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American Campus Communities is the nation's largest owner, manager and developer of high-quality student housing with nearly 180 properties serving approximately 140,000 residents. We have more than 3,200 dedicated team members working toward one goal: delivering the best possible experience for students. That means we build communities that are specialized, inclusive and sustainable, with the resources students need to succeed personally, academically and professionally.



#### Our Mission

Consistently provide every resident with an environment conducive to healthu living, personal growth, academic achievement and professional success.

#### Our Values

- 1. Put students first.
- 2. Be passionate.
- 3. Surprise and delight.
- 4. Do the right thing.
- 5. Pursue growth.
- 6. Create team spirit.
- 7. Reward achievement.
- 8. Drive evolution.
- 9. Optimize.
- 10. Give back.



180 Properties \* 140,000 Residents \* 3,200 Team Members

# 2023 ESG Highlights



#### **Environmenta**2

Our commitment to students includes protecting the future of their environment.

#### **Sustainable Procurement**

Added more sustainability criteria to our procurement strategies, such as asking suppliers for their environmental goals and prioritizing products with fewer materials and longer lifespans.

#### For the Greener Good

Expanded our peer-to-peer resident sustainability education campaign, primarily through engaging social media videos that reached more than 300,000 people.

#### LEED-ing by example

Continued to lead the student housing industry with 40 projects that are LEED-certified and another 11 that are tracking LEED certification.

#### **Green Certification Policy**

Launched new policy stating all newly developed and acquired ACC communities must meet Fitwel standards in their first year of operation. And new developments must pursue LEED, ENERGY STAR® and/ or Passive House certification.

#### GHG Emissions Reduction

Reduced greenhouse gas emissions from ACC's owned portfolio by 9.8% from 2022 to 2023 (our goal is a 15% reduction by 2025, using 2022 as our baseline year).



#### Social

HI HOWARE YOU

We create environments where our residents, team members and communities thrive.

#### **Mental Health Support**

Partnered with the Hi, How Are You Project to scale the College Student Mental Wellness Advocacy Coalition to 26 student residential

housing companies,
publish the secondannual Thriving
College Student
Index Report
and develop a
national training
program.

#### **Diversity, Equity & Inclusion**

Continued to uphold the diversity of our leadership, with 47% of senior-level management positions held by women and 48% held by people of color.





#### CoreGiving

Launched a partnership with CoreGiving, a nonprofit dedicated to eliminating child hunger, and organized team members and resident volunteer events at local food banks nationwide.

#### Governance

Our business is built on integrity.

#### **Technology Roadmap**

Continued to implement our threeyear technology roadmap, which is designed to efficiently provide the best possible experience for residents as we scale our business.

#### **Risk Mitigation**

Consolidated all our risk mitigation activities, including compliance and privacy, under our newly expanded legal department for greater efficiency and reporting.

#### Compensation Structure

Formally aligned our compensation structure for all ACC team members to ESG roadmap goals.



# Industry Leadership

We are proud to be widely recognized for our exceptional culture, communities and experience.

- 2023 & 2022 Great Place to Work Certification™
- 2024, 2023 & 2022 Newsweek's list of Most Trustworthy Companies in America
- · 2023 GlobeSt. Best Place to Work Award
- 2023 & 2022 Fortune's Best Workplaces in Real Estate
- · 2023 Student Housing Business Innovator Awards (4 Awards)















66

"We are honored to be recognized for the trust we've earned from those we work with and serve every day and will continue to operate our business every day with a steadfast focus on delivering value to all of our stakeholders."

– Rob Palleschi, CEO

ENVIRONMENT

# ESG Vision & Goals

#### **Our ESG Vision**

We create healthy, sustainable environments with a sense of community and connection by giving back, investing in our team members and driving long-term value for all stakeholders.

#### Our ESG Goals

Our ESG goals help us drive measurable progress toward our vision. These goals reflect the strategic focus areas identified in our materiality assessment and are aligned with the U.N. Sustainable Development Goals. All quantitative goals will be measured against a 2022 baseline.

Live Responsibly

#### GOAL

#### **Design & Development**

- Develop standard certification and post-occupancy process with a focus on our ESG priorities
- Study and develop comprehensive guidelines for waste, recycling and reuse at student housing communities

#### **2023 STATUS**

- → Created a post-occupancy process and a new green certification policy
- → Continued to study best practices and identify opportunities, primarily during the development phase

#### Resource Management

- Reduce greenhouse gas (GHG) emissions by 15% over three years
- Reduce water consumption by 10% over three years
- Implement conservation measures to evaluate and reduce consumption of natural resources at ACC communities
- → Reduced by 9.8% since 2022
- → Reduced by 4.6% since 2022
- → Implemented \$5.4 million in large-scale conservation measures since 2022 (with 38% average ROI)

#### **Team Members**

- Continue supporting a diverse workforce
- Support small businesses, with a special focus on those certified as diverse-owned businesses
- → ACC team is 51% women and 57% people of color
- → Conducted an assessment of our relationships and spending; found that 5% of our operating contracts are with businesses that self-identify as diverse entities

#### **Engagement**

- Continue For the Greener Good resident sustainability education campaign to incorporate sustainable behavior and resource conservation into our residents' daily living
- Expand team members' participation in YourCause by 20% in 2023
- Continue industry leadership with the Hi, How Are You Project and College Student Mental Wellness Advocacy Coalition
- Scaled the campaign to over 300,000 people through engaging, social media-driven initiatives from our communities
- → Exceeded goal with a 99% increase in participation, and we are setting new internal targets
- → Partnered with HHAYP to scale the Coalition to 26 student residential housing companies, publish the second-annual Thriving College Student Index Report and develop a national training program

# GOVERNANCE

SOCIAL

- Maintain annual ESG reporting to university partners, ACC residents and team members with continued alignment to SASB framework
- Add ESG performance goals to existing criteria for team members' annual incentive compensation
- Create a comprehensive data tracking system that drives accountability and consistency across our portfolio
- → Published 2022 ESG Update in 2023; worked on 2023 ESG Update for 2024 publication
- Formally adopted ESG performance criteria as part of annual and bonus compensation structures
- → Upgraded development and operations systems following our three-year technology roadmap (launched in 2023)

# Strategic Focus Areas & ESG Reporting

We are committed to developing ESG initiatives that leverage our unique strengths as a student housing leader to make a measurable impact. We develop ESG initiatives based on our short- and long-term targets, our materiality assessment and industry best practices and standards.

#### **ESG Reporting**

Thorough, transparent reporting keeps us on track toward our goals and accountable to our student, university and team member stakeholders. We report our progress annually using the Sustainability Accounting Standards Board (SASB) framework. We perform an annual GHG inventory and completed a climate assessment in 2023. We also collect information in alignment with the Global Real Estate Sustainability Benchmark (GRESB) format, which provides our stakeholders with an accurate measure of our portfolio's sustainability.

#### **Building Design & Development**

- + Climate change adaptation and physical risk analysis
- + Building quality and safety

#### **Resource Management**

- + Energy and greenhouse gas reduction
- + Water conservation
- + Waste reduction

#### Our Material Issues

#### **Governance and Strategy**

- + Ethics and integrity
- + Communication and reporting
- + Governance structure and accountability
- + Compliance and anti-corruption
- + Leadership engagement
- + Stakeholder engagement

#### **Resident Engagement**

- + Diversity and equality
- + Philanthropy and volunteering
- + Career development

#### **Employees and Team Members**

- + Compensation and benefits
- + Career development
- + Diversity and equality
- + Philanthropy and volunteering

# ESG Organization

ACC's commitment to ESG starts at the top of our organization, with executive oversight of our policies and initiatives. We have a dedicated ESG team and ESG Task Force, which are supported by our environmental, social (diversity, equity & inclusion) and governance committees in implementing our ESG road map. Additionally, we empower all ACC team members to implement our initiatives and pursue ideas for grassroots efforts.

#### Oversight of ESG Initiatives



#### **ESG Team**



Lonnie Ledbetter
EVP, Chief Purpose &
Inclusion Officer,
ESG Executive Sponsor



Jason Wills SVP, Corporate Responsibility & Development

#### **ESG Task Force**



Stacey Heller SVP, Strategic Initiatives & Internal Audit



Gina Cowart SVP, Brand & MarCom Strategy



Heather Laney SVP, Procurement



Derek Elpers Senior Director, Asset Management

# Message From Leadership

As a longtime team member of American Campus Communities, I've had the fortunate experience to be on the front lines of our journey from student housing startup to industry leader. In reflection, I have always associated that success with our culture.

From the start, ACC has been dedicated to doing the right thing in pursuit of our mission to help students succeed. This clear, shared focus has fostered a culture of hard-working people who enjoy working with each other to create long-lasting partnerships and healthy, thriving communities. Our value of doing the right thing has shaped our transactions and relationships, fueling decades of enterprise growth, team member retention and a drive to continually evolve as the best in the industry.

Our culture and values at our genesis led us to naturally develop environmental, social and governance (ESG) strategies and programs long before the acronym ESG existed.

The E in ESG, environmental, centers around reducing the water and energy resources ACC consumes and the waste it disposes. These have long been priorities for creating value for our residents and partners, leading us to become a leader in green building and operations. We are now scaling our sustainability innovations to address long-term decarbonization goals.

S, or social, has always centered around supporting our communities and the well-being of our residents and team members. This approach has evolved to encompass mental wellness as well as diversity, equity and inclusion. Along the way, we've focused on building strong relationships and trust with the people and institutions where we do business, and that starts with engagement: We continually listen to our residents, parents, partners and team members to ensure we're focused on what matters most.

And G, governance, reflects our internal system of practices and controls for leading with integrity, making informed and effective decisions, complying with the law and satisfying external stakeholders.

Although this 2023 ESG report specifically shares our progress in these areas over the last year, it also reflects the culmination of following our values for the last 30 years. This report is also more than the transparent disclosure of 2023 data. It also shares inspiring stories of our team members, residents and communities embodying our mantra to "Live Responsibly" by working every day to make a lasting positive impact.

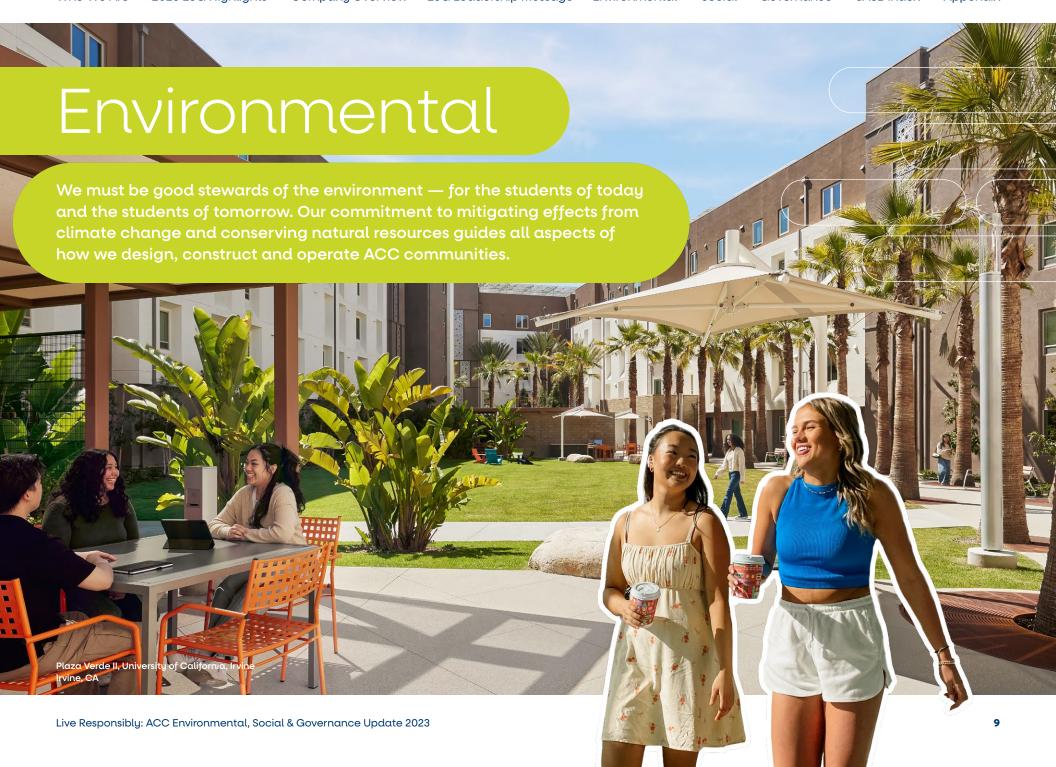
Our focus on ESG is integral to ACC's business success and financial performance. The culture and values that drive our ESG program also help us retain and attract the best talent, provide an exceptional resident experience and ultimately drive value for our stakeholders. As we look toward ACC's future transformation, it is critical that our founding principles continue to have a meaningful presence in our structure, strategy and systems.

As it turns out, "doing the right thing" is an excellent foundation for building a great company.



Jason Wills
Senior Vice President,
Corporate Responsibility
& Development

Who We Are 2023 ESG Highlights Company Overview ESG Leadership Message Environmental Social Governance SASB index Appendix



# Resource Management

We are committed to reducing the consumption of natural resources at our student housing communities. With approximately 140,000 students living at nearly 180 communities across the U.S., this is a complex undertaking. It requires us to perform careful data analysis, pursue operational efficiencies and work with team members and residents to change our daily habits. The effort is well worth it, as conservation efforts not only support our ESG goals but also reduce costs.

In 2023, we continued to use our utility expense management platform (UEM) to analyze utility usage data across our portfolio, measure our carbon footprint and identify resource conservation opportunities. ACC's asset management and decarbonization team created the UEM to streamline and automate this process, as our communities receive more than 20,000 utility bills from over 140 providers. The UEM scans these for cost and usage data, enabling our team to identify measures for reducing energy, water and wastewater. We work with an energy management, engineering and consulting firm to identify priority properties for such measures and then conduct ASHRAE Level II energy audits at these sites.

#### **Empowering Team Members**

Many local utilities provide incentives for installing energy-efficient and water-saving features. We encourage our property managers to research and pursue these incentives. In 2023, all of our communities in Austin, Texas, replaced toilets with low-flow models, which qualified them for the local utility's rebate plan. And University Commons and GrandMarc Seven Corners in Minneapolis, MN, leveraged local incentive programs to install LED lighting and low-flow fixtures for free.

In 2023, we deployed \$5.4 million in resource conservation initiatives that are projected to save an estimated 2,842 metric tons of CO<sub>2</sub> and an estimated 100,000 kilogallons of water annually.



#### **ACC Resource Conservation Process**

Research Opportunities Identify Target Properties Pilot Conservation Measures

Measure Results Scale to Portfolio

# Emissions Reduction & Energy Conservation

Our short-term goal is to reduce the greenhouse gas (GHG) emissions from ACC's owned portfolio by 15% by 2025, using 2022 as our baseline year. At the end of 2023, we had reduced GHGs by 9.8%. Our reduction in GHG is driven by three things: our energy efficiency projects (namely our smart thermostats), additional purchases of green energy in our energy procurement process and a milder winter in Q1 2023 compared to Q1 2022.

#### **Retrofits: Smart Thermostats & LED Lighting**

In 2023, we completed our initiative to install smart thermostats in all areas where this would deliver a meaningful return on investment. We now have smart thermostats in 14 communities, which



## We reduced GHGs by 9.8% from 2022 to 2023.

has reduced the runtime of HVAC systems when units are unoccupied, leading to reduced energy consumption. We will continue to monitor for future opportunities via our ASHRAE energy audits. Similarly, although 95% of our owned portfolio is now equipped with LED lighting after our nine-year retrofitting initiative, we will continue using audit data to identify any needed upgrades. LED lighting uses 75% less energy and lasts 25 times longer than incandescent lighting. Our return on investment for LED retrofit projects has consistently exceeded 14%.

#### **Green Lease Components**

We have more than 500,000 square feet of retail space in our portfolio, serving more than 190 tenants. To encourage these on-site retailers to join us in conserving resources, in 2023 we introduced green lease components to all expired and renegotiated contracts. For example, we're encouraging green cleaning supplies and products, use of green energy and all-electric retail solutions. We are also educating and supporting retailers in their efforts to make their operations more sustainable. To help students become more aware of their utility consumption, we have added language to their leases that informs them of any caps on electricity and water usage.



#### **Project Spotlight**

#### **Building Automation Systems**

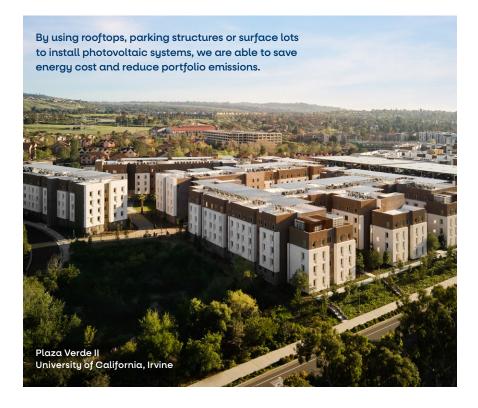
We operate building automation systems (BAS) in 31 communities that we either own or manage, and we are planning six more installations by the end of 2025. These systems automatically control and monitor our properties' thermostats, lighting, HVAC systems and water, turning them into smart buildings. Data is stored in the cloud, and our maintenance teams review data daily to identify preventive maintenance needs and adjust settings to keep residents comfortable and maximize resource efficiency. Additionally, BAS alerts our teams of any problems so they can perform repairs before residents need to submit a work order.

Learn More

#### Renewable Energy

To increase our usage of renewable energy, our core focus is developing communities that include on-site photovoltaic systems or have the infrastructure to add such systems in the future. In 2023, we installed photovoltaic systems at two ACC-managed communities. By using rooftops, parking structures or surface lots to install photovoltaic systems, we are able to save energy cost and reduce portfolio emissions.

In 2023, we began sourcing renewable energy at two additional properties, bringing our total renewables purchasing to an estimated 38 million annual kWh at 16 properties. Following ACC's Energy Procurement Policy, we are scaling our use of renewable energy such as solar and wind across ACC's portfolio. In addition to reducing GHG emissions, pricing for renewable energy continues to decrease as more vendors invest in the market.



#### 2023 Energy Use Intensity (kWh)

Our energy intensity figures decreased year-over-year, driven by our energy efficiency projects and 2023 having a milder winter than 2022.

	Source	2019	2020	2021	2022	2023
Per Unit	Electric Power	8,085	7,054	7,599	8,349	8,218
Per SF	Electric Power	7.71	6.61	7.13	8.12	7.53
Per Unit	Natural Gas	4,327	3,574	3,650	3,590	3,392
Per SF	Natural Gas	3.01	2.46	2.53	2.52	2.35

#### 2023 Greenhouse Gas Emissions\*

Total 2023 Market-based Emissions: 134,351 Metric Tons CO<sub>2</sub>e

#### **SCOPE 1**

- Direct emissions from ACC-owned or controlled sources
- ACC sources: Natural gas and propane
- 2023 Market-based Scope 1 Emissions: 19,386 Metric Tons CO<sub>2</sub>e

#### **SCOPE 2**

- Indirect emissions from the generation of purchased energy
- ACC sources: Electric power, chilled water and steam
- 2023 Market-based Scope 2 Emissions: 102,397 Metric Tons CO₂e

#### SCOPE 3

- Indirect emissions (not included in Scope 2) that occur in ACC's value chain, including both upstream and downstream emissions
- ACC sources: Solid waste and business travel
- 2023 Market-based Scope 3 Emissions: 12,567 Metric Tons CO₂e

\*All data tracked by ACC's utility expense management system and analyzed by third-party consultants. Learn more in our ESG Policy Document.

This energy use intensity data reflects pandemic-related occupancy fluctuations in 2020 and 2021. We are using 2022 as the baseline year for measuring our conservation goals. This reporting is based on local utility policy and available data and in most cases includes resident-controlled emissions. This may be subject to future changes based on trends in the definition of operational control.

### Waste Diversion

Americans are generating more waste per capita each year, and the waste statistics from ACC's communities reflect this trend. Our solid waste intensity, or pounds of waste generated per residential unit, has increased each year for the past few years. But we have a good sense of the problem areas: Our property-level managers have seen a steady increase in package deliveries and single-use plastic containers, reflective of larger societal consumption trends.

We are committed to reducing the amount of waste that goes to landfill from our properties. Our focus areas are reducing the waste generated by our operations, reducing single-use plastics, recycling mail and packaging and educating residents about reducing and recycling their waste.

#### **Reducing Operational Waste**

In 2023, we continued to streamline our companywide procurement strategies. In addition to finding ways to source products more cost-effectively, we put an increased emphasis on sustainability, looking for products that last longer and generate less waste. For example, in 2023 we changed from readymade chemical solutions, each packaged in its own disposable plastic bottle, to a dilutable chemical solution system that will allow us to reuse and refill existing bottles.

Additionally, we continued our transition to being a largely paperless organization. In 2022, we moved to electronic leases, and in 2023, we moved to a cloud-based shipping system for supplies.

#### **Reducing Single-Use Plastics**

In the U.S., it's estimated that only 5% of plastic waste gets recycled into new products, as the plastic recycling market is limited. We are on a mission to create awareness in our communities of our single-use plastic use. This is the first step toward gradually eliminating single-use plastics from the areas over which we have control, such as our communities' model refrigerators.

#### **Managing Packaging Waste**

To manage cardboard waste, we encourage residents and team members to limit the number of boxes and deliveries when possible. We also create



opportunities for residents to dispose their cardboard in the mail and package room rather than taking it up into the building and using the trash chutes, where it is more likely to be contaminated. And in properties with extreme cardboard waste, we equip our team members with recycling balers to cleanly and efficiently compact cardboard waste materials.

#### **Educating Residents About Waste**

We equip residents and team members with the infrastructure to dispose of their waste properly, such as conveniently located trash and recycling bins. We offer recycling services to residents in 53% of the markets in which ACC operates. In 2023, we continued our For the Greener Good campaign to educate residents about reducing and recycling waste, both at our communities and elsewhere on campus.

#### Solid Waste Intensity (lbs)\*

	Source	2019	2020	2021	2022	2023
Per Unit	Solid Waste	1,669	1,544	1,696	1,918	2,116

<sup>\*89</sup> communities reporting

## Water Conservation

We completed 24 plumbing retrofit projects in 2023 and have another 12 projects planned in 2024. Most of the projects involve the replacement of older toilets with newer, low-flow models. Our targeted return for these retrofit projects has consistently been above 20%, with an average project payback of just under two years.

#### **Completed Plumbing Retrofits**

	2023	Total Since 2019
No. Projects/Properties	24	76
Dollars Invested (Project Cost)	\$1,965,731	\$6,617,020
Dollars Saved (Annual)	\$888,167	\$3,811,729
Gallons Saved (Annual)	99,834,110	355,759,790

#### Water Use Intensity (gallons)<sup>1</sup>

	Source	2019	2020	2021	2022	2023
Per Unit	Water	52,647	45,288	45,288	53,067	51,088
Per SF	Water	36.37	32.38	36.18	37.17	35.39

<sup>1</sup> Includes irrigation, excludes wastewater

Our 2024 projects will complete all of the needed and viable retrofits across our portfolio, but we are exploring other opportunities for water conservation at our properties. Our baseline specifications for all new ACC properties include:

- low-flow plumbing fixtures and aerators
- efficiency toilets

- native plant landscaping
- advanced irrigation controls and other water conservation features



# Resident Sustainability Engagement

In the majority of ACC communities, 80% of the total electricity usage comes from residents' personal consumption in their units. Our residents are thus important partners in reducing energy, water and waste at ACC communities. Not only does this conservation reduce our collective environmental impact, but it also helps residents lower their utility bills and develop lifelong sustainability habits.

#### For the Greener Good

For the Greener Good is our peer-to-peer education initiative to promote sustainable living. With the guidance of ACC's communications team, our resident assistants (RAs) create fun, engaging social media content that shows residents easy ways they

can reduce their environmental impact. Examples include taking shorter and cooler showers, buying clothes secondhand and unplugging appliances when not in use. Most posts are TikTok videos or Instagram reels featuring RAs and other student staff.

We also promote connection and dialogue about sustainability. For example, during Taylor Swift's Eras tour, we created videos asking "What does it mean to be in your sustainable era?" And our World Water Day campaign challenged residents to be mindful of their water use. Our RAs complement social media content with in-person promotions and by incorporating environmental messaging into their everyday interactions with residents.



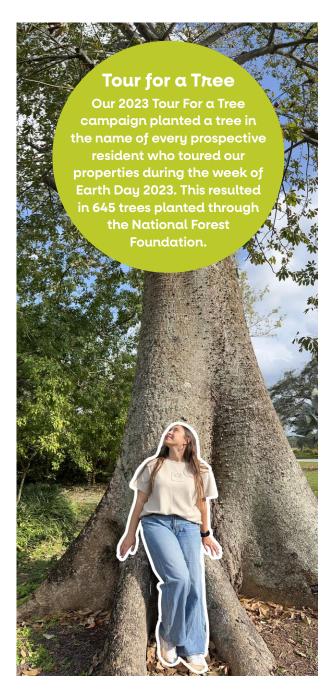
#### Program Spotlight

#### For the Greener Good

Our For the Greener Good sustainability education campaign grew substantially this year, powered by the creativity of our corporate and property teams.

Learn More

For the Greener Good Social Media Reach
1,200+ Posts \* 18,000+ Likes \* 370,000+ People Reached



# Building Design & Development

We are dedicated to creating student housing communities that minimize environmental impact and support our university partners in achieving their sustainability objectives. Our thorough sustainability evaluation process starts early in the development phase, encompasses all aspects of the project and extends throughout daily operations.

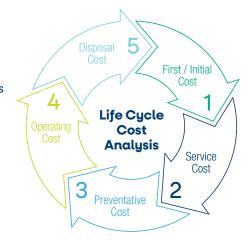
We also believe in pursuing continual improvement, leveraging insights from previous projects to drive innovation and efficiency. For example, in 2023, we utilized market intelligence to enhance our infrastructure for future on-site solar and EV charging installations. Additionally, our new green certification policy outlines a more holistic approach to selecting the appropriate green building standards for each project.

#### **Acquisitions**

Our operational standards for all properties are designed to minimize environmental impact. We apply these same principles to our acquisitions, with a due diligence process that also includes auditing regulatory compliance and identifying conservation measures. For properties we purchase that are not designed to ACC's environmental standard, we are committed to investing capital to increase energy efficiency.

#### **LCCA Assessment**

We use a life cycle cost analysis (LCCA) to inform our decision-making for both new and existing communities. This approach ensures our properties offer the lowest ownership costs while meeting our standards for quality and functionality.





#### For each new ACC project, our process includes:

- Engaging sustainability consultants to understand environmental regulations and university requirements
- + Conducting a climate risk assessment
- + Performing a comprehensive site analysis

- + Holding eco-charrettes with university and city stakeholders
- Studying the local market and similar ACC properties to identify the most effective sustainability features and green building standards
- + Employing ACC's <u>development</u> and operational standards

# Climate Resilience & Risk Evaluation

Recognizing that climate change may increase the frequency of natural disasters and severe weather conditions that impact our operations, we conduct a thorough climate risk assessment on all existing properties, as well as on any new projects before investment or acquisition. This assessment analyzes factors such as the environmental and physical condition of the property and its exposure to climate-related risks such as fires, floods and drought.

We use the results to guide investment and planning decisions such as:

- + Additional property insurance policies (flood, earthquake)
- + Building envelope material options
- + Consultant selection

- + Site design and planning
- + Development schedule
- + Supply purchase timing
- + Operations budgeting

ACC's asset management and ESG teams work together to identify measures for mitigating climate risk. Our risk management team and ownership entity review these measures to determine climate investment and budgeting allocation. We also have a detailed climate resilience plan, which includes precautions such as ensuring properties' utilities are not disrupted or disconnected during extreme weather. In 2023, ACC filed for claims for damage from winter storms and wind damage.



# Green Building Standards & Procurement

We believe building green is also good for business. We follow the highest sustainability standards in addition to meeting all applicable local code and environmental standards. ACC's development standards are designed to meet the U.S. Green Building Council's (USGBC) Leadership in Energy and Environmental Design (LEED) standards. We follow these standards for all new properties, regardless of whether we pursue an official LEED certification.

We also continually refine our standards based on data from our life cycle cost analyses, post-occupancy evaluations and utility expense management platform. In 2023, we introduced a new green certification policy to ensure our communities incorporate the most innovative ideas from the industry's preeminent standards. All newly developed and acquired ACC communities must now meet Fitwel standards in their first year of operation. And, new developments must pursue LEED, ENERGY STAR and/or Passive House certification.

**LEED:** We integrate LEED standards into our work at all levels, from site planning to materials selection to operations. Our team is experienced with both the New Construction and Multifamily Midrise rating systems and can manage the LEED certification process. ACC is also a member of the USGBC.

**ENERGY STAR®:** We use our buildings' ENERGY STAR scores to benchmark their energy efficiency and identify needed improvements and opportunities to implement resource conservation measures.

Passive House: We are increasingly following Passive House design philosophies, which reduce heating and cooling needs through naturally efficient design features such as high envelope performance, high-albedo or white TPO roofs, second skin/louvres and heat-reflective glass windows.

Fitwel: We have embraced the Fitwel standard, as its focus on measuring how buildings and communities strengthen health and well-being aligns with our focus on supporting student success. Fitwel was originally created by the U.S. Centers for Disease Control and Prevention (CDC) and U.S. General Services Administration, and the CDC remains the research and evaluation partner for Fitwel.



"Prioritizing health and wellness within the built environment has not only proven to be a competitive edge; it also helps mitigate risk and holistically deliver on ESG initiatives. We're proud to support ACC's efforts in taking a people-centric, data-driven approach to ESG in student housing. Fitwel's evidence-based strategies help real estate leaders like ACC set the bar for what the next generation of healthy communities will look like."



Joanna Frank
 President and CEO of the
 Center for Active Design
 (CfAD), official operator
 of Fitwel



#### **Property Spotlight**

### Passive House Design at Princeton

Meadows Apartments is the first Passive House-designed project for ACC and Princeton University, and one of the largest Passive House projects in the nation. The all-electric community's high-performance building systems maintain a comfortable temperature year-round with minimal energy inputs.

**Read More** 

ACC has developed an industry-leading 51 projects that are LEED-certified or tracking LEED certification, including 22 projects that are certified LEED Platinum or Gold. We currently have 11 projects under construction that are tracking LEED certification.<sup>1</sup>

Social

View ACC's green-certified communities

<sup>1</sup> As of publication date

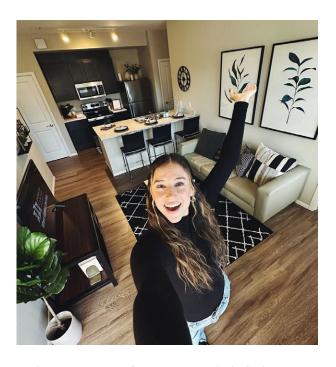
#### **Sustainable Procurement**

We prioritize suppliers who share our approach to sustainability. As part of our companywide effort to streamline and standardize our procurement strategies, in 2023 we added more sustainability criteria for our requests for proposal. For example, we ask potential suppliers for information about their environmental goals and policies.

Whenever possible, we promote the use of recycled, recyclable or renewable materials for manufacturing, packaging and shipping. We also look for products with a long lifespan and recycle them when they reach end of life. In 2023, we conducted an extensive test of leading battery brands to determine which would provide the best performance and longevity. We also continued to collect and recycle computers, phones and other electronic devices.

#### **Furniture Sustainability**

When choosing furniture for our communities' common areas and residential units, we prioritize durability, which decreases both environmental impact and replacement costs. We also look for furniture that uses sustainable materials. Our residential furniture supplier has an average



replacement rate of 1% per year. Their designs incorporate environmentally conscious laminate materials with at least 30% verifiable recycled content; Forestry Stewardship Council-certified wood fibers, low-VOC recycled steel, composite wood and particle boards and Greenguard certification for low chemical emissions. Their shipping methods also use minimal packaging.

# Green Transportation

#### Walkability

Proximity to campus is a core investment criterion when we develop or acquire communities. Walkability helps students reduce their transportation costs and maintain a healthy lifestyle while reducing emissions from single-occupancy vehicles.

#### **Electric Vehicle Charging**

In 2023, we continued to evaluate adding electric vehicle (EV) charging stations to our existing communities. We are also designing EV charging capacity into our new developments during the design and development stages. We added stations at our Homeport Hampton Roads community this year.

Our evaluation criteria for existing communities include data from our nationwide resident surveys, the number of residents who register EVs at each community and residents' requests for EV charging. This year, we added an

assessment process: When general managers receive requests from residents for EV charging, they can pass this feedback along to ACC's preferred installation partner and request a consultation. Homeport Hampton Roads, which houses enlisted personnel of the U.S. Navy, was the first community to complete this process.

For new communities, we evaluate the current and future demand for EVs. Increasingly, we are building scalable infrastructure that will enable us to add future charging capabilities as demand increases. According to our 2022 resident survey, only 20% of residents were "very likely" or "likely" to purchase or lease a plug-in electric car or truck in the next five years, with vehicle cost cited as the top factor. However, 62% of residents say access to EV charging is "very important" or "important" in choosing where to live during the next five years.



69% of residents say walking is their primary form of transportation.<sup>1</sup>

2022 Resident Pulse Survey–Green Transportation





#### **Public Transit Access**

99%

of ACC-owned communities are located ½ mile or less from public transit access.



#### **Bike Racks**

79%

of ACC-owned communities have bike racks.



#### **EV** Charging

62%

of residents say access to EV charging is "very important" or "important" in choosing where to live.

# Development & Operational Standards

We develop and operate ACC communities with a commitment to minimizing environmental impact while enhancing our students' comfort, health and financial wellbeing. Recognizing that like any ecosystem, our communities are dynamic and evolve over time, we engage in a continuous process of adaptation and improvement.

We establish rigorous sustainability standards and leverage our strong relationships with team members and residents to consistently implement these standards and refine them based on feedback. We perform detailed reviews of our operating and maintenance

procedures for major mechanical systems. Our in-house facilities team supervises both building and preventive maintenance programs and provides training to our on-site facilities staff. And, we conduct a post-occupancy evaluation after the first year of operating a new community to assess the effectiveness of our sustainability models and to pinpoint any issues.

These practices, coupled with ongoing data analysis, enable us to identify opportunities for implementing conservation measures and integrating sustainable features into our communities.

#### **Sustainable Communities:**

### **Our Ecosystem Approach**

#### **Environmental Specifications**

We apply ACC standards to all communities, requiring a core set of sustainable fixtures and ongoing maintenance practices.

#### **Education and Outreach**

We build daily sustainability habits among residents and team members.

#### Sustainable Features

Using insights from our predevelopment evaluation and ongoing data analysis, we select sustainable components tailored to the local environment.

#### **Conservation Measures**

We use our UEM platform to identify and evaluate resource-saving installations and improvements.

#### ACC's Environmental Specifications

#### & Initiatives

#### **Energy**

- + ENERGY STAR® appliances
- + Motion/occupancy sensors
   in both offices and auxiliary spaces
- + LED lighting throughout the community and units
- + Programmable and zoned thermostats in common areas
- + Timers on hot tubs and fire pits
- + HVAC commissioning, testing, adjusting and balancing (increases efficiency)
- + Building automation systems
- + Touchless main entry doors and fixtures

#### Water

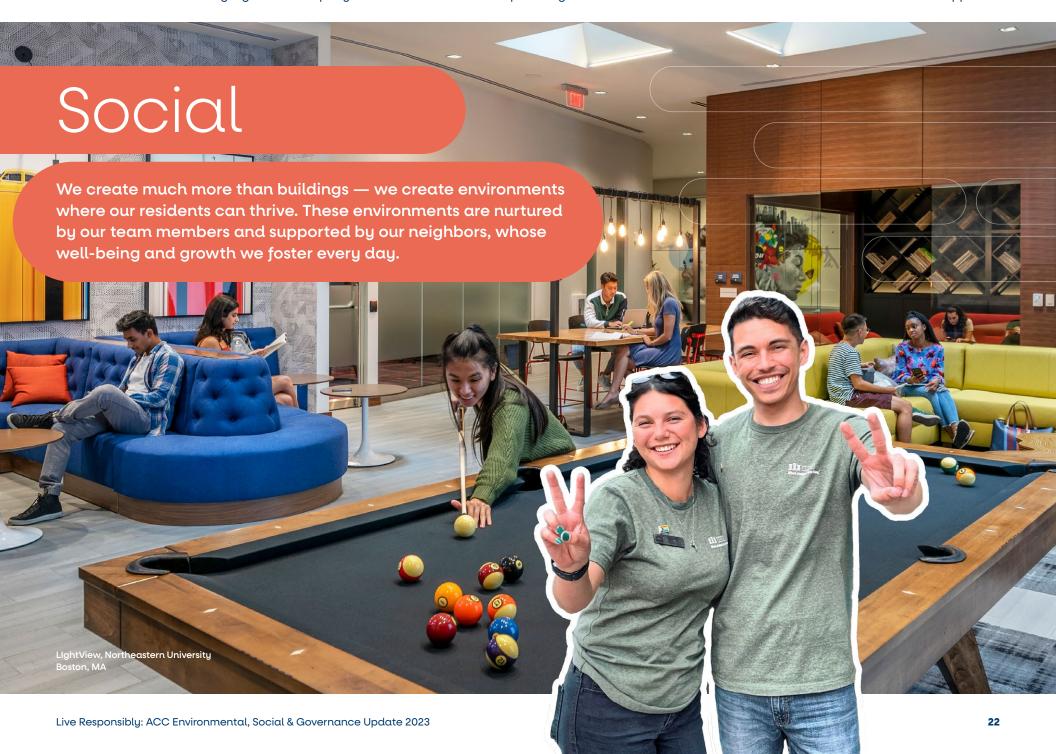
- + Low-flow plumbing fixtures and aerators
- + 1.28-gallons-per-flush efficiency toilets
- + Native plant landscaping
- + Advanced irrigation controls on photocell and timers
- Recessed sprinkler heads (avoid leaks through tampering or accidental damage)
- + Braided toilet and sink lines (minimize leaks)

#### Waste

- + Touchless hand dryers
- + Recycling programs
- Durable, long-lasting floors and countertops
- + Design for box disposal in package rooms
- + Water bottle filling stations required at drinking fountains

#### Post-occupancy Evaluation

- + 12-month accounting of waste, water and energy compared to design forecast
- + Resident survey and analysis
- + Employee stakeholder survey and analysis
- + Spatial on-site metrics and analysis
- Decarbonization and energy conservation measure recommendations
- + Measured environmental factors (light, acoustics, temperature, indoor air quality)



## Team Members

## We are committed to delivering the best possible experience for students.

Fulfilling that commitment starts with delivering the best possible experience for our team members, who are the force behind our exceptional communities and customer service. We work hard to provide a workplace where all team members feel valued, connected to our values and mission, and inspired to do their best work and grow their careers with ACC.



#### 2023 Great Place to Work® (3rd Year in a Row)

This prestigious award is based entirely on how current team members rate their experience working at ACC. This year, 90% of ACC's home office team members said it's a great place to work compared to 57% at the average U.S. company.

#### Great Places to Work Survey Responses:

97%

When you join the company, you are made to feel welcome

95%

I am given the resources and equipment to do my job

93%

People care about each other here

### 2024 Newsweek's Most Trustworthy Companies in America (3rd Year in a Row)

This award measures public sentiment to determine ACC's level of customer trust, investor trust and employee trust. We were the #2 ranked company in the real estate and housing category.





#### **Culture**

Service and growth are the hallmarks of our culture. We want ACC team members to be inspired to do their best work in service of our students, parents and partners, knowing they will be rewarded and have fun along the way. We nurture this culture by providing clear paths to success, comprehensive professional development programs and a work environment that is motivating yet supports well-being. We believe in promoting from within whenever possible, which is a win-win for our company and our team members.

#### **Keeping Our Culture Strong**

Our workforce is dispersed throughout the country, with more than 400 corporate team members at our Austin home office and more than 2,600 on-site team members working in approximately 75 cities. We must work hard to keep all ACC team members connected to our culture and to each other. Adding to this challenge, we are also coming out of a period of pandemic disruption followed by change to our company ownership and leadership.



To keep team members informed and foster connection, in 2023 we opened our private employee-only Instagram account to all team members. The account spotlights ACC team members, projects and communities. To further promote connection, we also increased the number of corporate team members who go to our communities to help with turn (moving students out in the spring and preparing for fall move-in).

#### **Culture Committee**

Our culture committee is key to fostering our approach to service and team spirit. Our culture committee organizes events such as Employee Appreciation Day, holiday parties, concerts and donation drives to benefit our primary charity partners. Additionally, they spearhead efforts to recognize team members' achievements and milestones such as birthdays, marriages and welcoming new family members.



### Diversity, Equity & Inclusion

Cultivating diversity, equity and inclusion is not only the right thing to do for our team members and communities, but it also fuels our success. Having a diversity of backgrounds and perspectives on our teams helps us be more innovative and serve today's diverse college population. We are able to maintain diverse teams by promoting equitable access to career opportunities—most notably, by hiring within our diverse local markets and then investing in our talent and taking a promote-from-within approach. And our inclusive culture ensures everyone feels empowered to contribute, knowing their unique voices will be heard and valued.

#### **DEI Committee**

ACC's Diversity, Equity & Inclusion (DEI) Committee oversees the execution of our long-term DEI goals, and a third-party consultant reviews our employment program according to DEI criteria including vision, goals, statement and demographics.

#### **DEI Training & Recognition**

In 2023, we launched an online DEI training program for all team members. The training, which we developed in-house, educates team members on the benefits of DEI in the workplace and includes training on unconscious bias, empathy, sensitivity and inclusion. We also launched a targeted training on DEI for managers, which scales the DEI training we previously conducted with ACC leadership and executives.

Additionally, in 2023 we added Juneteenth as an observed holiday for corporate team members. We also celebrated Pride Month, Black History Month, Women's History Month, and Juneteenth through events and team member education.

#### **Diverse Representation at ACC**

The overall ACC team has long represented the diversity of the residents and communities we serve. We have been working to achieve comprehensive representation at all levels of our organization, and are proud to report a significant increase in the diversity of our leadership.

2022	2023
50%	51%
63%	69%
41%	47%
54%	57%
47%	41%
41%	48%
	50% 63% 41% 54% 47%



#### **Contractor & Workforce Diversity**

Our commitment to DEI extends to our relationships with partners, professionals and contractors. Partnering with diverse businesses brings innovation to our projects and benefits both individuals and local economies in the communities where we operate. In our requests for proposal, we ask potential suppliers for information about their DEI goals, diverse ownership and certification, and their own spending with diverse suppliers.

In 2023, we conducted an assessment of our relationships and spending with diverse suppliers, which for our tracking purposes we define as businesses in the following categories:

- + Minority Business Enterprise (MBE)
- + Woman Business Enterprise (WBE) or Female Business Enterprise (FBE)
- + Veterans Business Enterprise (VBE)
- + Service-Disabled Veterans Business Enterprise (SDVBE)
- + Persons with Disabilities Business Enterprise (PBE)

#### 2023 Diverse Supplier Spend

Of the more than 4,000 businesses that ACC and its properties worked with in 2023, approximately 5% self-identify as diverse suppliers. Our 2023 diverse supplier spend was 5% of the total amount of our operating contracts. Although this is above the 3.6% average<sup>1</sup> for U.S. companies, we are pursuing outreach strategies to improve this figure.

#### **Demographics of ACC's Diverse Suppliers**



12023 Supplier Diversity Benchmarking Report, Supplier.io



#### Nancy Juneau

In developing our new graduate student housing community, The Ridge at Emory University, we partnered with Juneau Construction Company as our general construction partner. Owner Nancy Juneau has grown the firm to one of the premier builders in the Southeast while cultivating inclusion and giving back to local communities.

"We see giving back as part of our job."

Learn More

### Talent Reckuitment & Development

Developing and managing student housing communities is an intense business with a huge influx of new customers every school year. It requires us to perform a wide range of operational functions while managing multiple stakeholders. We recruit team members with diverse and flexible skillsets, and are in turn committed to helping them build long, satisfying careers at ACC.

#### **Talent Recruitment**

In 2023, we succeeded in filling our open positions more quickly compared to 2022. This reflects our efforts to make our recruiting process even more efficient and appealing. In 2023, we changed to a new applicant tracking system with more advanced interview scheduling and candidate communication features, including additional bilingual communication capabilities.

#### **LEAD Internal Recruitment Program**

Our LEAD (Lead-Equip-Advance-Develop)
Program helps ACC's graduating community
and resident assistants transition into their

careers by experiencing a range of full-time opportunities at our communities nationwide. Some participants choose full-time positions with ACC after one assignment; others try multiple assignments to gain a variety of experiences. We had four LEAD specialists in 2023, and 39 team members–43% of which are still at ACC–have completed the program since it started in 2015.

#### **Team Member Development**

To further our culture of developing future leaders from our existing workforce, we invest in comprehensive career development programs for team members at every career stage. Through our ACC University platform and other learning programs, we tailor learning plans to each team member's goals and often connect them with mentors. Team members are auto-enrolled for the appropriate courses when they are hired for or promoted into new positions. Additionally, we also require team members to complete annual trainings on regulatory and statutory matters such as harassment and cubersecurity.

0 0 Instagram 612 @life.at.acc on-demand training courses offered through **ACC University** courses completed by ACC team members Going Beyond All Limits at the 2024 Leadership Conference! #AmCampusLeaders (P)

General Managers at 2024 Leadership Conference

San Diego, CA

90%

of senior management are promoted from within

92%

internal promotion rate for assistant general managers and managers **75%** 

retention rate of property leaders (general managers) 21%

of ACC team members have been with us for five years or longer

All data specific to full-time team members

#### Inside Track

Our Inside Track development program, which we created in 2003, helps ACC's high-performing assistant general managers (AGM) advance toward general manager positions. In 2023, 18 ACC leaders participated in the program, which provides mentorship and intensive training emphasizing residence life, human resource management, business operations, marketing and leasing, facilities and career development. Participants also attended a four-day conference in Austin, Texas.

Inside Track: 2003-2024

446 participants

68%
have become
general managers

46 serve as regional managers or other corporate positions

serve in roles of vice president or above (2 EVP or above)



#### **Facilities Inside Track**

In 2023, we welcomed the second class of our Facilities Inside Track (FIT) program, which provides our facilities team members with mentoring and a structured pipeline to grow their careers. Of the 23 participants in this year's FIT program, 11 were promoted. We also held a two-day leadership conference for maintenance managers.



#### **ACCelerate**

We held five regional ACCelerate events in 2023 to help entry- to mid-level ACC team members learn about our mission and values, career opportunities and trends within student housing and the real estate industry. At the events, 143 team members from 43 markets learned from ACC leaders and networked with each other at breakout sessions. We invited participants to complete a voluntary certification program for further professional development, and 84% of the 50 team members who completed it were promoted into a new role by the end of 2023.

#### **Team Member Recognition**

As in previous years, in 2023 we held a quarterly companywide ACC Spotlight - Celebrating Team and Achievements call. On these calls, company leaders share ACC news and recognize individuals and property teams that have exemplified exceptional performance and leadership. Team members are able to submit questions that are answered on this call.



#### People Spotlight

ACC Director of Facilities David Bowles was a graduate of our inaugural class of Inside Track in 2003 and now leads our new Facilities Inside Track program for maintenance team members. David was trained as an educator before pursuing a student housing career, so he's perfectly suited to his current role in talent development.

"We train our teams to notice all the small details, be proactive and take pride."

Learn more about David >

### Benefita & Wellness

We are committed to fostering all aspects of our team members' health and well-being, which helps them thrive both on and off the clock. We provide a comprehensive benefits package that includes ample vacation and sick time, health coverage for domestic partners and 401(k) plans including funds that meet ESG criteria. We enhanced our benefits in 2023 by increasing our educational assistance program from \$1,500 to \$5,000 annually and launched an employee assistance program (EAP) for all team members. We also prepared for a Jan. 1, 2024 rollout of paid parental leave (we previously offered paid maternity leave) for both birth and non-birth parents, paid compassion leave and paid military leave, and enhanced short-term disability coverage.

#### Supporting Team Members' Mental Health

Supporting students' mental health is a core focus of our residence life program. Our on-site team members implement our mental health support initiatives, and they are also on the front



lines every day helping residents deal with both everyday challenges and crises. We are also committed to supporting our team members' mental health so they can serve others well without sacrificing their own well-being.

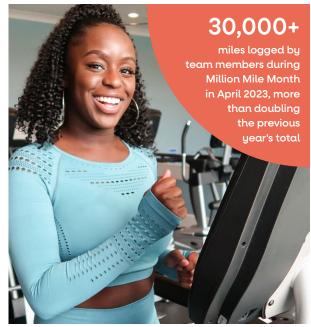
Our EAP enables team members to get support 24 hours a day, seven days a week from a licensed clinician and access up to six face-to face counseling sessions. We also have on-site crisis support for all of our property teams available as needed. And the EAP has provided guidance for coaching managers through times of loss and crisis, with additional support information and webinars. Additionally, we promote resources from our partners at the Hi, How Are You Project.

#### **Promoting Wellness at Work**

In May 2023, we held our annual Health and Wellness Month, with each week focused on increasing team members' awareness of a different aspect of their well-being. We held giveaways each week as well. We also provide ongoing educational newsletters to help team members learn about strategies and resources for improving their health and well-being. And we sponsor companywide wellness challenges: team members logged more than 30,000 miles during Million Mile Month in April 2023, more than doubling the previous year's total.

We also provide free flu shots, CPR classes and discounted gym memberships to ACC corporate team members.





### Environmental, Health & Safety

At ACC, we are committed to providing a healthy, safe work environment and helping our team members to follow best practices, whether they work at our properties or from a home office.

#### **Safe Work Practices**

We take a comprehensive approach to safety-related work practices for team members, contractors and subcontractors. Our programs empower supervisors to keep their teams safe and individuals to take responsibility for following the safety practices outlined in our comprehensive Product Health and Safety Plan:

- + Obey safety rules and safe job procedures.
- + Attend safety meetings and training sessions, in person or online.
- + Keep work areas clean and free from slipping or tripping hazards.
- + Immediately report all malfunctions to a supervisor.
- + Use care when lifting and carrying objects.
- + Observe restricted areas and all warning signs.
- + Know emergency procedures.
- + Report unsafe conditions to supervisors.
- + Notify supervisors of every accident or injury.

In our required service contract agreements, we mandate that all contractors and subcontractors who perform work in facilities or on ACC-controlled property abide by all safety rules and follow safety procedures. We maintain contractor safety training records that are accessible for review by property staff.

Our objective is to keep the number of injuries and illnesses to an absolute minimum—with the goal of zero—to surpass the best experience of operations like ours.

#### Basic Operating Standards & Systems (BOSS)

BOSS is the quality control program ACC uses to establish a set of minimum operating standards—focused on curb appeal and customer service—that a resident can expect at any ACC property. Every new hire completes BOSS training as part of their orientation.

Staff members are expected to meet or exceed the following standards:

- + Put students first.
- + Surprise and delight.
- + Be passionate.

BOSS helps team members continually improve our communities, ensure cleanliness and provide responsive customer service. Our BOSS Weekly Walk policy requires that a member of the management team and a member of the maintenance team walk together by each resident's unit at least once per week to ensure the facilities are in good condition and excellent curb appeal is being maintained throughout the entire community. Any deficiencies are reported and resolved.



BOSS helps team members continually improve our communities, ensure cleanliness and provide responsive customer service.



#### Facilities Plan & Assessment

We follow a Facilities Plan for daily, preventative maintenance to ensure our properties are in excellent condition for our residents. In addition to daily maintenance, our corporate facilities department also conducts periodic facilities assessments to ensure:

- + The property is maintained according to the ACC Facilities Plan.
- + Unit condition, cleanliness, safety and security standards are met.
- + Facilities policies and procedures are followed.
- + Site management team is knowledgeable and responsible for all facility-related issues.

During the assessment, facilities inspectors conduct a visual inspection of the property to check compliance with ACC standards. Any items that require further action are noted on a form so they can be addressed by the property management team.

#### **Safety Training**

ACC supervisors are responsible for administering safety training with their team members. All team members—including operations specialists, bookkeeping specialists, leasing and marketing specialists, facilities specialists and facilities directors—are required to complete ACC University's Safety Training for All Employees online modules. The course includes video instruction, a test after completion and supervisor verification that training was completed on time.

All on-site maintenance team members, as well as facilities specialists and facilities directors, have potential exposure to different workplace hazards than office staff and are thus required to complete Safety Training for Maintenance Employees.



## Residents

Our number one priority is delivering the best possible experience for students. We have three key objectives that guide all of our resident programs and initiatives:

- Create inclusive communities where students feel connected, are involved in the university community and are academically successful.
- Develop and nurture partnerships with our affiliated universities that support residents' academic and personal goals.
- Support the financial objectives of our properties by creating a vibrant and desirable student community.

#### **Student Staff Team Members**

The resident experience is heavily shaped by our student staff team members—our community assistants (CAs) and resident assistants (RAs)—who use their ACC training and their ability to relate to their peers to build a strong sense of community and promote academic success.

#### Residence Life Program

ACC's residence life program is the cornerstone of our communities. It is designed to build community and nurture all aspects of students' success and well-being. We offer engaging educational, recreational and social events as well as ongoing initiatives such as our Hi, How Are You mental health support and For the Greener Good sustainability programs.

#### Pillars of Residence Life

- + Academic Success
- + Health and Wellness (physical and mental)
- + Sustainable Living and Education
- + Employability/Career Focus
- + Giving Back/Charity
- + Financial Literacy
- + Community Engagement (property community and local community)
- + Resident Appreciation



#### People Spotlight

Residence Life is the heart of our ACC communities, and Meg Nicholson is the heart of Residence Life. As our director of Residence Life, she draws upon her previous experience as a general manager to help our teams support residents and build a strong sense of community.

"It's our job to ensure students have what they need to succeed and establish ourselves as people who are there to help."

Learn more about Meg >



#### **Community Service**

We encourage our team members and residents to volunteer regularly in their communities. We also organize companywide initiatives. For example, we spent 2023 developing a pilot program with our new partner CoreGiving, which we will launch in 2024, to organize resident volunteer events at local food banks.

#### **ResLife Conference**

We also held our second annual ResLife Conference, a virtual event that brought 78 property leaders together for training and brainstorming sessions on the theme "Making Mental Health Matter." Participants developed ideas for staff training, resident events and community building activities to support students' mental health, and 28 of the participants completed suicide mitigation training.

### Listening & Learning

Student housing is a fast-paced business, and each new school year brings a huge influx of new residents to our communities. We continually seek residents' input and feedback to understand their needs, and we use these insights to shape all of our major decisions.

Our listening and learning starts on day one, with asking residents to share their opinions about the move-in process. We maintain an open-door policy, encouraging residents to engage with our team in person, at events and through social media. We monitor social media and review sites to respond to questions and issues, and to identify trends. We also conduct formal surveys, including our annual resident satisfaction survey. And we also use insights from the Thriving College Student Index conducted through the College Student Mental Wellness Advocacy Coalition.

#### A Better Value for Parents & Students

We know that affordability is important to both parents and students. We offer units at a wide variety of price points and build in budget-friendly features. Nearly all ACC communities offer fully furnished units at no extra fee. Fitness centers, academic success centers and other amenities are

included with no additional membership fee. And 97% of our communities are within walking distance of public transit. Plus, our individual liability leases mean each student is only responsible for their own rent, even if their roommate transfers or graduates.



## Annual Resident Satisfaction Survey

Residents somewhat or strongly agreed with the following statements: 84%

I can be academically successful at this property

84%

I am comfortable being myself where I live

81%

I am satisfied with this community

#### Mental Health

Mental health is a core component of overall health and well-being, especially during the college years, which can be full of transitions, stress and uncertainty. ACC is a staunch proponent of mental health awareness and care, not only for the residents of our communities but for all college students nationwide.

Supporting our Communities: Hi, How Are You Project Since 2019, we have partnered with the Hi, How You Project (HHAYP), a mental health awareness nonprofit, to develop and facilitate training that equips our community assistants and other staff to provide peer-to-peer mental health support to residents at ACC communities. In 2023, we complemented this outreach with awareness events such as Hi, How Are You Day on January 22, Mental Health Awareness Month in May, National Suicide Prevention Week in September and World Mental Health Day events on October 10.







"By providing young adults with tools to identify and mitigate/manage their negative feelings, we can reduce the number of times an 'ember' develops into a raging inferno, thus reducing the strain on our mental health professionals and improving the chances our children will lead healthier, happier lives."

- Robert Sanchez, Executive Director, Hi, How Are You Project



college student mental wellness advocacy coalition

### Scaling Industrywide: College Student Mental Wellness Advocacy Coalition

In 2022, we expanded the impact of our work by forming the College Student Mental Wellness Advocacy Coalition with our partners at HHAYP and other student housing industry leaders. Our mission is to support and understand student residents, encourage open dialogues and raise public awareness about the importance of mental wellness and its impact on students.

The Coalition is now composed of 26 college student residential housing companies reaching 800,000 young people across the U.S. The Coalition's activities over the last year included sponsoring the second-annual Thriving College Student Index Report, the largest benchmark survey of college students' mental health and wellness. We used the report's findings to work with HHAYP on a peer-to-peer training program that we'll roll out to all Coalition members in 2024, along with an updated HHAYP website with additional resources.

We also partnered with the Jed Foundation on a new resource that will roll out to all Coalition member communities in May 2024: "Responding to a Suicide: Postvention Guidance for Student Housing Managers." This emergency preparedness guidebook will support off-campus student housing managers in how to handle the sudden and tragic loss of a resident.

### 2023 Thriving College Student Index Report

This year's results show improvement over 2022. Students feel the following emotions "all the time" or "often":

65% Stressed (down from 70%) 57%
Anxious/worried
(down from 63%)

55%

57%

Overwhelmed Happy (down from 61%) (up from 50%)

Like last year, listening to music (82%) remains the number one behavior students engage in to destress, followed by socializing with friends (67%).



#### People Spotlight

Gina Cowart, ACC's senior vice president of brand and marcom strategy, serves on the board of the Hi, How Are You Project. She's worked with HHAYP and the College Student Mental Wellness Advocacy Coalition to create national mental health awareness intiatives for college students. Along the way, she and her fellow leaders have learned a lot about how student housing communities can uniquely support their residents' needs.

"College students are navigating a major life transition, and we're right there with them in their new homes, helping build community."

Learn more about Gina >

Social

## Entrepreneurship

Our commitment to academic success extends beyond traditional coursework to include nurturing students' creative and entrepreneurial potential.

#### STRT on Campus

In 2023, we announced a partnership with STRT, a leader in the design and operation of living and creative spaces for entrepreneurs, to develop world-class Entrepreneurial Living Learning Communities (ELLCs). The product, STRT On Campus by American Campus Communities, will bring housing accommodations, resources and programming to student entrepreneurs and creators.

To inform this endeavor, STRT On Campus published an inaugural Entrepreneurial Living Learning Community Annual Report, which analyzes over 35 university ELLCs across America and the market for these communities. STRT also launched its Student Founded Startup Database to support student-founded businesses.

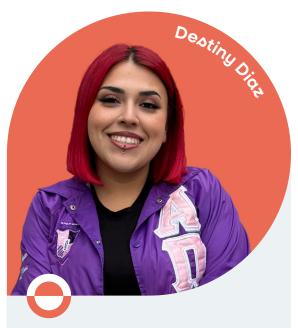
ACC and STRT regularly attend student housing industry events to support student entrepreneurs. And we co-hosted a Student Founder House event with the LaunchPad at The University of Texas at Austin during SXSW 2023. Over three days at ACC's Callaway House, the event included interactive panels spotlighting student entrepreneurs, a company showcase, a student vendor market, musical performances and a rooftop happy hour.

#### LaunchPad

ACC initiated a new partnership with Blackstone Charitable Foundation to bring its signature program, Blackstone LaunchPad, to universities within the LaunchPad network, with a focus on Minority Serving Institutions to bridge the opportunity gap. LaunchPad works with colleges across the U.S. to equip students with the entrepreneurial skills and internship opportunities to build lasting careers. In 2023, we helped connect LaunchPad with the team at Prairie View A&M University. LaunchPad will enable us to support our residents' career development in new ways that build a growth mindset, creativity, critical thinking and leadership.







### People Spotlight

Destiny Diaz, a community assistant at North District at California, Riverside, was named to ACC's Dean's List for exceptional students. She's a psychology major who supports residents' mental health through both one-on-one events and wellness events. She has a lifelong passion for helping the homeless and has organized many food drives as philanthropy chair of Alpha Pi Sigma.

"Whenever I've had the opportunity to help out people in my community, I've always taken it."

Learn more about Destiny >

Social

## Scholarship Programs

We support our residents by offering scholarship programs at many of our communities.

#### **Folds of Honor**

At the Florida State University v. Miami football game on Veteran's Day (Nov. 11, 2023), ACCs and Folds of Honor took to the field to award \$5,000 scholarships to five FSU students. The students are all children of veterans of the U.S. Armed Forces, Since 2018, the ACC Foundation has partnered with Folds of Honor to support the nonprofit's goal of providing educational scholarships to spouses and children of America's fallen and disabled service members. ACC has awarded \$150,000 in scholarships to date.





Florida State v. Miami on Veteran's Day 2023

#### **Prairie View A&M**

We continued our "Success by Design" scholarship program for Prairie View A&M students. We set up this scholarship endowment in 2021 to celebrate 25 years of our longest-running university relationship.

#### **Arizona State University**

ACC has provided funding for the Mark Jacobs Scholarship Endowment at Arizona State University, which is one of our longtime partners. This scholarship fund celebrates Dr. Mark Jacobs, dean of Barrett, The Honors College, for his nearly 20 years of service to the university and supports outstanding undergraduate students at Barrett.

# Neighbors

ACC communities are a vibrant part of the campuses, neighborhoods and cities they call home. We support our neighbors by hiring local residents and contractors, engaging local businesses in the ACC portfolio and giving back to campus and nonprofit initiatives that help people thrive.

#### **Supporting Retailers**

Thirty-seven of our communties are mixed-use, featuring over 540,000 square feet dedicated to retail spaces. We support our retail partners through comarketing programs and promotions on our social media channels. Since 2021, we've offered a Neighborhood Business Nurturing Program to support small, local businesses — particularly diverse-owned businesses. We've also continued to renegotiate rents with retailers who are still facing post-pandemic financial challenges.





Nadiya Merced Stadium Centre at Florida State Tallahassee. FL

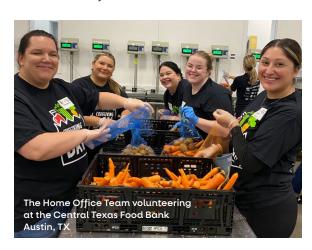
## Supporting Nonprofits

We are passionate about helping people thrive in our hometown of Austin and the other cities we serve. We give back by supporting local charities, providing scholarships and volunteering.

In 2023, the ACC Foundation contributed more than \$483.500 to charities that focus on disadvantaged youth and education. Additionally, many members of our senior management team serve on the boards of nonprofits, including those of ACC's primary charities.

#### **ACC's Primary Charities**

- + Austin School for the Performing and Visual Arts
- + Boys & Girls Clubs of the Austin Area
- + CoreGivina
- + Explore Austin
- + Folds of Honor
- + Hi, How Are You Foundation
- + LifeWorks
- + MJ&M
- + Rise School of Austin





"CoreGiving had a record-setting year, providing over 20 million meals and dedicating nearly 10,000 volunteer hours to advance the vital work of 76 hunger-relief organizations across 25 states. It's truly inspiring to see ACC team members demonstrate their commitment to being a good neighbor and helping students — and local families — thrive."

- Bridget O'Connell, Executive Director, CoreGiving

#### CoreGiving

In 2023, we launched a partnership with CoreGiving, a nonprofit dedicated to eliminating child hunger by providing nourishing meals to children and families through partnerships with food banks and other hunger-relief organizations across the U.S. ACC provides both financial and volunteer support as one of CoreGiving's 11 corporate partners, which all operate in the real estate sector.



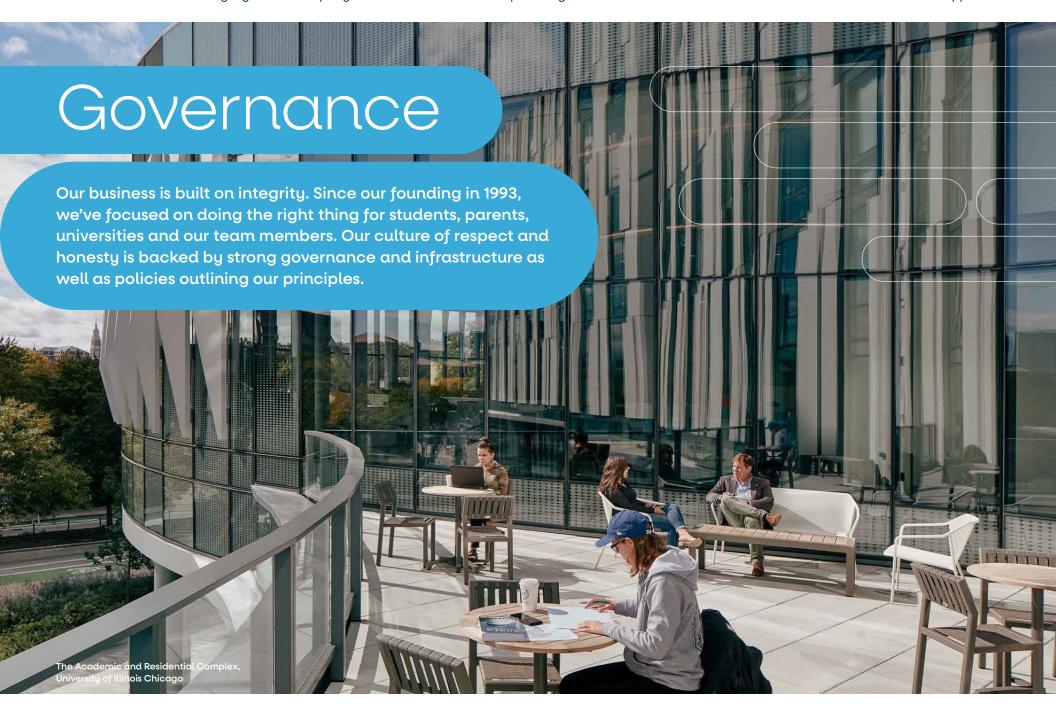
On our first annual CoreGiving Day in October 2023, ACC team members signed up to work side-by-side at food banks across the country. In Austin alone, we helped the Central Texas Food Bank process, sort and pack over 7,500 meals to feed our neighbors in need. And we also launched a pilot program to organize local food bank volunteer events for the residents of ACC communities.



Minneapolis Market volunteering for CoreGiving Day.

#### Team Member Volunteering and Giving

This past year was our first full year of using the YourCause platform, which makes it easier for ACC team members to support their favorite causes through volunteering and donations. Team members can use YourCause to find local volunteer opportunities, whether with ACC charity partners or other nonprofits. And ACC will match any donation to an approved charity submitted through YourCause, up to \$500 per team member each year.



## ESG Oversight

ACC relies on our multifunctional ESG
Committee and our DEI Task Force to keep us
aiming higher and to execute on our vision and
strategy. These entities pull together teams from
across the company to execute key initiatives.
They also report our ESG activities and results
quarterly to our executive management team
and ownership entity.

In 2023, we consolidated all of our risk-related activities, including compliance and privacy, under our newly expanded legal department for greater efficiency and reporting. Our executive management team and ownership also provide oversight of risk mitigation strategies in areas ranging from climate to cybersecurity. We are able to leverage the scale and resources of our ownership to enhance our risk mitigation capabilities.

#### Compensation

ACC's employee compensation programs are designed to attract, retain and motivate talented employees. They reward employees for meeting individual goals, and also link a substantial portion of compensation to the achievement of shared company and ESG goals that drive sustainable shareholder value. The executive team and our ownership entity have established a bonus compensation structure for all company employees that incorporates ESG priorities and related key performance indicators.

#### **Ethics & Compliance**

Our ethical culture is rooted in our company value to "do the right thing." We keep this culture strong by providing clear codes and policies for ethical conduct, backed by a companywide infrastructure that supports compliance. This includes training and resources to help team members understand policies, make good decisions and recognize violations.

#### **Code of Conduct**

All ACC team members must follow our Code of Business Conduct and Ethics, which covers topics such as conflicts of interest, fair dealing and disclosure of proprietary information. All team members must review and affirm the code each year. We also have a Code of Ethical Conduct for senior financial officers.

#### **Governance Structure**

Our Internal Audit team performs key functions to support ACC's ethical environment, culture and commitment to integrity. These include conducting an annual, entity-level control assessment based on the Committee of Sponsoring Organizations (COSO) internal control framework, including surveying executives through a COSO-aligned survey, and an annual fraud survey of all internal control framework process owners and participants to enhance our risk assessment.



### **Project Spotlight**

ACC's latest Leadership Conference included our first Women in Leadership panel. Eight of our female senior leaders led our general managers in a discussion of the unique experiences and perspectives women bring to ACC. The panelists represented the diversity of our leadership's tenure, background and experience. The session was so well-received it inspired the creation of a new women's group at ACC.

Learn more >

#### **Handling Issues**

Team members may report workplace concerns through our anonymous hotline, which is administered by a third-party service. Any reports made through EthicsPoint are routed directly to our Internal Audit team, which administers EthicsPoint and is also immediately notified of any report or complaint. Internal Audit oversees EthicsPoint-based investigations, and if the situation warrants, Human Resources, Internal Audit or Legal will oversee a confidential investigation. Further, our Protection of Whistleblowers policy protects reporting team members against retaliation.

We have not had significant bribery, fraud or corruption issues in 2023 or in any prior reporting years. In addition, we had no legal actions for anticompetitive behavior, antitrust and monopoly practices in 2023 or any prior reporting years. Finally, we have an anti-harassment policy, which all team members have acknowledged.

Review our Code of Conduct here.

# Stakeholder Engagement

Our regular engagement with stakeholders enables us to transparently communicate our company's performance and receive feedback that helps us improve. Additionally, we reach out directly to our primary stakeholders:

#### **Residents**

We are committed to listening to our residents to understand their needs and their experience of living in our communities. We keep an open, two-way dialogue with residents through our residence life programs, daily interactions, social media and formal surveys. We use their input to improve their satisfaction with the living accommodations and to develop programs for student success. We also survey residents on their communication preferences and their satisfaction with ACC's communication, which enables us to improve our customer service.

#### Universities

Our relationships with universities are core to everything we do, and we seek to uphold their traditions and contribute to their goals and mission.

Led by our vice president of university relations, we continually engage with our partners to identify how we can work together to address higher education issues. We are members of many leading higher education organizations and also participate in panels and discussions with university stakeholders through these channels.

#### **Communities**

When we develop a property, we become a long-term member of the community. We strive to be a good neighbor and community leader by convening community leaders for predevelopment eco-charrettes, employing local contractors in construction, integrating local retailers into our properties and giving back to charities.

#### **Team Members**

We maintain — and communicate — an open-door management policy at all levels of ACC. We use both informal two-way dialogue with team members and formal feedback like surveys to continually improve our operations and develop new programs. We also use this feedback to strengthen our culture. With some team members working at our corporate headquarters and some working at properties across the country, and many working remotely, we work hard to bring people together through calls, newsletters and culture committee events. We use all of these occasions to celebrate team members' achievements.



To celebrate our partnership with the Hi, How Are You Project, ACC designer Raece Godwin designed this mural in our Home Office.

## Responsible Technology Use

#### **Technology Roadmap**

In 2023, we continued to implement our three-year technology roadmap, which is designed to help us utilize tools and technologies to provide the best possible experience for residents. We are strategically pursuing solutions that make our processes more efficient so we can continue to provide exceptional service as we scale our business. We are also improving integration with our partners to share data securely as we automate business processes.

Although we are excited about Al's potential for business transformation, we are still studying the compliance issues associated with its use. We want to ensure that, as with any new technology, we apply it in the right areas with the right governance.

#### Cybersecurity

We are committed to protecting both our corporate data and systems and the personally identifiable information we collect from our partners, team members and residents. In 2023, we continued to mature our cybersecurity program by simplifying our ecosystem of solutions and ensuring we have the right service providers to secure our processes and data.

We continually monitor the regulatory landscape and follow industry guidelines — such as the General Data Protection Regulation and California Consumer Privacy Act — to ensure we exceed requirements in our markets.

We also conduct training and awareness campaigns with our team members to teach them how to responsibly handle and protect data and keep their operations secure.

Our privacy committee reviews all agreements with third parties to ensure end-to-end compliance and that there is an auditing process in place. And our chief technology officer provides quarterly security and privacy updates to our Strategic Planning and Risk Committee.

# **Business Continuity**

Our business has continued to evolve this year, and we've navigated this evolution while continuing to operate our properties with excellence, provide the best possible experience with students, build strong partnerships and maintain a strong culture. Our values will continue to guide us in our next chapter of growth.

Additionally, we have enacted detailed business continuity plans that allow us to better serve our residents, create value and protect the well-being of our people. With our long-term strategy, our focus on residents and the communities we serve, and our performance and operating discipline, we believe we are well positioned to navigate the future and to build even more communities where students love living.



### **People Spotlight**

The hospitality industry is Hoang Nguyen's first love, but as a hotel manager he quickly realized he had an aptitude and passion for using technology to enhance the customer experience. He joined ACC is 2023, and his people skills and frontline service experience make him ideally suited to implement our technology roadmap.

"Job No. 1 is that tech needs to work for people—it needs to be reliable, user-friendly and deliver a seamless experience."

Learn more about Hoang >

Company Overview

## SASB Index

Question ID	Section	Question Title	Unit of Measure	2021	2022	2023
IF-RE-130α.1	Energy Management	Energy consumption data coverage as a percentage of total floor area, by property subsector	% by floor area	73%	71%	76%
IF-RE-130α.2	Energy Management	(1) Total energy consumed by portfolio area with data coverage	Gigajoules (GJ)	1,340,823	1,371,605	1,352,356
IF-RE-130α.2	Energy Management	(2) percentage grid electricity	%	67%	69%	73%
IF-RE-130a.2	Energy Management	(3) percentage renewable, by property subsector	%	2.78%	3.36%	9.33%
IF-RE-130α.3	Energy Management	Like-for-like percentage change in energy consumption for the portfolio area with data coverage, by property subsector	%	7.14%	2.30%	-1.40%
IF-RE-130a.4	Energy Management	Percentage of eligible portfolio that (1) has an energy rating, by property subsector	% by floor area	16%	15.65%	19.47%
IF-RE-130α.4	Energy Management	Percentage of eligible portfolio that (2) is certified to ENERGY STAR, by property subsector	% by floor area	0%	0%	5.96%
IF-RE-130α.5	Energy Management	Description of how building energy management considerations are integrated into property investment analysis and operational strategy	Discussion & Analysis	Environmental Section	Environmental Section	Environmental Section
IF-RE-140α.1	Water Management	Water withdrawal data coverage as a percentage of (1) total floor area, by property subsector	% by floor area	99%	99%	99%
IF-RE-140α.1	Water Management	Water withdrawal data coverage as a percentage of (2) floor area in regions with High or Extremely High Baseline Water Stress, by property subsector	% by floor area	100%	100%	100%
IF-RE-140a.2	Water Management	(1) Total water withdrawn by portfolio area with data coverage, by property subsector	m³	6,630,862	6,537,044	6,404,184
IF-RE-140a.2	Water Management	(2) percentage in regions with High or Extremely High Baseline Water Stress, by property subsector	%	36%	38%	43%
IF-RE-140α.3	Water Management	Like-for-like percentage change in water withdrawn for portfolio area with data coverage, by property subsector	%	18%	0%	-2% (continued)

Question ID	Section	Question Title	Unit of Measure	2021	2022	2023
IF-RE-140α.4	Water Management	Description of water management risks and discussion of strategies and practices to mitigate those risks	Discussion & Analysis	<u>Water</u> Conservation	<u>Water</u> Conservation	<u>Water</u> Conservation
IF-RE-410α.1	Management of Tenant Sustainability Impacts	(1) Percentage of new leases that contain a cost recovery clause for resource efficiency-related capital improvements	%	0%	0%	0%
IF-RE-410α.1	Management of Tenant Sustainability Impacts	(2) associated leased floor area, by property subsector	sq ft	0%	0%	0%
IF-RE-410α.2	Management of Tenant Sustainability Impacts	Percentage of tenants that are separately metered or submetered for (1) grid electricity consumption, by property subsector	% by floor area	89%	89%	87%
IF-RE-410α.2	Management of Tenant Sustainability Impacts	Percentage of tenants that are separately metered or submetered for (2) water withdrawals, by property subsector	% by floor area	12%	12%	10%
IF-RE-410a.3	Management of Tenant Sustainability Impacts	Discussion of approach to measuring, incentivizing, and improving sustainability impacts of tenants	Discussion & Analysis	For the Greener Good	For the Greener Good	For the Greener Good
IF-RE-450α.1	Climate Change Adaptation	Area of properties located in 100-year flood zones, by property subsector	sq ft	5%	5%	4.25%
IF-RE-450a.2	Climate Change Adaptation	Description of climate change risk exposure analysis, degree of systematic portfolio exposure, and strategies for mitigating risks	Discussion & Analysis	Climate Risk	Climate Risk	Climate Risk
IF-RE-000.A	Activity Metrics	Number of assets, by property subsector	Number	146	143	143
IF-RE-000.B	Activity Metrics	Leasable floor area, by property subsector	sq ft	34,049,599	34,833,107	35,252,833
IF-RE-000.C	Activity Metrics	Percentage of indirectly managed assets, by property subsector	% by floor area	<1%	<1%	<1%
IF-RE-000.D	Activity Metrics	Average occupancy rate, by property subsector	%	86%	89%	89%

# Green-Certified Communities

Community	University	LEED	ENERGY STAR	PASSIVE HOUSE
The Callaway House Austin	The University of Texas at Austin	Certified	Certified - 2022	
Euclid Commons	Cleveland State University	Certified		
Greek Leadership Village	Arizona State University	Certified		
Lobo Village	University of New Mexico	Certified		
David Blackwell Hall	University of California, Berkeley	Certified – Gold	Certified - 2022	
Fairview House	Butler University	Certified – Gold	Certified - 2022	
Academic & Residential Complex	University of Illinois - Chicago	Certified – Gold		
Barrett the Honors College	Arizona State University	Certified – Gold		
Camino del Sol	University of California, Irvine	Certified – Gold		
Casa de Oro Dining Pavilion	Arizona State University West Campus	Certified – Gold		
Dundee North Residence Hall	University of California, Riverside	Certified – Gold		
Dundee South Residence Hall	University of California, Riverside	Certified – Gold		
Lakeside Graduate Apartments	Princeton University	Certified – Gold		
Manzanita Square	San Francisco State University	Certified – Gold		
Merwick Stanworth, Phase I	Princeton University	Certified – Gold		
Merwick Stanworth, Phase II	Princeton University	Certified – Gold		
North District I: Building A	University of California, Riverside	Certified – Gold		
North District I: Building B	University of California, Riverside	Certified – Gold		
Plaza Verde Phase I	University of California, Irvine	Certified – Gold		
Puerta del Sol	University of California, Irvine	Certified – Gold		
Raider Village	Southern Oregon University	Certified – Gold		
Suites at Third	University of Illinois	Certified – Gold		
Tooker House	Arizona State University	Certified – Gold		
University Pointe at College Station	Portland State University	Certified – Gold		
55 H Street (Capital Campus Housing)	Georgetown University	Certified – Platinum		
LightView	Northeastern University	Certified - Platinum		
Bridges at 11th	University of Washington	Certified – Silver	Certified - 2022	
Casas del Rio	University of New Mexico	Certified – Silver		
Currie Hall I	University of Southern California	Certified – Silver		
Dolphin Cove	College of Staten Island (CUNY Staten Island)	Certified – Silver		

Community	University	LEED	ENERGY STAR	PASSIVE HOUSE
Frear Hall	University of Hawaii, Manoa	Certified – Silver		
Gladding Residence Center	Virginia Commonwealth University	Certified - Silver		
Glasgow Dining Hall	University of California, Riverside	Certified - Silver		
Honors College	University of Arizona	Certified - Silver		
Irvington House	Butler University	Certified – Silver		
Manzanita Hall	Arizona State University	Certified - Silver		
Recreation and Wellness Center and Parking Garage	University of Arizona	Certified - Silver		
The 515 (Hub at Eugene)	University of Oregon	Certified – Silver		
The Highlands, Phase I	Edinboro University of Pennsylvania	Certified - Silver		
TWELVE at U District	University of Washington	Certified – Silver		
Albany Village	University of California, Berkeley	Tracking – Gold		
Plaza Verde Phase II	University of California, Irvine	Tracking – Gold		
The Ridge (Graduate Housing)	Emory University	Tracking – Gold		
Graduate Junction	Massachusetts Institute of Technology	Tracking – Platinum		
Henle Village	Georgetown University	Tracking – Platinum		
South 5th Residential Housing & Dining	University of Michigan	Tracking – Platinum		
Meadows Housing	Princeton University	Tracking – Silver	Certified - 2022	Certified
ASU Herberger	Arizona State University	Tracking – Silver		
ASU West II	Arizona State University West Campus	Tracking – Silver		
East Campus Graduate Housing	The University of Texas at Austin	Tracking – Silver		
Third & West (PRF Foundation Project)	Purdue University	Tracking – Silver		
26 West	The University of Texas at Austin		Certified - 2022	
Aztec Corner	San Diego State University		Certified - 2022	
Chestnut Square	Drexel University		Certified - 2022	
Crest at Pearl	The University of Texas at Austin		Certified - 2022	
Currie Hall	University of Southern California HSC		Certified - 2022	
Hilltop Townhomes	Northern Arizona University in Flagstaff		Certified - 2022	
State Fort Collins	Colorado State Univeristy		Certified - 2022	
Texan & Vintage	The University of Texas at Austin		Certified - 2022	
The Block	The University of Texas at Austin		Certified - 2022	
The Castilian	The University of Texas at Austin		Certified - 2022	
The Summit at University City	Drexel University		Certified - 2022	
University Crossings	Drexel University		Certified - 2022	
University Village	California State University		Certified - 2022	
University Village	Temple Univeristy		Certified - 2022	



We are committed to shaping a brighter future for our students, team members, communities and the planet we all share. We are inspired by the passion for sustainability we see on university campuses and the innovation we see in classrooms and corporations. No one entity can change the world alone, but we are determined to do our part. We welcome your feedback and ideas along this journey.

Learn more at americancampus.com











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