



2020 - 2021

NRP Impact

Diversity, Equity & Inclusion

ANNUAL REPORT

First Edition

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A Message from CEO

J. David Heller



At NRP, we believe that our greatest asset is the diversity of backgrounds, perspectives, and life experiences that we each bring to the table. We are stronger together when we celebrate each other and when our rich diversity enables us to produce the best work for the residents, partners, and stakeholders we serve.

While our focus on diversity, equity, and inclusion at NRP started well before the senseless deaths of George Floyd, Ahmaud Arbery, and Breonna Taylor in 2020, these tragedies intensified our ongoing desire to confront systemic racism and other barriers that we believe exist within our own company and in society at large. We realized we must expand our efforts to educate and activate: to educate our team on the history, root causes and daily manifestations of systemic racism; and to activate this knowledge by building diversity, equity, and inclusion into the very fabric of our NRP culture.

In pursuit of these goals, we started in 2020 with major submersion activities featuring a two-day training program on Racial Equity and Inclusion led by the Racial Equity Institute, Thirdspace Action Lab and Cleveland Neighborhood Progress. This REI training course uses data, facts, and research to articulate the contours of racial inequity in the U.S. and has proven to be eye-opening for our participants. Since that time, we have been putting more leaders through this submersion training every quarter, and this is just one plank of our expanding DEI education efforts.

In conjunction with these education initiatives, our Diversity Leadership Council, DEI Committee, and our vibrant Employee Resource Groups work in tandem to shape policies and practices that support these efforts. Together, we strive to bring diverse A+ players into our organization, to provide all team members the opportunity to fully develop and grow while feeling valued and included, and work towards building a culture that values diversity of views, life experience, ethnicity, sexual orientation, gender, and age.

We are still in the beginning stages of this journey at NRP; we are part of society, and change takes time. But our commitment has never been stronger. We will continue to evolve our culture by energetically celebrating our differences and by striving each day to be a place where every person has the same opportunity to work, grow, dream, achieve, and thrive.

Sincerely,

J. David Heller
Principal, CEO & Founder
The NRP Group

Diversity Equity + Inclusion | the NRP group

Our Diversity Mission Statement

At NRP we are committed to diversity and inclusiveness because we believe that a wider range of viewpoints leads to a more robust and compelling culture, better decision-making, and better business results. We work hard to create an environment where team members feel respected, valued, and can bring their unique perspectives to work every single day.

We value diversity of viewpoints, life experience, race, ethnicity, sexual orientation, gender, and age, and we work to ensure that all team members have equal opportunities to grow and thrive.

We recognize that the diversity of our people and viewpoints is a key enabler of fulfilling our mission to create exceptional rental housing communities for individuals and families, regardless of income.

Workforce Diversity Strategy

Leadership Council, Three Pillars, & Sub-Teams

The Diversity Leadership Council is chaired by CEO J. David Heller and includes a diverse and experienced cross-functional mix of executive team members, senior leaders, and influencers. The Diversity Leadership Council initiates, expands, oversees, and monitors DEI activity to ensure alignment with the company's mission and goals while driving accountability across the organization.

Workforce Diversity Strategy | Council Sub-Teams

Deploy a **three-pillar approach** to enhance our diversity, equity and inclusion efforts to improve or maintain hiring, representation, engagement and retention of diverse talent.



TALENT ACQUISITION & DEVELOPMENT

Establish strategy for the acquisition and development of diverse talent driving dual accountability with leaders and HR Partners



EDUCATION, AWARENESS & ENGAGEMENT

Drive ongoing awareness and build DE&I IQ through creating opportunities for dialogue, experience-sharing and training



LEADER ACCOUNTABILITY & COMMUNICATION

Set expectations for managers and establish a routine for measuring, monitoring and communicating progress





2022 Initiatives:

Talent Acquisition & Development Pillar

- **Recruitment Marketing :**

- Partner with corporate marketing to increase DE&I presence on our employer branded pages (Glassdoor, LinkedIn, Indeed)
- Post all jobs to diversityjobs.com and/or other diverse professional organizations' job boards

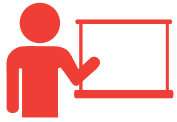
- **Early Talent Recruiting**

- Expand partnership with YouthBuild Apprenticeship program into Property Management
- Explore partnership with Project Destined to create a pipeline for internship program
- Establish partnership with Black Professionals Association Charitable Foundation to create a pipeline for internship program

- **Diverse Professional Organizations**

- Explore potential partnerships National Association of Black Accountants (NABA) and National Association of Women in Construction (NAWIC)
- Examine our existing partnerships/board memberships for opportunities to tap into diverse talent





2022 Initiatives:

Education, Awareness & Engagement Pillar

- Analyze DEI survey results to determine additional educational topics
- Partner with DEI Committees to create annual programming calendar and determine ways for additional visibility of programs
- Launch Bringing REI to Life/Unconscious Bias training with Council and Committees, with mid-year launch to employees
- Launch 2022 REI programs (5 seats per month)
- Additional DEI Communications incorporating:
 - DEI Committee events and updates
 - Council updates
 - Sponsorship updates
 - Learning/educational opportunities



2022 Initiatives:

Leader Accountability & Communication Pillar

- Implement routines and infrastructure to sustain Diversity Leadership Council
- Determine DE&I Scorecard metrics for monitoring progress and identifying gaps for NRP overall and by division
- Identify audiences for Scorecard and implement plan for distribution
- Determine and implement actions to drive accountability and ownership with managers across NRP
- Partner with Communications team to shape overall strategy for promoting DE&I efforts both internally and externally

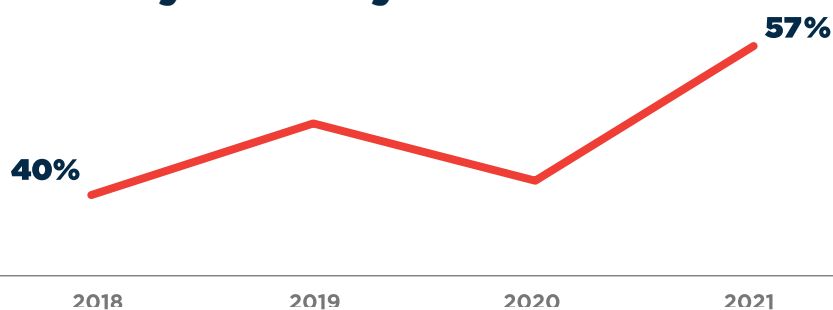
NRP

Tracking Diversity Progress

At NRP we are committed to diversity and inclusiveness because we recognize that different backgrounds provide different perspectives that strengthen our diversity profile. We have made steady progress over the past few years, and we are committed to continuing to improve in this area.

We value diversity of viewpoints, life experiences, race, ethnicity, sexual orientation, gender, and age, and we work to ensure that all team members are on equal footing. Our goal is to foster an environment that is inclusive and one where all team members feel respected and valued.

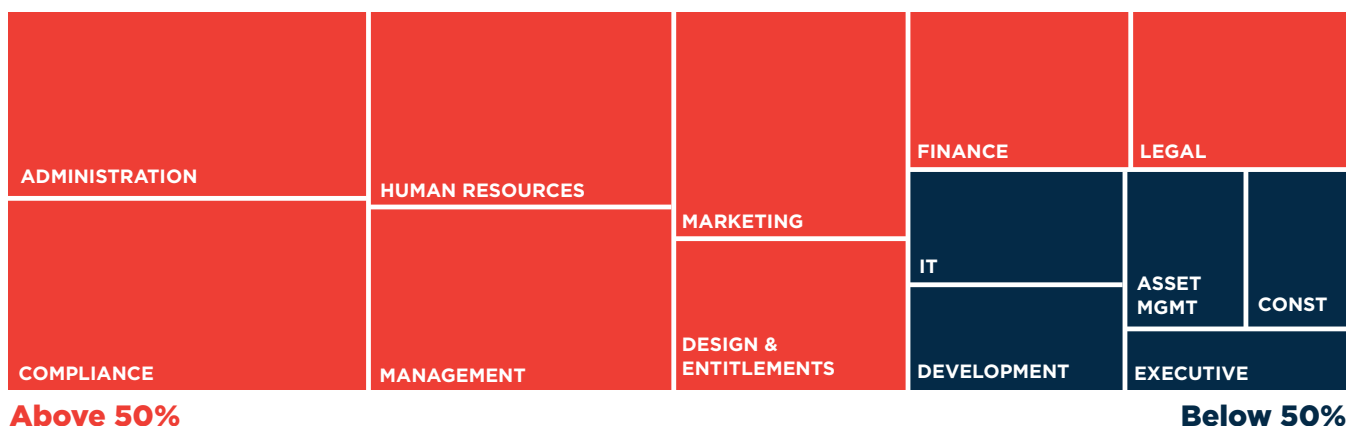
Minority Hires by Year



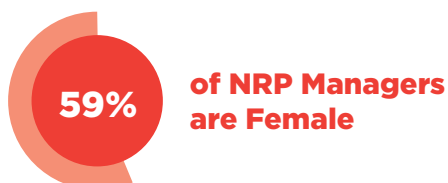
45%

Overall Diversity of our Executive/Senior Leadership
(combined female and minority representation)

Overall Diversity by Department (Combined female and minority representation)



Female and Minority Representation (as of October 2021)



Turning the Strategic Pillars Into Action

The DEI Committee and Employee Resource Groups help turn the three pillars of the NRP diversity strategy into action. The DEI Committee is comprised of diverse and vibrant leaders throughout the organization.

**Diversity
Equity +
Inclusion**

NRP WIN
Women's Inclusion Network

**PRIDE AT
NRP**

DEI Committee Leadership



Tiffany Montgomery

Chair, DEI Committee;
Co-Chair, WIN ERG
*Director of Commercial Spaces &
Ancillary Revenue*



Jennifer Baus

Founder and Co-Chair,
WIN ERG
*Principal, Executive Vice President,
Design & Entitlements*



Shanice Settle

Co-Chair, Multicultural ERG
*Director of Content &
Communications*



Ce'Ara Styles

Co-Chair, Multicultural ERG
Management Accounting Manager



Chris Nierstheimer

Co-Chair, NRPCares ERG
Operations Ambassador Manager



Randy Hoover

Founder and Co-Chair
PRIDE ERG
Vertical Design Manager



Shawn Harwell

Co-Chair, PRIDE ERG
Floating Community Manager



Cathy Herrick

Co-Chair, NRPCares ERG
Operations Ambassador



Mary Aguilar

Co-Chair, PRIDE ERG
Instructional Coach

Mission:

DEI Employee Resource Groups

Multicultural Committee

Mission: To elevate, support, and create equitable opportunities for multicultural communities at NRP and beyond through educational programming and advocacy.

PRIDE at NRP

Mission: The Pride at NRP Affinity Group will enrich the professional livelihood of its LGBTQ+ and allied employees through education, outreach, and advocacy. We strongly believe that the celebration of this community elevates our culture for all parties, empowering tangible growth and pride in our work.

WIN: Women's Inclusion Network

Mission: Hire, Develop and Promote women at NRP through education, awareness, and programming.

Advance: Visibility, Equality and Women's Initiatives within the communities NRP serves.

NRP Cares

Mission: To increase awareness, provide education, and coordinate programming to help improve health and wellness for employees, residents, and other stakeholders throughout the extended family.

DEI Education Overview

The primary goal of NRP's Diversity Education team is increasing awareness and understanding of the importance of diversity, equity and inclusion in our workplace. Over the past year and a half, we've embraced a major education initiative by presenting a three-hour training program to multiple NRP team members and a two-day program for Executive team members and other senior leaders on racial equity and inclusion. Both programs, delivered by a team from the Racial Equity Institute, ThirdSpace Action Lab, and Cleveland Neighborhood Progress, use data, facts, and research to explain the contours of racial inequity in the U.S.

**Diversity
Equity +
Inclusion**
education

Among other activities, we conducted the "Equity Talks" webinar series for all NRP employees, which explored topics such as celebrating Juneteenth, operationalizing equity, and "Hispanic, Latino/a, Latinx: Understanding the diversity of America's largest minority group." The NRP Minute, initiated shortly after the murder of George Floyd in Minneapolis, is a highlight of the weekly NRPNews LIVE! online video broadcast. This segment, presented by David Heller, offers employees an opportunity to share their experiences and perspectives related to race and racism anonymously with the rest of the organization. As an ongoing initiative, all NRP employees will have the opportunity to attend a new series of workshops and panels on multiple diversity, equity, and inclusion topics.

Our top education goals and achievements:

- Normalize and support inclusivity by creating a space for open and honest dialogue, by elevating stories of our diverse experiences, and by fostering a greater sense of shared community
- Engage with community initiatives supporting DEI awareness (YWCA 21-Day Challenge)
- Educate and empower others in their journey toward meaningful change



DEI Recruiting Overview

The NRP Group strives to bring diverse A+ players into our organization, to provide all team members with the opportunity to grow while feeling respected and included and works toward building a culture that values a diversity of views and life experiences. All applicants are considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, age, national origin, veteran status, or disability status.

Here are a few highlights of our 2020–2021 recruiting achievements:

- Posted open positions on a wide range of diversity-focused employment websites
- Participated in virtual career fairs at Historically Black Colleges and Universities (HBCUs)
- Sent targeted email blasts to HBCU students regarding NRP internships
- Attended virtual and in-person career fairs for military personnel, veterans, and spouses
- Encouraged applicants to visit NRP's website and diversity pages
- Partnered with diversity-minded campus groups to spread awareness about NRP

These actions have helped NRP expand our networks and increase our diversity sourcing efforts.

At The NRP Group, we take talent development as seriously as talent acquisition. The ability for all employees to grow, develop and embrace new opportunities is central to NRP's success—and a key reason we strive to promote from within our organization whenever possible. In 2020–2021, we celebrated the hiring and promotions of several leaders including these A+ Players:



Phillip Boatwright

Executive Vice President
of Property Management



Rachel Johnson

Chief Information Officer;
Named as NRP Principal



Jennifer Baus

Executive VP Design & Entitlements,
Named as NRP Principal



Tracy Miller

Senior Vice President of Human Resources
Hired 2021



Crystal Moya

Regional Vice President of Property Management
Hired 2021

Multicultural Committee

Employee Resource Group

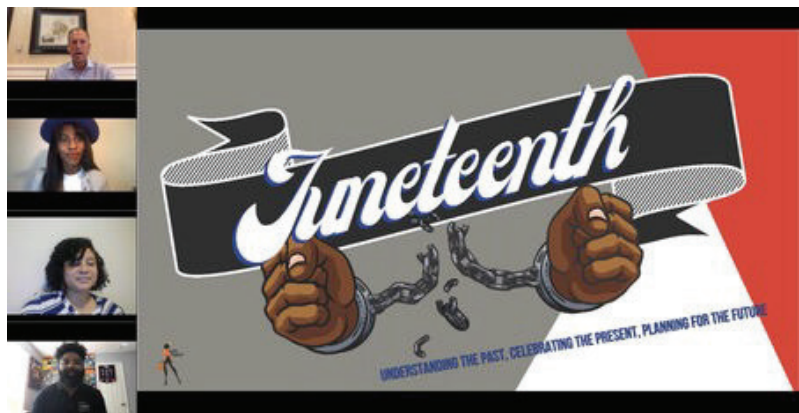
Black History Month 2021

The NRP Multicultural Committee launched in 2021 with the mission of elevating and creating equitable opportunities for multicultural communities at NRP and beyond.

During Black History Month, the committee hosted its first series of programming, a discussion around the critically acclaimed 1619 Podcast produced by The New York Times. The podcast, which examines the history of slavery and racism in America, sparked insightful conversations among NRP employees about their personal experiences with race and discrimination.

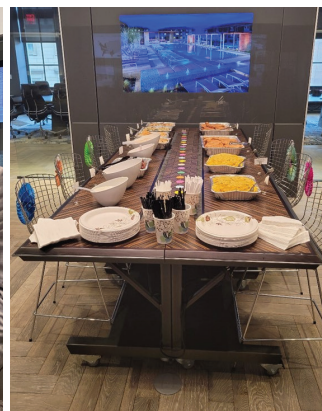
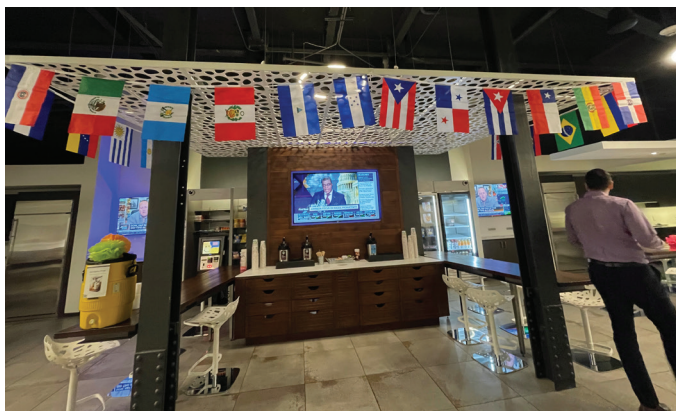
Juneteenth 2021

In 2021, NRP honored Juneteenth as a company holiday for the first year. In recognition of this milestone, the Multicultural Committee invited educator Yasmine Payton to speak to the company about the history of Juneteenth and why it is important.



Hispanic Heritage Month

In honor of National Hispanic Heritage Month, the Multicultural Committee led a corporate celebration where leaders across NRP shared stories about their Hispanic heritage and traditions that were featured in NRPSTRONG, NRP's weekly newsletter. The committee also hosted a lunch that highlighted Hispanic cultural dishes and foods.



Pride at NRP

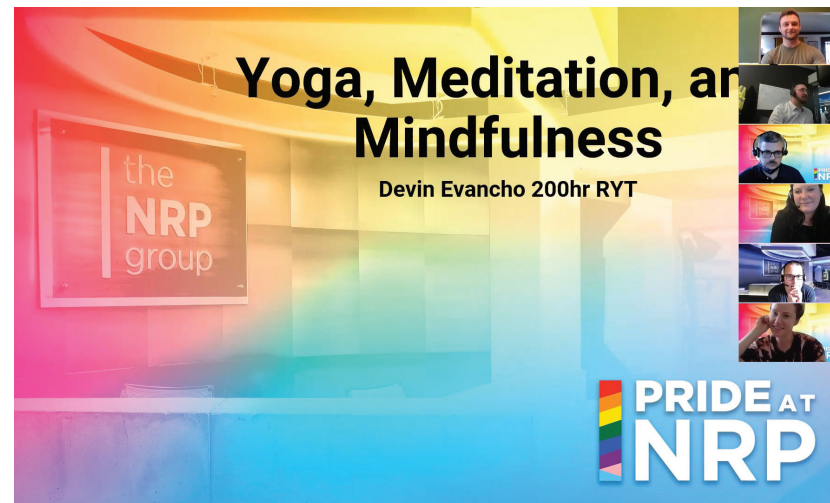
Employee Resource Group

The mission of the PRIDE at NRP Affinity Group is to enrich the professional livelihood of its LGBTQ+ and allied employees through education, outreach, and advocacy.



Here are some recent highlights:

- Hosted two LGBTQ+ Cultural Competency 101 Sessions to provide fundamental education and training opportunities to all NRP employees
- Celebrated National Coming Out Day by featuring three stories from members of the Pride committee in NRPSTRONG, the weekly newsletter distributed to all employees—starting the important work of collecting and preserving LGBTQ+ joy in the workplace
- Partnered with WIN on Curiosity Conversation events that discussed LGBTQ+ marriage equality, LGBTQ+ aging and housing, and how to work for an inclusive workplace for all
- Marked International Transgender Day of Visibility on March 31, 2021, to raise awareness of the inequality facing the Transgender, gender diverse, and Two-Spirit community
- Welcomed Lauren Welch and John Licatatiso of the Cleveland LGBT center for a conversation about pronoun usage at NRP
- Hosted a one-hour session of yoga and mental health practice during June 2021, encouraging employees to find balance in their workday and get into healthy habits



Women's Inclusion Network

Employee Resource Group



The mission of the Women's Inclusion Network is to Hire, Develop and Promote women at NRP through education, awareness and programming. We seek to advance Visibility, Equality and Women's Initiatives within the communities NRP serves. Our major initiatives include:



Curiosity Conversations:

Panel discussions with industry leaders around relevant topics that impact our business.



Limitless

Tap into a growth mindset and engage in discussions on leadership and emotional intelligence.



NRP Legacy Program

Fireside chat series on the power of mentoring in conjunction with Cleveland State University.



Spotlight on Women Podcast

Listen anytime, anyplace as we shine a light on NRP's exceptional leadership.

Our recent WINs include:

- Launched the "Moments that Matter" series with Cleveland State University to encourage mentoring as part of the NRP Legacy Program
- Celebrated several annual events, including International Women's Day, Go Red for Women, International Mentoring Day, Mother's Day, Centennial of Women's Suffrage, and more
- Moderated a discussion on Reshma Saujani's TED Talk, "Teach Girls Bravery, Not Perfection"
- Included all NRP offices and properties across the country in WIN events and initiatives
- Welcomed six new WIN committee members with diverse backgrounds, experiences and roles within the business to elevate and expand our efforts and contributions
- Launched the ongoing "Spotlight on Women" podcast, which shines a light on some of NRP's exceptional female leaders, part of our Women's History Month celebration

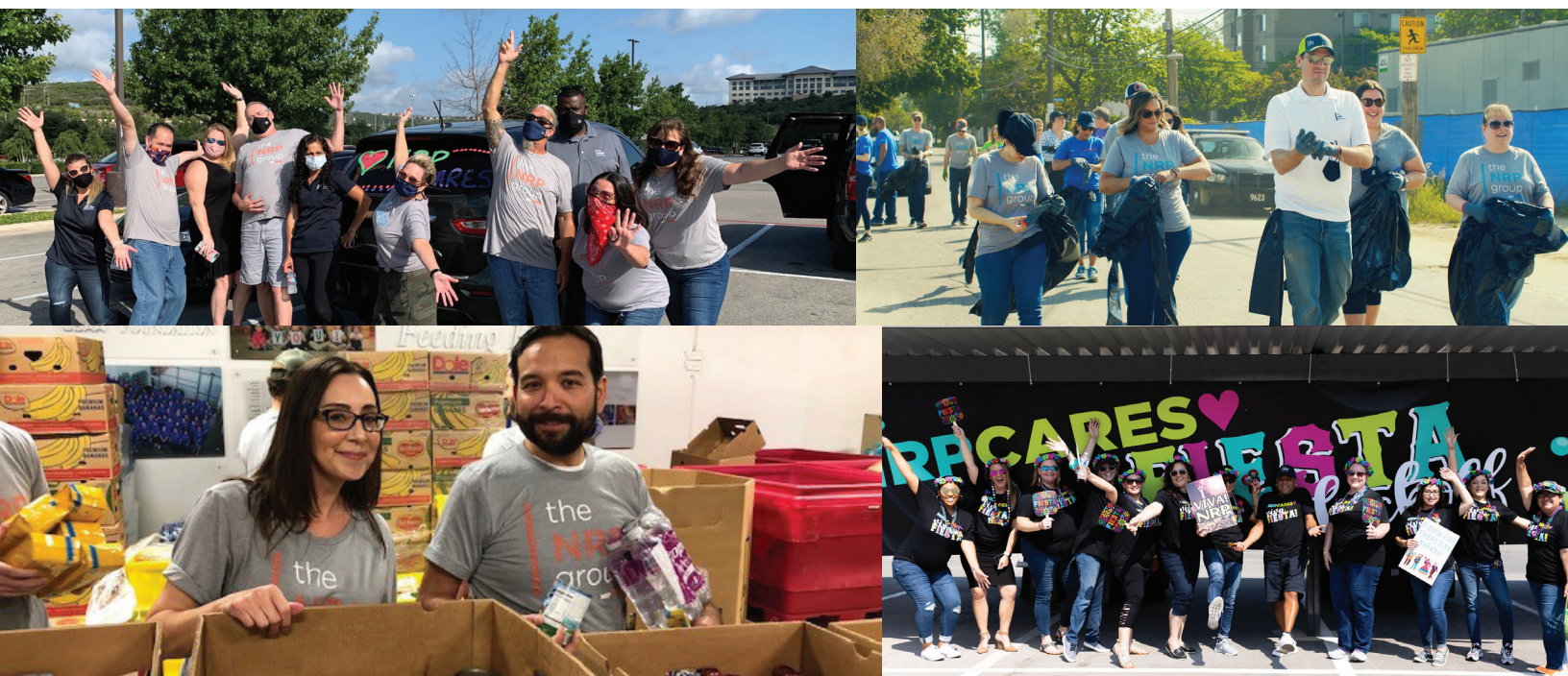


NRP Cares...

Employee Resource Group

Fostering a sense of community is a core value at The NRP Group. We believe communities are shaped by open communication between residents and our property and support staff, and productive relationships with the surrounding community. We actively seek opportunities in our own backyards and across the country to help individuals and families in need. United Way continues to be a core focus for NRP, and we have had 100% participation in the United Way campaign in the Cleveland office since 2005.

The mission of NRPCares is to increase awareness, provide education and coordinate programming to improve health and wellness for employees, residents and other stakeholders throughout the extended NRP family.



Recent NRPCares initiatives have included:

- Donation of 3500+ meals during our annual food drive
- Awareness campaigns for men's health, breast cancer screening, census taking, and voting
- Rebranding of NRPCares to focus more on health and wellness
- Successful launch of Mind | Body | Soul strategies for healthy lifestyles
- Mental Health Awareness Month activities in May 2021, a collaboration between WIN and PRIDE, the first time NRP has sponsored comprehensive programming on this topic



the
NRP
group

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