footprint is lower than in other parts of the nation, but we intend to continue investing in our EV charging network and expanding our role in the country-wide electric vehicle endeavor as EV demand increases.

Through our multiple acquisitions in 2023, we grew our charger count to 70<sup>2</sup> charging ports, spread over 19 locations. Throughout the year, we have conducted a thorough mapping and prioritization process, set criteria, and prioritized practicality and feasibility of EV infrastructure expansion. This enabled us to identify suitable locations for EV charging stations, considering factors such as local demand, accessibility, available grants, and existing charging infrastructure.



### Playing a part in the transition to renewable energy:

ARKO is proud to play a part in the transition to renewable energy in our industry by supporting innovation. As part of this, we took part in a U.S. pilot incorporating innovation for energy storage solutions for electric vehicles (EVs). The pilot system was developed by Zooz Energy, and is based on storing kinetic energy in flywheels for ultra-fast charging of EVs. The ZOOZTER™-100 system was installed during the 3rd quarter of 2023 at our Scotchman Gas Station in Rock Hill, South Carolina, and the commercial testing commenced in October 2023.

<sup>2</sup> This figure includes 32 Tesla-owned chargers located at our sites.

## PREVENTING ENVIRONMENTAL HAZARDS

Our dedicated Environmental Management team develops and oversees environmental impact processes, including extensive environmental data management, measuring and assessment, alongside the development and implementation of inspection, maintenance, and supervision procedures.

Throughout 2023, our dedicated Environmental Management team applied top-tier operational methods, consistently meeting, or exceeding regulatory requirements. This entailed enhancing procedures and guidelines, vigilant incident management, and proactive engagement with regulatory bodies. Additionally, our robust acquisition due diligence program, combined with our strong management practices, plays a crucial role in protecting the Company against environmental exposure and liability.

The team provides employees with hands-on training and guidance, covering tank maintenance, leak detection, and reporting and documentation processes. The training also covers a variety of other topics such as Vapor Intrusion, Spill Procedures, State Inspection Protocols, and automatic tank gauge (ATG) training. In the framework of the training, we also equip District Managers who completed the comprehensive training program with the necessary knowledge and skills to effectively train their teams at the store level.

Our Environmental Department holds Class A and B Operator certifications for the states in which we operate. As required by law, store-level associates, among others, obtain Class C Operator certification. A third party conducts a visual inspection every 30 days at each location for which the Company has environmental oversight to ensure compliance with operator requirements.

We prioritize close and transparent collaboration with the local authorities in environmental matters, and we believe that our collaborative, transparent and compliant approach is key to ensuring high standards of environmental management.

In 2023, we had more than 7,000 operational underground storage tanks (USTs) and above ground storage tanks (ASTs) which spread over more than 2,000 of our retail, wholesale and fleet sites. The Company is dedicated to upholding high safety standards to mitigate the risks associated with leaking USTs and ASTs. To address these concerns across all our sites, ARKO's Environmental Management team implements rigorous testing protocols aimed at preventing and detecting leaks and substance releases. Furthermore, the Company ensures that its UST and AST systems adhere to stringent operational compliance requirements and local regulations governing compliance and monitoring practices.

**Our routine UST and AST monitoring and maintenance procedures employ advanced technologies and equipment for leak and spill detection and prevention, allowing us to promptly respond to system malfunctions or emergencies.**



# Point of View

**ROLFE LANN**

**Vice President of Environmental**

*"In 2023, we achieved significant environmental successes driven by our commitment to innovation and sustainability. We established methods to store, track, and streamline processes, crucial due to our rapid growth. Through diligent efforts and strategic investments, we are implementing a robust system that meets current needs and positions us for future scalability, enhancing operational efficiency and reinforcing our commitment to environmental stewardship.*

*Our approach prioritizes compliance and operational excellence to protect the Company against environmental risk and exposure and associated revenue loss. Our rigorous training programs, both EPA-mandated and internal, exceed state standards. By actively participating in state regulatory meetings, we contribute to developing more effective regulations. Additionally, our fuel inventory control variance program ensures operational accuracy and efficiency, and our best-in-class acquisition due diligence program ensures comprehensive environmental risk protection.*

*The 'E-Team' is committed to environmental safety, providing 24/7 environmental management. Our program is recognized nationally by financial institutions, insurance providers, and regulatory agencies. With thousands of storage tank systems, we recognize our immense responsibility, and our primary focus is protecting our employees, Company assets, stakeholders, and the communities we serve."*

## ENERGY EFFICIENCY & GHG EMISSIONS

### Our Company Fleet Management

We are committed to optimizing the fuel consumption of our Company fleet, becoming more eco-efficient and reducing our GHG emissions. Our Company fleet primarily consisted of vehicles for our maintenance department. Following acquisitions made in 2022-2023, our fleet now also includes trucks transporting petroleum products. In addition to owned vehicles, our Company fleet consumption below also includes fuel consumed by certain other employees (primarily operations field staff) in their private vehicles.

**Effectively managing our fleet and fuel consumption, alongside maintaining strict vehicle maintenance practices, contributes to our efforts to minimize our environmental impacts.**

#### COMPANY FLEET FUEL CONSUMPTION IN 2022-2023

| Type of Fuel                                                                                          | Gallons Consumed by Company (% of Total Fleet Fuel Consumption) |                  |
|-------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------|------------------|
|                                                                                                       | 2022 <sup>3</sup>                                               | 2023             |
| Gasoline (including unleaded and some biofuel blends – separate figures are unavailable at this time) | 800,029<br>(88%)                                                | 892,848<br>(67%) |
| Diesel                                                                                                | 102,847<br>(11%)                                                | 448,006<br>(33%) |
| Other                                                                                                 | 11,140<br>(1%)                                                  | 121<br>(0%)      |
| <b>Total gallons</b>                                                                                  | <b>914,016</b>                                                  | <b>1,340,975</b> |

<sup>3</sup> Data for 2022 was recalculated for this report to correct a system error which produced a higher number of gallons in our 2022 report.

Our company fleet expanded from 219 vehicles in 2022 to 450 vehicles in 2023, through business acquisitions, increasing the number of trucks transporting petroleum products. As the trucks are diesel-operated, this translated to a substantial increase in our diesel consumption.



Energy Efficiency

Reducing our energy consumption remains a high priority for us. We view energy efficiency investments as a way to reduce our environmental footprint and improve operational efficiency. We take a proactive approach to enhancing energy efficiency across our operations.

2022 was a baseline year for the tracking of our energy consumption. In 2023 we continued our engagement with external providers, collecting relevant data on our energy use, which allowed us to maintain diligent tracking and monitoring of electricity and fuel consumption across our sites for which we have operational control.

By leveraging advanced monitoring technologies and data analytics, our Company gains valuable insights into its energy usage patterns, allowing for informed decision-making and resource optimization. These

ongoing efforts not only contribute to cost savings but also support the Company's broader effort to assess its carbon footprint and facilitate operational efficiency.

Throughout 2023, we installed LED lighting in additional retail stores. As of the end of 2023, 1,274 retail stores had LED lighting fixtures on their canopies (83% of stores). We had 63 LED lighting installations in 2023 and photocells were added to those sites (if not already installed), in an effort to reduce the electricity consumption of canopy lighting. These sensors detect light and automatically turn the lights off and on as needed. We also install LED lighting in the interior of our stores where feasible. As of the end of 2023, 278 of our retail stores had interior LED lighting. Looking forward, we plan to execute an additional 40+ LED canopy light fixture installations in 2024. In addition, the Company invests in energy-efficient HVAC and refrigeration units to replace retired ones. In 2023, 142 locations received new, energy-efficient refrigeration and HVAC equipment which replaced retired units.

2022-2023 TOTAL ENERGY CONSUMPTION, BY SOURCE

| Source of Energy   | Unit                     | 2022                 | 2023                 |
|--------------------|--------------------------|----------------------|----------------------|
| On-site fuels      | GJ                       | 69,888               | 131,719              |
| Grid electricity   | GJ                       | 757,812              | 1,063,508            |
| Company fleet fuel | GJ                       | 114,523 <sup>5</sup> | 171,722 <sup>4</sup> |
| Total              | GJ                       | 942,223              | 1,366,949            |
| Intensity per sqft | GJ per Sqft retail space | 0.24                 | 0.30                 |

<sup>4</sup> The rise in energy consumption is mainly attributed to acquisitions finalized at the end of 2022 and during 2023.

<sup>5</sup> Data for 2022 was recalculated for this report to correct a system error which produced a higher number of gallons in our 2022 report.

As part of our efforts to improve our energy management, we are promoting eco-efficiency education for our store employees. The eco-efficiency training for employees, aims to equip our employees with information regarding conserving resources, minimizing waste, and adopting eco-friendly practices in their daily operations. We plan to launch the eco-efficiency training module in 2024. With this module, including topics from energy-saving practices to proper waste management, our employees will be equipped with the knowledge and skills needed to reduce our environmental impact. The training will be supplemented with visual aids displayed prominently in our stores, which will serve as reminders and educational tools, reinforcing key principles of sustainability and environmental responsibility.

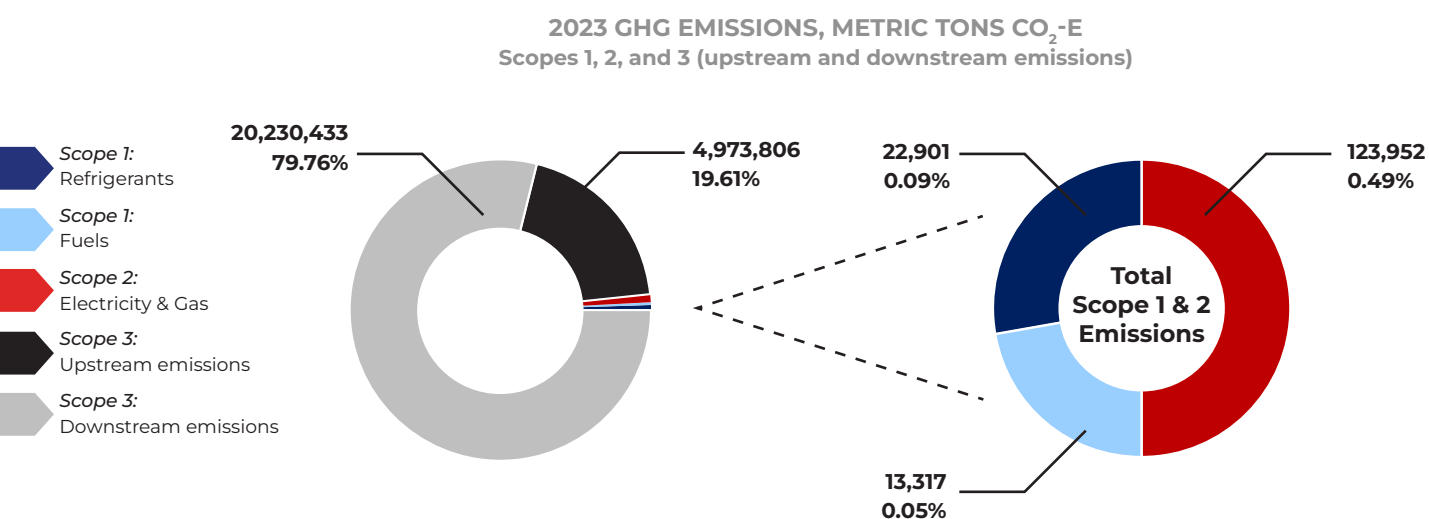


## Managing Our GHG Emissions

In 2022, we began measuring our GHG emissions as part of our effort to more deeply understand and manage our climate impact. In 2023, we maintained monitoring of our GHG emissions through regular measurement and analysis of emission sources across our operations. This enabled us to gain insights into our environmental impact.

In order to capture a broad picture of our GHG emissions, we assess our scope 1 and scope 2 direct emissions, and we assess our indirect scope 3<sup>6</sup> emissions relating to upstream and downstream fuel supply and consumption by our customers. The primary sources of our direct emissions include fuel consumption by our fleet of Company vehicles, and electricity, gas, and refrigerant consumption at our Company-operated stores.

In light of the widespread distribution of our retail stores, and the challenge it poses to the collection and management of our environmental data, we further streamlined data collection and analysis processes to efficiently consolidate and calculate key environmental metrics, including GHG emissions. Our Scope 1 GHG emissions measured at 36,218 MTCO<sub>2</sub>-e, and our Scope 2 emissions measured at 123,952 MTCO<sub>2</sub>-e. To measure GHG emissions relating to refrigerant use, in 2022 and 2023 we conducted a sampling of refrigerant use in our stores. We sampled specific stores according to their size and refrigerant units in use, and measured the emissions which are associated with the refrigerant uses of these units.<sup>7,8</sup>



## 2022-2023 CARBON FOOTPRINT

|                                                         | Unit                                                  | 2022                | 2023              |
|---------------------------------------------------------|-------------------------------------------------------|---------------------|-------------------|
| Scope 1 emissions from refrigerants                     | MTCO <sub>2</sub> -e <sup>2</sup>                     | 27,347 <sup>9</sup> | 22,901            |
| Scope 1 emissions from consumption of fuels             |                                                       | 8,770 <sup>9</sup>  | 13,317            |
| Scope 2 emissions                                       | MTCO <sub>2</sub> -e <sup>2</sup>                     | 91,870              | 123,952           |
| <b>Total scope 1 and 2 emissions</b>                    | <b>MTCO<sub>2</sub>-e<sup>2</sup></b>                 | <b>127,987</b>      | <b>160,170</b>    |
| Scope 3 upstream fuel-related emissions                 | MTCO <sub>2</sub> -e <sup>2</sup>                     | 4,543,762           | 4,973,806         |
| Scope 3 downstream fuel-related emissions               | MTCO <sub>2</sub> -e <sup>2</sup>                     | 17,634,877          | 20,230,433        |
| <b>Total scope 3 fuel-related emissions</b>             | <b>MTCO<sub>2</sub>-e<sup>2</sup></b>                 | <b>22,178,639</b>   | <b>25,204,239</b> |
| <b>Total GHG emissions</b>                              | <b>MTCO<sub>2</sub>-e<sup>2</sup></b>                 | <b>22,306,626</b>   | <b>25,364,409</b> |
| <b>GHG emissions intensity, by area of retail space</b> | <b>MTCO<sub>2</sub>-e<sup>2</sup> per sq ft.</b>      | <b>5.72</b>         | <b>5.52</b>       |
| <b>GHG emissions intensity, by revenue</b>              | <b>MTCO<sub>2</sub>-e<sup>2</sup> per million USD</b> | <b>2,441</b>        | <b>2,695</b>      |

<sup>6</sup> Scope 3 emissions were assessed using default emissions factors for fuel supply and consumption.

<sup>7</sup> The sampling in 2022 included 13% of our stores

<sup>8</sup> The sampling in 2023 included 40% of our stores

<sup>9</sup> Data for 2022 is updated in accordance with methodological changes in 2023

WATER STEWARDSHIP

We believe that our Company has a duty to manage our water use responsibly and effectively. Water scarcity is an increasingly concerning issue, affecting communities and wildlife both in the United States and worldwide. In 2023, we continued our engagement with a third-party to improve our tracking of water consumption across sites which we directly operate on a monthly basis. In 2023, water consumption across these sites totaled approximately 296 million gallons.

In addition to tracking our water data, we actively invest in improving the water efficiency of our retail stores. When we renovate stores, we invest in installing water-conserving systems, such as low-flow faucets and water-saving toilets. These actions improve the efficiency of our operations and cut costs, while also reducing adverse impacts on the environment.

Water Efficiency at Our Car Washes

As of the end of 2023, we had 95 operating car washes, where we implement the use of biodegradable cleaning agents and adapt our water use to local conditions and regulations to minimize potential environmental harm. In some of our car washes, we have water reclamation and recovery systems installed, thereby “closing the loop” and reducing our overall water consumption.

The data for 2023 shows a reduction in water use compared to the estimate calculated in 2022 despite a number of additional car washes and locations with larger food services. We are happy to see our efforts at water conservation are beginning to bear fruit.



2022-2023 RETAIL SITES WATER METRICS

|                                                                       | Unit              | 2022                  | 2023    |
|-----------------------------------------------------------------------|-------------------|-----------------------|---------|
| Water consumption at retail sites including car washes (in thousands) | Gallons           | 337,800 <sup>10</sup> | 295,953 |
| Water consumption intensity, by area of retail space                  | Gallons per sqft. | 87 <sup>11</sup>      | 64      |

<sup>10</sup> Water consumption monitoring started in May 2022. This figure is an estimate for the annual water consumption in 2022, based on the average water consumption data from May-December 2022.

<sup>11</sup> The water consumption intensity figure for 2022 has been updated in this report to reflect the total estimated water consumption for 2022. The figure in 2022 report reflected the May-December 2022 data only.

## PACKAGING & WASTE

### More Sustainable Packaging

Transitioning to more sustainable packaging is an integral part of our environmental efforts.

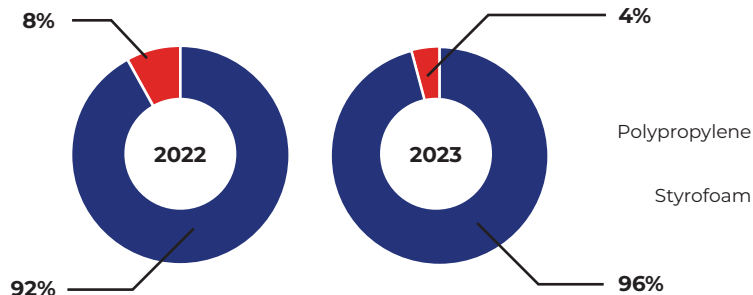
Today, a substantial amount of our packaging consists of materials with a lower environmental impact than other alternatives and efforts are underway to reduce packaging in our operations.

For example, our ongoing process to transition from drip coffee dispensers to bean-to-cup machines minimizes waste by removing coffee filters from the brewing process and avoids excess beans and water being brewed and then discarded. **In addition, 47% of packaging procured in 2023 for our store operations was composed of recycled or sustainable materials (measured by weight).**

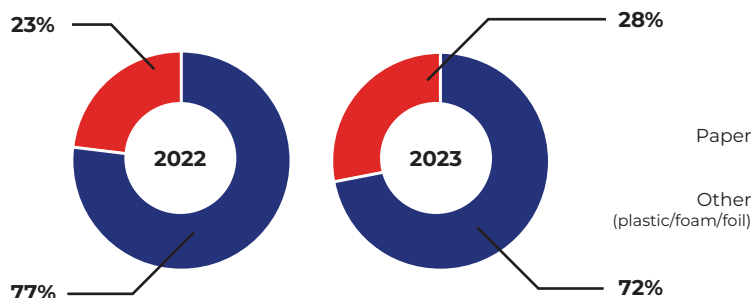
We are constantly striving to improve our performance in this area. Following a detailed mapping of our packaging materials, we set out workplans to enable and advance our gradual transition to more sustainable packaging. This includes lowering non-recyclable material such as Styrofoam and certain plastics and replacing them with recycled and recyclable paper and plastic. **As a part of these workplans, we set a target to stop the procurement of Styrofoam cups by the end of 2023, which we accomplished.**

We engage in ongoing discussions with our vendors to understand their sustainability initiatives and progress in packaging and track their sustainability activities. This will enable us to identify opportunities for collaboration and promote the implementation of sustainable practices in our supply chain.

CUPS MATERIALS<sup>12</sup>  
(2022-2023)



TO-GO BOXES MATERIALS<sup>12</sup>  
(2022-2023)



<sup>12</sup> Figures represent a breakdown of packaging materials by weight.

## Tackling Food Waste

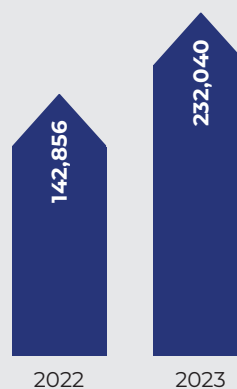
ARKO is committed to tackling food waste through proactive measures. Recognizing the importance of reducing food waste for both environmental and social reasons, the Company is implementing several strategies to minimize waste throughout its operations. When food is thrown into the trash, it decomposes in landfills and produces methane, one of the most potent greenhouse gases. Tackling food waste is also a critical aspect of improving food security for millions of people throughout the country.

We aim to reduce food waste through effective and efficient inventory management, thereby minimizing cases of discarding expired foods. Although expired and unsold store-prepared foods are discarded, we have agreements with our major suppliers by which some food products are reclaimed and returned to our suppliers to be appropriately processed. In 2023, \$3.5 million worth of food waste (17% of the total value of our food waste) was reclaimed by suppliers.

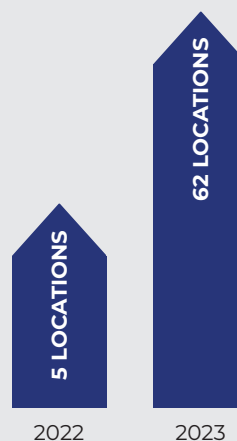
Our flagship program to reduce food waste is our **frying oil recycling initiative**. At participating sites, frying oil that has been used in food preparation is safely collected and transferred to a third-party partner to be recycled and reused in other processes. In 2023, we had 193 sites participating in the program – of which 62 sites used a “Closed Loop” recycling system provided by our vendor RTI – and we successfully recycled more than 232 thousand pounds of frying oil. We are proud to see the number of sites using the “Closed Loop” recycling system increase from 5 in 2022 to 62 sites as of the end of 2023. We have seen multiple benefits from our implementation of the “Closed Loop” system including: reduced waste due to pickup in bulk, avoidance of waste oil accidentally reaching sewage systems, and enhanced frying oil recycling data accuracy by providing precise measurements and monitoring of our oil usage and recycling rates.



FRYING OIL RECYCLED ACROSS OUR SITES  
(In Pounds 2022-2023)<sup>13</sup>



“CLOSED LOOP” RECYCLING SYSTEMS



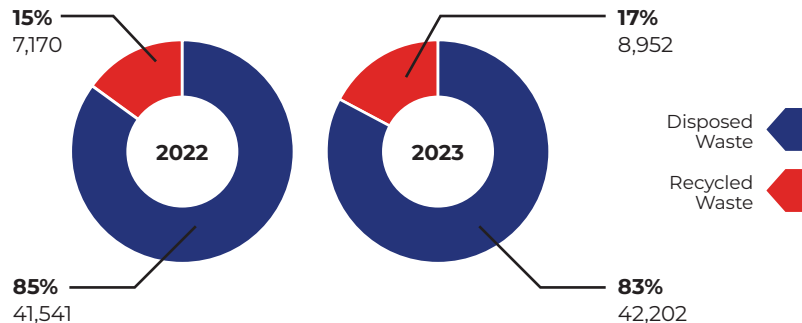
<sup>13</sup> Calculated based on procurement of oil and an estimated 25% reclamation and recycling rate due to absorption, losses, and waste.



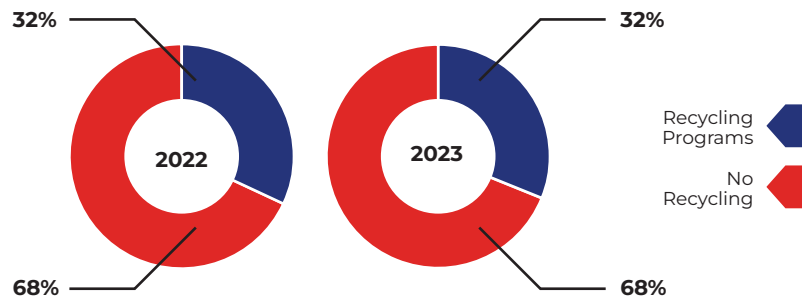
Waste Recycling Programs

As of the end of 2023, we participated in recycling programs at 490 stores, approximately one-third of our retail stores, with 38 new stores added into the program in 2023. These programs were mainly single-stream recycling (SSR) programs, with a smaller number of dedicated cardboard recycling programs. These programs led to around 17% of our waste being recycled, thereby diverting it from landfills and enabling its reintroduction into production processes. As part of our workplans to constantly improve our environmental performance, we are routinely assessing the feasibility of further expanding our recycling programs to additional sites.

WASTE TREATMENT BY METHOD OF DISPOSAL  
(Metric Tons 2022-2023)<sup>14</sup>



SITES WITH RECYCLING PROGRAMS  
(2022-2023)



<sup>14</sup> Based on a waste volume estimation model and [Volume-to-Weight Conversion Factors](#) provided by the U.S. Environmental Protection Agency

## SUSTAINABLE SOURCING

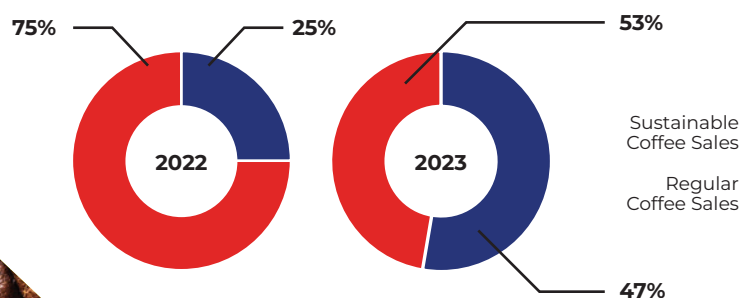
At ARKO, we understand the importance of sourcing products responsibly, and we are promoting sustainability within our supply chain, particularly in our food and beverage offerings. These efforts are exemplified by our bean-to-cup coffee initiative, which we launched in 2021. In this initiative we are sourcing some of our coffee blends from ethically conscious suppliers, thus increasing our offering of coffee beans which are grown using responsible farming practices, reducing environmental impact, and supporting local communities.

In 2023, approximately 400 retail stores transitioned to bean to cup services, surpassing our 2023 target of 365 retail stores, and bringing us to a total of 959 stores having bean to cup services as of the end of 2023.

In addition, we began engaging with our food and beverage vendors to assess their commitment and activities relating to sustainable sourcing. Thus far, this process revealed that the vast majority of our vendors apply various sustainability initiatives and activities across their operations. We plan to track our vendors sustainability efforts on an ongoing basis, which will further strengthen our supply chain risk management and promote future sustainable sourcing activities.

**In 2023, 47% of coffee sold was sustainably sourced, almost doubling its share of total coffee sales compared to 2022**

COFFEE SALES 2022-2023<sup>15</sup>



In 2023, we continued our offering of high- quality coffee blends in our bean-to-cup dispensers, two of which are certified by leading sustainability certifying organizations:



**The Rainforest Alliance** is an international non-profit organization working at the intersection of business, agriculture and forests. They aim to create a better future for people and nature by making responsible business the new normal. [www.rainforest-alliance.org](http://www.rainforest-alliance.org)



**Raíz Sustainability®** (Raíz) is a proprietary third-party verified sustainable farming program. Raíz farmers are part of inclusive and dedicated supply chains, where farmers receive trainings, services, and a guaranteed premium that makes their farms more environmentally sustainable and profitable

<sup>15</sup> Calculated based on the percentage of sustainable coffee purchased out of total coffee purchased

## 05

## Our Commitment To Our People

### PROMOTING EMPLOYEE WELLBEING AND WELFARE

As of December 31, 2023, we had 13,481 employees throughout the Company. Our employees are fundamental to our success, so we are committed to providing them with a welcoming and positive work environment, as well as the benefits which support their health and wellbeing. In addition to providing fair wages, we strive to strictly abide by all labor law requirements and make efforts to provide our employees with perks and benefits which target their needs.

In 2023, all our employees earned above the local minimum wage, except for employees that represent approximately 3% of our total workforce, who were paid minimum wage. The average hourly wage for store employees was \$13.92.

All of our full-time employees are eligible for health insurance after their first 30-60 days, depending on state and position. In 2023, 3,715 eligible employees opted for this program (41% of the eligible employees). We also assist our employees in saving for their future and support their retirement planning. From day one, employees are eligible to take part in our 401(k) program. In 2023, 1,025 employees participated in the program. We offer additional benefits to employees depending on position, including paid vacation and other voluntary insurance.

Employees generally begin accruing paid time off after six months with the Company, with some accruing paid time off upon hire. After their first year, employees are offered eight days, and this number increases with tenure.

While we respect our employees' freedom of association, none of our employees are currently covered by collective bargaining agreements..

### ENCOURAGING AND REWARDING HIGH PERFORMANCE

Performance reviews are a key tool to enable the ongoing personal and professional development of our people. They are also an opportunity to identify and recognize outstanding performance of employees. Employees undergo a performance review after their first 90 days of employment, and annual reviews are conducted thereafter.

Our employees have the opportunity to earn performance-based cash bonuses and incentives alongside other employee benefits. Throughout 2023, 3,436 employees, ranging from Store Associates, their management, and office staff received performance-based bonuses. In addition, Store Associates and Store Managers who worked at least 500

As Of December 31, 2023

**13,481**

Employees

**3,436**

Employees received  
performance-based bonuses  
in 2023



hours, as well as Store Managers crossing the 6-month mark working with us received retention incentive bonuses. In 2023, 1,615 Store Associates and 553 Store Managers and Assistant Managers received retention bonuses. This is our way of encouraging commitment and rewarding excellence.

In 2023, we implemented significant enhancements to our employee performance evaluation process. These included providing a more nuanced scale which allows for a more granular assessment of employee performance and clearer distinctions between various levels of achievement. Additionally, we further refined the competencies expected of District Managers, and introduced a monthly scorecard consisting of clear performance metrics which align with organizational goals and help identify high-potential individuals for future leadership positions. These enhancements are poised to positively impact employee engagement and productivity, driving overall organizational success.

In 2023, 9,378 employees underwent a 90-day performance review, and 7,865 employees underwent an annual review reflecting both the expansion in our business and the review program.

Most of our store employees are in entry-level or part-time positions, which have high turnover rates in line with trends in our industry.

EMPLOYEE HIRING AND TURNOVER

|                                            | 2022  | 2023  |
|--------------------------------------------|-------|-------|
| Average employee hiring cost <sup>16</sup> | \$314 | \$343 |
| Turnover rate                              | 164%  | 162%  |
| Voluntary turnover rate                    | 155%  | 142%  |

<sup>16</sup> The average employee hiring cost is based on an internal calculation using direct to hire expenses such as advertising, internal interviewing costs and background checks.

In 2022, we reported an estimate that included indirect costs as well, such as uniform, on-boarding costs and training resources. Both years are now presented according to the direct cost calculation



## EMPLOYEE HEALTH AND SAFETY

Managing our employees' health and safety is a top priority for us, and we believe that maintaining a corporate culture of safety across all levels is essential to our success. We take a proactive approach towards health and safety in all our retail stores and have robust safety protocols in place which follow or exceed Occupational Safety and Health Administration (OSHA) requirements.

The implementation of safety protocols at our retail stores is overseen by our District Managers, Store Managers, and Assistant Store Managers. Our Safety Manager actively monitors safety protocol implementation at retail stores across the country by conducting routine meetings with local managers, performing safety audits and risk analysis. Solutions to address safety issues are promptly executed and verified. We have designed a robust safety management system to increase employee awareness and involvement in personal safety. These procedures are specifically targeted to reduce safety risks that our employees face, including, lifting-related back injuries; fire hazards; slips and falls; housekeeping and property maintenance related risks; driving safety; machine operation safety; and robbery incidents.

Our safety management system is composed of:

- Day-to-day safety protocols that are supervised and implemented by District Managers, Store Managers and Assistant Store Managers
- Audits and visits by the Safety Manager
- Store employee's ability to report safety incidents or violations directly to the Risk Management Department

In 2023, we introduced a new dashboard designed to improve health and safety data management and analysis. Integrating safety data from the stores, the dashboard provides comprehensive insights on site safety performance. Using this powerful tool and customizable metrics, our Employee Health and Safety team can identify trends, assess risks, and proactively address potential hazards. Moreover, its user-friendly interface facilitates swift decision-making and enables seamless communication across teams. The cross-Company system ensures that safety protocols are rigorously upheld and learning is effectively circulated. By integrating this technological tool, the Company is embodying its commitment to a proactive approach to health and safety management.

**Analyzing the data shows that almost half of all incidents are due to slips and trips. The analysis assists in prioritizing and creating the most effective response to all causes.** We continue to implement on-site safety practices and measures which enhance everyday employee safety. These include Personal Protective Equipment (PPE), safety vests and uniform, and placement of traffic cones and barricades to prevent vehicle accidents.

We continue to enhance our commitment to providing a safe and secure environment for both employees and customers. In 2023, we conducted targeted audits of alarm systems at our stores which led to changes which enabled quicker response times and timely detection, troubleshooting and repair. In addition, we established monthly alarm testing protocols at the stores. Our Risk and Loss Prevention team conducts a thorough analysis of trends specifically relating to robbery incidents, and where necessary, advises and executes steps for mitigation to prevent similar incidents.

Our employees have direct access to the Safety Manager and the Risk Management Department and can report any health and safety concerns or suggestions to contribute to a safer working environment. In 2023, the company had zero substantiated OSHA safety violations.

We work proactively and plan for extreme weather events and have targeted emergency programs in place to execute a response, protect our people and infrastructures, and provide appropriate communication as needed. As climate change is becoming ever more prominent, we work to build resilience against natural hazards and climate threats and have incorporated considerations of extreme weather events into these programs. All protocols and procedures for emergency scenarios are outlined in the official Safety Manual, providing guidance to the stores while operating during such events.

## Safety Training

Mandatory safety training is provided to our people across our Company-operated convenience stores. These training programs cover the various risks faced by our people in daily activities. Safety trainings, resources, and the official Company Safety Manual are available to employees 24/7 via our intranet.

**In 2023, approximately 13,251 hours of safety training were provided to employees, including basic safety training covering general safety practices, and advanced, role-specific training for employees in relevant positions.**

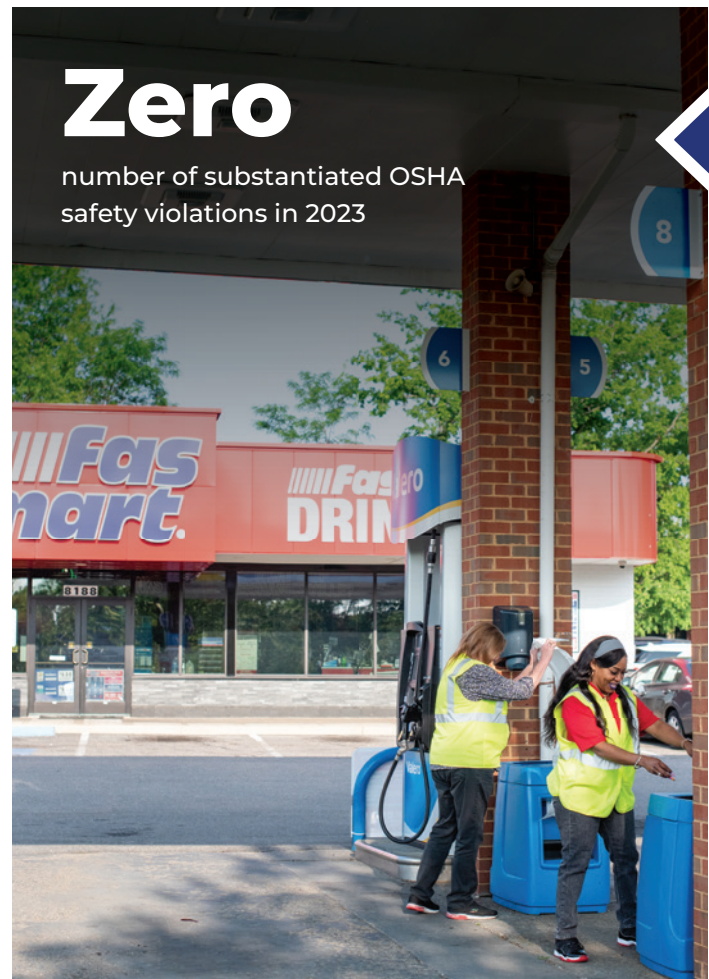
We also continued the Monthly Safety Topic initiative. Through this initiative, a safety topic relevant to current trending safety incidents and weather conditions is selected and presented on the intranet at the beginning of each month. This contributes to keeping safety top of mind and giving employees the knowledge to maintain high safety standards.

## Safety Incidents

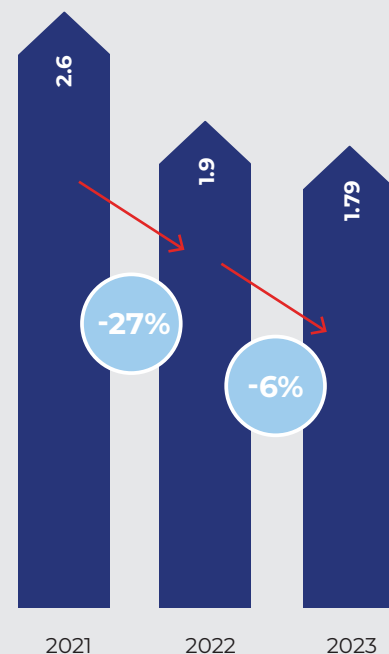
We have strict safety requirements and processes in place to prevent, handle and address safety concerns at our retail stores. We continue to work towards reducing the number of safety incidents to a minimum. In 2023, the Total Recordable Incidence Rate (TRIR) was 1.79. A total of 208 safety incidents occurred in 2023, of them 82% were light or mild injuries. In addition, 37 incidents of severe injuries were recorded ranging from slips and falls, robbery assaults, improper lifting, vehicle strikes, cuts, and burns. Tragically, we had one employee fatality as a result of a robbery.

While the absolute number of recordable incidents did rise in 2023 compared to 2022, it is encouraging (though not sufficient) that despite a 16% increase in total number of field work hours compared to 2022, the total number of recordable incidents rose by 9%, reflecting a reduction of 6% in TRIR<sup>17</sup>. We track the absolute number of incidents and are consistently working to bring it to a minimum as well as minimizing the injuries incurred. Each incident is thoroughly investigated, and root causes are reviewed by the Safety Manager and involving others to ensure the occupational health and safety issues are resolved.

<sup>17</sup> Rate calculated per 200,000 working hours



IMPROVING RECORDABLE INCIDENT RATE (TRIR)  
2021-2023





# Point of View

**WILLIE GRIDER**

Senior Safety Manager

*"Since joining the team as GPM's Safety Manager in 2021, I've seen a lot of growth mainly through acquisitions over the years, yet our commitment to health and safety has not wavered. Ensuring the well-being of employees and customers has always been, and continues to be, our top priority.*

*We firmly believe that every GPM employee has the right to work in an environment free from hazards and risks to their health and safety. As GPM's Sr. Safety Manager, I am committed to providing the necessary resources, support, and guidance to our employees. We have several things we do to keep safety awareness in the forefront. These include various safety training programs, the publishing of a monthly safety newsletter on the Company intranet and implementing a safety observation report into the checklists our frontline operators use daily. Additionally, we encourage employees to submit safety ideas through an online form that is reviewed every time an idea comes in. These programs, and others, support our goal to mitigate workplace hazards and prevent accidents before they occur.*

*I'm very proud to be part of GPM's Risk Management Department. We are a very collaborative and tight knit group, which has a shared goal of prioritizing the safety and well-being of our employees and customers."*

## EMPLOYEE LEARNING & DEVELOPMENT

Investing in our people is essential to creating a strong and capable team and supporting our Company’s long-term resilience, growth, and success. We are committed to providing our employees with opportunities for professional and personal development and helping them prepare for career advancement. Employees benefit from various training programs which develop their knowledge and skillsets, including on-the-job and virtual training courses.

Our targeted training programs are tailored to address specific position requirements, equipping employees with necessary hard and soft skills to perform their duties and improve their performance. These programs are designed to foster a quality and experienced workforce and enable professional advancement for our employees. Some of the training topics include effective customer service, food preparation, responsible marketing and payment methods. Employee training programs and procedures are overseen by our dedicated Director of Training & Leadership Development, with functions in other departments providing specialized professional training when necessary.

In 2023, we provided extensive training programs to new employees including:

- 32 hours for new Sales Associates
- 80 hours for new Assistant Managers
- Six weeks of on-the-job training and up to 24 additional hours for Store Managers

### 2023 Learning & Development Highlights

**95%**  
average course completion rate. Roughly the same completion rate YoY despite additional acquisition locations and third-party training.

**37**  
hours of training on average per employee.

We are committed to training excellence. Our training policies and best practices are crafted to ensure that our team members are well-prepared to excel in their roles while maintaining a safe and compliant work environment.



New Hire Training



Team Lead/AMT Training



Store/Deli Manager Training



Recurring Training

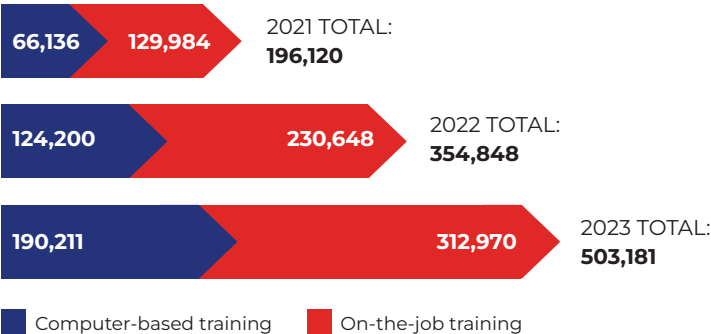
Regular monitoring, continuous improvement, and effective engagement strategies are key components of our approach to training excellence.

As part of our efforts to revamp our employee learning experience, in September 2023, we began implementing an advanced learning platform across the Company. This innovative platform provides comprehensive professional training while also prioritizing personal growth, offering a diverse range of development opportunities. The platform enhances our training execution and monitoring capabilities, allowing us to track employee progress, and promote tailored support and guidance. By investing in this platform, we can focus on enhancing targeted skill sets as well as nurturing individual potential and fostering a culture of continuous learning and growth.

As part of the enhancement of our training program, in 2023, we began conducting training efficacy assessments and employee feedback surveys so that programs are optimized to providing our employees with the skills they both need and want in order to succeed in the workplace. Based on employee feedback in 2023, we made adjustments to our programs. We refined the delivery methods and training timelines, enriched our training library, and introduced micro-training modules tailored to industry-specific needs, allowing for more digestible learning experiences. We also extended the duration of the New Hire Training Program to provide additional time for reinforcing training objectives and ensuring comprehensive understanding among newly hired employees. We plan to conduct these assessments on an ongoing basis, to ensure that our training programs remain relevant, engaging, and impactful.

Alongside the changes to our training and development programs the total number of training hours offered to employees continued to rise reaching 503,181 hours in 2023.

TRAINING HOURS PROVIDED TO EMPLOYEES 2021-2023



To continue and promote opportunities for individual growth to our employees, we have set a target for 2024 to provide 3-5 personal development training hours per employee, annually.

TRAINING & DEVELOPMENT 2022-2023

|                                                               | 2022    | 2023    |
|---------------------------------------------------------------|---------|---------|
| Total training hours provided to employees                    | 354,848 | 503,181 |
| Avg. training and development spending per full-time employee | \$1,200 | \$1,100 |
| Avg. completion rate of courses                               | 96%     | 95%     |





# Point of View

**CRYSTAL HALSEY**

Director of Training & Leadership

*"In 2023, we made a significant investment in a new Learning Management System (LMS). This strategic move highlights our firm belief that well-trained associates are not just important but essential in creating outstanding customer experiences that drive our business success. Our new LMS plays a pivotal role in this mission.*

*With microlearning courses, many presented in under ten minutes, whether it's mastering efficient processes or procedures, understanding safety protocols, or enhancing customer interactions, our training program equips new hires to thrive in our fast-paced retail environment. Compliance checkpoints maintain quality across our stores.*

*The LMS also provides upskilling opportunities for Assistant, Store, and District Managers as they progress in their operational career paths.*

*In addition, as part of our Company-wide commitment to excellence, we also implemented a Certified Store Manager Coaching Program. Our certified Store Managers serve as mentors, guiding Store Manager trainees toward effective leadership and operational success.*

*We look forward to more training success as we strive for a learning journey where knowledge meets service."*

## FOSTERING A DIVERSE AND INCLUSIVE ENVIRONMENT

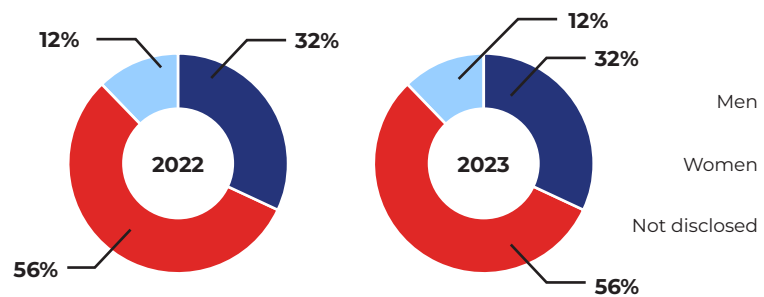
We strive to promote a safe and inclusive work environment and create a workforce which best reflects the diverse communities in which we operate. We believe that a diverse workforce is key to creating equal opportunities and we provide equal employment, fair promotion practices, and a nurturing work environment for employees from diverse backgrounds. We are proud of our ability to develop diverse talent and leadership and of the representation of female employees across the Company, particularly in leadership positions. In 2023, we continued to champion women in management with 69% of our management positions filled by women, including 77% of Store Managers and over 49% of District Managers.

In 2023, we continued in our efforts to foster a more inclusive work culture, and have formulated a Diversity, Equity, and Inclusion (DEI) Policy. The DEI Policy reflects our commitment to creating a diverse workforce where every individual feels valued and respected. The Policy encompasses a range of initiatives, including targeted diversity in recruitment practices, training programs to mitigate unconscious bias and promote cultural competence, and our leadership commitment to promote a culture of inclusion at all levels of the organization. Additionally, the Policy outlines clear guidelines for addressing instances of discrimination or harassment, with transparent reporting mechanisms and swift, decisive action against any violations.

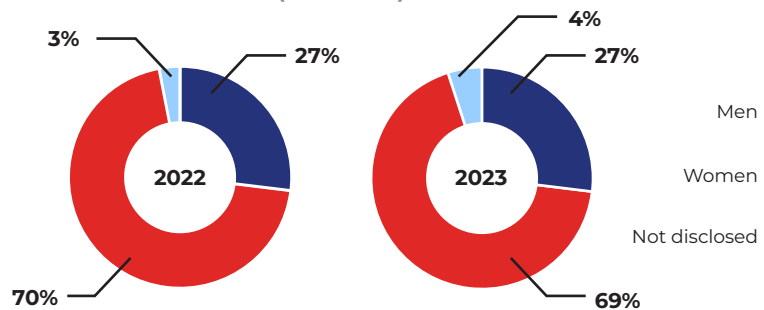
We integrated DEI training modules into our new learning management platform and employee training programs. The DEI training program and policy review are mandatory for Store Managers and Store Associates.

ARKO was named among America's Greatest Workplaces for Diversity presented by [Newsweek](#), which featured the top large and midsize companies recognized by their employees for genuinely respecting and valuing individuals from different walks of life.

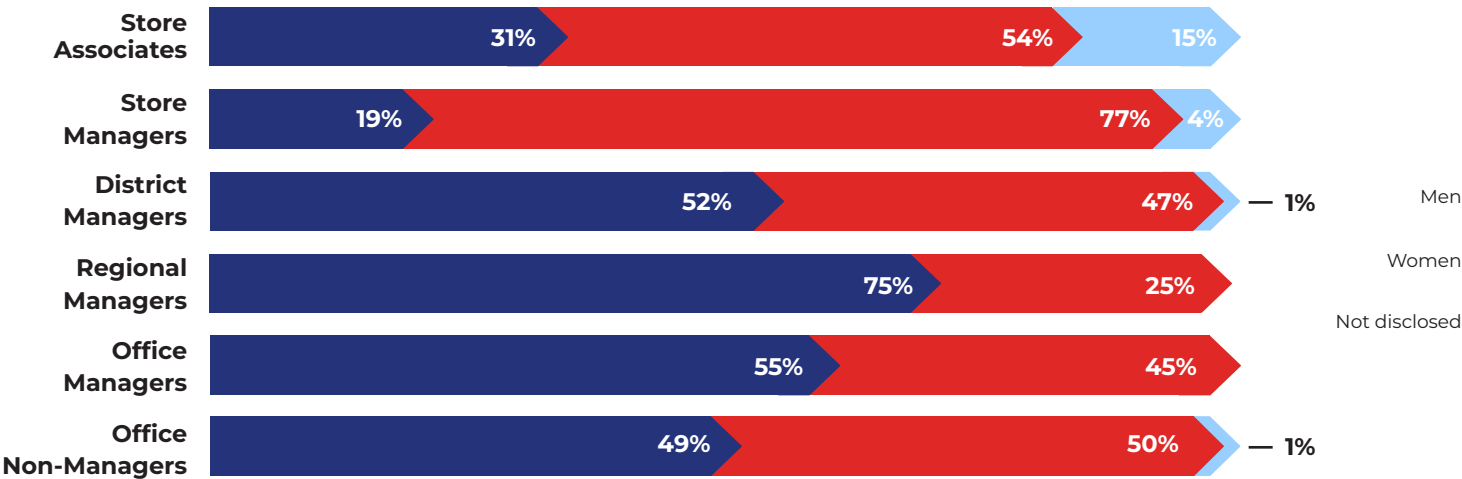
COMPANY GENDER DIVERSITY  
(2022-2023)



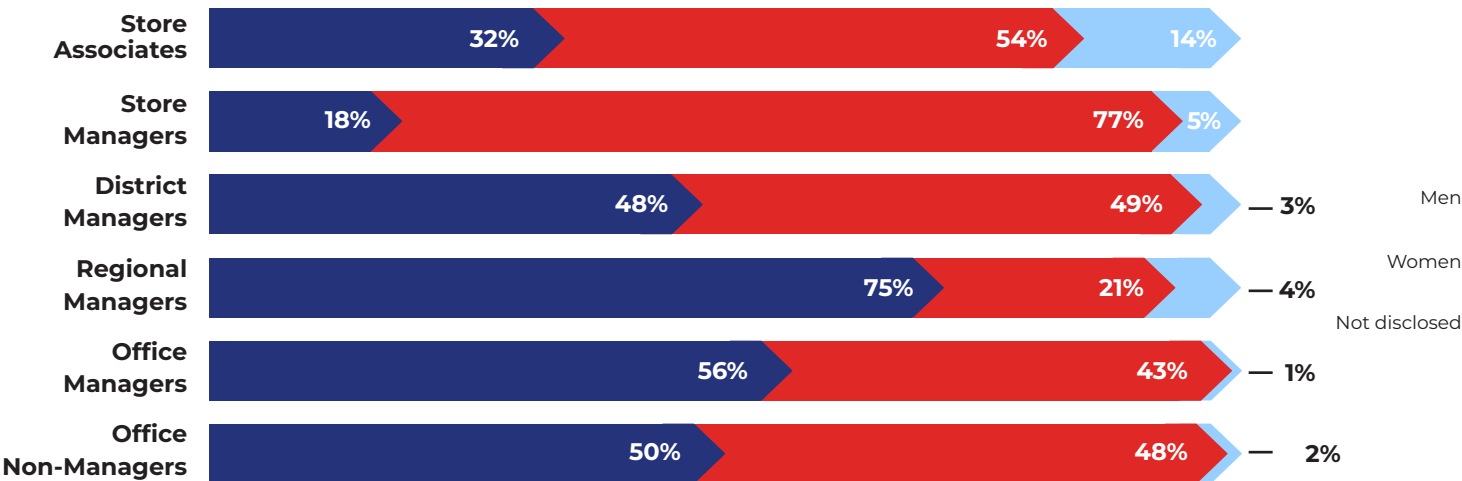
MANAGEMENT GENDER DIVERSITY  
(2022-2023)



GENDER DIVERSITY ACROSS OUR OPERATIONS IN 2022



GENDER DIVERSITY ACROSS OUR OPERATIONS IN 2023





# Point of View

**VERONICA DONCHEZ**

Senior Vice President of Human Resources

*"Here at GPM, we steadfastly believe in the power and importance of women in leadership roles. As the Senior Vice President of Human Resources, I'm thrilled to announce that in 2023, we hired and promoted a combined total of 226 women into leadership positions, reflecting our dedication to diversity and gender equality in our workforce.*

*Looking ahead to 2024, we are eager to further these advancements, confident that empowering women will not only enrich our Company culture but also propel innovation, enhance decision-making, and ultimately fuel the success of our business."*

## Creating An Inclusive and Comfortable Work Environment

We aim to protect our employees and have a zero-tolerance policy towards all forms of discrimination. As an Equal Opportunity Employer, we foster a diverse workforce and drive inclusiveness across all departments and operations. We have policies which prohibit any form of discrimination based on race, gender, age, religion, or sexual orientation and work to eliminate discrimination and retaliation against any employees. These policies are communicated to employees, alongside reporting channels and escalation mechanisms to address any adverse action. We make sure that management personnel are available to employees to discuss any concerns in a discrete and fair manner. Complaints are

investigated thoroughly, and appropriate action is taken as necessary. We work to create an inclusive and respectful work culture and raise awareness among employees by providing anti-harassment and anti-discrimination training and all employees are required to abide by our standards and policies.

As part of our efforts to promote employee education on unconscious bias, diversity, and inclusive leadership practices, and to ensure that every employee has the tools and knowledge to actively contribute to our inclusive workplace culture, we have set a target to provide an average of 1 annual DEI training hour per employee and management by 2025.

### COMPANY DIVERSITY

|                            | 2022                   |                        |                        | 2023                   |                        |                        |
|----------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|
|                            | Women                  | Men                    | Not Disclosed          | Women                  | Men                    | Not Disclosed          |
| <b>Store Associates</b>    | 5,046<br>(54%)         | 2,950<br>(31%)         | 1,388<br>(15%)         | 5,475<br>(54%)         | 3,265<br>(32%)         | 1,453<br>(14%)         |
| <b>Store Managers</b>      | 1,203<br>(77%)         | 296<br>(19%)           | 55<br>(4%)             | 1,354<br>(77%)         | 323<br>(18%)           | 90<br>(5%)             |
| <b>District Managers</b>   | 70<br>(47%)            | 79<br>(52%)            | 2<br>(1%)              | 77<br>(49%)            | 75<br>(48%)            | 5<br>(3%)              |
| <b>Regional Managers</b>   | 5<br>(25%)             | 15<br>(75%)            | 0<br>-                 | 5<br>(21%)             | 18<br>(75%)            | 1<br>(4%)              |
| <b>Office Managers</b>     | 125<br>(45%)           | 152<br>(55%)           | 1<br>-                 | 152<br>(43%)           | 199<br>(56%)           | 3<br>(1%)              |
| <b>Office Non-Managers</b> | 418<br>(50%)           | 409<br>(49%)           | 9<br>(1%)              | 478<br>(48%)           | 489<br>(50%)           | 19<br>(2%)             |
| <b>Total Workforce</b>     | <b>6,867<br/>(56%)</b> | <b>3,901<br/>(32%)</b> | <b>1,455<br/>(12%)</b> | <b>7,541<br/>(56%)</b> | <b>4,369<br/>(32%)</b> | <b>1,571<br/>(12%)</b> |

### WORKFORCE DIVERSITY (ETHNICITY BREAKDOWN)

| Position     | Not Disclosed |               | Black or African American |            | Hispanic/Latino |            | Native American |           | Asian-American |           | Hawaiian/Pacific Islander |          | White        |              | Two+ races* |
|--------------|---------------|---------------|---------------------------|------------|-----------------|------------|-----------------|-----------|----------------|-----------|---------------------------|----------|--------------|--------------|-------------|
|              | 2022          | 2023          | 2022                      | 2023       | 2022            | 2023       | 2022            | 2023      | 2022           | 2023      | 2022                      | 2023     | 2022         | 2023         | 2023        |
| Managers     | 1,000         | 1,208         | 97                        | 106        | 53              | 70         | 10              | 9         | 6              | 5         | -                         | -        | 837          | 894          | 10          |
| Non-managers | 8,259         | 9,349         | 304                       | 301        | 195             | 156        | 22              | 26        | 22             | 18        | 4                         | 5        | 1,414        | 1,278        | 46          |
| <b>Total</b> | <b>9,259</b>  | <b>10,557</b> | <b>401</b>                | <b>407</b> | <b>248</b>      | <b>226</b> | <b>32</b>       | <b>35</b> | <b>28</b>      | <b>23</b> | <b>4</b>                  | <b>5</b> | <b>2,251</b> | <b>2,172</b> | <b>56</b>   |



For 2024, we have set a goal of 50% employee participation in the annual engagement surveys, to promote overall continuous organizational improvement.

## MAINTAINING AN ENGAGED WORKFORCE

In 2023, we continued and enhanced our emphasis on keeping our employees engaged. We encouraged employee engagement and open communication through pulse surveys and our “open door policy,” striving to reinforce a positive working culture which drives a stronger and more stable workforce.

Our pulse surveys help us to assess levels of employee satisfaction, engagement, and sense of belonging, and in turn, inform the development and implementation of programs which reinforce workforce retention and address employee concerns. Maintaining ongoing communication with our employees enables us to incorporate our employees’ point of view in our decision-making processes, shape our employee experience and recognize opportunities for future development.

In 2023, we conducted employee satisfaction and pulse surveys for employees who joined our Company as part of our 2023 acquisitions. The surveys delve into their onboarding experience, assessing factors such as the effectiveness of training programs, clarity of role expectations, and integration into the team. The onboarding survey also provided an opportunity for feedback on the transition process and initial

impressions of Company culture. The survey had a total of 82 respondents, which constituted 45% of all prospective respondents. In addition, we held a pulse survey for Store Managers and District Managers, which touched upon various aspects of employee experience, including job satisfaction, communication effectiveness, opportunities for growth, and overall morale. By addressing these topics comprehensively, we aim to create a holistic picture to better understand employee experience and enhance employee engagement and satisfaction throughout their tenure at our Company. These surveys had 2,692 respondents.

**Through our “open door policy,” we ensure that employees have direct access to management and are able to share questions, suggestions and complaints and receive timely responses and remediation as needed. Employee management communication channels are openly published in our Employee Handbook, in our stores, and on our intranet platform.**

# 06

## Our Commitment To Our Customers

### CUSTOMER SERVICE EXCELLENCE

We strive to continue to deliver excellent customer service and experience in all our stores.

The trust, loyalty and satisfaction of our customers are key focus areas for us. We consistently are working to improve a customer's experience through the use of operational excellence tools.

Receiving continual feedback from our customers is important to us and we offer our customers multiple platforms to communicate with us. Our dedicated customer service team delivers solutions and handles each customer interaction according to the highest standards.

The insights we receive from our customers helps guide improvements in our in-store services and product offers. By taking the time to listen to their feedback we can ensure we meet our goal for customer satisfaction.

To reinforce our efforts to maintain and improve excellent customer service, we focus on employee training and provide extensive customer service training, including online and on-the-job training modules.

Our customer service experience is further enhanced by our fas REWARDS® loyalty program, which offers customers various discounts and saving opportunities on a variety of products. With the app, our customers enjoy exclusive benefits, personalized discounts, and convenient features tailored to their preferences. From earning points with every purchase to accessing special promotions and offers, the app rewards loyal customers for their continued support. With features like personalized recommendations, members special pricing, fuel discounts, and other digital offers and deals, order, delivery and pickup services, a virtual wallet and a reward tracking feature, our fas REWARDS® app enables us to have more meaningful interactions with our customers, while providing them many saving opportunities.

The fas REWARDS® program continued its consistent growth, and as of December 31, 2023, the program had more than 2 million enrolled members, with more than 720,000 new members added in 2023.

As Of December 31, 2023

2+ million

fas REWARDS® enrolled members

More than

720,000

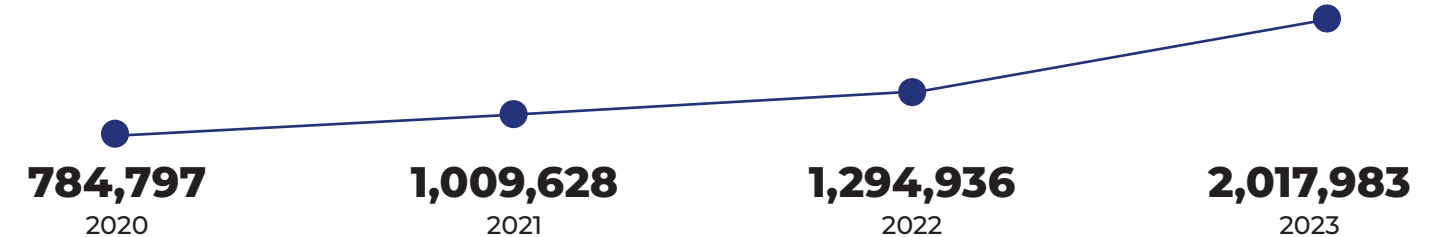
New enrolled members

+56%

Y-o-Y enrolled membership increase



ENROLLED LOYALTY MEMBERSHIP 2020-2023



## FOOD SAFETY

We take food safety very seriously, and we adopt a proactive approach to safeguard our customers' health and ensure food quality. Our stores offer a variety of products with varying storage and treatment requirements such as temperature, preparation, and disposal, and we implement food safety management processes designed for food items to be handled to high safety standards while minimizing risks.

Personnel along the food handling chain are involved in maintaining and promoting food safety. Our Store Managers are equipped with the necessary knowledge and skills to oversee and handle onsite food practices and regulations including in food hygiene practices, food handling and disposal procedures. We have food safety protocols in place to ensure remediation to any food safety issues such as recalls, which enable a timely and clear communication to affected stores

and removal of recalled items. Our dedicated Category Managers are responsible for handling food safety in the stores including food recall incidents.

In addition, we regularly test our water system which feeds our fountains, ice machines, frozen carbonated beverage units, and coffee and other equipment. Where water is sourced from private wells, systems are tested in line with state requirements and results are reported to the local authorities. We conduct regular store food safety audits and adjust protocols and training programs as necessary.

We provide food safety training for relevant employees to impart and strengthen internal food health and safety measures and ensure that they comply with food sanitation and quality management requirements. In addition, certain store management personnel and deli managers are ServSafe certified. **In 2023, our employees received 20,825 hours of food safety training.**



## RESPONSIBLE MARKETING

Our relationship with our customers is based on trust. Fostering and maintaining this trust is a guiding principle throughout our operational procedures and services. In our marketing operations, implementing responsible selling and marketing practices in our stores provides our customers with a safe environment. We maintain strict policies regarding the sale of age-restricted items, through clear signage and age verification protocols, we ensure that products such as tobacco, alcohol, pharmaceuticals and other age-restricted items are marketed responsibly and only sold to eligible customers.

Our responsible marketing standards cover all forms of marketing and communication within our stores and facilities, and we closely monitor our operations for compliance with state regulations, including storage and display of age-restricted products, and comprehensive employee training.

Employees at our stores undergo specific training on the selling of age restricted items, including adherence to state regulations, product and signage display, violation reporting procedures, and relevant employees receive certification.

**In 2023, we provided our employees 29,318 hours of training on responsible marketing practices to ensure that guidelines and procedures are met.**

We take great pride in providing fair prices to our customers across our retail stores and prioritize transparency and fairness in our pricing and labeling practices. We have strict protocols pertaining to the accurate labeling of our products, including real-time updates of our fuel prices.



# 29,318

hours of training on  
responsible marketing

INVESTING IN OUR  
COMMUNITY

We see ourselves and our stores as an inseparable part of the communities in which we operate. As such, we support causes and endeavors which we believe are important to our customers and our communities. In 2023, this included both large-scale efforts to promote important social causes, and local efforts to support community arts, sports, and culture. Through our community involvement efforts, we are able to be more fully integrated in the communities in which we operate and enrich the lives of their members.

In 2023, we continued to invest in social causes and the local communities in which we operate.

Partnership Highlights



Funding research and treatment with the muscular dystrophy association (MDA)

In 2023, we continued our donation collection program in our stores through which we encouraged customers to support MDA in its research and patient support. Since 2012, we maintained a strong partnership with the MDA. Through ongoing store donations raised by our customers, we have contributed close to \$2 million in support of the MDA’s mission of transforming the lives of people living with muscular dystrophy, ALS, and related neuromuscular diseases through scientific and clinical research and over 150 MDA Care Centers at the nation’s top medical institutions in local communities nationwide. In 2023, our donations supported various activities for children with neuromuscular diseases, as well as for scientific and clinical research of these illnesses. We raised \$164,262 for MDA in 2023

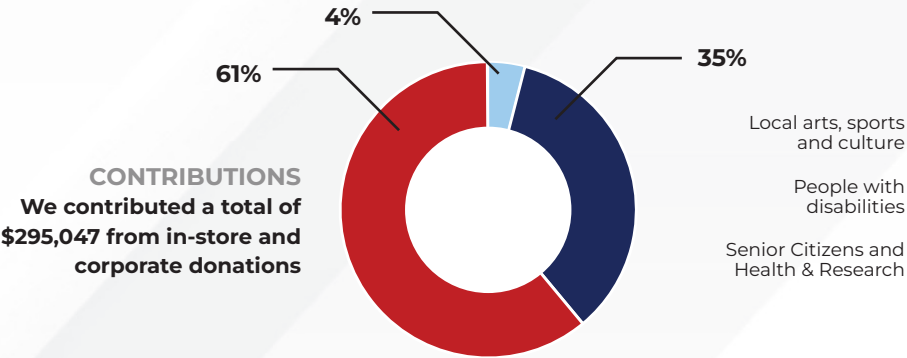


Supporting local public education – our pledge to East Tennessee State University (ETSU)

In 2014, Roadrunner Markets, part of our Family of Community Brands, pledged to donate \$1 million over 10 years to help fund ETSU, a public research university in Johnson City, Tennessee. In 2023, we continued to fulfil our commitment by contributing \$100,000 to the university.

In addition to our longstanding partnership with the above organizations, in 2023, ARKO engaged in various other philanthropic endeavors to support a wide range of local social causes. The Company proudly sponsored local festivals that celebrate culture, provided support for sporting events that promote community wellness, supported charity races and events, rallying support for important causes, and raised funds for charitable organizations. ARKO also extended its support to local sports teams, and healthcare organizations.

In addition, we support local communities with in-kind donations, mainly of food. These donations are highly local efforts and are not included in the sum of contributions below.





# Point of View

**RICH HOFFNER**

Region Operations Manager

*"As a Region Operations Manager within our Company overseeing our Pride stores, I am immensely proud of the meaningful impact our team makes to our local communities through our involvement with two charities in particular. We strive to be active participants in the communities where we live and work and our commitment to supporting these local charities is a testament to our belief to drive meaningful change by helping others in need.*

*Rachel's Table is an organization whose mission is to help fight food insecurity in our local community. Our Pride team has been a proud supporter for many years donating food from our fresh food programs to help feed the homeless and those in need. We donate food that is close to expiration where it will feed someone who may be homeless rather than discarding it. Volunteers from the organization collect food twice a week from our stores throughout western Massachusetts to support this great cause.*

*Mary Ann's Kids, a program through the Center for Human Development, is a special fund that helps support local foster children. The organization provides for them what the state cannot. Our Pride team has supported them for the better part of 20 years and we are proud to do what we can to help. Each year, just after Thanksgiving, we sell paper ornaments to raise money. We also put "giving tree's" in all our stores that have gift tags that customers and employee's take, purchase gifts, and bring back so these children can have something to open on Christmas morning. Our Pride team has been involved in this for so many years that the gifts have transitioned from toothbrushes, socks, and mittens to toys and other fun stuff that kids like to open on Christmas morning.*

*Witnessing the positive change our efforts have brought over the years is not only gratifying, but also reinforces the team's belief in giving back. Our Pride team's dedication to making a difference remains unwavering and I'm proud and honored that we are able to continue our impact on those in need in our areas."*

## 07

## Our Commitment To Responsible Business

Our comprehensive policies and internal controls help us to foster a culture of excellence and are key to maintaining the trust of our stakeholders and, we believe, enable sustainable growth.

### GOVERNANCE PRACTICES & PROCEDURES

#### Board Structure and Diversity

Pursuant to our Bylaws and the Delaware General Corporation Law, our business and affairs are managed under the direction of our Board of Directors. Directors are kept informed of our business through discussions with management, by reviewing materials provided to them and by participating in meetings of the Board and its committees. [Our Corporate Governance Guidelines](#) facilitate decision-making processes with the objective of protecting the interests of stockholders and promoting a conduct of credibility, competitiveness, and transparency.

As of December 31, 2023, our Board of Directors was composed of eight directors, six of whom were independent directors. All Board members have significant business expertise and diverse professional experience and backgrounds.

The Board oversees the Company's activities and strategies through several committees. The responsibilities of each committee are outlined in committee charters. For more information about our committees' charters, please visit the [Governance section of our website](#).

**Among its responsibilities, the Nominating and Corporate Governance Committee is charged with overseeing the Company's ESG activities, ensuring that the Company's ESG performance and operations align with business practices and goals.**

The Committee's ESG oversight responsibilities include:

- Reviewing the integration of ESG considerations in decision-making processes
- Overseeing the implementation of the Company's ESG Policy and workplans
- Reviewing and approving ESG disclosures

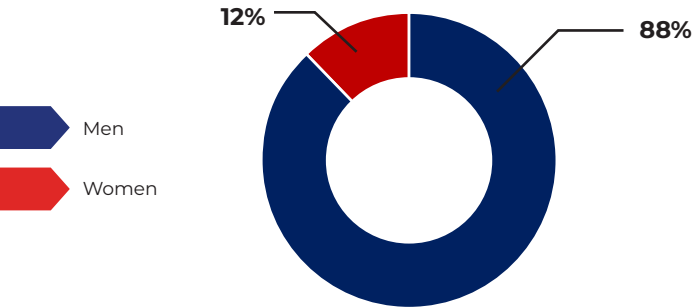


Enhancing Board Effectiveness

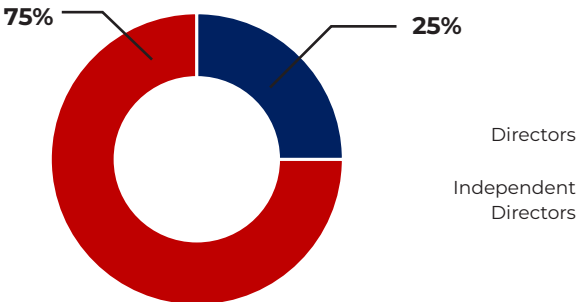
We believe that our Board’s performance is directly linked to our success. We constantly seek ways to enhance our Board’s accountability and effectiveness. Recognizing the pivotal role of its Board in steering corporate strategy and governance, the Company is planning to integrate training programs tailored to equip board members with valuable insights and skills. We are currently finalizing the training program for 2024.

Additionally, the Board conducts annual evaluation surveys to assess the performance of the Board as a whole and separately for the specific committees, fostering a culture of continuous improvement and accountability. The surveys are reviewed by the Nominating and Governance Committee. This helps us to maintain a high-performing board capable of navigating complex challenges and driving sustainable growth.

BOARD GENDER DIVERSITY 2023  
(As of 12/31/23)<sup>18</sup>



BOARD INDEPENDENCE 2023



<sup>18</sup> One independent Board member left the Board in May 2023, and two new independent Board members were appointed in June 2023.

## PROMOTING ETHICAL BUSINESS PRACTICES

Maintaining the highest standards of ethical conduct and practices lies at the foundation of our operations. The ethical conduct of all our employees is key to ensuring our continued stability and growth and is a major component of maintaining the bedrock of trust upon which our relationships with our customers, suppliers, and partners are based.

Our activity is guided by the following principles:

- Consistently and enthusiastically deliver the highest level of customer service.
- Develop profitable partnerships with our suppliers through integrity and mutual trust.
- Provide opportunities for growth and development of our employees

These principles drive our efforts to promote the ethical conduct of our employees and act as the foundation of our ethical guidelines and policies. We believe that ethical behavior lies first and foremost in the conduct of each individual. Our employees at all levels are bound by our comprehensive [Code of Business Conduct and Ethics \(Code of Conduct\)](#), which details how employees should act in their daily activities. Our Code of Conduct is based on our fundamental values, as well as laws, regulations, and rules relating to our activity across our operations.

Our Code of Conduct dictates honest, fair, and ethical business behavior, both within the Company and when dealing with external stakeholders, such as customers, suppliers, and other relevant entities. The Code also outlines the channels through which employees can raise concerns and report on potential issues or violations. We have zero tolerance for any corruption, bribery and other improper behavior, and we place a great emphasis on proper disclosures and the accuracy of our public and internal records. We expect all employees to adhere to our high standards, and we diligently work to ensure these standards in our stores, offices, and other facilities. The Code of Conduct is available to all employees and is being added to the onboarding process to ensure all new employees sign their acknowledgement and acceptance of its contents. The Code of Conduct is also available upon request from the Compliance Officer or from our website.

In 2023, we introduced three additional ethics policies which further strengthen our commitment to high standards of ethical integrity and which supplement provisions of the Code of Conduct. The supplemental **Whistleblower and No-Retaliation Policy** further empowers employees to report misconduct without fear of reprisal, ensuring transparency and accountability at every level. The supplemental **Anti Human Trafficking Policy** demonstrates our commitment to combating exploitation and to safeguarding the dignity and safety of all individuals in our supply chain and operations. Additionally, the supplemental Anti-Bribery and **Anti-Corruption Policy** further reinforces our stance against unethical practices, safeguarding our integrity and the trust of our stakeholders. These initiatives exemplify our steadfast resolve to operate with the highest ethical standards, driving positive change within our organization and beyond.

We strive to instill a culture of integrity, responsibility, and accountability across all levels of our organization. **To this end, in 2023, we worked to expand and improve our employee ethics training program to equip our teams with the knowledge and tools to navigate ethical conduct confidently.** The updated training builds upon the existing specialized ethics training courses we implemented since 2021 which focused on topics such as insider trading and securities. **From understanding our Company's Code of Conduct to recognizing and reporting misconduct, our ethics training empowers employees to uphold our values and standards in their daily interactions and decision-making processes. By integrating ethics policies and behavior into our ethics training curriculum, we aim to foster a culture of integrity, accountability, and ethical leadership among all employees.** The updated employee ethics training will be uploaded to our new learning platform as well as all of the relevant ethics documentation that will be accessible to relevant employees.

**In 2023, 172 employees including executives and certain office staff completed the specialized ethics training program on the topics of insider trading and securities and 90 of those individuals also completed specialized training on Regulation FD. We provided this training to a wide group to ensure that our staff not only understand regulatory requirements but also grasp the ethical implications and consequences of insider trading.**

## DATA PRIVACY AND SECURITY

Robust data privacy and cybersecurity infrastructures and protocols are critical components of maintaining the trust of our employees, customers, and partners, and ensuring the resilience and continuity of our operations. Our data security management consists of several layers designed to counter potential cyber threats, including:

- A dedicated team led by GPM's Senior Vice President of Information Technology ("GPM's SVP of IT") and GPM's Cyber Security Manager charged with assessing cyber risks, formulating relevant policies, and implementing systems and protocols
- Comprehensive cybersecurity protocols and policies by which employees are bound
- Cybersecurity risk assessments to identify potential risks and develop solutions
- Advanced digital defense software to detect threats and safeguard Company systems
- Employee training to ensure the effective implementation of protocols, including role-specific training for relevant employees

In November 2023, our Board formed a Cybersecurity Special Committee which has oversight over our management of cybersecurity threats and is charged with periodically reporting on cybersecurity matters to the Board. The Cybersecurity Special Committee consists of four independent directors. The Board's oversight, including through the Cybersecurity Special Committee, includes receiving periodic reports from GPM's SVP of IT and other information technology team members on various cybersecurity matters, including risk assessments, mitigation strategies, areas of emerging risks, incidents and industry trends, and other areas of importance. In addition, the Cybersecurity Special Committee is now tasked with oversight of our annual cybersecurity assessment of key cybersecurity risks, which was previously overseen by the Board.

In November 2023, the Board adopted cybersecurity processes, which strengthened and formalized Company-wide procedures related to identifying, managing and assessing cybersecurity threats.

Our Company is constantly evolving its data security and privacy mechanisms to respond to changes in data security concerns and regulatory requirements. In 2023, employees completed approximately 5,880 hours of data privacy and security training. The training covered best practices for handling customer information, complying with privacy policies and regulations, appropriate use of hardware, electronic payments, surveillance systems use, safe browsing and more.

Throughout 2023, we implemented updates to our data security and privacy policies for our fas REWARDS mobile app. These enhancements aim to strengthen the protection of our users' sensitive information and ensure compliance with regulations such as the Virginia Consumer Privacy Act. By prioritizing the safeguarding of user data and aligning with regulatory frameworks, we are committed to maintaining the trust and confidence of our customers while providing a secure and transparent digital experience.

These combined efforts underpin our efforts to avoid and thwart cybersecurity threats. **In 2023, no material data breaches occurred.**



## 08

## Annex I: About This Report

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Following our previous report, this 2023 Sustainability Report represents our continued commitment to promote environmental sustainability, social responsibility, and robust corporate governance and showcases the progress we made in the past year. This report reflects our steadfast commitment to transparency with our stakeholders and we encourage readers to explore our efforts to fulfill our commitment to responsible business practices.

All data and information included in this Sustainability Report refers to the Company's activity in 2023 and covers solely the Company's retail operations, unless stated otherwise.

This Sustainability Report was compiled in accordance with the Sustainable Accounting Standards Board (SASB) guidelines for Food Retailers and Distributors and Oil & Gas – Refining and Marketing industries. As our business relates to the wholesale and retail sale of fuels, and not to its production, some of the SASB standards are not relevant to our activity. These standards have been marked as such.

We appreciate your interest in our 2023 Sustainability Report. We invite you to send any comments or questions to [investors@gpminvestments.com](mailto:investors@gpminvestments.com).



# Annex II: SASB Index

## FOOD RETAILERS & DISTRIBUTORS

### SUSTAINABILITY DISCLOSURE TOPICS & ACCOUNTING METRICS

| Topic                                   | Category                | Measure Unit                       | Accounting Metric                                                                                                                 | SASB Code    | Reference                                                                                      |
|-----------------------------------------|-------------------------|------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------|--------------|------------------------------------------------------------------------------------------------|
| <b>Fleet Fuel Management</b>            | Quantitative            | Gigajoules (GJ), Percentage (%)    | Fleet fuel consumed, percentage renewable                                                                                         | FB-FR-110a.1 | ENERGY EFFICIENCY & GHG EMISSIONS, page 15                                                     |
| <b>Air Emissions from Refrigeration</b> | Quantitative            | Metric tons (t) CO <sub>2</sub> -e | Gross global Scope 1 emissions from refrigerants                                                                                  | FB-FR-110b.1 | ENERGY EFFICIENCY & GHG EMISSIONS, page 17                                                     |
|                                         | Quantitative            | Percentage (%) by weight           | Percentage of refrigerants consumed with zero ozone-depleting potential                                                           | FB-FR-110b.2 | This data was not managed in 2023                                                              |
|                                         | Quantitative            | Percentage (%)                     | Average refrigerant emissions rate                                                                                                | FB-FR-110b.3 | This data was not managed in 2023                                                              |
| <b>Energy Management</b>                | Quantitative            | Gigajoules (GJ), Percentage (%)    | (1) Operational energy consumed, (2) percentage grid electricity, (3) percentage renewable                                        | FB-FR-130a.1 | ENERGY EFFICIENCY & GHG EMISSIONS, page 16                                                     |
| <b>Food Waste Management</b>            | Quantitative            | Metric tons (t), Percentage (%)    | Amount of food waste generated, percentage diverted from the waste stream                                                         | FB-FR-150a.1 | PACKAGING & WASTE, page 20                                                                     |
| <b>Data Security</b>                    | Quantitative            | Number, Percentage (%)             | (1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of customers affected | FB-FR-230a.1 | DATA PRIVACY AND SECURITY, page 44                                                             |
|                                         | Discussion and Analysis | N/A                                | Description of approach to identifying and addressing data security risks                                                         | FB-FR-230a.2 | DATA PRIVACY AND SECURITY, page 44                                                             |
| <b>Food Safety</b>                      | Quantitative            | Rate                               | High-risk food safety violation rate                                                                                              | FB-FR-250a.1 | This data was not managed in 2023                                                              |
|                                         | Quantitative            | Number, Percentage (%)             | (1) Number of recalls, (2) number of units recalled, (3) percentage of units recalled that are private-label products             | FB-FR-250a.2 | Number of recalls: 3 food recalls and 1 drug recall, none of which were private label products |

|                                         |                         |                    |                                                                                                                                      |              |                                                                                                                                                                                                                                                |
|-----------------------------------------|-------------------------|--------------------|--------------------------------------------------------------------------------------------------------------------------------------|--------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Product Health &amp; Nutrition</b>   | Quantitative            | Reporting currency | Revenue from products labeled and/or marketed to promote health and nutrition attributes                                             | FB-FR-260a.1 | This data was not managed in 2023                                                                                                                                                                                                              |
|                                         | Discussion and Analysis | N/A                | Discussion of the process to identify and manage products and ingredients related to nutritional and health concerns among consumers | FB-FR-260a.2 | This data was not managed in 2023                                                                                                                                                                                                              |
| <b>Product Labeling &amp; Marketing</b> | Quantitative            | Number             | Number of incidents of non-compliance with industry or regulatory labeling and/or marketing codes                                    | FB-FR-270a.1 | This data was not managed in 2023                                                                                                                                                                                                              |
|                                         | Quantitative            | Reporting currency | Total amount of monetary losses as a result of legal proceedings associated with marketing and/or labeling practices                 | FB-FR-270a.2 | In 2023, we had two substantiated incidents of non-compliance with labeling of prices of food and beverage items, which resulted in monetary losses in the amount of \$550. In both cases, the pricing tags were corrected in a timely manner. |
|                                         | Quantitative            | Reporting currency | Revenue from products labeled as (1) containing genetically modified organisms (GMOs) and (2) non-GMO                                | FB-FR-270a.3 | This data was not managed in 2023                                                                                                                                                                                                              |

|                                                                             |                         |                                    |                                                                                                                                              |              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|-----------------------------------------------------------------------------|-------------------------|------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|--------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Labor Practices</b>                                                      | Quantitative            | Reporting currency, Percentage (%) | (1) Average hourly wage and (2) percentage of in-store and distribution center employees earning minimum wage, by region                     | FB-FR-310a.1 | Approximately 1% of in store employees in each of the states of VA, MI, and IL earn minimum wage, and less than 0.2% of in store employees in each of the states of AR, AZ, CO, CT, FL, MD, MO, NM and OH earn minimum wage.                                                                                                                                                                                                                                                                                                                |
|                                                                             | Quantitative            | Percentage (%)                     | Percentage of active workforce covered under collective bargaining agreements                                                                | FB-FR-310a.2 | None                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|                                                                             | Quantitative            | Number, Days idle                  | (1) Number of work stoppages and (2) total days idle                                                                                         | FB-FR-310a.3 | There were no work stoppages in 2023                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|                                                                             | Quantitative            | Reporting currency                 | Total amount of monetary losses as a result of legal proceedings associated with: (1) labor law violations and (2) employment discrimination | FB-FR-310a.4 | For legal proceedings that we first became aware of in 2023, we incurred \$0 in fines, \$96,470 in settlements, and \$35,008.25 in outside counsel fees.<br><br>23 employee harassment and discrimination were recorded in 2023, which led to legal action being taken. We followed up with the following corrective actions: comprehensive training conducted with HR team on reasonable accommodations and investigation techniques and procedures. In addition, complaints and other issues are being tracked to better identify trends. |
| <b>Management of Environmental &amp; Social Impacts in the Supply Chain</b> | Quantitative            | Reporting currency                 | Revenue from products third-party certified to environmental or social sustainability sourcing standard                                      | FB-FR-430a.1 | Annual revenue from total coffee sales: \$13,226,099<br>Annual revenue from sustainable coffee: \$6,255,945                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|                                                                             | Quantitative            | Percentage (%) by revenue          | Percentage of revenue from (1) eggs that originated from a cage-free environment and (2) pork produced without the use of gestation crates   | FB-FR-430a.2 | This data was not managed in 2023                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|                                                                             | Discussion and Analysis | N/A                                | Discussion of strategy to manage environmental and social risks within the supply chain, including animal welfare                            | FB-FR-430a.3 | SUSTAINABLE SOURCING, page 22                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|                                                                             | Discussion and Analysis | N/A                                | Discussion of strategies to reduce the environmental impact of packaging                                                                     | FB-FR-430a.4 | PACKAGING & WASTE, page 19                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |

## FOOD RETAILERS &amp; DISTRIBUTORS

## Activity Metrics

| Activity Metric                                                    | Category     | Unit of Measure                 | SASB Code   | Reference                                      |
|--------------------------------------------------------------------|--------------|---------------------------------|-------------|------------------------------------------------|
| <b>Number of (1) retail locations and (2) distribution centers</b> | Quantitative | Number                          | FB-FR-000.A | OUR STORY, page 5, 7                           |
| <b>Total area of (1) retail space and (2) distribution centers</b> | Quantitative | Square meters (m <sup>2</sup> ) | FB-FR-000.B | GROWING OUR FAMILY OF COMMUNITY BRANDS, page 7 |
| <b>Number of vehicles in commercial fleet</b>                      | Quantitative | Number                          | FB-FR-000.C | ENERGY EFFICIENCY & GHG EMISSIONS, page 15     |
| <b>Ton miles travelled</b>                                         | Quantitative | Ton miles                       | FB-FR-000.D | This data was not managed in 2023              |

## OIL &amp; GAS - REFINING &amp; MARKETING

## Sustainability Disclosure Topics &amp; Accounting Metrics

| Activity Metric                 | Category                | Measure Unit                                               | Accounting Metric                                                                                                                                                                                     | SASB Code    | Reference                                    |
|---------------------------------|-------------------------|------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|----------------------------------------------|
| <b>Greenhouse Gas Emissions</b> | Quantitative            | Metric tons (t)<br>CO <sub>2</sub> -e, Percentage (%)      | Gross global Scope 1 emissions, percentage covered under emissions-limiting regulations                                                                                                               | EM-RM-110a.1 | ENERGY EFFICIENCY & GHG EMISSIONS, page 17   |
|                                 | Discussion and Analysis | N/A                                                        | 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                                | EM-RM-110a.2 | ENERGY EFFICIENCY & GHG EMISSIONS, page 17   |
| <b>Air Quality</b>              | Quantitative            | Metric tons (t)                                            | Air emissions of the following pollutants: (1) NOx (excluding N <sub>2</sub> O), (2) SOx, (3) particulate matter (PM <sub>10</sub> ), (4) H <sub>2</sub> S, and (5) volatile organic compounds (VOCs) | EM-RM-120a.1 | This data was not managed in 2023            |
|                                 | Quantitative            | Number                                                     | Number of refineries in or near areas of dense population                                                                                                                                             | EM-RM-120a.2 | This is irrelevant to the Company's activity |
| <b>Water Management</b>         | Quantitative            | Thousand cubic meters (m <sup>3</sup> ),<br>Percentage (%) | (1) Total fresh water withdrawn, (2) percentage recycled, (3) percentage in regions with High or Extremely High Baseline Water Stress                                                                 | EM-RM-140a.1 | WATER STEWARDSHIP, page 18                   |
|                                 | Quantitative            | Number                                                     | Number of incidents of non-compliance associated with water quality permits, standards, and regulations                                                                                               | EM-RM-140a.2 | This is irrelevant to the Company's activity |

|                                                             |                         |                                    |                                                                                                                                                                    |              |                                                                                                                                                                                                                     |
|-------------------------------------------------------------|-------------------------|------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Hazardous Materials Management</b>                       | Quantitative            | Metric tons (t), Percentage (%)    | Amount of hazardous waste generated, percentage recycled                                                                                                           | EM-RM-150a.1 | PACKAGING & WASTE, page 21                                                                                                                                                                                          |
|                                                             | Quantitative            | Number, Percentage (%)             | (1) Number of underground storage tanks (USTs), (2) number of UST releases requiring cleanup, and (3) percentage in states with UST financial assurance funds      | EM-RM-150a.2 | (1) 7,214 USTs and ASTs across 2,135 sites (2) A total of 12 releases and leaks. ARKO had cleanup responsibility with 7 of the 12. (3) 11 UST releases which occurred in a state with UST Financial Assurance (92%) |
| <b>Workforce Health &amp; Safety</b>                        | Quantitative            | Rate                               | (1) Total recordable incident rate (TRIR), (2) fatality rate, and (3) near miss frequency rate (NMFR) for (a) full-time employees and (b) contract employees       | EM-RM-320a.1 | EMPLOYEE HEALTH AND SAFETY, page 26                                                                                                                                                                                 |
|                                                             | Discussion and Analysis | N/A                                | Discussion of management systems used to integrate a culture of safety                                                                                             | EM-RM-320a.2 | EMPLOYEE HEALTH AND SAFETY, page 25-26                                                                                                                                                                              |
| <b>Product Specifications &amp; Clean Fuel Blends</b>       | Quantitative            | Percentage (%)                     | Percentage of Renewable Volume Obligation (RVO) met through: (1) production of renewable fuels, (2) purchase of "separated" renewable identification numbers (RIN) | EM-RM-410a.1 | This is irrelevant to the Company's activity                                                                                                                                                                        |
|                                                             | Quantitative            | Reporting currency, Percentage (%) | Total addressable market and share of market for advanced biofuels and associated infrastructure                                                                   | EM-RM-410a.2 | This is irrelevant to the Company's activity                                                                                                                                                                        |
| <b>Pricing Integrity &amp; Transparency</b>                 | Quantitative            | Reporting currency                 | Total amount of monetary losses as a result of legal proceedings associated with price fixing or price manipulation                                                | EM-RM-520a.1 | During 2023, no legal action associated with price fixing or price manipulation was taken against us.                                                                                                               |
| <b>Management of the Legal &amp; Regulatory Environment</b> | Quantitative            | Discussion and Analysis            | Discussion of corporate positions related to government regulations and/or policy proposals that address environmental and social factors affecting the industry   | EM-RM-530a.1 | PREVENTING ENVIRONMENTAL HAZARDS, page 13, GOVERNANCE PRACTICES & PROCEDURES, page 41                                                                                                                               |

|                                          |                         |      |                                                                                                                                         |              |                                              |
|------------------------------------------|-------------------------|------|-----------------------------------------------------------------------------------------------------------------------------------------|--------------|----------------------------------------------|
| <b>Critical Incident Risk Management</b> | Quantitative            | Rate | Process Safety Event (PSE) rates for Loss of Primary Containment (LOPC) of greater consequence (Tier 1) and lesser consequence (Tier 2) | EM-RM-540a.1 | This is irrelevant to the Company's activity |
|                                          | Quantitative            | Rate | Challenges to Safety Systems indicator rate (Tier 3)                                                                                    | EM-RM-540a.2 | This is irrelevant to the Company's activity |
|                                          | Discussion and Analysis | N/A  | Discussion of measurement of Operating Discipline and Management System Performance through Tier 4 Indicators                           | EM-RM-540a.3 | This is irrelevant to the Company's activity |

## OIL & GAS-REFINING & MARKETING

### Activity Metrics

| Activity Metric                                              | Category     | Unit of Measure                         | SASB Code   | Reference                                    |
|--------------------------------------------------------------|--------------|-----------------------------------------|-------------|----------------------------------------------|
| <b>Refining throughput of crude oil and other feedstocks</b> | Quantitative | Barrels of oil equivalent (BOE)         | EM-RM-000.A | This is irrelevant to the Company's activity |
| <b>Refining operating capacity</b>                           | Quantitative | Million barrels per calendar day (MBPD) | EM-RM-000.B | This is irrelevant to the Company's activity |

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## Disclaimer

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### FORWARD LOOKING STATEMENTS

Readers are cautioned that certain statements made by ARKO Corp. and its subsidiaries ("ARKO") relating to, among other things, environmental, social and governance ("ESG") matters, including those included in this Sustainability Report or on its website (such statements, "ESG Statements"), may constitute "forward-looking statements" within the meaning of the Private Securities Litigation Reform Act of 1995 (the "Act"). Forward-looking statements include any statement that does not directly relate to any historical or current fact. Forward-looking statements may project, indicate or imply future results, events, performance or achievements, and such statements may contain the words "expect," "intend," "plan," "anticipate," "estimate," "believe," "will be," "will continue," "will likely result," and similar expressions. These statements include, without limitation, ESG Statements relating to: our plans, goals and strategies with respect to ESG matters; improvements in management of resources, including fuel, and ARKO's procedures, protocols, policies and technology, and potential benefits to us therefrom; revenue and cost expectations; timing of ESG initiatives; oil and natural gas prices; source and sufficiency of funds required for implementing ESG initiatives; demand for our services; competition; our ability to protect against cyber-attacks and breaches; government regulation; and other matters. These statements are based on management's current expectations and are subject to uncertainty and changes in circumstances. Actual results may differ materially from these expectations due to, among other things, changes in economic, business and market conditions; ARKO's ability to maintain the listing of its common stock and warrants on the Nasdaq Stock Market; changes in its strategy, future operations, financial position, estimated revenues and losses, projected costs, prospects and plans; expansion plans and opportunities; changes in the markets in which it competes; changes in applicable laws or regulations, including those relating to environmental matters; market conditions and global and economic factors beyond its control; and the outcome of any known or unknown litigation

and regulatory proceedings. Detailed information about these factors and additional important factors can be found in the documents that ARKO files with the Securities and Exchange Commission, such as Form 10-K, Form 10-Q and Form 8-K. Forward-looking statements speak only as of the date the statements were made. ARKO does not undertake an obligation to update forward-looking information, except to the extent required by applicable law. The inclusion or absence of information in the ESG Statements should not be construed to represent any belief regarding the materiality or financial impact of that information. ESG Statements may be based on expectations and assumptions that are necessarily uncertain and may be prone to error or subject to misinterpretation given the long timelines involved and the lack of an established single approach to identifying, measuring and reporting on many ESG matters. Calculations and statistics included in ESG Statements may be based on historical estimates, assumptions and projections and therefore subject to change. ARKO's ESG Statements have generally not been externally assured or verified by independent third parties. ARKO's ESG Statements may contain links to other internet sites or references to third parties. Such links or references are not incorporated by reference into the applicable ESG Statement and ARKO cannot provide any assurance as to their accuracy.