



2025 Impact Report

We give our family
of residents a place
to call home



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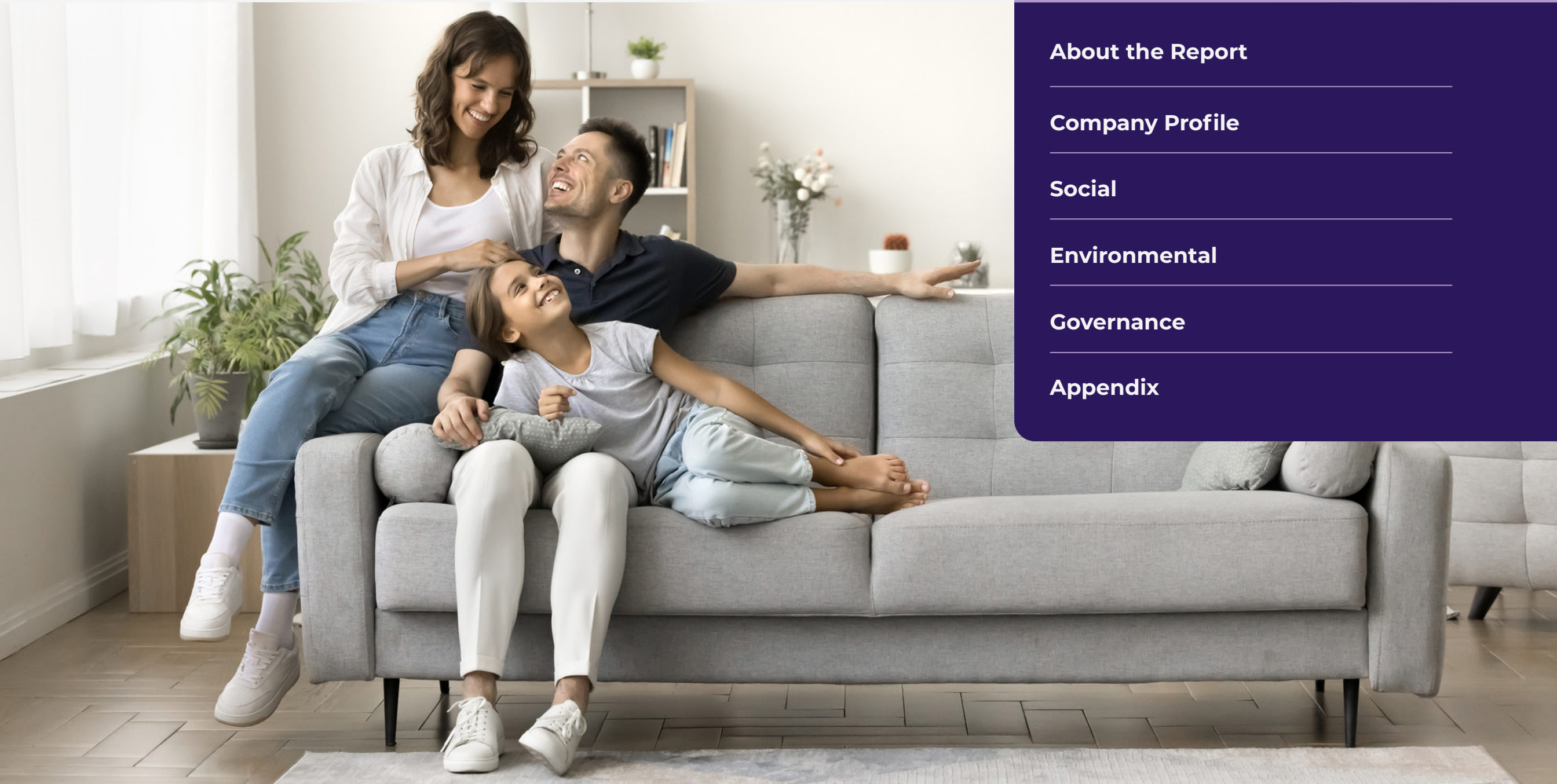
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About the Report

Reporting Scope and Boundary

This 2025 Impact Report reflects our performance from January 1, 2025, to December 31, 2025, unless otherwise noted. All numeric values are approximate and should be interpreted as such. The report includes both quantitative and qualitative insights into our ESG initiatives, business operations, resident support efforts, and overall sustainability performance.

For more information or inquiries regarding the 2025 Impact Report, please contact Keyimpact@firstkeyhomes.com.

Framework Alignment

This report has been prepared with reference to the Global Reporting Initiative (GRI) standards, incorporating key principles and disclosures into our reporting where applicable. The information and metrics disclosed herein also is aligned with the Global Real Estate Sustainability Benchmark (GRESB) as well as with the Sustainable Development Goals (SDGs)¹. Please refer to the Appendix for additional detail on certain ways in which our reporting aligns with the GRI framework.



¹ The United Nations Sustainable Development Goals (SDGs) are aspirational in nature. The analysis involved in determining whether and how certain initiatives may contribute to or support progress toward the SDGs is inherently subjective and dependent on a number of factors. Progress toward one SDG may negatively impact progress toward other SDGs. There can also be no assurance that reasonable parties will agree on a decision as to whether certain activities contribute to a particular SDG or related outcome. Additionally, investors should not place undue reliance on reference herein to application of the SDGs, as such application is subject to change at any time and in any relevant entity's sole discretion. Homes pictured throughout this report are sample properties and may not be representative of all homes managed by FirstKey Homes. Pictures may be edited and the actual properties differ. Individuals pictured throughout this report are not actual residents of homes managed by FirstKey Homes.

Message from Leadership

To Our Valued Stakeholder,

At FirstKey Homes, our Environmental, Social, and Governance priorities are rooted in a clear purpose: providing quality, attainable housing where residents can truly feel at home.

In 2025, we made progress across our ESG priorities, reflecting both strong business momentum and a deep commitment to the people and communities we serve. We were proud to achieve a GRESB rating that reflected a 30% year-over-year improvement, demonstrating continued progress in how we measure and manage our impact.

Our 2025 Impact Report highlights progress in three key areas: delivering a resident-first experience, embracing sustainable practices, and upholding responsible and fair business practices.

Delivering a Resident-First Experience: On the social front, resident experience remained central to our strategy, supported by strong resident sentiment and an annual 4.6 Birdeye score. We expanded our pathway to homeownership program, selling 44 homes directly to our residents and another 1,500+ homes to owner occupants, creating meaningful opportunities for long-term stability and financial progress. In 2025, we continued investing in people, processes, and resident-facing tools, including self-service resources and KeyKnowledge, to make support easier to access and improve the overall resident experience.

We were honored to be recognized again as a Top Workplace, reflecting strong employee engagement and a shared commitment to our resident-first culture. That commitment was also visible in the growing number of team members who gave their time (2,000+ hours!) to support the communities we serve.

Embracing Sustainable Practices: Across the environmental pillar, we continued efforts to reduce our footprint by expanding recycling, eliminating single-use plastics, increasing the use of hybrid vehicles across our fleet, and adding 4,300+ new appliances to our homes with the Energy Star designation.

Upholding Responsible and Fair Business Practices: From a governance perspective, we strengthened oversight and accountability by implementing NAVEX One to support policy management, approval workflows, and annual reviews.

Looking Ahead: The need for quality, flexible, and accessible housing continues to grow, and we see that as both a responsibility and an opportunity. As needs evolve, we remain focused on raising the bar for the resident experience and strengthening our communities, while continuing to embed ESG principles into how we operate and grow.

We are grateful to our employees, partners, and stakeholders who help bring this work to life every day. Your trust, partnership, and shared commitment help us create lasting value and expand access to quality housing.

As we look ahead, our mission remains clear: to give our family of residents a place to call home.

Sincerely,

Mark W. Smith

Mark W. Smith
President, FirstKey Homes



“Our residents are at the center of everything we do. By bringing care, consistency, and accountability to every interaction, we strive to ensure their needs are not only met, but anticipated — creating a living experience built on trust and long-term relationships.”

Mark W. Smith | President

Leadership Team

Executive Team



Mark Smith
President



Matt James
Chief Operating Officer



Robert Burkart
Chief Technology Officer



Alanna Mahone
Chief Human
Resources Officer



Thomas DeRue
Chief Legal Officer
& Corporate Secretary



Thomas Fekete
Chief Financial &
Strategy Officer

Senior Leadership Team



Anika Calloway
SVP, Deputy General
Counsel



Heath Garrett
SVP, Financial Planning
& Analysis



Nick Jerkovich
SVP,
Investments



Dawn Jones
SVP,
Property Operations



Chris Koterski
Chief Information
Security Officer



Beth Thibo
Chief Accounting
Officer



James Warren
SVP, Construction
& Maintenance

2025 Highlights



Creating long-term value for our company, communities, and our people.

Residents

 **Birdeye**

4.6/5

Resident satisfaction 2025
Birdeye score

2.4 YRS

Average resident tenure

+17 PTS

+17 avg points credit score
improvement for residents who
participated in positive rent reporting

186K

Residents supported in 2025

270K+

Work orders completed in 2025

Company



G R E S B
R E A L E S T A T E
★ ★ ☆ ☆ ☆ 2025

Third year reporting into GRESB



4 YRS

In a row as a Top Place to Work

 **A+**
Rating

A+ Better Business Bureau rating

2K+

Hours volunteered through our VTO program

\$110K+

In donations by FirstKey Homes and employees

FirstKey Homes data as of Fiscal Year ended 2025

2025 Highlights



Creating long-term value for our company, communities, and our people.

Community

29

Markets in 17 states

\$238M

Property taxes paid in FY 2025

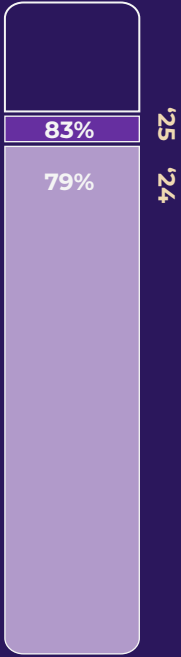
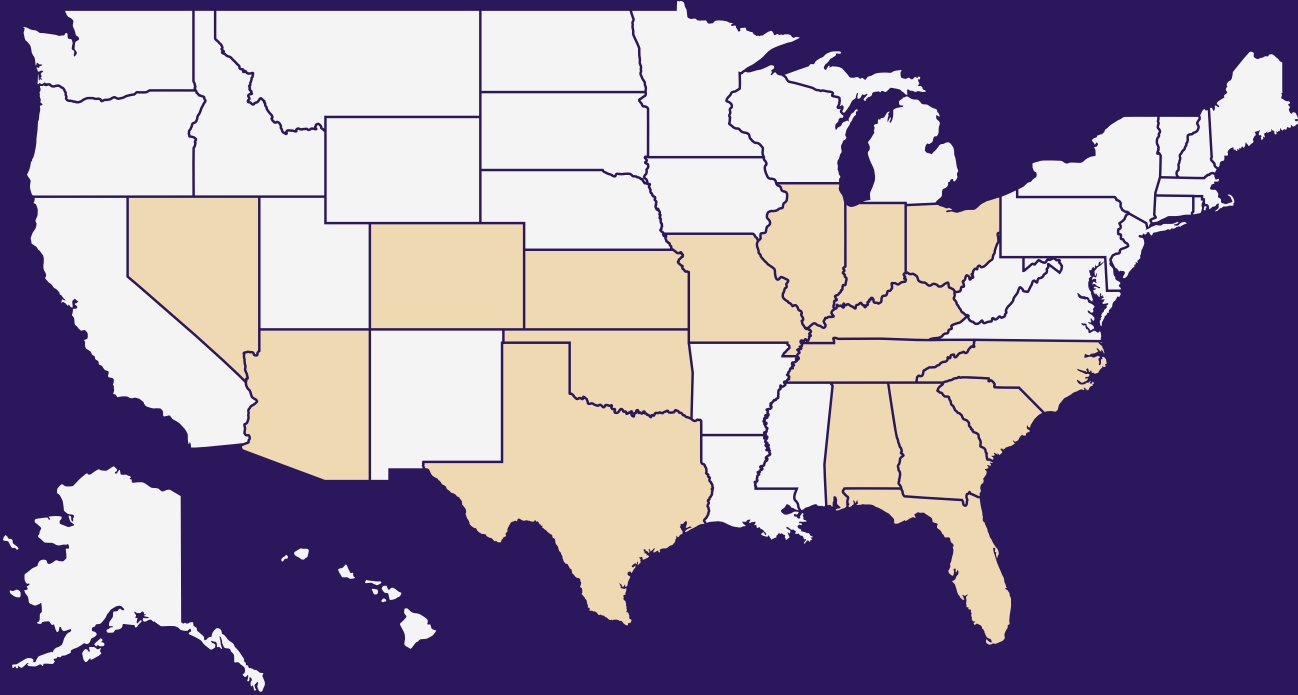
\$149M

Invested in our homes FY 2025

\$1.7B

Invested in our homes since inception

FirstKey Homes Markets



83%

Of our homes fall within affordability range of median income in the home area, up from 79% from last year

FirstKey Homes data as of Fiscal Year ended 2025
Affordability is calculated as % of homes in the market priced within 30% of the 2025 median family income as published by HUD on huduser.gov



Awards

FirstKey Homes has been recognized as a Top Workplaces USA employer for four years in a row (2022–2025), reflecting our commitment to a positive workplace culture. Our efforts have also been recognized with Culture Excellence awards across key areas, including Compensation & Benefits, Diversity & Inclusion, Employee Appreciation, and Innovation. We were also honored to be awarded the 2025 Property Management Company of the Year for the third consecutive year at the IMN Annual Single Family Rental Industry Awards.

Our team members or “Keypers” are committed to living our values and striving every day to support our residents. This has culminated in an award-winning company culture that directly aligns individual professional growth and institutional excellence.

FirstKey Homes data as of Fiscal Year ended 2025

For the 4th year in a row, FirstKey Homes has been awarded:



Top Workplace Cultures of Excellence:

- **Compensation & Benefits**
- **DE&I Practices**
- **Employee Appreciation**
- **Innovation**

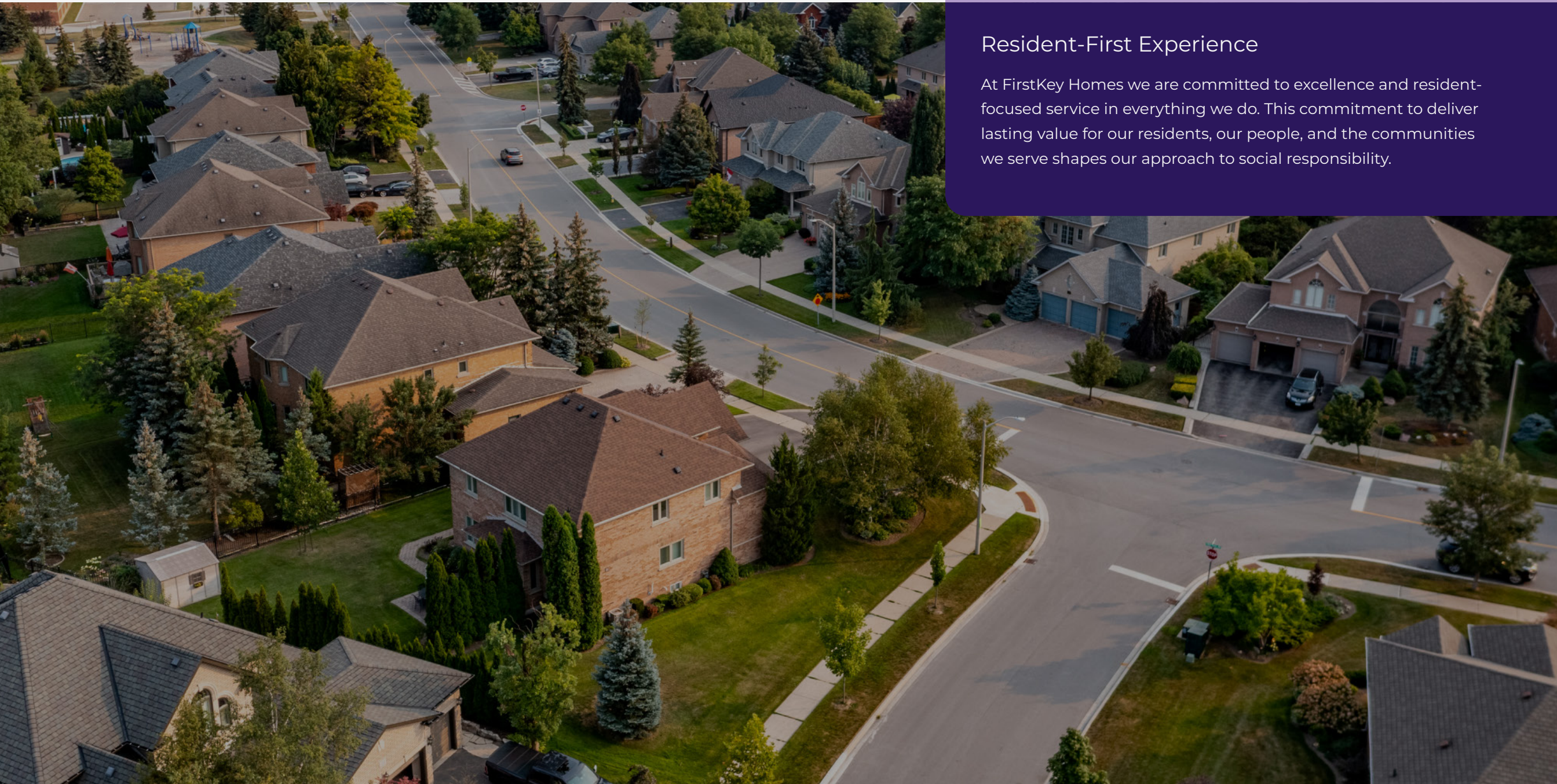
IMN Awards 2025

- Property Management Company of the Year – three consecutive years
- Rising Star – four consecutive years
- Minority Operator of the Year – three consecutive years
- Marketing/Social Media Campaign of the Year
- ESG Initiative of the Year

Social

Resident-First Experience

At FirstKey Homes we are committed to excellence and resident-focused service in everything we do. This commitment to deliver lasting value for our residents, our people, and the communities we serve shapes our approach to social responsibility.



Promoting Access to Homeownership

At FirstKey Homes, we recognize that every resident’s housing journey is different. While many households choose to rent for flexibility or convenience, others aspire to own a home but face barriers that can make that goal feel out of reach. In FY 2025, we expanded on our FY 2024 initiative, offering our residents a first look opportunity to purchase the home they live in, before those properties are marketed to the public. This approach aims to remove a barrier in housing and replace it with stability and financial progress.

Reducing Barriers to Homeownership

Another key component of the program is directly addressing affordability at the point of purchase. From initial interest through closing, we strive to support residents in navigating high upfront costs and the complexity of the buying process through responsive service and partnership. Our consistent engagement aims to build trust and strengthen relationships over time.

Together, these efforts attempt to make the transition to homeownership feel more natural and attainable.



Through our resident transition process, we seek to provide:

- Clear communication to facilitate a smooth shift from renting to owning
- Buyer transaction costs reduced by an average of 3% through seller-paid closing costs and concessions
- Discounted agent commissions, which can reduce overall transaction costs for the buyer
- Lower loan origination fees with preferred mortgage partners
- Local market expertise via a network of 5,500 market professionals for our residents to connect with credit readiness and credit improvement support

FirstKey Homes data as of Fiscal Year ended 2025

Promoting Access to Homeownership

Delivering Impact at Scale

While each home purchase represents an individual milestone, the broader impact of the program continues to grow:

2025 Initiative Highlights

44

Homes sold to residents

5.72

Average resident tenure (yrs)

\$15.5M

Total sold value

1.5K+

In 2025, FirstKey Homes publicly listed, marketed, and sold over 1,500 homes to owner-occupants



Supporting Long-term Financial Well-being

Promoting homeownership is an important goal of our broader ESG strategy, aligning resident outcomes with community impact. We strive to provide opportunities that can help our residents achieve financial resilience.

FirstKey Homes data as of Fiscal Year ended 2025



Resident Engagement

Our industry-leading resident experience, as supported by our Birdeye score, aims to be seamless, responsive, and supportive at every step of the resident journey. We aim to offer high-quality, professionally managed single-family rental homes in desirable neighborhoods that serve a diverse population of residents across income levels, professions, and backgrounds. By continuously investing in service delivery and operational excellence, we strive to exceed resident expectations and increase resident satisfaction, retention and a sense of home.

FirstKey Homes data as of Fiscal Year ended 2025

185K+

Residents served in 2025

2.8

Individuals average household size

\$105K+

Average annual household income

4.16

Average income to rent ratio (ITRR)

36%

Residents with children

Resident Satisfaction



4.6 Birdeye Score for 2025



Resident Support Services

- 270,000+ work orders completed
- 600,000+ resident inquiries resolved



\$149M Spent in FY 2025

Across construction and maintenance

Our vision is to proudly serve the diverse group of residents making our homes their own and to build communities one caring experience at a time. We do so by developing programs that attempt to support residents throughout their leasing journey — from the initial interest, move-in, service requests, pre-renewal, all the way until their move-out.

FirstKey Homes data as of Fiscal Year ended 2025



Purple Perks Center includes exclusive discounts on essentials that enhance the overall value of residency.

The Power of Purple

The “Power of Purple” campaign demonstrates our company’s commitment to quality by highlighting the benefits of professional management, responsive service, and resident-focused perks. Through targeted outreach, the campaign underscores how FirstKey Homes aims to deliver a supportive rental experience and enhance resident satisfaction, strengthen engagement, and contribute to a more positive living experience across the communities we serve.

Supporting our Residents

Our leasing process includes affordability screening, communication of lease obligations, and ongoing monitoring of payment patterns to identify potential challenges early. When residents face changes in financial circumstances, we offer structured payment plans, relocation within our portfolio to better suit household needs, or referrals to public assistance resources.

Additionally, our financial literacy program is designed to integrate two critical elements for long-term impact: education and action. Through accessible education, participants have the opportunity to build foundational knowledge in budgeting and cash-flow management, saving and emergency fund planning, goal setting, and informed financial decision-making. These insights are reinforced through action-oriented tools that support responsible credit management. We aim to achieve this through the following tools:

- **Knowledge of Financial Education (KOFE):** Practical tools and guidance on budgeting, credit management, debt reduction, and long-term financial planning designed to help residents make informed decisions and build financial confidence.
- **RentTrack:** Enables residents to report on-time rent payments to major credit bureaus, helping renters-especially those with limited or no credit history-build or strengthen their credit profiles through a regular monthly expense. This expands access to financial products and can support pathways to homeownership.



RentTrack Participation Results:

- **86% Experienced Positive Score Movement** *(as measured for residents who opted-in to positive rent reporting)*
- **+17 points average sustained lift** *(as measured for residents who opted-in for positive rent reporting)*
- **37.8% of our residents Broke Through 600 credit score** *(of the residents who started below 600 credit score)*

Collectively, these programs aim to support responsible residency, enhance resident financial capability, and promote stable housing outcomes. Looking ahead, we will strive to continue to deepen these partnerships to support resident well-being and community stability while maintaining disciplined property operations across our portfolio.

FirstKey Homes data as of Fiscal Year ended 2025

Maintenance Practices

At FirstKey Homes, maintenance is one of the most direct and meaningful ways residents experience our commitment to them every day. Our Maintenance organization supports residents across the entire lifecycle of their lease, and strives to respond quickly to maintenance requests in order to restore normalcy as quickly as possible. In FY 2025 alone, our teams serviced **more than 270,000 work orders** across the portfolio.

Our technicians are a frequent in person touchpoint residents have with FirstKey Homes, making maintenance a critical driver of **satisfaction and retention**.

Equally important is the culture behind the work. We view maintenance as a profession rooted in craftsmanship, pride, and responsibility to the resident. Technicians are empowered to take ownership of outcomes, not just tasks, with a focus on resolving issues thoroughly and minimizing repeat disruptions. This mindset helps ensure that service quality scales alongside growth.

To support this approach, FirstKey Homes continues to invest in technician development and career pathways that reinforce technical excellence, safety, and customer focus. By strengthening the skills and engagement of our maintenance workforce, we strive to improve the resident experience and connect employee growth to better outcomes in the home.

Resident feedback reflects the impact of this model. Across markets, residents often call out professionalism, responsiveness, and care in service interactions, reinforcing that maintenance plays a central role in how residents judge their overall experience with FirstKey Homes.

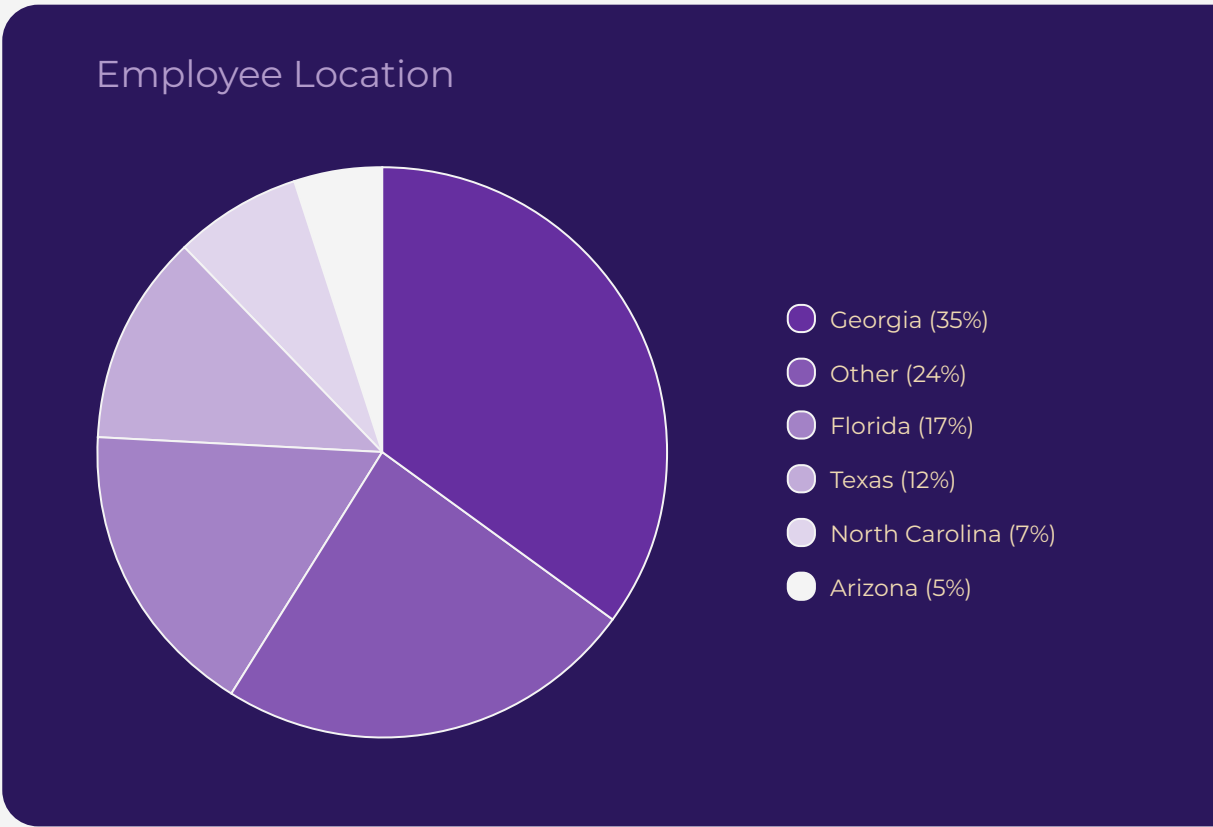
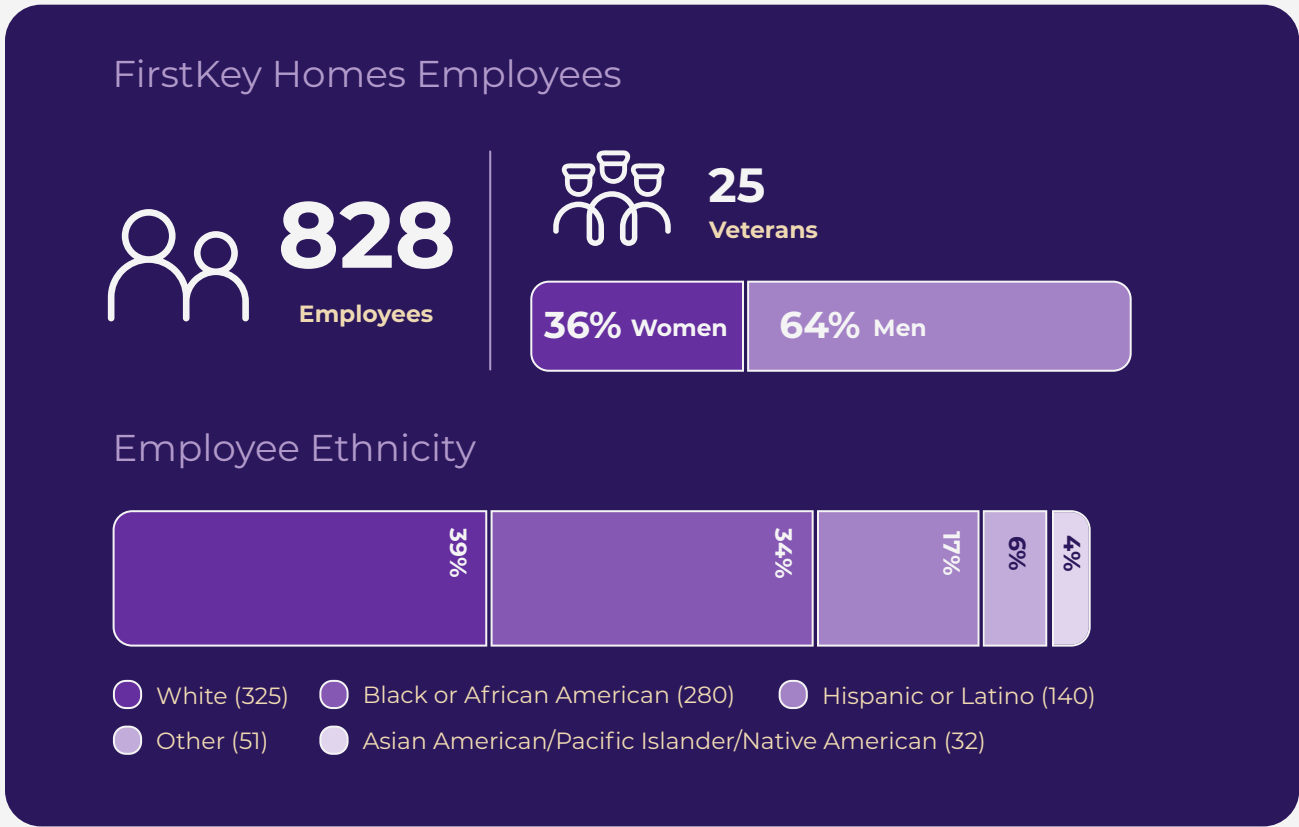
In short, maintenance is not just how we fix homes. It is how we work to build trust, deliver reliability, and show residents we stand behind the places they live. This is how we give our family of residents a place to call home.

**Note: employee name redacted for privacy*



About our Keypers

Our employees are central to our ability to deliver long-term value. Across our organization, skilled professionals in Maintenance, Construction, Leasing, and Administration play a critical role in supporting our residents and operations, bringing both technical expertise and a strong sense of purpose to their work. We prioritize a culture of care by investing in health and safety, competitive benefits, and programs that support overall well-being, while also creating opportunities for career growth through training, mentorship, and clear advancement pathways.



FirstKey Homes data as of Fiscal Year ended 2025

FirstKey Homes Community Support

Led by our mission to give our family of residents a place to call home, we are dedicated to giving back to the communities and neighborhoods where we live and work. We believe a successful community partnership is built through consistent acts of service and we maintain relationships with a number of local and regional nonprofit organizations. Employees are offered volunteer time off, giving team members room to support causes that matter to them. Our aim is to build strong, resilient communities that enable families to grow and thrive through key focus areas:

Housing & Hunger

Reflects our commitment to strengthening community stability by addressing two foundational human needs: access to safe, stable housing and reliable access to nutritious food

Environmental Preservation

Reflects our commitment to responsible stewardship of the natural environment by reducing our operational footprint, conserving resources, and supporting sustainable practices across our homes, offices, and communities

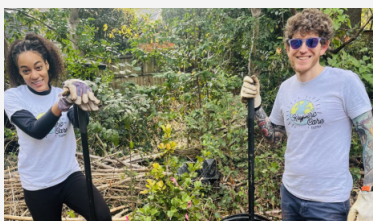
Financial Literacy

Reflects our commitment to improving financial capability and long-term stability for residents and communities through education and action-oriented support

Compassionate Support

Reflects our commitment to responding to individual and community needs with empathy, dignity, and practical assistance

FirstKey Homes data as of Fiscal Year ended 2025



Our Central Operations team partnered with the Atlanta Community Food Bank to contribute 579 pounds of donations and process 12,839 pounds of food, enough to provide more than 10,000 meals to those in need.

In Phoenix, team members packed thousands of meals at Feed My Starving Children to support children around the world.

The Charlotte team joined the NC Rental Home Council for the annual Adopt-a-Stream cleanup, improving local waterways and testing water quality.

Atlanta and Market Support Center teams partnered with Trees Atlanta to plant and mulch trees, supporting the city's long-term canopy conservation.

Members of our Sales team supported Books for Africa, sorting and preparing donated books to expand educational access for students, teachers, and communities across the African continent.

Volunteer Time Off

We empower team members to give back through our paid Volunteer Time Off (VTO) program, aligning social impact with employee engagement and reinforcing our commitment to building resilient, thriving communities. Every team member regardless of role or location is granted up to two full days of paid time each year to support the 501(c)(3) organizations they care about.

These are some of many organizations we supported in 2025:



FirstKey Homes Phoenix Team

2K+

In 2025, we **surpassed 2,000 volunteer hours**, a significant increase from the 1,500 hours contributed in 2024

+33%

33% growth in Volunteer Hours served from 2024 to 2025

850

850 employed professionals making a difference

\$110K+

Corporate and employee **donations over \$110,000** in financial and in-kind support amplifying the impact of our community engagement efforts

FirstKey Homes data as of Fiscal Year ended 2025

Compassionate Support — Honoring our Veterans

FirstKey Homes remains committed to honoring and supporting the veteran community through meaningful engagement and action.

Wreaths Across America

In 2025, five markets participated in Wreaths Across America, with 57 team members representing our BRAVE & Allies employee resource group across multiple markets. We proudly sponsored 500 wreaths, demonstrating our continued commitment to remembering and honoring those who have served. Wreaths Across America, established more than 30 years ago, carries a mission to Remember, Honor, and Teach — recognizing that the sacrifices of servicemen and women extend far beyond designated days of observance. Participation in this initiative reinforces our respect for veterans and their families and reflects our broader commitment to service, community, and gratitude. Through this collective effort, our team members came together to honor lives of service and ensure those sacrifices are never forgotten.

Carry The Load

Teams in Chicago, Atlanta, and Kansas City participated in the Carry The Load Memorial May Walk, honoring those who made the ultimate sacrifice in service to our country. Each May, members and allies of the BRAVE & Allies ERG join this national effort, which spans 48 states, travels more than 20,000 miles, and visits 34 VA National Cemeteries to preserve and share the stories of fallen service members. Through this work, Carry The Load ensures these legacies are remembered and honored. Our teams' participation reflects our continued support of the veteran community and our belief that remembrance, gratitude, and service extend beyond a single day.

Hire Heroes USA

FirstKey Homes has partnered with Hire Heroes USA to support military veterans and their spouses as they transition into meaningful civilian careers. Through this collaboration, we provide financial support, engage team members as volunteer mentors who offer virtual career coaching, and develop customized training programs focused on hiring and supporting veterans in the workplace. This partnership also extends to our talent acquisition efforts, advancing a shared goal of expanding career pathways and employment opportunities for veterans and military families within our organization.



FirstKey Homes Cares

In times of challenge, our commitment extends beyond operations. Whether supporting residents, offshore partners, or our team members, we prioritize stability, communication, and responsible action when it matters most.

Payment Relief for Government Workers

During the recent government shutdown, many households experienced unexpected income disruptions that created significant financial strain, and in response, we took proactive steps to support affected residents with flexibility and understanding. For those impacted by delayed government pay, we waived late fees — totaling \$24K — reinforcing our belief that responsible housing extends beyond providing homes.



“We believe our greatest strength is our people. Everyday, our team exemplifies the company’s values of excellence, accountability, kindness, integrity, teamwork, and inclusion which are central to who we are. This focus not only supports individual growth but also helps us build a more resilient and purpose-driven organization.”

Alanna Mahone | Chief Human Resources Officer

Supporting Offshore Partners During the 2025 Philippines Earthquakes

At FirstKey Homes, we work with a dedicated team of vendor partners who help support our residents and staff. In late 2025, when our partner team members in Cebu were displaced by a devastating typhoon, FirstKey Homes leadership quickly mobilized humanitarian aid to assist both the employees and their families.



FirstKey Homes data as of Fiscal Year ended 2025

Inclusion & Employee Engagement

Our team members, or “keypers,” are central to everything we do. Guided by our values, they drive operational decisions that create a consistent, supportive, and engaging team experience. Their dedication ensures our homes and communities are well cared for, residents feel valued, and professional growth is encouraged — fostering an award-winning culture where everyone can do their best work. We encourage feedback from our Keyperers and leverage our annual Keyper Experience Survey to ensure that we are supporting them in their personal and professional development.

Inclusion is foundational to our commitment to our team members. Every Keyper plays a role in building an environment where team members feel they belong, where each voice is heard, contributions are valued, and individuals are treated with respect.

To sustain our award-winning culture of inclusion, **FirstKey Homes established an Inclusion Council in 2020** to help shape, guide, and oversee the implementation of our inclusion strategy. The Council is intentionally small and is composed of a diverse group of leaders representing different leadership levels, functions and geographies across the FirstKey Homes footprint. Together we connect our internal culture to our external impact, strategically mapping how we support residents, strengthen team member experiences, and invest in the communities we serve.

In addition to valuing diverse perspectives within our teams, we actively partner with external organizations to shape industry-wide inclusion efforts. We partner with organizations such as CEO Action, National Association of Women in Construction (NAWIC), National Association of Asian American Professionals (NAAAP), Lost-N-Found Youth, and Hire Heroes USA.

For residents, choosing FirstKey Homes is not simply selecting a housing provider — it’s a significant financial and life decision. We believe that when team members feel equipped, valued, and supported, they create more meaningful and empathetic resident experiences. That’s why we are of the opinion that improving team member experience is one of the most impactful ways to elevate resident satisfaction and strengthen long-term business outcomes. We remain focused on working to remove barriers to success by providing the tools, support, and access to resources our team members need to do their best work.



2025 Inclusion Council

• Stacy Lusader

• Christina Davey

• Alexis Mobley

• Kyle Mitchell

• Wilky Jean Baptiste

• Danielle V. Jackson

FirstKey Homes data as of Fiscal Year ended 2025

Employee Resource Groups

Beyond promoting inclusion, we aim to intentionally harness the power of our differences to unlock innovation and meet the evolving opportunities at FirstKey Homes. Our Employee Resource Group (ERG) program, launched in 2021, plays a critical role in advancing this commitment. ERGs foster meaningful connection, community, and professional growth among our team members, creating spaces where voices are valued, and perspectives are shared. Through this sense of belonging and development, our team members are more empathetic, engaged, and equipped to deliver resident experiences.

Today, more than 47% of our team members participate in one or more ERGs, underscoring the program’s relevance and the high level of employee engagement across FirstKey Homes. Our Keyperers feel connected and supported through a strong culture of transparency and trust, reinforced by consistent communication channels such as quarterly All-Teams meetings, weekly newsletters, bi-weekly messages from the Leadership Team, an open-door policy, and an ongoing commitment to maintaining a safe workplace.



Black Employees Leading in Inclusion, Excellence, Vision and Education (BELIEVE) & Allies: Supporting African American/Black employees and their allies.



Women’s Integrated Network (WIN) & Allies: Supporting women employees and their allies.



Proud Collective: Supporting lesbian, gay, transgender, queer/questioning, intersex, asexual/agender employees and their allies.



Hispanic or Latin American and Allies (HoLAA): Supporting Latin American, Latinx, Hispanic employees and their allies.



Building Resources and Veteran Empowerment (BRAVE) & Allies: Supporting veteran, active-duty service member, reservists and members of the National Guard employees and their allies.

FirstKey Homes data as of Fiscal Year ended 2025

Training Programs

Developing and investing in the FirstKey Homes workforce is a key driver of long-term operational performance and sustainable growth. Given the diverse industries represented across our employee base, we maintain a training framework that includes Compliance and Safety, Professional Development, and Leadership and Soft Skills training for both support employees and market-based service professionals.

9K+
Training hours

Courses and New Initiatives:

- KeypersU (LMS)
- FranklinCovey
- In-person workshops
- Manager immersion programs
- New hire orientation

KeypersU: The FirstKey Homes internal learning and development platform for employee training, compliance, and professional development

To strengthen operational excellence and retention within our service organization, FirstKey Homes has implemented a structured career path program designed specifically for trade professionals. This program establishes a tiered certification framework that clearly defines the technical skills, competencies, and performance standards required at each role level. By providing transparent advancement pathways and regular performance assessments, the program incentivizes skill development, improves service quality, and supports employee retention.

FirstKey Homes data as of Fiscal Year ended 2025



FirstKey Homes Atlanta Team

Enhancing Talent Retention and Development

In 2025, we initiated a project to strengthen workforce consistency, engagement, and long-term performance across FirstKey Homes. The program provides our managers with the framework and tools to deliver consistent hiring, onboarding, and training practices, and to set clear and transparent expectations on performance and growth pathways. The project team successfully established more standardized processes for talent acquisition and onboarding, providing new Keypers with a clear, aligned, and engaging entry into the organization. Project North Star supports stronger early engagement, faster ramp up, and reduced risk from inconsistent hiring and onboarding practices, reflecting our commitment to building a strong talent foundation through thoughtful, well designed people processes.



Employee Safety

Safe Driving training and integrated telematics are a core part of our Fleet Safety program. We have evolved from mileage tracking to a data-driven fleet management model through our usage of Geotab, our fleet telematics solution. Through Geotab, we have evolved from mileage tracking to a data-driven fleet management model that provides visibility into vehicle usage, driver behavior, and fuel efficiency. These insights enable FirstKey Homes to reduce unnecessary fuel consumption, improve driver safety, and optimize fleet utilization while enhancing the service experience for residents. Associates also participate in recurring safety training, and all drivers complete OSHA-10 certification to reinforce consistent safety standards and regulatory compliance. Oversight is led by a cross-functional Safety Committee of senior leaders who regularly review safety data and proactively address operational risks. Together, with these initiatives, we hope to optimize vehicle efficiency and provide a safer experience for our team and residents.

FirstKey Homes data as of Fiscal Year ended 2025

7.8M+ Total miles driven

109K+ Accident-free miles driven (avg)

98.3% Overall driving safety score



“Creating a safe environment starts with preparation and accountability. Across every aspect of our operations — whether in the field, in our homes, or in our offices — we work to train and empower our employees to address issues with a safety mindset, for both our teams and the residents we serve.”

Dawn Jones | SVP, Property Operations

Employee Benefits

At FirstKey Homes, we are dedicated to supporting our employees with a benefits program that promotes overall well-being. As a result, we offer resources and programs that encourage fitness, wellness, and personal growth, alongside professional development opportunities. By investing in the health and satisfaction of our team members, we strive to create a workplace where everyone feels valued, supported, and empowered to thrive both personally and professionally.



Below are some of the Benefits we provide to our Keypers:

- 401(k) Retirement savings plan with 4% matching
- Health, dental, and vision insurance
- Health advocacy group to assist with navigating the healthcare system
- Paid Parental leave with return-to-work at 90.9% for the last five years
- 11 paid holidays plus 20 hours of flex time in addition to PTO
- Homebuyer Assistance Program — Supporting homeownership through a reimbursement program, delivering \$91K in assistance in 2025
- Employee Financial Literacy Education Program
- Tuition Reimbursement
- Volunteer Time Off
- Mental health support options that include EAP and concierge service

FirstKey Homes data as of Fiscal Year ended 2025

Environmental

Embracing Sustainable Practices

We are dedicated to reducing our environmental footprint across both our homes and corporate operations while exploring new ways to improve sustainability. By prioritizing energy-efficient systems, sustainable materials, and responsible practices, we aim to create homes that are resilient, affordable, and better for the planet. We also empower our residents with tools and resources to adopt energy-saving habits, extending our impact beyond our own operations and into the communities we serve. Through ongoing improvements, data-driven insights, and transparent communication, we continue to advance our ESG goals while building stronger, more sustainable communities.



Environmental Stewardship

In 2025, FirstKey Homes adopted a plan to make our offices more environmentally friendly and reduce everyday waste. The initiative focused on phasing out most single-use plastics, adding more water refill stations, and providing reusable water bottles to employees. The initiative also includes expanding access to recycling easier by increasing the number of clearly labeled recycling bins throughout the office and sharing practical guidance on proper recycling practices to help employees understand what and how to recycle. Collectively, these small but meaningful changes reflect a commitment to fostering environmentally responsible behaviors within the workplace and reducing the organization’s overall environmental footprint.



FirstKey Homes LEED Certified Market Support Center — Marietta, GA



“Our approach to emissions reduction is rooted in operational excellence. We are continuously improving how we manage our assets, collaborating with suppliers to elevate sustainability standards, and prioritizing materials and products that minimize environmental impact across our homes and offices. These efforts position us to scale responsibly while reducing our overall footprint.”

Matt James | Chief Operating Officer

FirstKey Homes data as of Fiscal Year ended 2025

Asset Resiliency

We remain focused on strengthening asset resilience through proactive reinvestment and sustainable renovation practices. We work to extend the life and safety of our homes. Together with data-driven risk management, these initiatives position FirstKey Homes to deliver housing that balances quality, affordability, and adaptability.

4,300+ Energy Star appliances installed in 2025

FirstKey Homes data | 2025

- **Proactive Reinvestment:** Our approach to asset resilience begins with targeted reinvestment in our homes, focusing on extending their life, safety, and comfort for residents.
- **Residential Renovation Commitment Policy:** This policy provides clear guidance and expectations for our Construction and Renovations teams, which helps to promote consistent quality and thoughtful reinvestment in aging properties.
- **Turn Job Quality Control Walkthroughs:** Every property turnover undergoes a quality control walkthrough to help ensure homes are move-in ready and meet our operational standards.
- **Durable Materials & Risk-Aware Maintenance:** By using long-lasting materials and maintenance strategies informed by data-driven risk management, FirstKey Homes balances quality, affordability, and adaptability.

FirstKey Homes data as of Fiscal Year ended 2025



Rent Ready Standards

Over the past year, FirstKey Homes renewed the renovation and Rent Ready standards applied during home turnover, which prioritize efficiency, durability, and responsible resource management. Throughout all our markets, consistent practice includes the use of low flow plumbing fixtures, LED lighting, and ENERGY STAR® rated appliances where available, helping reduce energy and water usage while supporting more predictable utility costs. Beyond the home, landscaping standards emphasize drought tolerant, low irrigation plantings to further reduce water demand and improve operational resilience. These improvements are implemented progressively as homes turn and through routine maintenance, representing a practical, scalable approach to strengthening portfolio performance.



Build-to-Rent Communities

Since its formation in 2015, FirstKey Homes has evolved its approach to meet the changing needs of the U.S. housing market. Initially focused on acquiring and renovating existing homes, we have expanded our strategy to include new construction through scattered-site development and purpose-built build-to-rent (BTR) communities. This shift allowed us to support the demand for rental housing while delivering homes designed for today's residents. **Since 2020, we have assisted in the acquisition or development of more than 5,000 new homes, including 15 BTR communities with over 1,200 newly built homes,** in partnership with homebuilders across the country.

These communities are designed to provide a flexible living experience in a new home. In our BTR homes, professional management complements modern features and energy-efficient appliances to support everyday convenience while minimizing energy and water resources used by our residents. As housing preferences continue to evolve, we see BTR communities as a practical and forward-looking solution that expands housing options for residents and delivers high-performing, efficient homes.

FirstKey Homes data as of Fiscal Year ended 2025



Environmental Programs

Key Initiatives

At FirstKey Homes, our commitment to sustainability is reflected in our continual focus on enhancing environmental performance, fostering community engagement and driving operation efficiencies across our portfolio. **In 2025, we made strides across several areas of environmental and climate responsibility:**



GRESB 2-star Performance



4.3K

Energy Star Appliances Installed in 2025
(replacing older non-efficient appliances)

FirstKey Homes data as of Fiscal Year ended 2025

Energy Efficiency and Decarbonization

Reducing carbon emissions with energy-efficient solutions

- **Energy Savings:** LED lighting, smart HVAC, and high-efficiency controls
- **Data-Driven:** Cloud-based data infrastructure for optimized operations
- **Operational Efficiency:** Energy Star appliances, insulation improvements

Health & Wellness

Improving indoor environments for better health and comfort

- Ongoing installations of **Green Label, Plus Flooring, Low VOC Paint**
- Regular **air filter replacements**

Community Engagement

Promoting energy efficiency, water conservation, and cost-saving strategies with our Conservation Conversation Newsletter

Corporate and Community Alignment

Aligning resident sustainability goals with building performance

- Increased **Green leasing** language
- Newly established **Energy Management System (EMS)**

Water Stewardship

Conservation and efficient resource management

- **WaterSense Fixtures** for reduced consumption
- **Native Landscaping and High-Usage Alerts** for better water management

Resource Efficiency

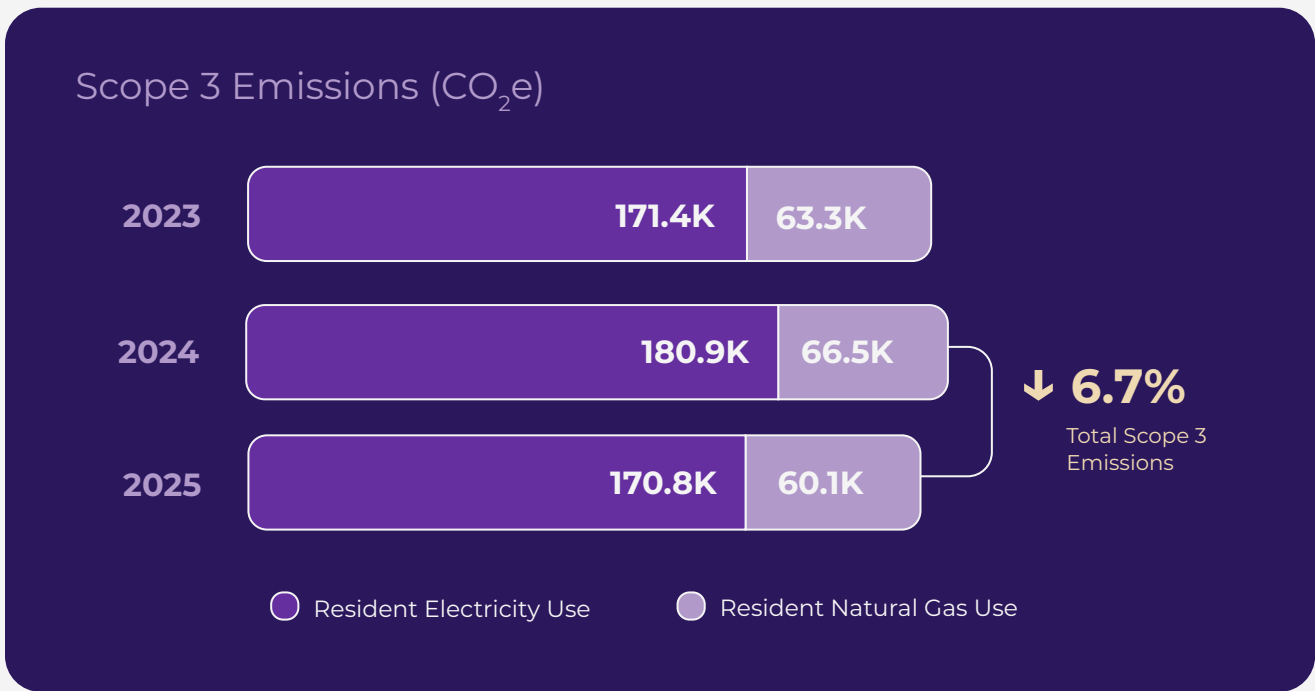
Maximizes resource reuse and minimizing waste

- IT Equipment & **Battery Recycling and Appliance Diversion Programs**
- Implementation of **real-time utility reporting**

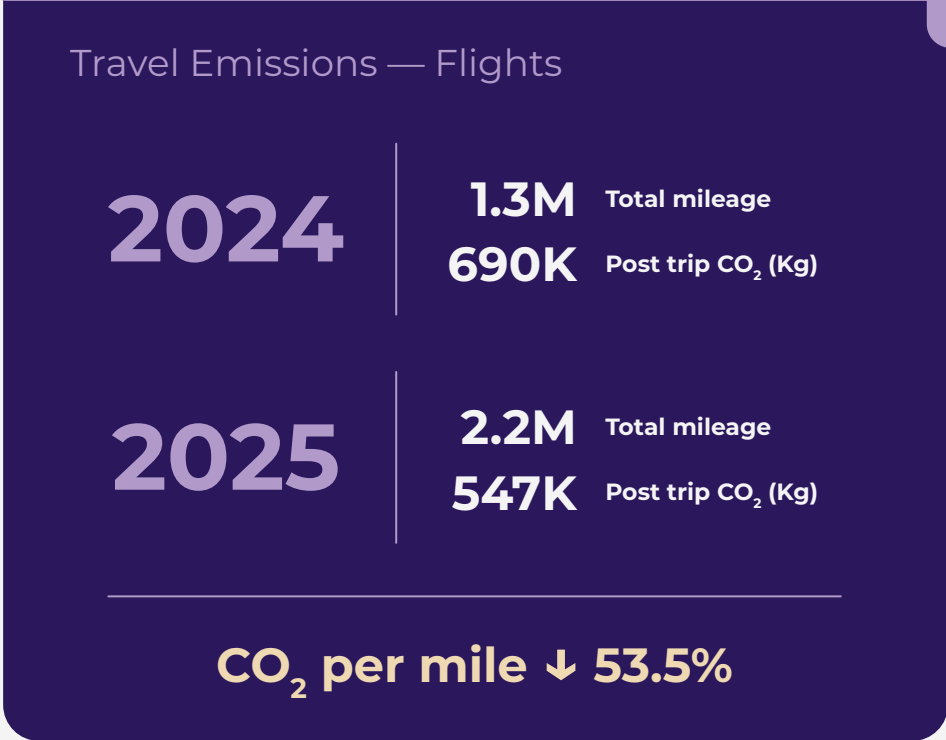
Environmental Programs

Emissions

We recognize that resident utility usage is our largest source of carbon emissions, and our environmental strategy focuses on reducing these emissions where they have the greatest impact: within the homes we manage. With utility services in over 73% of our portfolio, we can track efficiency and decarbonization strategies that encourage sustainable living. Through upgrades during turnover and ongoing resident education, we’re working towards lowering emissions, reducing utility costs, and improving long-term asset performance.



While travel volume has increased, we’ve successfully reduced CO₂ emissions by optimizing travel routes, selecting more efficient suppliers, and favoring low-emission travel options. **These efforts have minimized the per-trip CO₂ output, helping us offset the increase in travel mileage and maintain our sustainability goals.**



FirstKey Homes data as of Fiscal Year ended 2025
*Footnote: Data coverage is 78% in 2025; data represents all homes where FirstKey Homes provides utility management services and excludes states, such as Texas, where regulations prohibit it.

Hybrid Fleet and Inventory Program

Launched in 2023, the Hybrid Fleet Program targets our largest source of Scope 1 emissions by transitioning to hybrid vehicles. Initially rolled out with construction supervisors and resident coordinators, the program has now expanded to a fleet of 126 hybrid vehicles, primarily Hyundai Tucson Hybrids, available to all Keyper who drive more than 5,000 miles annually. **In 2025, 34% of our total miles were driven by hybrids.**

126

Vehicles in
expanded fleet

2.7M

Hybrid miles driven
(2025)

97.5

Average SUV Hybrid
safety score (2025)

Additionally, our Field Inventory Program, launched in 2022, tracks and replenishes service vans with essential tools and materials, reducing time spent on unplanned trips to hardware stores. This has decreased fuel consumption, cutting down an estimated 116,000 trips per year, which results in an average of 1,165 metric tons of CO₂ saved over two years.



Environmental Programs

Energy

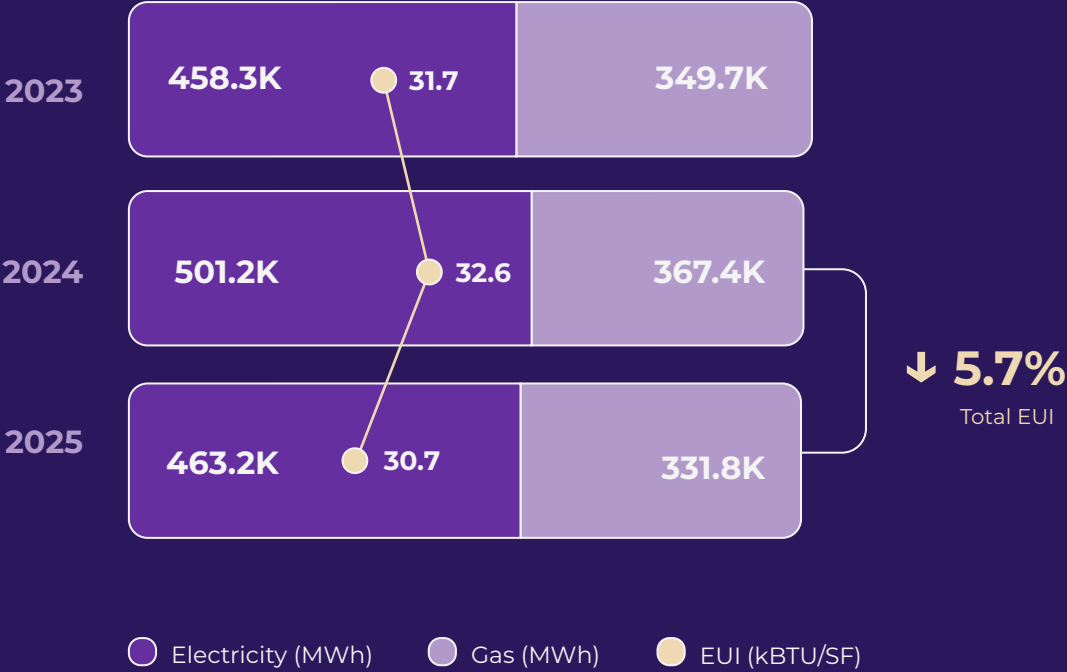
In 2025, we implemented energy-saving upgrades across our portfolio, improving HVAC systems and overall home performance to enhance comfort and generate financial savings for residents. Portfolio-wide energy monitoring allows us to track usage trends, identify opportunities for improvement, and implement cost-saving measures that benefit residents while reducing emissions.

We optimize control strategies in our vacant properties to reduce waste and lower costs. Strategies include temperature set-backs, smart home technologies, and unoccupied modes for appliances, lighting, and plug loads. These measures have significantly reduced consumption-while in 2022 vacant homes used energy at levels comparable to occupied units (7.12 kWh/SF), today they use roughly one-third less energy.

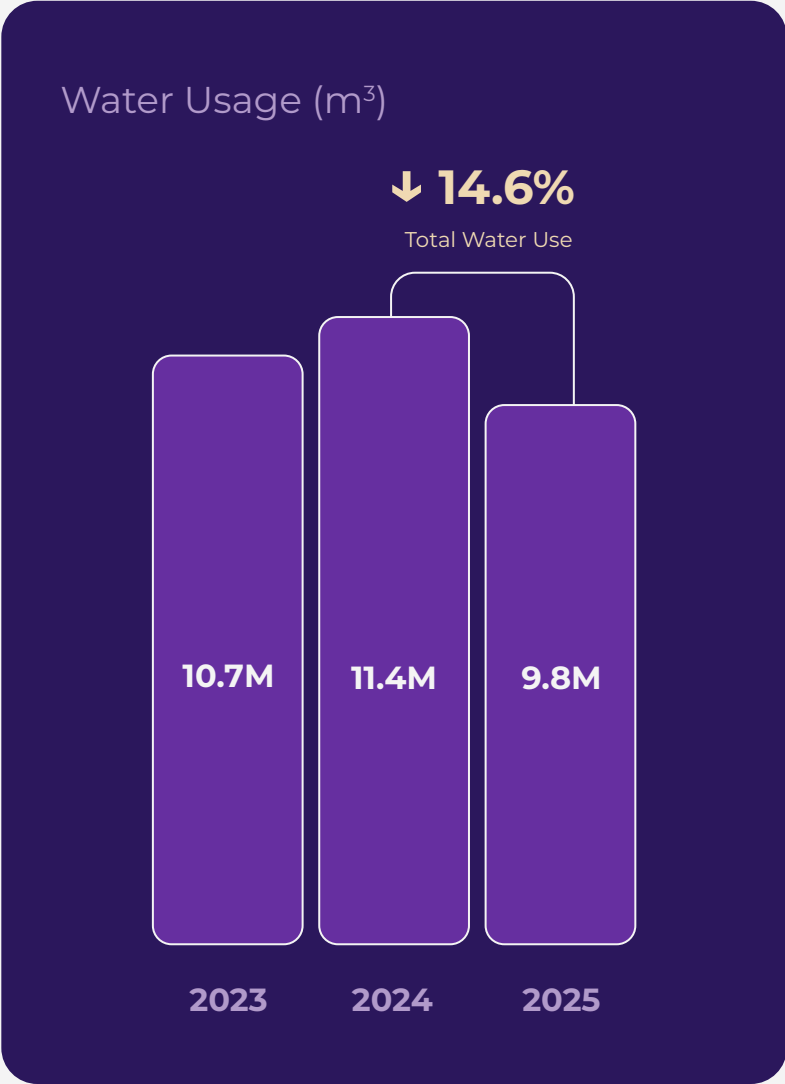
Our ESG steering committee monitors performance, evaluates data, and integrates feedback from regional teams to optimize vacant-home operations. Procurement and operational practices prioritize durable, energy-efficient systems, while ongoing resident and team education supports long-term adoption. Together, these programs improve operational resilience, and demonstrate our commitment to delivering efficient, high-quality, and environmentally responsible homes at scale.

FirstKey Homes data as of Fiscal Year ended 2025
*Footnote: Data coverage is 78% in 2025; data represents all homes where FirstKey Homes provides utility management services and excludes states, such as Texas, where regulations prohibit it.

Energy Use



Environmental Programs



Water

Across our communities, water efficiency initiatives are designed to enhance resident comfort while promoting sustainable living. We achieve this through upgraded low-flow fixtures, smart irrigation systems, and optimized indoor water management, all of which reduce consumption without compromising convenience or functionality. Landscaping resilience, like native vegetation, further support healthier, more comfortable homes while helping residents lower their utility costs. Together, these efforts create homes that are not only environmentally responsible and efficient but also supportive of the sustainable growth of our portfolio.

FirstKey Homes data as of Fiscal Year ended 2025
*Footnote: Data coverage is 92% in 2025; data represents all homes where FirstKey Homes provides utility management services and excludes states, such as Texas, where regulations prohibit it.

Environmental Programs

Waste

We support and implement programs in our offices and homes that encourage recycling, composting, and the proper disposal of household and maintenance waste, reducing environmental impact while keeping communities clean and safe.

At our Atlanta Market Support Center, dedicated collection points, clear signage, and educational resources guide team members in responsible practices, fostering long-term habits and promoting environmental stewardship. Also, beginning in 2025, our corporate office initiated a phased effort to reduce and ultimately eliminate single-use plastics as part of a long-term sustainability goal.

By applying these practices, we strengthen environmental responsibility, support resident well-being, and underscore FirstKey Homes' commitment to sustainable, high-quality living environments.

Our corporate office supports sustainability through a tech recycling program that responsibly collects and disposes of batteries, laptops, monitors, and other electronic equipment.

FirstKey Homes data | 2025



Starting in 2025, we donated laptops to Lost-N-Found Youth.
In addition to the reduced waste from recycling equipment, this program expands access to employment search tools, builds essential digital skills, and supports online financial management in our communities.

FirstKey Homes data as of Fiscal Year ended 2025

Climate Disaster Response

At FirstKey Homes, we aim to maintain an understanding of the risks associated with our diverse single family rental portfolio.

In 2025, we collaborated with a third-party sustainability advisor to complete a comprehensive reassessment of both acute and chronic climate hazards, alongside evolving regulatory and technological factors. These insights support a more informed approach to managing risk and resilience across our portfolio, helping us safeguard the durability and long-term value of our properties while aligning with our broader sustainability goals.

At the heart of our risk management framework is the Natural Disaster Response Plan (NDRP), which prioritizes the safety and well-being of our residents and teams during extreme weather events. As part of our ongoing preparedness efforts, we reviewed and updated the list of Key Personnel (Keypers) so that emergency response roles were current and that the team was ready to mobilize if needed. All Keypers were reminded to update their personal and emergency contact information in UKG, and a list of potentially impacted Keypers was maintained for rapid activation in the event of an emergency. Guided by leadership and supported by regional teams, the NDRP facilitates swift decision-making and resource deployment to minimize disruption and maintain community stability.

In addition, we conducted our annual review of the Natural Disaster Playbook and checklists, making necessary updates to reflect evolving conditions. To streamline our disaster response, we also automated key elements of our disaster reporting cadence. This includes enabling and updating our reporting systems, such as dashboards and data analysis tools, to ensure rapid deployment and real-time reporting capabilities during an incident. This structured response enhances operational continuity and reinforces our commitment to resident care and support in challenging times.

FirstKey Homes data as of Fiscal Year ended 2025



Governance

Upholding Responsible Business Practices

At FirstKey Homes, effective governance across our organization helps to ensure our practices reflect transparency, accountability, and ethical decision-making. By maintaining oversight, policies, responsible operations, and risk management, we advance our governance standards while delivering value for our residents, team members, and the communities we serve.



Stakeholder Governance

Strategic oversight at FirstKey Homes is provided by its Board of Managers, which is supported by three standing committees — audit, compensation, and technology — focused on key operational and risk areas. These committees review information from management and offer guidance to support the execution of the Board’s directives.

Board Oversight & Strategic Committees

The Board of Managers of the Company has established the following Committees:

- **Audit Committee**
- **Compensation Committee**
- **Technology Committee**



FirstKey Homes data as of Fiscal Year ended 2025

Board of Managers

FirstKey Homes is a proprietary operating platform of Cerberus Capital Management, L.P. Cerberus is an alternative investment advisor with approximately \$70 billion in assets across complementary credit, private equity, and real estate strategies.



Brendan Garvey (Chairman)
Cerberus Capital Management, LP
President of Asset Backed Opportunities



Mark W. Smith
FirstKey Homes, LLC
President



Frank Bruno
Cerberus Capital Management, LP
Chief Executive Officer
& Chief Investment Officer



Joshua Weintraub
Cerberus Capital Management, LP
Chief Executive Officer,
Asset Backed Opportunities



Mark Neporent
Cerberus Capital Management, LP
Vice Chairman & Senior Legal Counsel



Marc Toscano
Cerberus Capital Management, LP
Senior Managing Director,
Deputy Chief Operating Officer



Brad Henis
Cerberus Capital Management, LP
Senior Managing Director



Shannon Warren
Cerberus Capital Management, LP
Chief Operating Officer, Asset Backed
Opportunities & Senior Managing Director



Melissa Roosevelt
Cerberus Capital Management, LP
Managing Director, Head of ABS &
Structured Credit Transactions



Scott Yedid
Cerberus Capital Management, LP
Senior Managing Director,
Asset Backed Opportunities



Thomas DeRue
FirstKey Homes, LLC
Chief Legal Officer
& Corporate Secretary



Mark Werner
Independent Director
Former Chief Executive Officer &
Executive Chairman of Amherst
Pierpont Securities

ESG Steering Committee

To formalize and guide our ESG priorities, we established an ESG Steering Committee in 2022 composed of senior executives, internal and external advisors, and functional experts, with the goal of integrating ESG into our business strategy to mitigate risk and drive value creation. The committee is structured by focus area, with Environmental led by Matt James, Chief Operating Officer; Social led by Alanna Mahone, Chief Human Resources Officer; and Governance led by Thomas DeRue, Chief Legal Officer & Corporate Secretary.





Environmental
Matt James
Chief Operating Officer



Social
Alanna Mahone
Chief Human Resources Officer



Governance
Thomas DeRue
Chief Legal Officer & Corporate Secretary

FirstKey Homes data as of Fiscal Year ended 2025

Governance Policies

Aligned with our core principles of providing safe, affordable homes to residents and supporting our Keyper, the FirstKey Homes Board of Managers and ESG Steering Committee have identified and prioritized several key material areas addressed within the company's governance framework.

Our Governance Key Areas of Focus are:

- Ethics & Compliance
- Workplace Conduct & Employee Protection
- Employee Development & Support
- Human Rights & Fair Treatment
- Privacy, Safety & Operational Protocols



In 2025, we implemented an enterprise-wide policy and procedure management tool — **NAVEX One GRC Solution** — providing a formal policy repository, systemized approval workflows, and an annual review cadence to further enhance oversight and accountability. The tool was launched company wide in March 2026. In preparation, the Compliance team reviewed and revised the existing policies, procedures and job aids to help ensure compliance with all applicable laws.

FirstKey Homes data as of Fiscal Year ended 2025

Operational Compliance & Controls

Market Compliance

The Compliance team manages licensing, permitting, and registration requirements across local, state, and federal jurisdictions through a structured licensing management approach. By assessing regulatory obligations tied to operational activities in each market, the team identifies new or changing license triggers, tracks evolving laws and policies, and maintains filings and renewal schedules.

Community Compliance

The HOA & Municipal Compliance team acts as a key liaison among FirstKey Homes, municipalities, and homeowners associations (HOAs), addressing violations, coordinating resolutions, and upholding property standards. In addition to resolving issues, the team focuses on prevention through routine maintenance, resident education, and digital HOA data management supported by a third-party partner.



“Compliance is most effective when it is accessible and embedded into everyday workflows. Our new compliance hub gives our Keyperers a trusted, secure foundation to operate with confidence—providing them with the right information at the right time to make informed decisions that protect our company.”

Anika Calloway | SVP, Deputy General Counsel

10K+

HOAs managed
(31K homes)



Centralized HOA
data & document
management



Enabled new HOA partnerships to proactively
manage and resolve HOA violations timely

\$17M+

In HOA
fees paid

FirstKey Homes data as of Fiscal Year ended 2025

Operational Compliance & Controls

Licensing Compliance

Compliance with real estate, business, rental, and HOA regulations across all markets is a core priority for FirstKey Homes, supporting operational continuity.

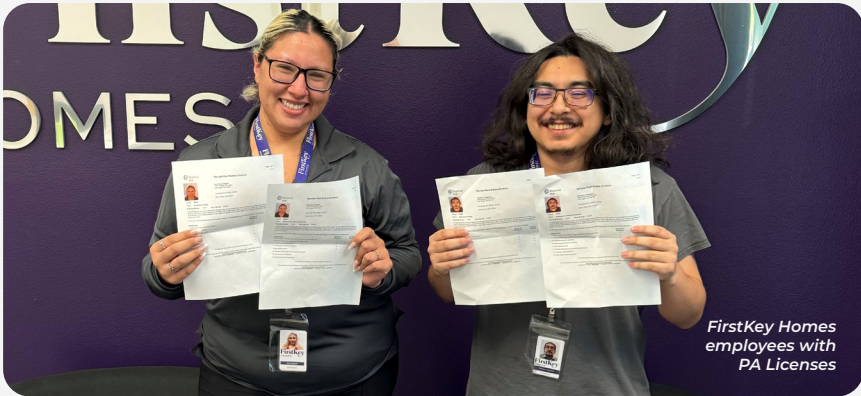
Real Estate Licenses

The company is licensed as a real estate broker in 17 states, with designated managing brokers overseeing market-level activity, while the Human Resources team maintains an automated system to track all licensed professionals. This effort is reinforced by ongoing monitoring from Legal and Compliance teams to help ensure alignment with applicable regulations, including Fair Housing and property management laws.



Business and Rental Licenses

Each home is evaluated for applicable licensing requirements at the time of acquisition and on an annual basis to identify continued compliance within its jurisdiction. All business and rental licenses are centrally managed to support renewals, while local market teams coordinate required safety and environmental inspections.



FirstKey Homes data as of Fiscal Year ended 2025

Regulatory Tracking

FirstKey Homes uses LexisNexis’ State Net platform to monitor proposed laws and regulations across local, state, and federal levels. The Compliance Steering Committee uses the analyses and the platform to produce real-time, customized reports that identify relevant regulatory updates in our markets and prioritize them based on impact and likelihood of passage. These insights are used to guide updates to internal policies, leasing and property management practices, change management processes, and resident communications, helping ensure timely compliance and efficient adjustments to operating procedures.



\$710M+

Property taxes paid over 3 years

\$400K+

Market licensing compliance



National Rental Home Council (NRHC) is a trade association for the single family rental industry that works to educate the public about the benefits of single family rental homes and advocates for sensible policies that support the market. FirstKey Homes is proud to be a founding member of NRHC as well as its Georgia, North Carolina, and Texas Chapters.

Our leaders play an active role within NRHC.

- **Mark Smith**, President, serves on the Executive Committee
- **Thomas DeRue**, Chief Legal Officer serves on the Executive & the Legal Committee
- **Matt James**, Chief Operating Officer Co-chair of Operations & Tech Committee
- **Dawn Jones**, SVP Property Operations, Co-chair of the Texas chapter
- **Greg Spink**, VP Associate General Counsel, Co-chair of the North Carolina chapter
- **James Vance**, Phoenix District Operations Director, Co-chair of the Phoenix chapter

FirstKey Homes data as of Fiscal Year ended 2025



Regulatory Compliance

FirstKey Homes leverages a suite of third-party tools and platforms to support its risk management and compliance infrastructure.

- **LexisNexis Bridger (OFAC Screening):** Used by the Legal and Compliance teams to conduct sanctions screening and mitigate anti-money laundering (AML) risk in accordance with federal regulations and internal policy
- **LexisNexis State Net:** Enables proactive monitoring of proposed legislation and regulatory activity at the local, state, and federal levels to identify emerging risks and policy changes
- **LexisNexis Banko Bankruptcy Solutions:** Proactively monitors for bankruptcy filings from our resident population to ensure proper support for tenants who are in bankruptcy without the need for them to self-identify.
- **NavEx One GRC:** An enterprise policy and procedure management tool for managing internal policies and procedures, ensuring consistent access to up-to-date guidance across the organization
- **Yardi Energy Suite:** A third-party utility management provider that supports compliance through utility management monitoring and utility data tracking across our portfolio
- **Mainstay:** Used by our Community Compliance team to monitor local HOA rules and regulations



We prioritize regulatory compliance across all markets by ensuring our real estate professionals and brokers are properly trained, licensed, and supported in meeting local requirements. Through ongoing education and active monitoring of licensing obligations in each operating region, we maintain compliance with state real estate commissions and uphold our ability to effectively deliver property management services to investors.

FirstKey Homes data as of Fiscal Year ended 2025



Risk Governance

At FirstKey Homes, we strive to maintain a comprehensive understanding of the risks associated with our diverse single-family rental portfolio.

In 2025, we partnered with a third-party sustainability expert to enhance our Risk Assessment Process, strengthening our ability to continuously integrate climate, transition, and market risk considerations into investment, acquisition, asset management, and operational decision-making.

FirstKey Homes data as of Fiscal Year ended 2025

Internally, our Internal Risk Governance and Monitoring committees convene on a regular basis to review emerging risks, align on mitigation strategies, and ensure ongoing integration into enterprise decision-making.

- **Compliance Steering Committee:** Convenes to help ensure internal processes remain aligned with company policies and external regulatory requirements across all products and services
- **Legal Compliance Team:** Municipal partners notify the in-house legal and compliance team of changes to local ordinances or state law, and helps to take necessary steps to comply with the law
- **Central Operations:** Community Compliance teams work with third-party providers to continually track local HOA rules and regulations, helping to ensure requirements are understood and consistently applied across the organization
- **ESG Committee:** Partners with third-party advisors to align internal policies with evolving global ESG frameworks and to support ongoing ESG initiatives
- **Technology Committee:** Develops and monitors data collection and retention standards while evaluating opportunities to enhance operational systems and drive innovation
- **Cybersecurity Team:** Assesses the threat landscape and implements controls to prevent business disruption, safeguard data, and ensure compliance with data privacy regulations
- **Insurance Team:** Aligns coverage with exposure analyses and works to manage physical risks to assets, including severe weather events such as tornadoes, floods, and other natural disasters
- **Natural Disaster Recovery Team:** Oversees the Natural Disaster Recovery Plan, defining roles and responsibilities based on event type and impacted markets to support effective response and recovery

Cybersecurity and Data Protection



87

Security
scorecard rating¹

Our cybersecurity program is led by the Chief Information Security Officer and is aligned with industry frameworks, including NIST, ISO, and ITGC standards. We undergo annual independent third-party assessments to evaluate the strength and resilience of our controls and address any areas of non-conformance or weakness identified.

In 2025, our cybersecurity program remained robust and we are pleased to report that we did not experience any security events or incidents that impacted our operations or compromised company data. Further, we engaged with our vendors by conducting risk assessments, reviewing access controls and data-sharing arrangements, and maintaining ongoing communications to safeguard our data.

Additionally, we invested in additional security tools that provide comprehensive extended detection and response capabilities, enabling us to detect, investigate, and respond to threats with greater speed and precision.

We aim to maintain compliance with all relevant privacy laws, and evolving state-level regulations such as those in Colorado, Texas, and Illinois. Our commitment to personally identifiable identification (PII) protection and data governance is further supported by annual reviews conducted with third-party law firms.



“As our business becomes increasingly technology driven, maintaining secure and reliable systems is critical to our success. Our investments in cybersecurity and technology are focused not only on protecting data, but on enhancing the capabilities of our business - empowering our teams to operate more effectively while ensuring trust and security remain uncompromised.”

Robert Burkart | Chief Technology Officer

Our program is designed to identify, protect, detect, and respond to cyber threats through tools, protocols, and risk management systems. Key program areas include:

- Ransomware prevention
- Access management and email security
- Insider threat detection
- Network and application security
- Cyber incident response planning (CIRP)
- Business continuity and disaster recovery
- Monthly simulated phishing campaigns
- Mandatory annual employee cybersecurity training

FirstKey Homes data as of Fiscal Year ended 2025
¹ Cybersecurity performance assessment by Aon-Stroz

Human Resource Operations

At FirstKey Homes, we recognize that investing in our people is essential to our long-term success. Our Human Resources function is structured to ensure Keypers have the tools, guidance, and support needed to succeed and grow within the organization.

We provide multiple channels and programs to enhance the employee experience and maintain an inclusive workplace, including:



HR Help Portal

An online platform that streamlines access to HR policies, benefits information, and procedures, while also serving as a central resource for employee support and inquiries

Human Resources Business Partners (HRBPs)

Dedicated partners who support an inclusive and performance-driven culture by serving as strategic advisors on career development, employee needs, and workplace matters

District Audits and Employee Feedback

Regularly conducted audits that gather employee insights, which are then used to inform improvement plans and address workplace concerns in a timely and effective manner

Confidential Integrity Hotline

A confidential reporting channel that allows employees to raise concerns related to ethics, compliance, or workplace conduct without fear of retaliation, reinforcing transparency and accountability across the organization



FirstKey Homes Ohio Team

FirstKey Homes data as of Fiscal Year ended 2025



How to Reach Us

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Appendix

Statement of use: This report has been prepared with reference to the GRI Standards.

GRI 1 referenced: GRI 1: Foundation 2021

GRI Standard	Disclosure	Report Section
GRI 2: General Disclosures 2021	2-1 Organizational Details	Company Profile
	2-2 Entities included in the organization's sustainability reporting	Company Profile
	2-3 Reporting period, frequency and contact point	About the Report
	2-6 Activities, value chain and other business relationships	Company Profile
	2-7 Employees	About our Keypers
	2-9 Governance structure and composition	Governance
	2-11 Chair of the highest governance body	Governance
	2-12 Role of the highest governance body in overseeing the management of impacts	Governance
	2-13 Delegation of responsibility for managing impacts	Governance
	2-14 Role of the highest governance body in sustainability reporting	Governance
	2-15 Conflicts of interest	Stakeholder Governance
	2-16 Communication of critical concerns	Human Resource Operations
	2-19 Remuneration policies	Employee Benefits
	2-20 Process to determine remuneration	Stakeholder Governance
	2-22 Statement on sustainable development strategy	ESG Steering Committee
	2-24 Embedding policy commitments	Governance
	2-25 Process to remediate negative impacts	Human Resource Operations
	2-26 Mechanisms for seeking advice and raising concerns	Human Resource Operations
	2-27 Compliance with laws and regulations	Regulatory Compliance
	2-28 Membership associations	Regulatory Tracking
	2-29 Approach to stakeholder engagement	Stakeholder Governance

FirstKey Homes data as of Fiscal Year ended 2025

Appendix

GRI Standard	Disclosure	Report Section
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	Cybersecurity and Data Protection
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	Risk Governance
GRI 207: Tax 2019	207-2 Tax governance, control, and risk management	Risk Governance
GRI 302: Energy 2016	302-1 Energy consumption within the organization	Environmental Programs
	302-2 Energy consumption outside of the organization	Environmental Programs
	302-3 Energy intensity	Environmental Programs
	302-4 Reduction of energy consumption	Environmental Programs
	302-5 Reductions in energy requirements of products and services	Environmental Programs
GRI 303: Water and Effluents 2018	303-5 Water Consumption	Environmental Programs
GRI 305: Emissions 2016	305-3 Other indirect (Scope 3) GHG emissions	Environmental Programs
	305-4 GHG emissions intensity	Environmental Programs
	305-5 Reduction of GHG emissions	Environmental Programs
GRI 306: Waste 2020	306-2 Management of significant waste-related impacts	Environmental Programs
GRI 401: Employment 2016	401-2 Benefits provided to full-time employees that are not provided to temporary or part- time employees	Employee Benefits
	401-3 Parental Leave	Employee Benefits
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	Employee Safety
	403-2 Hazard identification, risk assessment, and incident investigation	Employee Safety
	403-3 Occupational health services	Employee Safety
	403-5 Worker training on occupational health and safety	Employee Safety
	404-1 Average hours of training per year per employee	Training Programs
GRI 404: Training and Education 2016	404-2 Programs for upgrading employee skills and transition assistance programs	Training Programs
	404-3 Percentage of employees receiving regular performance and career development reviews	Maintenance Practices
GRI 410: Security Practices 2016	410-1 Security personnel trained in human rights policies or procedures	Human Resource Operations
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	Volunteer Time Off
GRI 416: Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	Operational Compliance & Controls
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Cybersecurity and Data Protection

FirstKey Homes data as of Fiscal Year ended 2025