

2023



ESG
REPORT



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A Letter from Noah Glass

At Olo, we believe food has the power to nourish and strengthen communities. The restaurants we support don't just serve meals—they create jobs, offer comfort, and provide spaces for celebration and gathering. That is why we are committed to leveraging our platform to drive positive change and foster a sustainable future in the places we live, work, and serve.

Our team and inclusive culture continue to be the cornerstones of our success. As a remote-first company, we support our employees and their families with flexible work arrangements that harmonize with personal life. We stay connected through our robust employee engagement programs, including opportunities for in-person collaboration. This year, we held more than 90 meet-ups across 28 regions to encourage networking and teamwork across all areas of our business.

Through Olo For Good, our charitable program, we support nonprofits that align with our mission and values with our annual and strategic grants program. This year, that included donations to Giving Kitchen, the American Red

Cross, and Heart of Dinner. In addition, every team member is encouraged to support causes they are passionate about and enhance their impact through our volunteer time off (VTO) and donation-matching initiatives.

Looking ahead, we see sustainable development as critical to the future of the hospitality industry and are excited about the role Olo will play. We remain committed to devising and implementing sustainable development strategies to lessen our environmental footprint, such as offsetting our scope 1 and scope 2 emissions and continuing to offer features that help restaurants reduce plastic waste. We take pride in our culture of environmental stewardship and the active engagement we see through our Olo Green Employee Resource Group, but we also recognize the long road ahead.

I am proud to share our continuing efforts and developments in our second annual environmental, social, and governance (ESG) report. 2023 was a year punctuated by many achievements but also some challenges. As we face these challenges, we are

dedicated to uplifting and advocating for our employees, customers, communities, and the planet in every aspect of our business. We are moving forward with a clear focus on sustainable growth and social impact, and we promise to be transparent about our progress.



Noah Glass
Founder & CEO

“ We are committed to leveraging our platform to drive positive change and foster a sustainable future.



About Olo



We help restaurants understand and serve their guests and make every touchpoint, whether in-person or online, feel personal. Our journey began in 2005 with a simple vision: to be able to order a cup of coffee from your phone.

Almost twenty years later, we're still innovating—enabling hospitality with modern restaurant technology. Our open SaaS platform processes millions of orders each day, supporting approximately 700 brands as they navigate online ordering, delivery, and personalized guest experiences.

Our Values

Caring for one another, acting with trust and accountability, and striving to grow and improve are what drive Olo forward. These values inspire and guide us in everything we do, including our ESG strategy and initiatives.

Key Stats

~700 Restaurant Brands

80K Restaurant Locations

2M+ Orders per Day

300+ Technology Partners

85M+ Guests

Olo's ESG Commitment

At Olo, ESG is a shared responsibility, and our culture of caring and connection defines our approach. Our ESG strategy is designed to ensure the long-term sustainability of our business in the highly dynamic restaurant technology sector.

Our most recent materiality assessment, conducted in 2022, established our main areas of impact: people and culture, community impact, environmental sustainability, and responsible and ethical growth.

ESG Vision

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



Our Stakeholders

We take the views and opinions of our stakeholders seriously. We engage with them regularly on our business and ESG efforts through conversations, our annual [Beyond4](#) event, regular check-ins with nonprofits, investor calls, a variety of informal meetings with company leaders, and surveys. We will continue to look for guidance from our leadership and dedicated ESG team as our program and efforts grow and evolve.



Employees



Customers



Partners



Communities



Investors



Board Members

Olo's ESG Commitment

Our ESG Priorities

In 2022, we underwent our first materiality assessment to better understand the ESG areas that our company and stakeholders care about most. In 2023, the foundational pillars and key topics identified through this process continued to shape and inform our initiatives, strategic direction, and reporting efforts.

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

¹ To underscore our commitment to creating a workplace and a work culture where everyone feels valued, heard, and welcomed, as of 2024 we have added 'Belonging' as a focus area within our DEIB strategy.

² We have updated the name of this topic from 'Oloites' to 'Team Olo'.

³ Responsible Procurement was previously listed under our Community Impact pillar. It now sits under Responsible and Ethical growth to better reflect our actions and initiatives around this material topic.

People & Culture

Career Development and Training, Diversity, Equity, Inclusion, and Belonging (DEIB),¹ Inclusive Culture, Team Olo Engagement²

Community Impact

Community Engagement, Food Access, Guest Empowerment, Inclusive and Accessible Design

Environmental Sustainability

Greenhouse Gas (GHG) Emissions and Energy, Food Waste

Responsible & Ethical Growth

Corporate Governance and Ethics, Data Privacy and Security, Responsible Procurement,³ Risk Oversight and Management

Tracking our Goals



Achieved



New Goal



In Progress



By 2024, we aim to achieve a workforce makeup of 42% women and 18% under-represented ethnicities.⁴



In 2024, we aim to maintain a workforce of at least 42% women and 18% underrepresented ethnicities.⁴



By 2025, we plan for at least 50% of our employees to be engaged in "doing good" activities: using volunteer time off (VTO) or requesting a donation match.⁵



By 2025, we plan for at least 60% of our employees to be engaged in "doing good" activities: using VTO or requesting a donation match.⁵



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



By 2025, we will achieve carbon neutrality for 100% of scope 1 and scope 2 emissions through offset purchases or targeted emissions reductions.



Continue to offset our future domestic travel emissions from our 2023 baseline and work to reduce unnecessary travel.



By 2026, we aim to grow participation in our Olo Green employee resource group (ERG) by 50%.



By 2024, we plan to implement a responsible procurement program.

⁴ Underrepresented ethnicities include employees who voluntarily self-identified as Black / African American, Hispanic / Latino, Two or More Races, Native American, Alaskan Native, Native Hawaiian or Pacific Islander.

⁵ "Doing Good" is designated as giving back to communities through volunteering and financial donations. This goal applies to U.S. employees only.

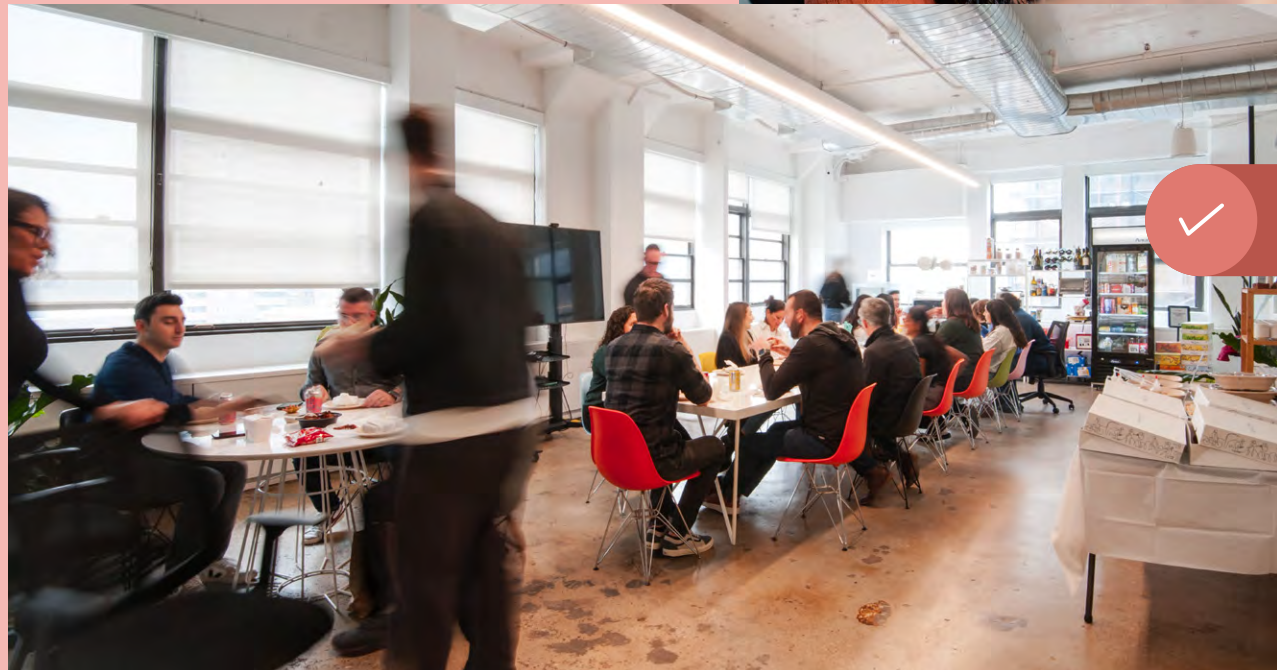


✓ promote diverse perspectives

Our Priorities

People & Culture

Our team and our culture are what define us and make our success possible. In this spirit, we support and empower our employees and their families, offering flexible and inclusive work arrangements that blend with personal life. We celebrate and promote diverse perspectives and we strive to foster a culture of connection and belonging. Our goal is for every person at Olo to feel valued and empowered to succeed.



✓ valued and empowered



Olo's New Chief People Officer

In 2023, Sherri Manning joined Olo's Executive Team as Chief People Officer. With over 20 years of experience leading people and culture initiatives for globally recognized companies and late-stage startups, she is dedicated to enabling a culture that is caring, engaged, and collaborative. In addition, Sherri ensures that we hold ourselves and each other accountable to delivering results and that we continually strive to improve.

“

In 2013, Olo had seven employees and one small office. Fast forward 10 years, and we have nearly 700 remote-first employees, three product suites, and 15 products. While Olo has grown exponentially over the years, we stay true to our values and culture because we remain purpose-driven and community-focused. Our priority remains to create an inclusive, welcoming, and supportive workplace. It's crucial we honor these roots and maintain the essence of Olo while evolving our practices and scaling sustainably.



Sherri Manning
Chief People Officer

Learning and Growth

Continuous growth is part of the fabric at Olo. Through our annual development stipend, mentorship and leadership development programs, as well as our on-demand learning resources, we work to ensure all Olo team members have the tools and support they need to contribute and thrive.

Olo Ties by the Numbers

37 mentor/mentee pairs

54% growth in participation year-over-year

93% approval rating from participants

On-demand Learning Resources

In 2023, we continued to provide robust on-demand training resources for our Go To Market teams. We also developed enhanced on-the-job training for our Customer Support Onboarding, Project Management, and Dispatch team members. We are continuing to develop these resources by rolling out access to a library of 25,000+ on-demand training courses in 2024.

Olo Ties

We launched our Olo Ties mentorship program in 2022 in response to feedback from our DEIB employee survey. The program aims to support women and people of color by fostering mentorship relationships that encourage career development and leadership skills. While anyone and everyone is invited and encouraged to participate, in 2023 the program expanded to include support for people with disabilities, non-binary individuals, LGBTQ+ employees, and veterans.

GROW Cohorts

In 2023, we launched GROW, our newest leadership development program focused on developing our next generation of leaders as they guide their teams toward success and make a positive impact on the Olo employee experience. The seven-month program includes a blend of personal assessments, one-on-one coaching, virtual training, and a three-day in-person session at Olo's headquarters in New York. Two cohorts of 15 participants each completed the program in its inaugural year.



“

The interactive workshops and coaching provided me with resources and tools to reach my full potential and continuously grow as a leader at Olo.



Happy Sandhu
Director, Engineering & 2023 GROW Participant

Employee Engagement and Wellbeing

We are always seeking to boost employee engagement, connection, and wellness. We actively listen via regular engagement surveys, host virtual events, sponsor in-person regional meetups, and offer benefits that comprehensively support our employees and their families.

Olo Regional Meet-ups

As a remote-first company, in-person opportunities to build relationships and community make our team more resilient and demonstrate our values through action. Meet-ups often have a volunteer focus, but can also be just for fun. Examples from this year include beach clean-ups, food bank volunteering, bike tours, and baseball games.

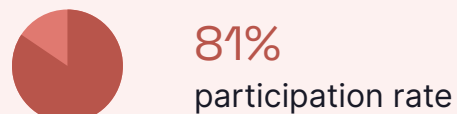
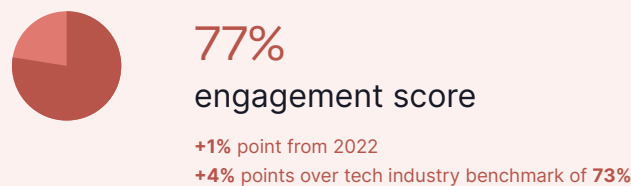
In 2023, we sponsored 90+ regional meet-ups across 28 regions.



Employee Engagement Survey and Action Plan

Making progress requires careful listening and deliberate, focused action. Olo prioritizes this with our annual employee engagement survey.

2023 Results



Our 2023 Action Plan

Using the results of our employee engagement surveys, we created an action plan to respond to the feedback we received. It focuses on three key areas:

Transparency

We will continue to share our vision and direction for our company and our products—and share when our plans change.



Communication

We will continue to consistently share key messages and updates across the organization to ensure all employees have the information they need to do their jobs and understand our business.



Connection

We will create new opportunities to enhance connections between senior leaders and Team Olo.



Starting in 2024, we have introduced a 'pulse survey'—a mid-year progress check on our engagement initiatives aimed at fostering a culture of continuous feedback and transparency within Olo.

As we strive to further enhance transparency, communication, and connection in 2024, our senior leadership plans to host a variety of open-forum meetings such as CEO office hours, CFO office hours, a C-team potluck, senior leadership team meetings, and monthly all hands meetings.

Employee Health and Wellness

Olo's commitment to holistic employee wellness is supported by comprehensive health and wellness benefits, including extensive medical, dental, and vision plans, life and disability insurance, and flexible spending accounts. Our approach is anchored to four pillars: physical, mental, social, and financial wellness.

In 2023, our initiatives included guest lectures and interactive, themed challenges, as well as topic-focused wellness activities. We also initiated a mid-year benefits and wellness review process for the first time, ensuring that our offerings continue to support and benefit Team Olo.

Diversity, Equity, Inclusion, and Belonging

Our approach to DEIB is rooted in the belief that diverse voices and lived experiences strengthen our organization and drive us forward. In 2024, we added "belonging" as a new focus area within our DEIB strategy. This new addition underscores our commitment to creating a workplace and a work culture where everyone feels valued, heard, and welcomed.

Our DEIB values are embedded in our day-to-day practices through employee feedback, training, events, and programs; they are furthered by our people and culture initiatives. Our DEIB Committee, composed of four employee volunteer members, provides input and guidance on all of our DEIB-related work. In addition to this, we require DEIB training for all managers at Olo via our 'Leading Inclusively' course within our Leadership Roadmap training.



Olo's DEIB Statement

Olo is committed to building a culture of belonging that encourages diverse voices and perspectives, and ensures equitable growth opportunities for all its employees.



Our DEIB Values: Olo E.A.T.S. Together



Engage

We are dedicated to building teams that are deeply engaged and invested in the mission and values of Olo.



Attract

We are committed to building a high performing team that reflects the diversity of our industry and the people we serve.



Train

We believe training is one important key to building equitable and collaborative teams.



Support

We invest in our employees wellbeing through benefits, programming, and policies that allow them to be their best selves.

2023 DEIB Engagement

In 2023, we combined our annual DEIB Survey with our Engagement Survey. The DEIB portion of our survey collects feedback on our initiatives and programs that promote the attraction, retention, and development of diverse talent. We urge all Olo team members to participate, and we share the findings openly across the company.

77%

2023 DEIB favorability score
(+2 point improvement over 2022)

Olo Employee Resource Groups

Our ERGs are led by employee volunteers and play an essential role in creating a diverse and inclusive culture at Olo. In 2023, we implemented an annual equity award program to recognize our ERG leads commitment to furthering Olo's DEIB mission.

Our ERGs plan their events and initiatives with the following 3 goals in mind:

- ✓ Professional Development
- ✓ External Relations
- ✓ Community & Allyship

“

As the lead of Oloites of Color, I have the opportunity to spearhead events that highlight diversity and cultivate a culture of inclusivity and belonging. Creating a space where our Black, Indigenous, and People of Color employees and their allies feel valued, respected, and empowered ensures we're on a path towards a brighter, more inclusive workplace.



Giselle Francisco
Implementation Specialist

Our ERGs



New ERG in 2023

Women in Tech champions gender diversity and inclusivity in the tech industry, creating a platform for women and their allies to build community and share their challenges and successes.

ERG Events



7 ERGs 44 events

500+ employee members

~400 employees attended across multiple ERG events



✓ active participation and generous community support

Our Priorities

Community Impact

We promote a culture of active participation and generosity towards communities, whether through volunteering, financial donations, or leveraging our platform and our technology for good. Through our VTO and donation-matching programs, every team member has the opportunity to contribute to causes they care about and to magnify their social impact.



✓ magnify social impact



Olo for Good

Olo for Good engages employee volunteers across our organization to make a positive impact in the communities where we live and work. By joining [Pledge 1%](#), we have committed to allocating 1% of our time, products, and equity toward organizations and initiatives that align with our mission and values.

Each year, the Olo for Good Committee recommends annual and strategic grant recipients to our donor-advised fund at the [Tides Foundation](#). Our annual grant recipients have a focus in one or more of our pillar areas; our strategic grant recipients work on social justice issues and provide disaster relief.

Our Pillar Areas



Human Equity

Advancing all aspects of diversity, equity, inclusion, and belonging



Restaurant Industry

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



Food Access

Ending childhood hunger and increasing access to food



Environmental Protection

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

2023 Donations

\$1.34M

to 19 organizations through our annual and strategic grants process, which includes our ERG-chosen grants

\$1.25 Million in Annual Grants



Providing emergency assistance to food service workers



Tackling food insecurity and isolation among Asian American senior communities



Championing a brighter future for Native Americans in remote areas



Protecting and advocating for the Appalachian Trail's conservation



Empowering refugees with culinary education and job readiness



Protecting farmland, promoting sustainable farming, and supporting farmers in the U.S.



Olo for Good

\$60,000 in Strategic Grants



Supporting LGBTQ+ youth with suicide prevention and confidential counseling



Providing humanitarian aid to victims of the war in Gaza



Providing hunger relief by distributing food following the Maui wildfires



Aiding organic farmers impacted by flooding in Vermont



Aiding in hurricane relief



Advocating for gun control and against gun violence in America

\$30,000 in ERG Donations⁶

As part of Olo for Good's strategic grants, we provide each of our ERGs with the opportunity to donate \$5,000 to a charity of their choice that feels authentic to their mission and goals.



Women in Tech

Empowering more women in tech through education and community programs



ORGANIC FARMERS ASSOCIATION

Olo Green

Providing a strong and unified national voice for domestic certified organic producers



Oloites of Color

Advocating for the safety and rights of separated children worldwide



Olo Pride

Defending transgender rights in Mississippi, Oklahoma, and Tennessee



Vets @ Olo

Supporting veterans with culinary therapy, education, and business advice

“

Olo volunteers' commitment to our cause not only helps us deliver care packages of meals and companionship to Asian American elders living in significantly under-resourced and underinvested communities but also fosters a sense of community and connection among our beneficiaries. With Olo's support, we're able to spread love and nourishment to those who need it most, leaving a lasting impact on both our volunteers and the communities we serve.



Yin Chang & Moonlyn Tsai
Co-Founders & Co-Executive Directors
Heart of Dinner

⁶ The total donated amount is \$30,000 because Olo donated an additional \$5,000 to the ACLU.

Team Olo Doing Good

Olo actively supports its employees' charitable efforts with our donation-matching and VTO programs. Each Olo team member receives eight paid hours each year to volunteer at an eligible nonprofit they are passionate about. In addition, Olo amplifies the impact of our employees' generosity by matching their donations up to \$250 per employee⁷ every year to eligible nonprofit organizations.

⁷ This amount was increased to \$500 starting in 2024.

2023 by the Numbers

78% of employees

either volunteered, donated, or both⁸
(+38% employees since 2022)

\$56k total donated

employee donations and matching contributions (-\$14k from 2022)

\$30k donated

by Olo employees (-\$14k from 2022)⁹

73% of employees volunteered

(+46% since 2022)

1,692 hours volunteered

(+881 hours since 2022)

20% of employees donated

(-3% since 2022)



Olo x Lemontree

Lemontree is an organization that connects people in need with local food resources. In 2023, we held two volunteer events where 54 Olo team members shared 1,472 resources with 381 clients on Lemontree's platform, unlocking \$7,620 worth of food for those in need.



Olo x Heart of Dinner

For the past two years, Olo has proudly supported Heart of Dinner, an organization dedicated to serving Asian seniors in New York City through our annual grants and volunteer events. Founded during a time of heightened discrimination against Asians, Heart of Dinner resonates deeply with our DEIB values. This year, Olo team members volunteered on-site to help prepare meal bags.

2023 updates to our VTO and donation-matching programs:



We implemented a new donation management tool called Brightfund to help simplify the donation tracking process and provide enhanced data insights.



To boost participation in our matching donation program, we lowered the minimum donation amount to \$15.



We also created more in-person and virtual opportunities to volunteer with organizations connected to current events, as well as organizations chosen by our ERGs.



We encouraged more employees to volunteer by including VTO opportunities as part of team off-sites.

⁸ This exceeded our 2022 goal of 50% of our team participating.

⁹ In 2022, we ran a large initiative to encourage employees to donate to organizations that support Ukraine. Since we did not have a similar campaign in 2023, our total donated amount decreased.

Our Products and Platform

Donation Feature

Olo's platform donation-matching feature helps us extend our charitable reach by inviting our customers and their guests to join us in supporting meaningful causes with every transaction.

“

Raising funds through Olo for our No Kid Hungry campaign has made such an impact for our organization. Integrating with Olo gives restaurants and their customers the ability to support our work and make a tangible difference in the lives of kids facing food insecurity.



Allison Shuffield

Managing Director Corporate Partnerships, Share our Strength

In 2023

7 brands used the donation feature

6M+ donations made

\$3.4M+ raised for nonprofits

Olo x O'Charley's

O'Charley's is a Nashville-based restaurant brand whose guests have ordered via Olo since 2017. To support the [Folded Flag Foundation](#), a nonprofit that provides aid to families of fallen United States service members, O'Charley's partnered with Olo to expand its annual "Give \$5 Get \$5" fundraiser and include online orders. This significantly increased their impact—since late 2019 O'Charley's has raised over \$152K for Gold Star families through the Olo platform.



Project Leftovers

Project Leftovers started as a hackathon project by members of Olo's engineering team, and continues as part of our "10% time" initiative, which encourages engineers to use 10% of their workday to pursue Olo-related side projects they find interesting. The project is in its early research phase, with the goal of finding solutions that enable our customers to redistribute edible leftover food to local charities and shelters. The initiative is part of Olo's response to the interconnected issues of hunger and food waste and helps us achieve our broader environmental sustainability goals and support community welfare through charitable contributions.

Accessible Technology

Ensuring digital accessibility is crucial to our ESG strategy and to our aim of creating an inclusive environment where our platforms and technology are accessible to everyone. We offer Americans with Disabilities Act compliance guidance to our customers to help make their digital services accessible to everyone. We also work to ensure that our own website is accessible.



✓ mitigate our environmental impact

✓ committed to a more sustainable future

Our Priorities

Environmental Sustainability

At Olo, we're committed to a more sustainable future. We recognize the risks and opportunities that come with climate change, and we continue to develop and implement cross-collaborative strategies to mitigate our environmental impact. We're proud of our culture of environmental stewardship and active participation, as well as our commitment to evaluate and work towards reducing our carbon emissions.

We also recognize there's a lot more work to be done—as such, we're continuing our collaborative efforts towards a more sustainable hospitality industry.



Our Climate Strategy

In 2023, we developed a climate strategy, roadmap, and goals to define and guide our efforts. The roadmap lays out how and when we will achieve our climate goals through the implementation of sustainability-focused policies, programs, and initiatives. Our short-term strategy spans three main focus areas: environmental policies, employee engagement, and to expand our impact, carbon offsets.

Offsets and Credits

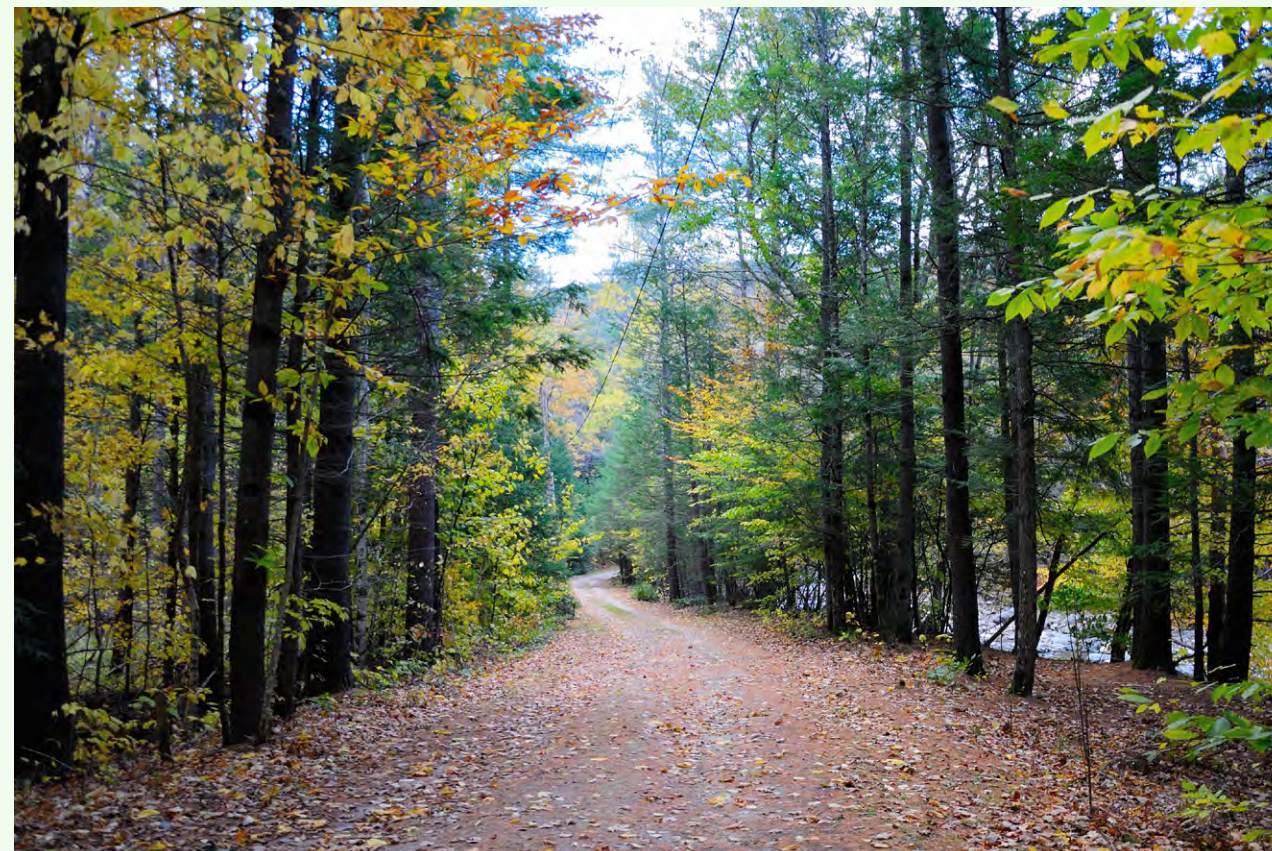
While we are in the early stages of these efforts, we are committed to using high-quality, additive, verifiable carbon credits to offset some of our emissions. In 2023, we established a carbon offset budget for 2024 and continued with our ongoing annual GHG emissions reporting.

We recognize the challenge in mitigating our scope 3 emissions while we are growing our company's offerings and reach. Scope 3 accounts for upstream emissions from products and services Olo purchases and downstream emissions stemming from the activities of our partners, consultants, customers, and suppliers.

In 2023, our increase in scope 3 emissions was a result of additional travel, as we created more opportunities for in-person meetings for all teams, including meetings and VTO events with our C-team. We also increased our annual marketing investment and accelerated our go-to-market activities. While marketing is a small portion of our overall emissions, that, plus travel contributed to an increase in our scope 3 emissions. We are still working towards achievable reductions and mitigating future avoidable emissions.

In 2024 we plan to launch a supplier code of conduct that includes environmental sustainability guidelines. In addition, we pinpointed business travel emissions as an area difficult to mitigate as our business grows. As a result, we are committed to offsetting domestic travel emissions. We are offsetting 100% of our 2023 domestic travel by purchasing 928 metric tons of carbon credits.

We will continue to offset future domestic travel emissions at our 2023 level and look for ways to mitigate our business travel emissions through internal policies and controls. These upcoming efforts are intended to help us reduce our scope 3 emissions, as well as help us achieve our goal to offset 100% of our scope 1 and scope 2 emissions by 2025.



Massachusetts Tri-City Forestry Project

Project Type

Forest Carbon, Sustainable Forestry

414 mtCO₂e

of offsets purchased through the
American Carbon Registry

Our Climate Strategy

Our GHG Emissions

We recognize the impact our business may have on the environment and that a changing climate could present challenges to how we operate. We've engaged Watershed, our carbon footprint analysis partner, to calculate our GHG emissions and are committed to reporting this data to track our progress over time.

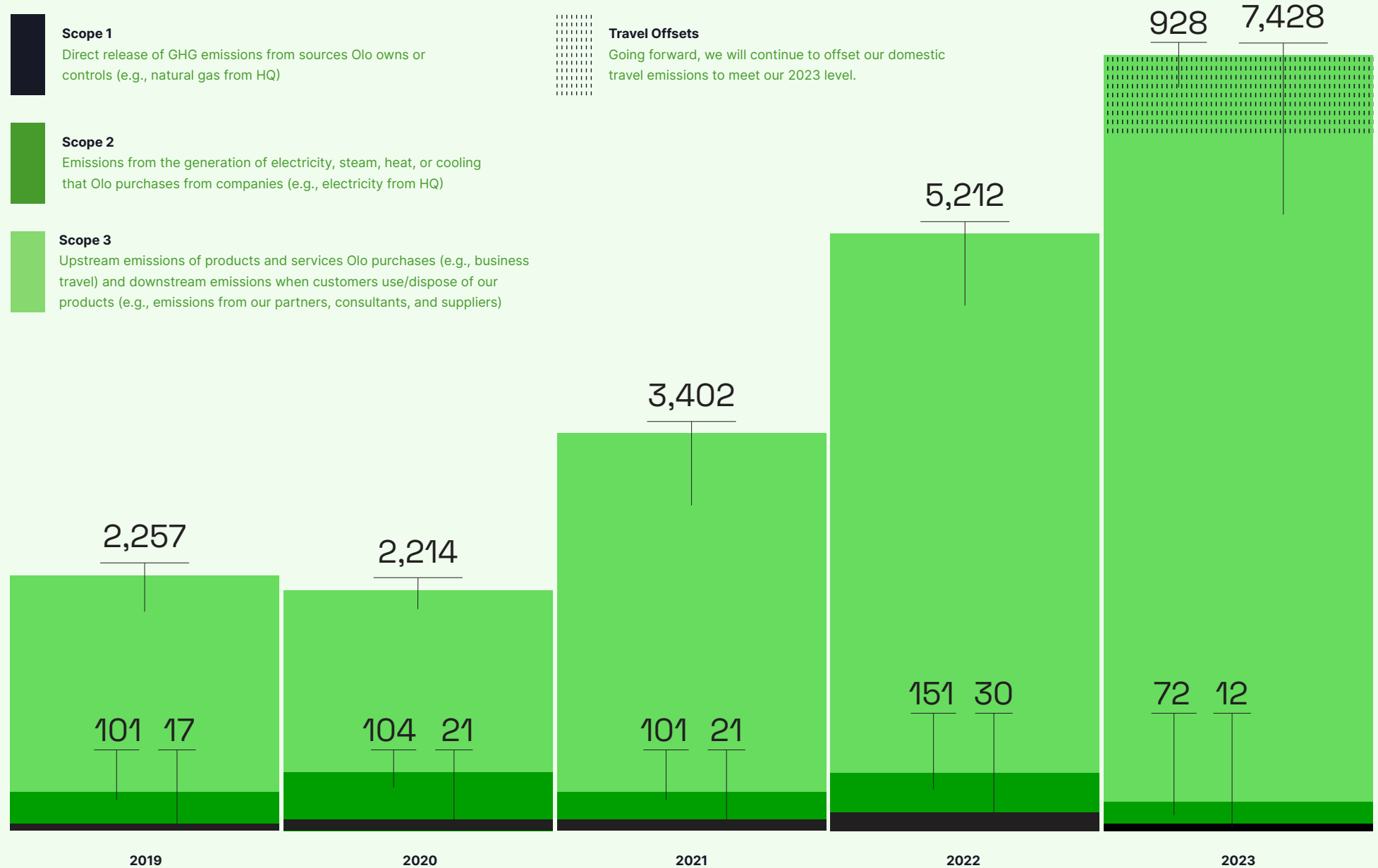
In 2023, our reduction in our scope 1 and scope 2 GHG emissions can be attributed to the new location of our headquarters in a smaller office space which enabled us to consume less natural gas and electricity.

We continue to track our carbon footprint, look for ways to reduce our cloud computing usage, and lessen our carbon intensity, including optimizing our servers and working with providers that have carbon reduction plans.

GHG Emissions (metric tons CO2e)

- Scope 1**
Direct release of GHG emissions from sources Olo owns or controls (e.g., natural gas from HQ)
- Scope 2**
Emissions from the generation of electricity, steam, heat, or cooling that Olo purchases from companies (e.g., electricity from HQ)
- Scope 3**
Upstream emissions of products and services Olo purchases (e.g., business travel) and downstream emissions when customers use/dispose of our products (e.g., emissions from our partners, consultants, and suppliers)

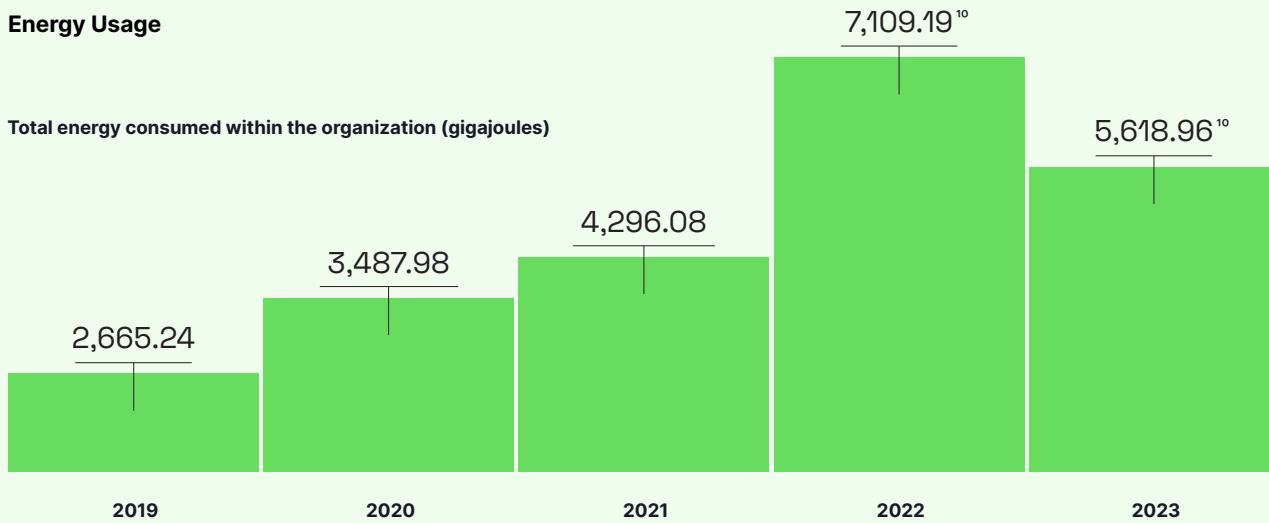
Travel Offsets
Going forward, we will continue to offset our domestic travel emissions to meet our 2023 level.



Our Climate Strategy

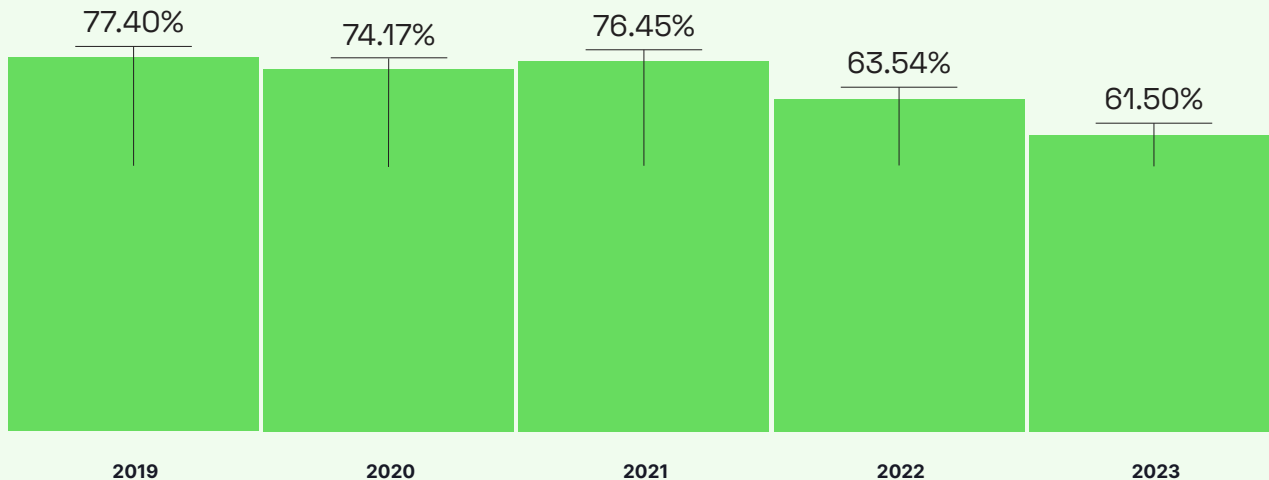
Energy Usage

Total energy consumed within the organization (gigajoules)



Percentage grid electricity energy (as % of total energy)

The remainder of total energy consumed in the organization is natural gas usage



Minimizing Our Environmental Footprint

Optimizing our Software

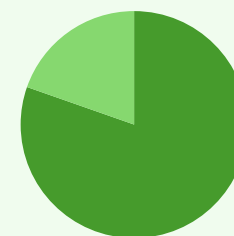
As part of our commitment to sustainability, we are actively refining our cloud computing practices, which decreases our carbon footprint. By optimizing server efficiency and collaborating with providers who are dedicated to carbon reduction, we're enhancing our operational sustainability.

Reducing Single-use Plastic

We aim to help the restaurant industry operate more sustainably by offering waste reduction options to customers. Minimizing unnecessary plastic usage and waste is aligned with our overall environmental sustainability strategy. Since 2022, our platform has included a feature enabling guests to opt out of receiving plastic utensils with their orders.

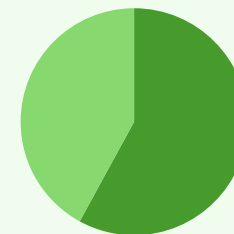


2023 Software Carbon Footprint



80%

80% of our spend is on cloud providers¹¹ who use clean energy



60%

60% of our spend is on cloud providers¹¹ who have a net zero plan

200+

brands used our single-use plastics opt-in functionality since 2022

¹⁰ Our reduction in total energy consumption within the organization from 2022-2023 can be largely attributed to our move to a smaller (and therefore more energy efficient) office space.

¹¹ This only includes cloud providers that we spend over \$100,000 on per year.

Employee Engagement

Olo Green, our grassroots and volunteer-led ERG, plays a critical role in advancing our climate strategy by championing eco-consciousness throughout our remote-first workforce. Olo Green engages employees with educational resources, volunteer opportunities, and a variety of sustainability-focused events.

From donation-matching campaigns to upcycling challenges to sharing ideas for sustainable product swaps, Olo Green's efforts encourage employees to adopt more sustainable habits in their daily lives. In April 2023, Olo Green, in partnership with our Employee Engagement team, led the first annual Earth Month, a month-long series of employee awareness campaigns and volunteer events. This year, the group is working to develop and publish a work-from-home green guide, as well as initiate a no-waste and plant-based recipe sharing program.

Supporting the growth and reach of Olo Green is central to our overall climate strategy. We aim to grow their participation rate by at least 50% by 2026.

“

Co-leading the OloGreen ERG has been one of the most rewarding experiences of my career. Between community building, outreach enablement, and eco-focused growth for both employees and the company as a whole, the ERG is a powerful snapshot of Olo's passion for doing good. Each action we take towards sustainability and intersectionality reinforces our commitment to building a better future for generations to come, and we're proud to be a part of that ecosystem.



Alex Ray
Senior Operations Specialist

National Public Lands Day

In 2023, Olo employees participated in National Public Lands Day, an annual nationwide volunteer event focused on ensuring resilient natural public spaces for future generations. More than a dozen employees shared 50 photos of their time spent in public lands, and Olo Green gave away 10 national and state park passes to encourage future outdoor activities.

Olo Green x Fill it Forward

In 2023, Olo Green continued its partnership with Fill it Forward to encourage Olo employees to use refillable water bottles and coffee mugs to reduce waste. Participating employees received a Fill it Forward QR code sticker, which they scan every time they refill their water bottle to track how much waste they are saving. Our goals for 2024 are to reach 70 active users as well as add Fill it Forward stickers to every new hire kit.

A More Sustainable Workplace

We are committed to encouraging sustainable habits in the workplace in order to further reduce our environmental footprint. In our New York City office, we offer composting and recycling programs, refillable water bottle stations, and provide reusable glasses, plates, and silverware in our office kitchen.



Fill it Forward by the Numbers

45

active users

(+40% vs. 2022)

547

bottle refills

(+34% vs. 2022)

16.41 lbs

plastic bottle waste diverted

(+34% vs. 2022)



✓ sound governance, values, and ethics

Our Priorities

Responsible & Ethical Growth

Sound governance, values, and ethics are the foundation of our business and ESG program. Our dedicated ESG team, supported by executive sponsors and our board of directors Nominating and Corporate Governance Committee, oversees all our ESG initiatives and goals across the organization.

We aim for transparency and accountability, regularly reviewing our progress, setting achievable targets, and sharing clear status updates. Our [Code of Conduct](#), which is overseen and approved by our board of directors, ensures that we collectively uphold our values and ethics. This structured approach underpins our governance efforts and helps us drive positive change.



✓ transparency and accountability

ESG Governance and Oversight

Our New ESG Executive Sponsor

Our leadership's commitment and oversight are essential to our ESG initiatives. In 2023, Jo Lambert, our Chief Operating Officer, became an executive sponsor for our ESG efforts.

As part of our efforts to advance our collective skills and knowledge of sustainability at all levels of our company, our ESG team has regular meetings with the executive sponsors, shares relevant updates at monthly all hands meetings, and regularly shares materials and presentations with both our executive team and board of directors.

ESG Governance Structure

Board of Directors

Nominating and Corporate Governance Committee

Executive Team

Executive Sponsors

Jo Lambert, Chief Operating Officer
Rob Morvillo, Chief Legal Officer ¹²

ESG Team

“

As stewards of Olo's future, embracing ESG governance isn't just a choice, it's our responsibility to foster sustainable growth and long-term value creation. By prioritizing environmental, social, and governance factors, we not only mitigate risks but also seize opportunities to partner with so many restaurant brands we work with to positively impact the communities we all are serving.



Jo Lambert
Chief Operating Officer

Responsible Procurement

We are committed to creating a responsible procurement program that includes social and environmental considerations in all of our vendor assessments. To this end, we introduced a new vendor intake survey which asks about sustainability and social impact information and programs. Since May 2023, when the new survey was implemented, 202 vendors (100% of all new vendors) have been assessed. We also conducted an audit (using our 2023 GHG inventory data) to determine which of our existing vendors have sustainability and impact programs. 100% of our vendors with contracts of \$100,000 or more have been assessed as part of this audit.

We also began mapping our supply chain to gather insights into where we can make changes to boost our social and environmental impact. We expect to officially launch our responsible procurement program in 2024. Additionally, we are working toward publishing a supplier code of conduct that ensures all of our suppliers adhere to Olo's standards for DEIB, environmental sustainability, and ethical and responsible business practices.



¹² Formerly, General Counsel

Corporate Governance and Ethics

Our employees and board of directors are expected to adhere to the principles outlined in our Code of Business Conduct and Ethics, which is approved and overseen by our board. Our [Code of Conduct](#) is publicly available on our website, and all employees receive training during our onboarding process and annually thereafter.

Ethics and Integrity Compliance Training

Olo requires annual Code of Business Conduct and Ethics training to ensure our policies, values, and ethics are upheld by our employees. These are self-paced training courses that equip our team with essential skills for ethical decision-making and integrity in business. Additionally, all new employees are required to complete our Legal 101 training as part of their onboarding.

We understand the importance of risk oversight and management. Our board of directors has overall responsibility for risk oversight and is responsible for monitoring and assessing our risk management process. Olo's Chief Legal Officer¹² and the Audit Committee of our board oversee any governance or ethics violations and take appropriate action.

Our Governance, Risk, and Compliance Committee

To forward our commitment to ethical business practices and privacy, we established a Governance, Risk, and Compliance Committee (GRC) to centralize risk management efforts, provide a clear understanding of our risk landscape, and enable informed decision-making and resource allocation. The committee meets regularly and includes members of our leadership team as well as specialists, including our Chief Legal Officer,¹² Chief Information Security Officer, Chief Operating Officer, Chief People Officer, and Chief Financial Officer.

Yearly training courses required for all employees:

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



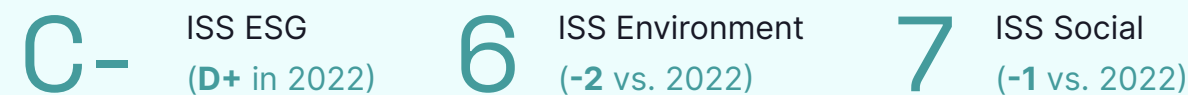
The GRC enables our executive leaders to grasp the entire context and nuance of risks, especially in risk areas with rapidly changing regulations and consumer expectations, like cybersecurity and data privacy. It allows us to stay nimble, make informed decisions, and maintain the trust of our customers and stakeholders.



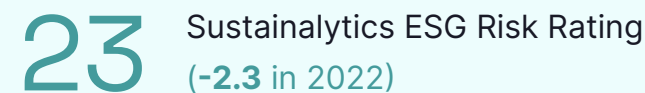
Rob Morvillo
Chief Legal Officer¹²

Our 2023 3rd Party Ratings¹³

International Shareholder Services (ISS)



Sustainalytics



¹³ Because ISS and Sustainalytics scores measure risk, a lower score denotes lower risk and is therefore better.

¹² Formerly, General Counsel

Cybersecurity and Data Privacy

At Olo, safeguarding our customers' guest and business data is a responsibility we don't take lightly. We view cybersecurity and data privacy as business critical. Our dedicated in-house cybersecurity teams, led by our Chief Information Security Officer, monitor our platform, conducting regular vulnerability assessments, and implementing necessary safeguards. We take privacy seriously when developing technology, prioritizing the protection of customer data and complying with applicable laws, regulations, and contractual obligations.

In 2023, we advanced our cybersecurity framework by executing our first externally facilitated tabletop exercise to enhance our incident response readiness. In 2024, we aim to include more of our senior leaders in these exercises, ensuring our entire team is prepared for critical decision-making in emergency scenarios.

We also appointed a new Head of Risk for our payment team and a Head of Privacy. These new roles will help us take a more proactive approach to navigating the complex regulatory environment as our technological capabilities and company continue to grow.

We have continued to uphold our SOC 1, Type 2 and SOC 2, Type 2 and PCI-DSS compliance, as well as update and refine our Security Policy, tools, and practices as needed. All of these efforts demonstrate our strong commitment to data privacy and security as foundational elements of our ESG strategy.



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



[A Letter from Noah Glass](#)

[About Olo](#)

[Olo's ESG Commitment](#)

[People & Culture](#)

[Community Impact](#)

[Environmental Sustainability](#)

[Responsible & Ethical Growth](#)

[Workplace Demographics](#)

[GRI & SASB Disclosure Index](#)

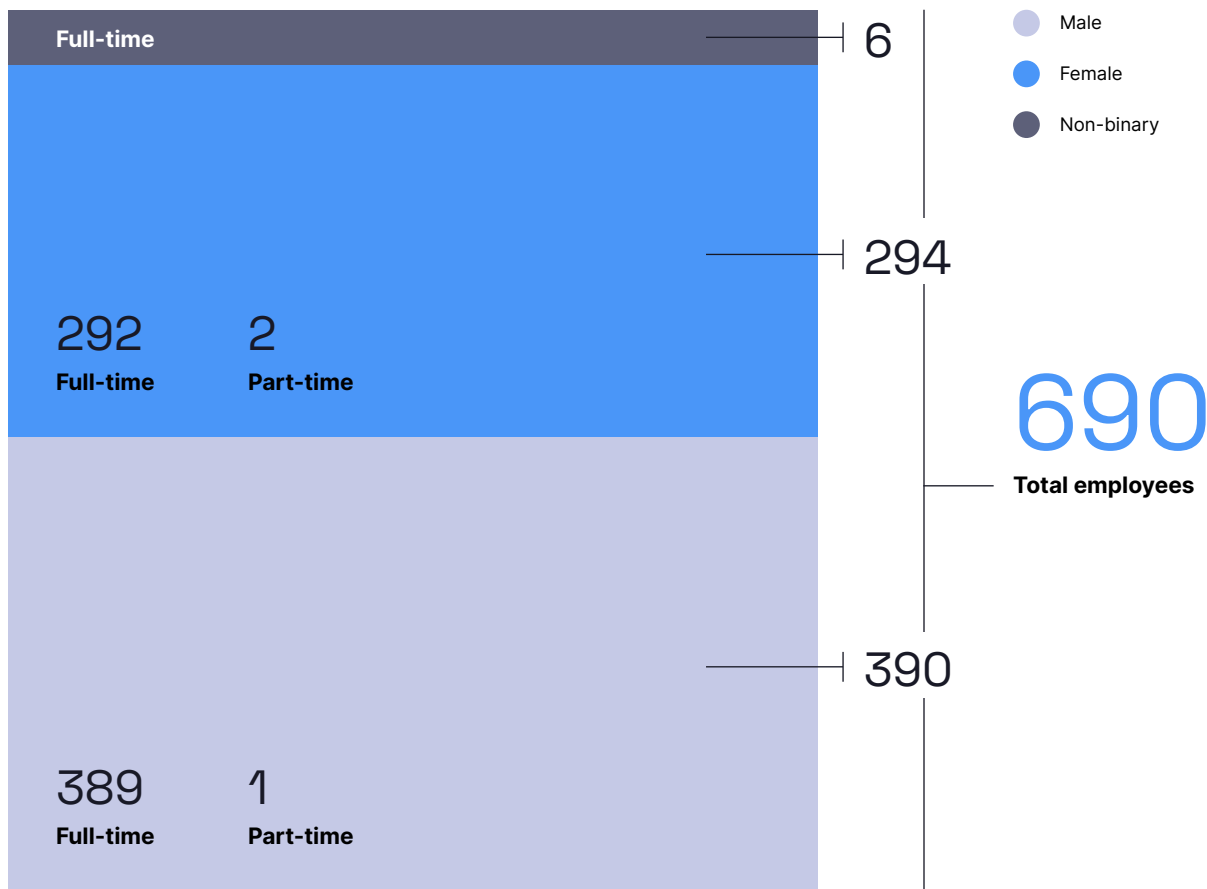
[About This Report](#)

WORKPLACE DEMOGRAPHICS

Workplace Demographics

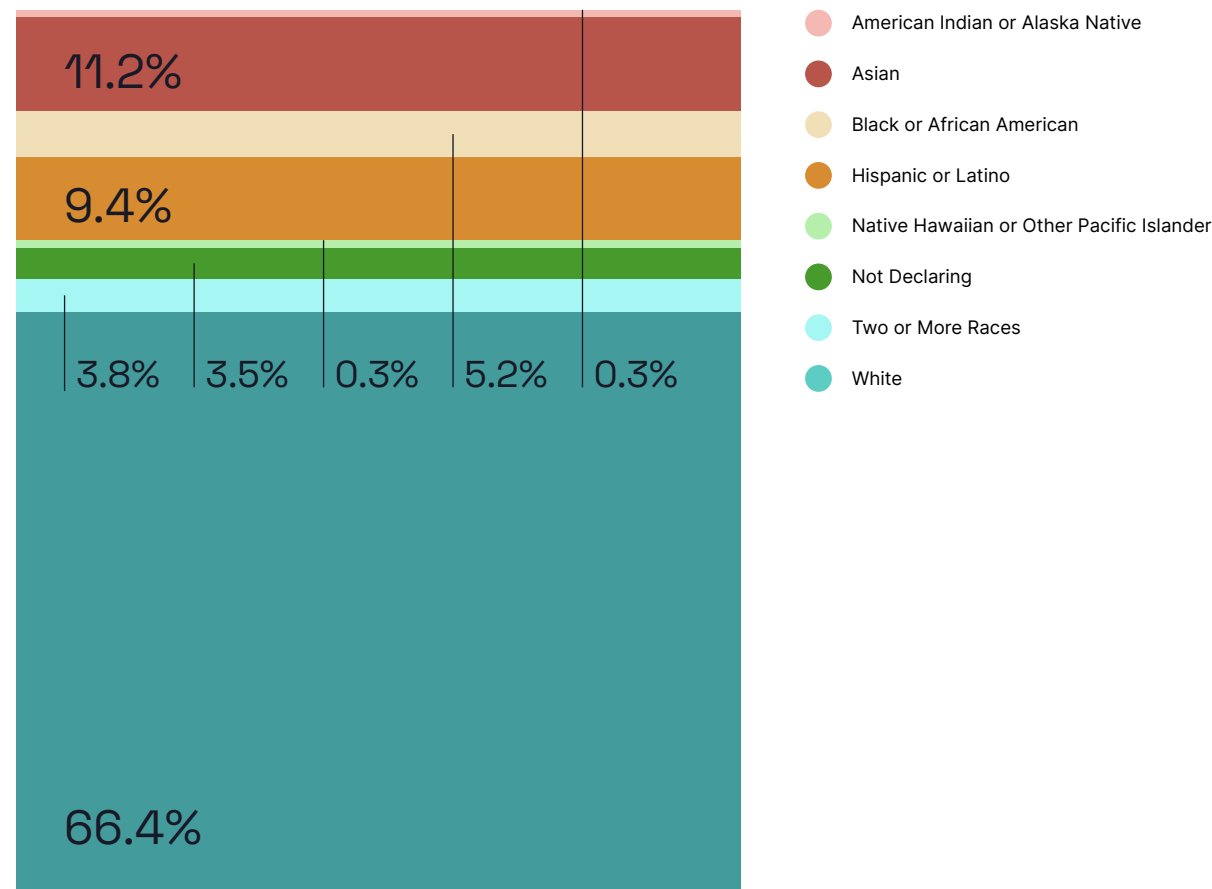
Overall Employee Demographics 2023

Overall Gender Representation



Since 2021 we have publicly disclosed employee demographic data on our [website](#), which is updated every six months. To view our full 2022 workplace demographics please see our [2022 ESG Report](#).

Overall Racial/Ethnic Group Representation¹⁴



All data is U.S. only. Workforce includes corporate full- and part-time employees. It does not include contingent workers, temp workers, or interns. Percentages may not add up to exactly 100% due to rounding and our share of employees who elect not to disclose. These percentages are based on voluntary employee self identification. All data is as of December 31, 2023.

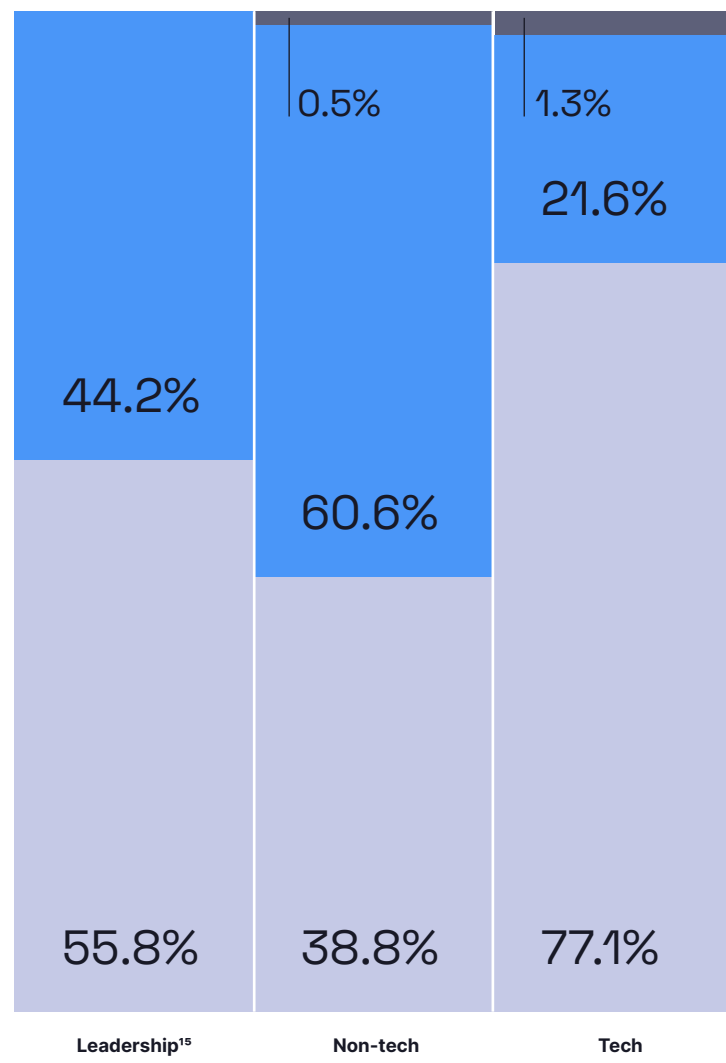
¹⁴ Racial/ethnic group categories align with U.S. government reporting requirements.

Workplace Demographics

Gender and Racial/Ethnic Group Representation by Role Type 2023

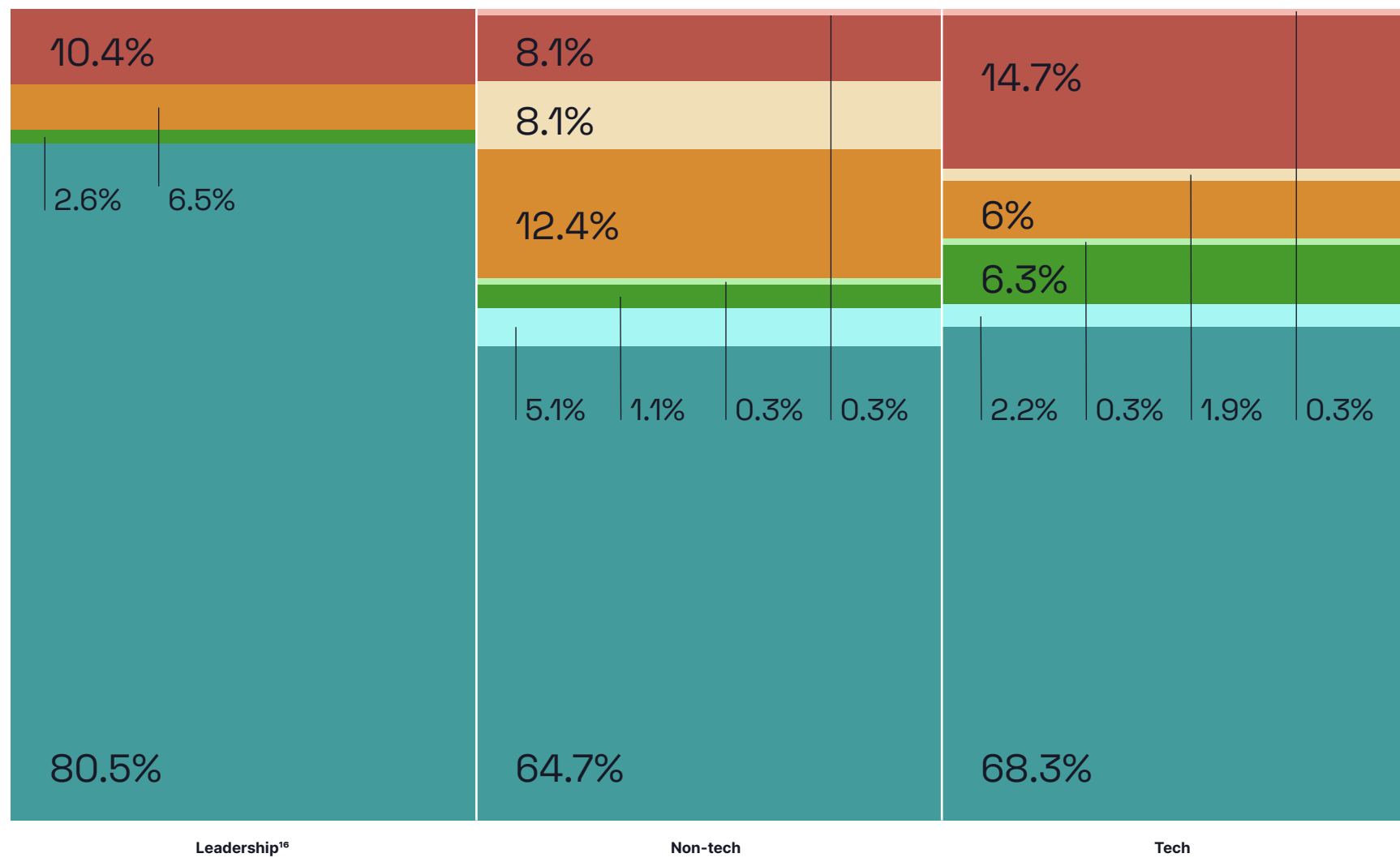
Gender Representation 2023

Male Female Non-binary



Racial/Ethnic Group Representation 2023¹⁵

American Indian or Alaska Native Black or African American Native Hawaiian or Other Pacific Islander Two or More Races
Asian Hispanic or Latino Not Declaring White

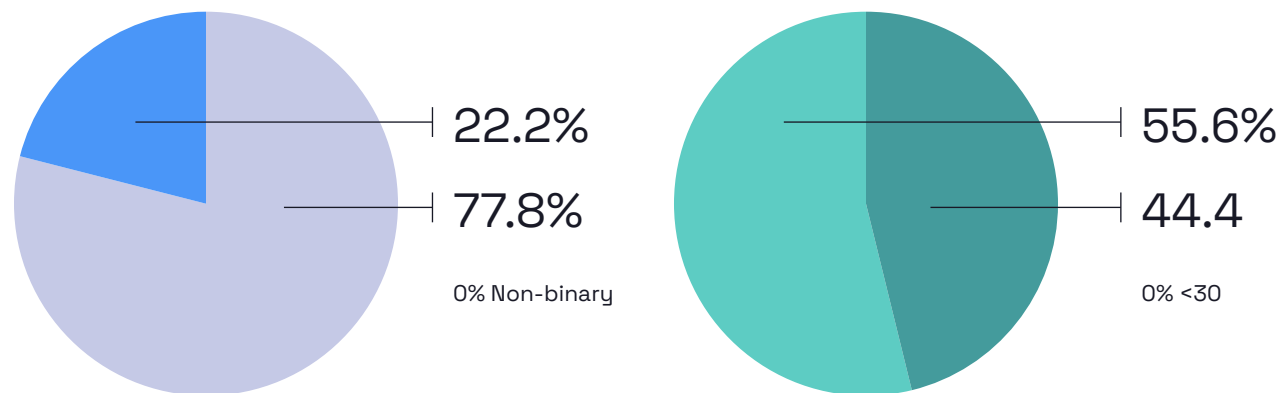


Workplace Demographics

Diversity of Governance Bodies and Employees 2023

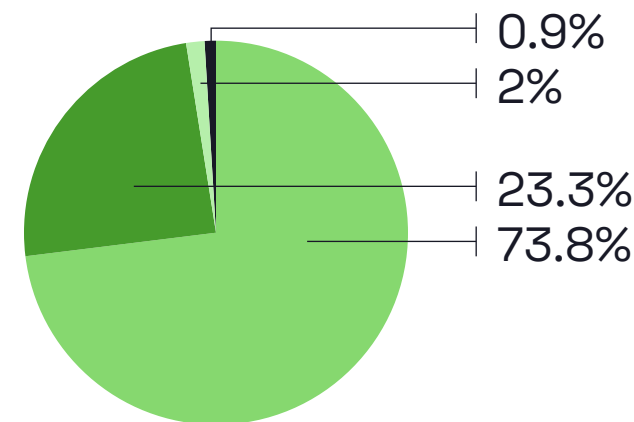
Governance Bodies (Board of Directors)

Male Female Non-binary Under 30 yr. 30–50 yr. Over 50 yr.

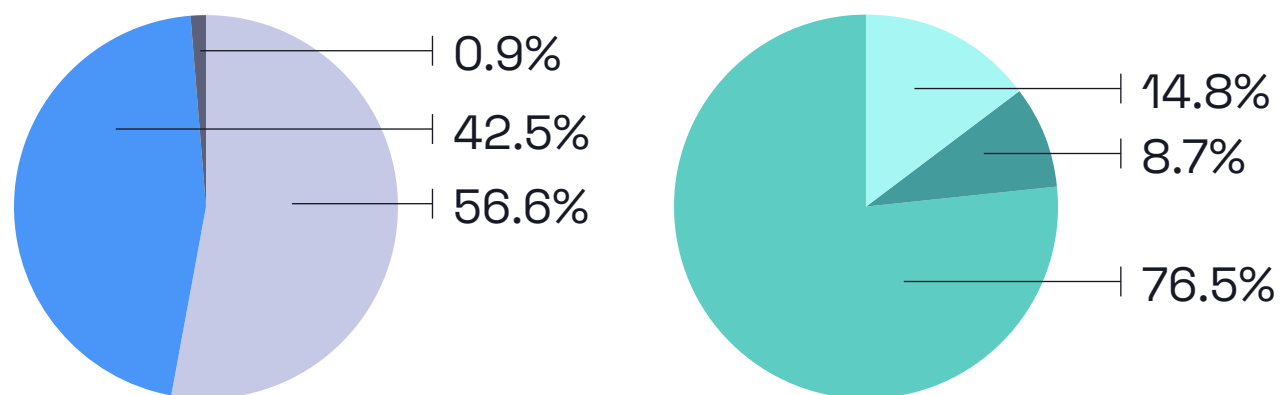


Veteran Status of Employees

Unknown I am not a veteran I am a veteran I do not wish to self-identify

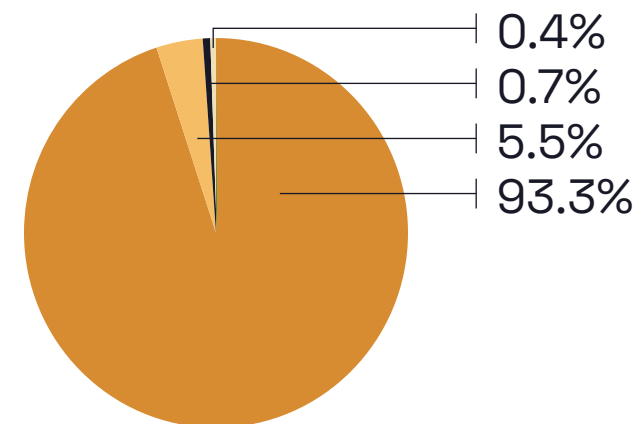


Employees



Disability Status of Employees

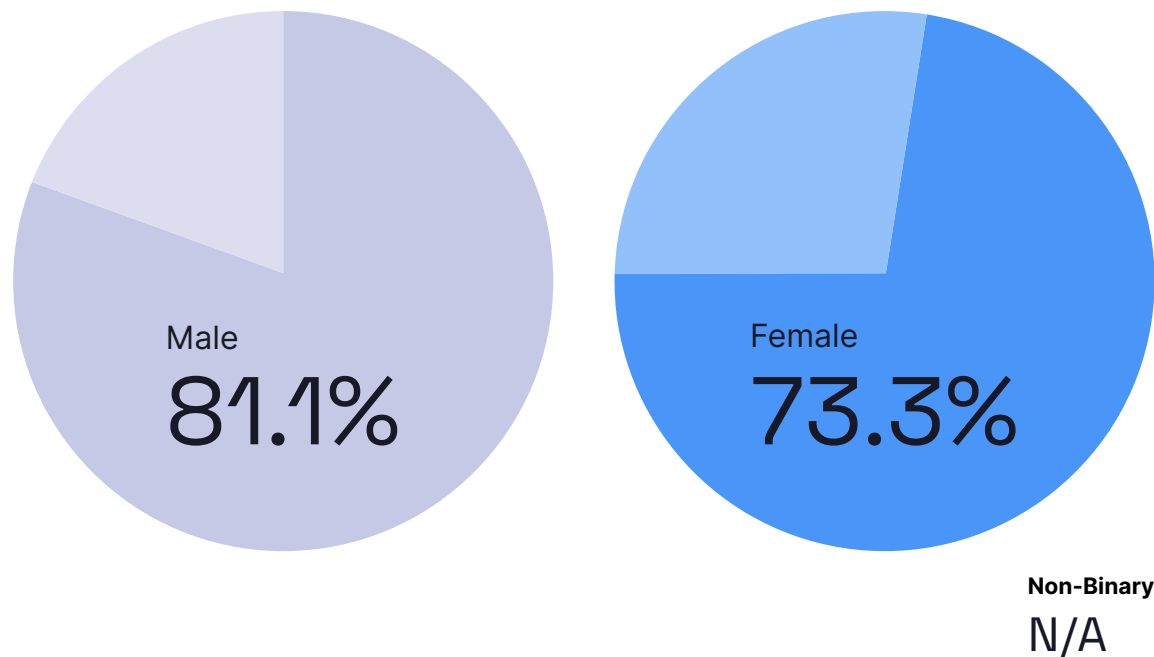
Unkown I do not have a disability I have a disability Choose not to answer



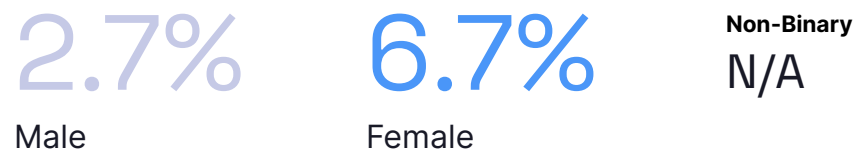
Workplace Demographics

Parental Leave 2023

Return Rate



Retention Rate (12 month)¹⁷



All data is U.S. only.

¹⁷ Data for "Retention Rate" does not include employees who were still on parental leave as of December 31, 2023 or employees who will meet the 12 month timeframe in 2024 or later.

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



Total number of employees that took parental leave (in fiscal 2023), by gender



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



Total number of employees that returned to work in the reporting period (fiscal 2023) after parental leave ended, by gender





GRI & SASB DISCLOSURE INDEX

GRI & SASB Disclosure Index

Olo has reported the information cited in this GRI and SASB disclosure index for the period January 1, 2023 through December 31, 2023. GRI disclosures are in reference to the GRI standards.

Disclosure	Location and/or Information	GRI or SASB Reference
Organizational details	2024 Proxy Statement	GRI 2-1
Entities included in the organization's sustainability reporting	2024 Form 10-K	GRI 2-2-a, -b, -c-i, -c-ii
Reporting period, frequency, and contact point	About This Report	GRI 2-3
Restatements of information	No restatements of information	GRI 2-4
External assurance	This report has not been externally assured. Regular cadence on ESG related topics are discussed monthly with our ESG executive sponsors, and regular updates are provided to our Nominating and Corporate Governance Committee. Going forward, we will follow applicable regulations, which may include external assurances.	GRI 2-5-a
Activities, value chain, and other business relationships	2024 Form 10-K	GRI 2-6-a, -b, -c, -d
Employees	<p>Workplace Demographics and:</p> <p>b-i: All employees are permanent;</p> <p>c: Data pulled from HRIS system, Namely;</p> <p>c-i: FTE and Part-time;</p> <p>c-ii: At the end of the reporting period, 12/31/2023;</p> <p>d: n/a</p> <p>e: See June 14, 2023 Form 8-K</p>	GRI 2-7-a, -b-i, -b-iv, -b-v, -c, -d, -e
Governance structure and composition	2024 Proxy Statement	GRI 2-9
Nomination and selection of the highest governance body	2024 Proxy Statement	GRI 2-10
Chair of the highest governance body	2024 Proxy Statement	GRI 2-11
Role of the highest governance body in overseeing the management of impacts	2024 Proxy Statement	GRI 2-12-a
Delegation of responsibility for managing impacts	2024 Proxy Statement	GRI 2-13
Role of the highest governance body in sustainability reporting	2024 Proxy Statement	GRI 2-14
Conflicts of interest	Code of Business Conduct and Ethics	GRI 2-15
Communication of critical concerns	Code of Business Conduct and Ethics	GRI 2-16-a
Collective knowledge of the highest governance body	Responsible & Ethical Growth and 2024 Proxy Statement	GRI 2-17
Evaluation of the performance of the highest governance body	2024 Proxy Statement	GRI 2-18
Remuneration policies	2024 Proxy Statement	GRI 2-19-a
Process to determine remuneration	2024 Proxy Statement and June 14, 2023 Form 8-K	GRI 2-20

GRI & SASB Disclosure Index cont.

Disclosure	Location and/or Information	GRI or SASB Reference
Annual compensation ratio	2024 Proxy Statement	GRI 2-21-a,-c
Statement on sustainable development strategy	A Letter from Noah Glass	GRI 2-22
Policy commitments	Code of Business Conduct and Ethics and Responsible & Ethical Growth	GRI 2-23-a-i, -a-ii, -c, -d, -e, -f
Embedding policy commitments	Responsible & Ethical Growth	GRI 2-24-a, -c, -d, -e, -f
Process to remediate negative impacts	2024 Proxy Statement	GRI 2-25-a,-b, -d
Mechanisms for seeking advice and raising concerns	2024 Proxy Statement	GRI 2-26
Compliance with laws and regulations	No significant instances of noncompliance	GRI 2-27-a, -b, -c
Approach to stakeholder engagement	Olo's ESG Commitment and ESG Update September 2022	GRI 2-29
Disclosures about process to determine material topics and list of material topics		
Process to determine material topics	ESG Update September 2022	GRI 3-1
List of material topics	ESG Update September 2022	GRI 3-2
SASB Activity Metric Disclosures		
(1) Number of licenses or subscriptions, (2) percentage cloud-based	(1) ~80,000 licensed locations; (2) 100% cloud-based	SASB TC-SI-000.A
Material Topics		
People and Culture		
Career Development and Training		
Management of material topics	People & Culture	GRI 3-3-a, -c, -d-i, -d-iii, -e, -f
Diversity, Equity, Inclusion, and Belonging		
Management of material topics	People & Culture	GRI 3-3-a, -c, -d-i, -d-iii, -e, -f
Diversity of governance bodies and employees	Workplace Demographics	GRI 405-1-a-i, -a-ii, -b
TC-SI-330a.3: Percentage of gender and racial/ethnic group representation for (1) management, (2) technical staff, and (3) all other employees	Workplace Demographics	SASB (S&ITS) TC-SI-330a.3
Inclusive Culture		
Management of material topics	People & Culture	GRI 3-3-a, -c, -d-i, -d-iii, -e, -f

GRI & SASB Disclosure Index cont.

Disclosure	Location and/or Information	GRI or SASB Reference
Team Olo Engagement		
Management of material topics	People & Culture	GRI 3-3-a, -c, -d-i, -d-iii, -e, -f
Employee engagement as a percentage	People & Culture	SASB (S&ITS) TC-SI-330a.2
Benefits provided to full-time employees that are not provided to temporary or part-time employees	Benefits offered to all employees who work 30+ hours a week: <ul style="list-style-type: none"> - Life insurance: basic (company provided) and voluntary life AD&D insurance - Health care: medical, dental, vision, fsa, hsa - Disability and invalidity: STD and LTD - Parental leave: 12 weeks paid - Retirement provision: 401k w/match 100% of your contributions for the first 3% and 50% for the next 2%. - Stock: RSUs, ESPP - Learning and development annual subsidy: \$500 for product and engineering roles and \$250 for those in all other roles - Others: teledoc, fertility services, EAP, Equitable Access to Healthcare policy, Modern Health mental health sessions, PTO, 10 sick days, quarterly mental health days, VTO (8 hours), remote office stipend (\$500 per year), half-day summer Fridays 	GRI 401-2-a
Parental leave	Parental Leave in Workplace Demographics	GRI 401-3
Community Impact		
Community Engagement		
Management of material topics	Community Impact	GRI 3-3-a, -c, -d-iii, -e-i, -e-ii, -e-iii, -f
Food Access		
Management of material topics	Community Impact and Environmental Sustainability	GRI 3-3-a, -c, -d
Guest Empowerment		
Management of material topics	About Olo , Olo's ESG Commitment , Community Impact , Environmental Sustainability , and Responsible & Ethical Growth	GRI 3-3-a, -c, -d-i, -d-iii, -e-i
Inclusive and Accessible Design		
Management of material topics	Accessible Technology in Community Impact	GRI 3-3-a, -b, -c, -d
Environmental Sustainability		
Food Waste		
Management of material topics	Community Impact and Environmental Sustainability	GRI 3-3-a, -d
GHG Emissions and Energy		
Management of material topics	Our Climate Strategy in Environmental Sustainability	GRI 3-3-a, -b, -c, -d, -e
Energy consumption within the organization	GHG Emissions in Environmental Sustainability	GRI 302-1-e

GRI & SASB Disclosure Index cont.

Disclosure	Location and/or Information	GRI or SASB Reference
Direct (scope 1) GHG emissions	GHG Emissions in Environmental Sustainability	GRI 305-1-a
Energy indirect (scope 2) GHG emissions	GHG Emissions in Environmental Sustainability	GRI 305-2-a
Other indirect (scope 3) GHG emissions	GHG Emissions in Environmental Sustainability	GRI 305-3-a
(1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable	Energy Usage in Environmental Sustainability Percentage renewable energy (as % of total energy) is 0% for 2023	SASB TC-SI-130a.1
Responsible and Ethical Growth		
Corporate Governance and Ethics		
Management of material topics	Responsible & Ethical Growth	GRI 3-3-a, -b, -c, -d-i, -e-i, -e-iii, -e-iv, -f
Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behavior regulations	No related losses	SASB TC-SI-520a.1
Data Privacy and Security		
Management of material topics	Cybersecurity and Data Privacy and Responsible & Ethical Growth	GRI 3-3-a, -b, -c, -d-i, -e-i, -e-iv
Description of policies and practices relating to behavioral advertising and user privacy	Privacy Notice	SASB TC-SI-220a.1
Total amount of monetary losses as a result of legal proceedings with user privacy	There have been no material monetary losses associated with any legal proceedings	SASB TC-SI-220a.3
Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	Security Policy and 2024 Form 10-K	SASB TC-SI-230a.2
Responsible Procurement		
Management of material topics	Responsible Procurement in Responsible & Ethical Growth	GRI 3-3-a, -b, -c, -d-i, -e-i
New suppliers that were screened using environmental criteria	Responsible Procurement in Responsible & Ethical Growth	GRI 308-1
Negative environmental impacts in the supply chain and actions taken	Responsible Procurement in Responsible & Ethical Growth	GRI 308-2-a
Risk Oversight and Management		
Management of material topics	Responsible & Ethical Growth	GRI 3-3-a, -b, -c, -d-i, -e-i, -e-iv, -f

About This Report

We are proud to release our second annual ESG report, which continues to support and advance our environmental, social, and governance impact efforts. We will continue to strive to integrate sustainability and social impact into our business. This document details our overall approach to these topics and our progress to date.

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

This report was published on June 27, 2024. Unless otherwise noted, this report covers the period January 1, 2023 through December 31, 2023, which aligns with our 2023 fiscal year. We intend to continue to report on our ESG efforts and performance annually moving forward.

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

In line with our commitment to supplier diversity, we partnered with [qb. Consulting](#), a small, women-owned strategy and communications firm, to develop this report. We collaborated with [FRINGE22 Studio](#), a BIPOC-owned design and creative strategy studio with a passion for social impact, for the report's design.

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





HOSPITALITY

AT SCALE™