



BUILDING A SUSTAINABLE
FUTURE

2024 Annual Corporate Social Responsibility Report

A background image of a dense forest with tall evergreen trees and a path covered in fallen leaves.

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Sustainability **in all we do**

A letter from Enterprise Owner and Chairman, **Charles S. Kuhn**

I am proud to introduce our 2024 Enterprise Sustainability Report, which captures another year of meaningful progress, driven by our people and guided by our values. As a company rooted in service, stewardship, and shared purpose, we continued to strengthen our commitment to environmental responsibility, community engagement, and inclusive workplace culture.

This past year marked the completion of a critical milestone: our enterprise-wide baseline carbon accounting. This foundational effort—led by our Sustainability Task Force in partnership with a dedicated carbon accounting vendor, Planet Mark—has equipped us with the insight needed to strategically reduce our greenhouse gas emissions. As we update and expand our data in 2025, we are better positioned than ever to drive measurable change.

We also were honored to receive a Small-Medium Enterprise B (SME-B) score in our inaugural submission to the Carbon Disclosure Project (CDP), the highest possible score for small-to medium-sized enterprises. This recognition validates the integrity of our sustainability strategy and reflects the dedication of our teams to transparent, accountable climate action.

Internally, we have seen our culture of inclusion flourish through initiatives like the Belonging and Inclusion Council’s mentorship program, which has fostered deeper understanding and dialogue among employees across our enterprise. This vibrant, employee-led effort exemplifies how shared learning strengthens our bonds and inspires our growth.

From expanding conservation efforts through JK Land Holdings, to continually advancing food access and education at JK Community Farm, our impact continues to grow in meaningful ways. We remain deeply committed to creating value for our stakeholders and communities while honoring the planet we all share.

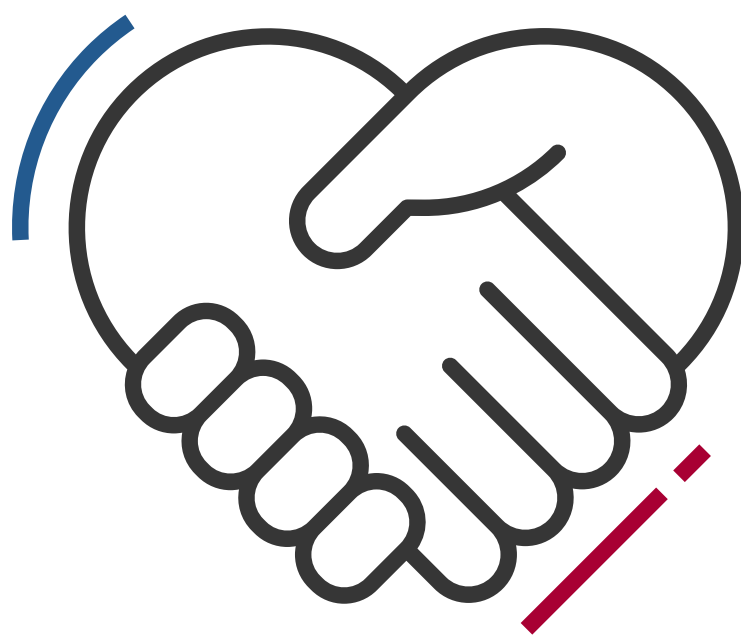
As we look ahead, I am energized by the path we are charting—grounded in purpose, guided by data, and powered by people. Thank you for joining us in building a future where, together, we succeed.

Warm Regards,

Chuck Kuhn
Enterprise Owner and Chairman

You will be treated with care and respect

Our brand promise:



Our employee groups

Belonging and Inclusion Council

Our employee-led Belonging and Inclusion Council continued to champion a culture of belonging and inclusion across the enterprise. Guided by a three-member Leadership group and supported by our Executive Team, the Council drives initiatives that foster unity, elevate voices, and strengthen connections both within the communities we serve and in our company.

Sustainability Task Force

Established in 2000, our cross-functional Sustainability Task Force identifies and advances opportunities to reduce our environmental impact. Representing all areas of the business, the team drives initiatives, refines policies, ensures transparent reporting, and communicates our progress to stakeholders.

Enterprise Values in Action: Belonging, Inclusion, and Sustainability

At the heart of our enterprise is a commitment to fostering a culture where every individual feels seen, heard, and valued. Our Belonging and Inclusion Council promotes care and respect through ongoing learning, open dialogue, and shared responsibilities reflecting our core values and strengthening our community.

Equally integral is our commitment to sustainability. We pursue innovative practices that reduce our environmental impact and promote long-term resource stewardship—from energy-efficient facilities and sustainable materials to responsible fleet operations and paperless workflows. Our policies and Employee Handbook reinforce these priorities, guided by clear Belonging and Inclusion and Environmental Values Statement and Policies.



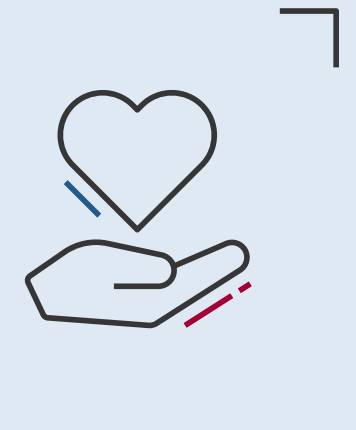
Together, we succeed

We work collaboratively to support the entire enterprise and to bring value to our customers.



It's my job

We take ownership of our work and strive to deliver a quality product, on-time and within budget.



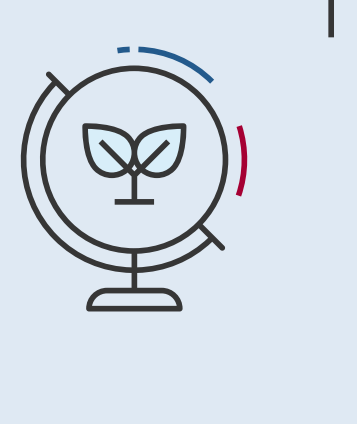
Be caring & courteous

Life can be stressful for our coworkers, suppliers, and our customers. When we interact with others, we want them to feel listened to, cared for, and respected.



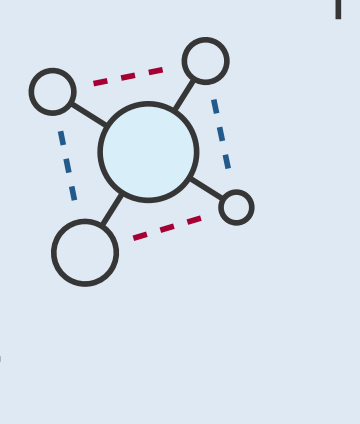
Have moxie!

We employ know-how and a fearless resolve to lead, raise the bar, and embrace challenges. Approach work with enthusiasm and determination!



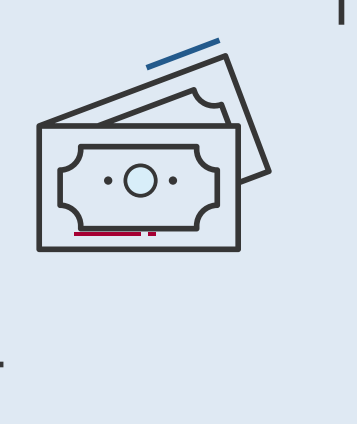
Commit to growth

To grow, we must develop new skills, hone our talents, take some risks, build our revenue, and encourage new ideas.



Connect the dots

By collaborating across teams, we develop and execute solutions that enhance processes, create efficiencies, and ultimately benefit our customers.

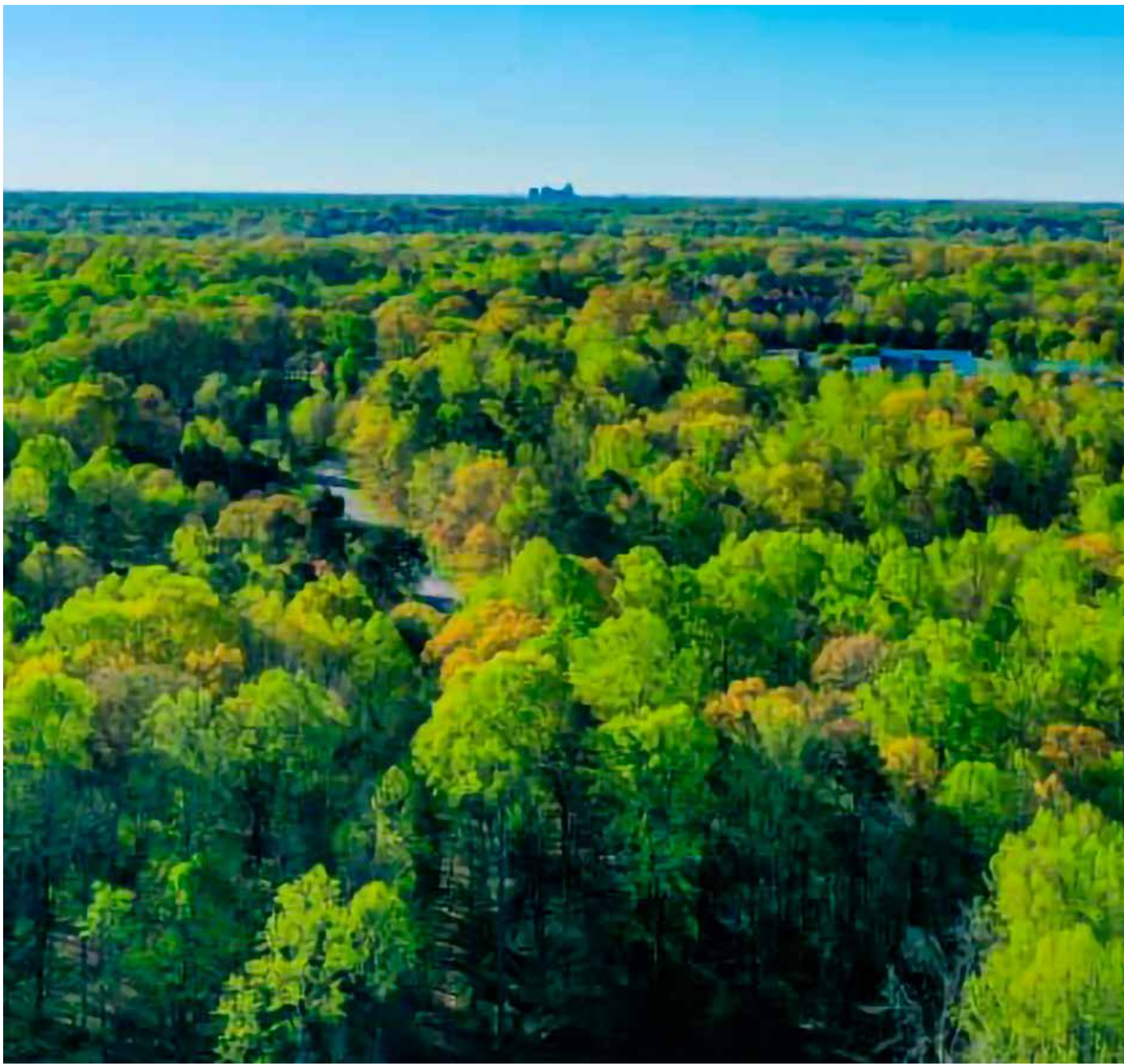


The bottom line

Being profitable ensures the future of the enterprise, allows us to invest in our clients and our employees, and fuels our success.

2024 Carbon Accounting Initiative: **Building a Foundation for Net Zero**

Last year, JK Moving Services and CapRelo launched a comprehensive carbon accounting initiative, verified by Planet Mark, to establish a robust emissions baseline and strengthen our environmental transparency. This initiative is a cornerstone of our sustainability strategy, guiding our path toward measurable impact reduction and long-term climate accountability.



Key Highlights

We measured emissions across Scopes 1, 2, and 3 in accordance with the Greenhouse Gas Protocol, covering the full calendar year of 2023. Measuring our carbon footprint against this standard helps us understand how our actions contribute to climate change and enables us to identify ways to reduce our environmental impact. Our total carbon footprint was 5,252.6 tCO₂e—equating to 6.6 tCO₂e per employee—across 793 full-time equivalent staff in 2024.

- Scope 1 (6%): Direct emissions from fleet operations, natural gas, and propane.
- Scope 2 (3%): Indirect emissions from electricity use, minimized through energy-efficient practices and renewable sourcing.
- Scope 3 (91%): Indirect emissions from supply chain and activities including transportation, waste, business travel, and commuting.

Data Quality & Next Steps

Our methodology earned solid data quality scores (12/16 for Scopes 1 & 2; 10/16 for Scope 3), with improvement efforts underway. We are refining our systems and enhancing Scope 3 tracking to ensure greater accuracy and accountability.



Strategic Alignment

This initiative supports four UN Sustainable Development Goals: Climate Action, Responsible Consumption and Production, Affordable and Clean Energy, and Clean Water and Sanitation—affirming our broader commitment to global sustainability.

Looking Ahead

This year, we are building on our established baseline by submitting our 2024 data to Planet Mark for a second year of verification and analysis. We will continue expanding our Scope 3 emissions coverage, aligning with Planet Mark’s global certification standards, and advancing toward our long-term net-zero goals. Our focus remains on transparent reporting, continuous improvement, and driving measurable, positive impact across our operations and value chain.



Belonging and Inclusion

Enterprise Commitment

Led by our Belonging and Inclusion Council, we continue fostering a culture where all individuals are valued and empowered. Our commitment spans every identity and background—ensuring respect and dignity at every level. The principle that Together We Succeed drives our approach, reinforced by clear accountability standards and processes for addressing concerns.



Quarterly Training

In 2024, we launched a quarterly learning and development training series focused on diverse topics related to belonging and inclusion. We are excited to continue this initiative in 2025, fostering a culture of continuous growth and learning. These sessions aim to deepen our collective understanding of belonging and inclusion, thereby creating a workplace where everyone feels valued, heard, and empowered.

Book Club and Employee Resource Group (ERG)

Launched in 2024, our Book Club laid the foundation for a new Employee Resource Group (ERG), an employee-led group fostering shared purpose and community. While the Council offers guidance, the book club is independently operated and open to all employees interested in supporting an inclusive culture.

Annual Belonging and Inclusion Survey

Since 2020, our annual Belonging and Inclusion survey has captured employee perspectives on culture and belonging. In 2024, 162 employees participated, with responses affirming a sense of inclusion and openness. These insights inform ongoing efforts to enhance belonging, morale, and retention.

Supplier Diversity

In 2024, we worked with over 400 diverse suppliers, investing more than \$45 million (44% of our third-party spend). We prioritize Small Disadvantaged Business (SDB), Minority Business Enterprise (MBE), Women-Owned Small Business (WOSB), and Veteran-Owned Small Business (VOSB) partners across all services. We collect diverse spending information from our Tier-1 (JK Direct Spend) and Tier-2 (CapRelo subcontractors), and our Supplier Code of Conduct enforces equal opportunity in employment practices.

Belonging and Inclusion Policies

We are committed to fostering a workplace rooted in respect, and inclusion. Our Belonging & Inclusion policies strictly prohibit discrimination of any individual and are reinforced through our Affirmative Action Programs, which promote inclusive hiring and advancement.

We proudly support veterans through strategic partnerships that offer training and transition pathways into civilian careers. In alignment with the Americans with Disabilities Act (ADA), we ensure reasonable accommodations for qualified individuals and encourage open communication with HR to support accessibility.

Our zero-tolerance approach to discrimination and harassment is clearly communicated in our Employee Handbook, with a confidential Ethics Hotline available to report any concerns. Together, these practices reflect our unwavering dedication to cultivating a culture where all employees feel valued, supported, and empowered to thrive.



Environmental Sustainability

We passionately support a range of initiatives every year to promote sustainability and enhance the wellbeing of our customers, employees, and communities.

Sustainability Ratings

CDP (Carbon Disclosure Project)

In October, we submitted our **first-ever CDP Climate Change disclosure**, marking a pivotal milestone in our environmental transparency and strategy. CDP—an independent, not-for-profit organization—operates the world’s leading environmental disclosure platform, enabling investors, companies, and regions to measure and manage their environmental impact.

SME

We are proud to share that we earned a **SME-B rating**—a strong result for a first-time respondent. This rating reflects our serious commitment to environmental stewardship and highlights the early progress we have made in aligning with global climate reporting standards.



Our disclosure included both quantitative metrics and qualitative insights on governance, risk management, and emissions reduction strategies. We look forward to building on this foundation in future disclosures, continually enhancing our climate-related performance and transparency.



FIDI Audit

JK Moving Services (JKMS) is proud to be one of only 31 U.S. companies to hold the **FIDI/FAIM certification**, an industry gold standard. This recognition reflects our continued pursuit of excellence, safety, and sustainability.



FIDI's comprehensive triennial audits ensure that certified companies meet stringent global standards. In **2023**, for the first time, **sustainability benchmarks were incorporated into these audits**, and we are thrilled to report that we exceeded these criteria. We look forward to reporting on our achievements during FIDI’s next audit in 2026.



Conservation Easements

Through **JK Land Holdings (JKLH)**, founded in 2016, we have invested strategically in land conservation, redirecting land acquisition proceeds into **permanent conservation easements**. These easements protect critical landscapes from development, preserving ecosystems, cultural sites, and biodiversity for future generations.

For every acre of land we develop commercially, we set aside approximately 44 acres for **conservation**. This 44:1 ratio reflects a profound commitment to smart growth and environmental guardianship.

Guided by a community-first creed, JKLH continues to balance economic development with ecological responsibility, demonstrating that environmental protection and business success can coexist.



Supply Chain Sustainability

Sustainability is a central pillar of our procurement strategy. We integrate environmental criteria into every stage of supplier selection and management.

Our **Supplier Code of Conduct** requires adherence to rigorous environmental practices, ranging from proper hazardous material handling to pollution prevention and emissions control. Suppliers are expected to minimize waste, conserve resources, and continuously improve environmental performance.

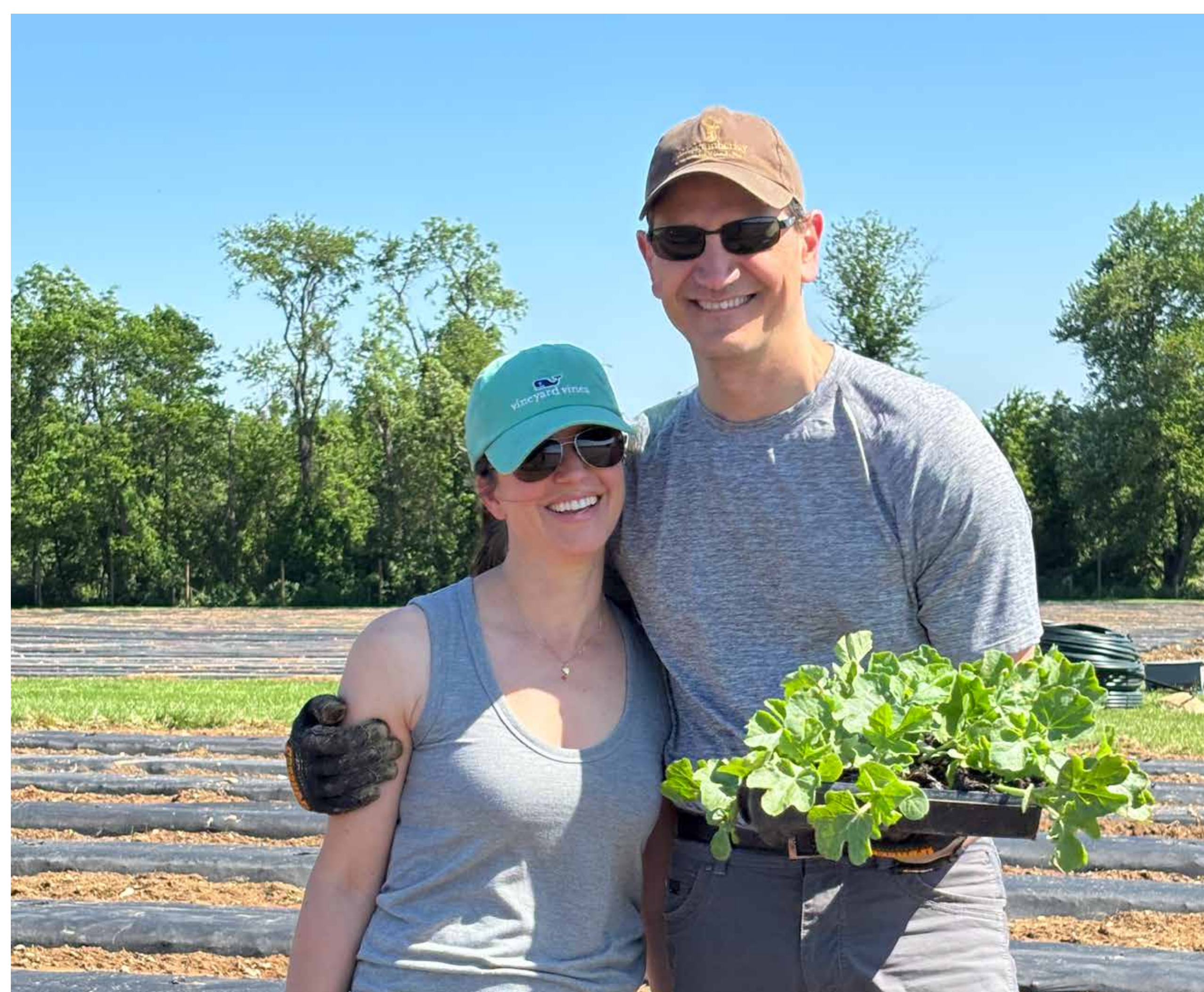
We reserve the right to end relationships with suppliers who fail to meet these standards, ensuring that sustainability remains a non-negotiable part of our operations.

Addressing Food Insecurity

The **JK Community Farm**, a nonprofit initiative of the Kuhn family and supported by our Enterprise, spans **150 acres** and stands as **the largest organic and chemical-free nonprofit farm in the United States**. Its mission is to donate **100% of its produce** to regional food banks and families in need.

In **2024**, the Farm distributed an additional **256,000 pounds** of organic food, bringing our cumulative donations to over **1.2 million pounds since 2018**. This initiative is deeply embedded in our environmental and social sustainability goals, addressing food insecurity while practicing regenerative, chemical-free farming.

With the support of over **6,800 volunteers annually**, including many of our employees, the Farm continues to educate youth, empower communities, and expand its reach. In 2024, 2,500 students visited the Farm to learn about the impact of food choices on personal and community health. Employees voluntarily contribute to The JK Community Farm via payroll deduction, with donations totaling more than \$65,000 in 2024.



Waste Management Practices

We divert more than **4.5 million pounds of materials** from landfills annually through our Zero Waste initiatives. These efforts are grounded in circular economic principles and extend across all areas of our operations.

Notable initiatives include:

- 🌱 **BoxlessMove®**, our proprietary system that eliminates the need for cardboard boxes.
- 🌱 Recycling **paper, cardboard, and wood** using compactors and augers.
- 🌱 Use of **recycled moving blankets, reused vehicle parts, and retreaded tires** to maximize resource efficiency.
- 🌱 Installation of **motion-sensor lighting** and use of **reclaimed oil** to heat our maintenance facility.



Our reused boxing program also allows customers to choose between new and reused boxes, contributing further to landfill diversion.



Energy Conservation

We have implemented a range of energy-saving initiatives across our enterprise facilities, including:

- **Motion-sensitive lighting in warehouses,**
- **Reused engine oil** for facility heating,
- Transition to **compact fluorescent lighting (CFLs).**

Our Gaithersburg, Maryland facility is **ENERGY STAR® certified**, meeting the EPA’s stringent standards for energy efficiency and low greenhouse gas emissions.



EPA SmartWay

As an EPA SmartWay Partner since 2008, we are committed to reducing carbon emissions and improving freight efficiency. Our approach includes:

- **Advanced route optimization** to reduce empty miles,
- **Replacement of older vehicles** with low-emission models,
- **Ongoing driver training** for fuel-efficient behavior.

Through SmartWay, we continually measure and improve our environmental footprint in transportation. We will soon place APU generator units on new tractor-trailer units to reduce fuel used and increase engine life. We have also ordered Tesla Semi trucks to be added to our fleet. These fully electric trucks—boasting a 500-mile range and superior energy efficiency—represent a transformative step in decarbonizing our logistics operations.



ecolegIT Partnership

To further enhance our carbon offset capabilities, we partner with **ecolegIT**, a pioneering platform focused on reducing the environmental footprint of the mobility industry.

By embedding ecolegIT into our operations, we can calculate, audit, and **offset emissions** linked to client relocations. All offsets fund sustainable forestry projects and are **tracked in real-time**. Clients receive carbon offset credits issued in their names—offering transparency and assurance in their sustainability journey.



Health and Safety

Since 2004, our robust Health and Safety Program has served as a pillar of our commitment to employee well-being. We continuously promote a culture of wellness and safety through targeted initiatives, resources, and training that empower employees to lead healthier lives—both at work and beyond.

Employee Wellness Initiatives

To promote employee health, we offer a variety of wellness benefits, including:

- Discounted gym memberships
- Access to weight-loss programs
- Support for healthy eating and lifestyle choices

We publish a monthly newsletter curated to provide employees with valuable guidance on healthy living. This publication shares practical insights on maintaining a balanced lifestyle, improving physical fitness, and nurturing mental and emotional well-being.

Our Human Resources team also leads optional fitness challenges throughout the year. These programs are designed not only to boost physical fitness, but also to enhance emotional well-being and foster a supportive, health-conscious workplace community. And we offer an annual health fair and preventative screening promotions to all employees, regardless of whether they participate in company-sponsored benefits.



Corporate Safety, Health, and Environmental Commitment

Safety is embedded in our core values. We uphold a rigorous set of Corporate Safety, Health, and Environmental (EHS) Commitment Standards designed to ensure legal compliance, uphold industry best practices, and drive continuous improvement.

Key elements of our commitment include:

- Adherence to all applicable health, safety, and environmental laws and standards
- Empowering employees at all levels to take responsibility for safe practices, including the authority to stop work when necessary
- Setting clear safety objectives and dedicating resources to support these goals
- Delivering comprehensive, industry-approved safety training and education
- Conducting regular reviews and updates of our safety protocols
- Performing prompt and thorough incident reporting and investigations

OSHA Compliance and Performance

The accurate reporting and management of workplace injuries are critical to our safety program. Our Safety Program administrators are responsible for:

- Auditing and maintaining OSHA 300 logs
- Ensuring the timely posting of the OSHA 300A summary each February
- Responding to the Bureau of Labor Statistics (BLS) regarding workplace injury and illness data

Through diligent recordkeeping and transparent reporting, we support a culture of accountability and continuous safety improvement.

Cybersecurity and System Reliability

Our commitment to safeguarding data and ensuring system resilience is reflected in our layered, proactive approach to cybersecurity and infrastructure reliability. From physical hardware redundancy to enterprise-level security protocols, we are dedicated to protecting sensitive information while delivering uninterrupted service to our clients.

Senior leadership, managers, and employees alike are held accountable for maintaining a safe, healthy, and proactive work environment. Our approach reflects not only dedication to our teams but also a responsibility to the broader communities we serve.

In 2025, we will be improving driver safety with new tools to eliminate distracted driving and improve driver coaching. This will enhance the safety of our drivers and provide clearer visibility to our fuel mileage.



Safety Recognition Programs

Our commitment to workplace safety is reinforced through recognition programs such as the **90-Day Injury-Free Program**. This initiative honors departments that achieve ninety consecutive days without a recordable injury. Crew-level employees within qualifying departments are celebrated through sponsored safety events, reinforcing our appreciation for their diligence and collective commitment to a safe workplace.

Secure and Redundant Infrastructure

Our hosted server environment is engineered for high availability and reliability, featuring:

- Redundant power, HVAC, and data connectivity
- Fully mirrored backup servers for real-time data protection
- Parallel systems designed to activate immediately in case of failure
- Restricted physical access limited to authorized data center personnel

This infrastructure ensures continuity and resilience, even in the face of unforeseen system disruptions.



Proactive Defense and **Data Privacy**

We place the highest priority on safeguarding sensitive and confidential data. Our cybersecurity framework is built on globally recognized standards and regulatory compliance, including ISO 27001 certification, General Data Protection Regulation (GDPR), and U.S. state-specific data privacy laws.

All employees undergo annual training on the protection of Personally Identifiable Information (PII). These modules cover phishing awareness, secure data handling, current threats, and a review of our data protection protocols, with testing to reinforce learning.



Data Encryption and Secure Facilities

Our systems are hosted in a secure, SOC 2 Type II and SOC 3-certified data center in Ashburn, Virginia. We employ:

We defend against cyber threats using a multi-layered protection strategy, including:

Our internet-facing systems are further protected by:



- 🔒 TLS 1.2 protocols for secure communication
- 🔒 AES 256-bit encryption for data in transit
- 🔒 Strict access controls, allowing PII access only to authorized personnel
- 🔒 Immediate access revocation for terminated employees or suppliers



- 🔒 Regular security patching of infrastructure and software systems
- 🔒 Continuous monitoring via enterprise anti-virus and anti-spyware solutions
- 🔒 Centralized log monitoring with exception-based heuristics to detect anomalies



- 🔒 Cloudflare CDN for DNS protection, WAF, and proxied connections
- 🔒 Cloudflare Zero Trust framework to control access
- 🔒 OKTA for identity and multi-factor authentication
- 🔒 Arctic Wolf for 24/7/365 SIEM and XDR monitoring and incident response
- 🔒 Arctic Wolf Managed Risk Services to monitor compliance and detect unusual behavior

Business Continuity and Disaster Recovery

We have built a resilient infrastructure designed to keep operations running smoothly under any circumstances. Our geographically diverse, synchronized virtual environments ensure data integrity and automatic failover in the event of disruption. Around-the-clock monitoring, structured escalation protocols, and annual disaster recovery drills strengthen our preparedness.

Our continuity plan extends beyond systems, with emergency procedures, leadership succession plans, and cross-trained teams ready to maintain service. Facilities are equipped with backup power, and off-site emergency kits house critical documents and tools.

Ethical Conduct and Company Culture

Guided by a comprehensive Code of Conduct and Business Ethics Policy, we empower our team to act with professionalism, accountability, and respect. Our inclusive and supportive environment is strengthened through extensive training programs, transparent communication channels, and a strong emphasis on continuous growth.

Code of Conduct and Business Ethics

Our **Code of Conduct and Business Ethics Policy** serves as a guiding framework for all employees, reflecting our brand promise of Care and Respect. It outlines expectations for personal and professional behavior, including:

- Ethical decision-making and financial integrity
- Professionalism, confidentiality, and data protection
- Compliance in financial transactions, payroll, and proprietary information
- Employee responsibility in upholding our brand and cultural values

Employees are encouraged to seek guidance from leadership or the President/CEO when clarification is needed. This open-door approach reinforces accountability and mutual respect across the organization.

Comprehensive Training and Development

We invest significantly in employee development through a robust training infrastructure that includes:

- Commit2Growth, our talent management portal that houses each employee's resume, certifications, skills, and aspirations
- Career mapping tools and internal job-matching via the Talent Search feature
- Manager engagement in reviewing direct reports' career preferences and future goals

We offer a diverse set of training modules tailored to job roles, including Administrative and Management; Warehouse, Residential, and Commercial Crew; Driver Qualification and Safety; and Customer Service Training.

We also leverage paperless personnel file management and web-based onboarding practices.



Employee Assistance Program (EAP)

Our Employee Assistance Program (EAP) is a confidential, no-cost service available to employees, their household members, and children studying away from home. It provides:

- Counseling for emotional, behavioral, and substance use challenges
- Support for legal, financial, and work-life issues
- Daily living services, including referrals for childcare, eldercare, healthcare providers, schools, and pet care
- Identity theft protection and legal consultations
- Access to a financial wellness platform offering personalized tools, retirement planning resources, budget calculators, and more.

Ethics Hotline and Reporting Procedures

We are deeply committed to transparency and integrity. To uphold these values, we maintain a Business Ethics Hotline and Reporting System that provides:

- Multiple confidential reporting channels for stakeholders
- A process for addressing serious concerns such as financial misconduct, illegal activity, or ethical violations
- The option to report anonymously, protecting the identities of individuals who come forward

This platform ensures that all concerns are taken seriously and managed with discretion.

In Closing

As we conclude this year's Corporate Social Responsibility Report, we take pride in the meaningful strides made across our Enterprise in pursuit of a more sustainable, equitable, and resilient future. Every initiative, from environmental stewardship to community outreach, reflects a shared commitment that extends beyond obligation. It is a core expression of who we are.

We have established ambitious goals, cultivated meaningful partnerships, and embraced innovation to drive lasting impact. From supply chain diversity and conservation to data security and employee wellbeing, this report reflects more than accomplishments—it signals an ongoing, enterprise-wide commitment to doing what is right.

As we look to the future, we do so with purpose and unity. Every action we take, no matter what the scale, is a step toward a more sustainable and inclusive world. Together, we will continue to lead with integrity, evolve with intention, and build a legacy rooted in care—for people, for communities, and for the planet we all share.

Thank you for being part of this journey.

Warm regards,

The JK Moving, CapRelo and JK Land Holdings Enterprise Team



JK MOVING
SERVICES

CapRelo



JK LAND
HOLDINGS

BUILDING A SUSTAINABLE **FUTURE**