

# 2023 ESG REPORT



BLOC 83  
RALEIGH, NC

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## A MESSAGE FROM THE CEO

I am pleased to share with you our latest progress on our environmental, social and governance (ESG) initiatives. We believe that ESG considerations are essential for long-term sustainable growth and value creation and we remain committed to integrating these principles into our business.

We have made strides in measuring our portfolio's sustainability performance and we are committed to reducing our carbon footprint. Over the past year, we have obtained ENERGY STAR certification of more buildings than we have in any year to date and earned the PREMIER ENERGY STAR badge.

Our success as a company is linked to the well-being of our employees, tenants and the communities we operate in. We remain committed to fostering an inclusive workplace where our people are valued and provided with equal opportunities to grow. This year we have expanded our employee benefit programs to include a more robust insurance package and 401(k) plan participation for our US employees to further support our team members. In addition, we've added paid time off for our team members to volunteer in our communities for causes that are important to them. Our commitment to the communities around us remains consistent this year, with further investments in local education and social initiatives to make a positive impact on the people around us.

Sound corporate governance practices are at the core of our operations. We maintain a strong board of directors with a diverse mix of skills, expertise and backgrounds. Our board continues to play an active role in overseeing our ESG strategy, ensuring that it aligns with our long-term objectives and creates sustainable value for our stakeholders. We have enhanced our disclosure practices, providing transparent and comprehensive reporting on our ESG performance. Further, we continue to engage with our stakeholders, seeking their input and feedback to further strengthen our governance framework.

While we are proud of our accomplishments to date, we recognize that our ESG commitments are an ongoing effort. We remain dedicated to continuous improvement and to tackling emerging ESG challenges.

By integrating sustainability into our business strategy, we are confident that we will deliver long-term value while making a positive impact. We appreciate your continued support in our commitment.



**James Farrar**  
Chief Executive Officer and Director



## OVERVIEW

City Office REIT, Inc. (CIO, City Office) is an internally managed real estate company focused on acquiring, owning and operating high-quality office properties located predominantly in Sun Belt markets. CIO owns 58 buildings with a total of approximately 5.7 million square feet of net rentable area in the metropolitan areas of Dallas, Denver, Orlando, Phoenix, Portland, San Diego, Raleigh, Seattle and Tampa. We utilize a strategic, sustainable and data-driven approach when acquiring and operating our properties and strive to incorporate industry best practices for Environmental, Social and Governance (ESG) considerations.



Current markets as of September 30, 2023



AMBERGLEN  
PORTLAND, OR



FRP INGENUITY DRIVE  
ORLANDO, FL



BLOC 83  
RALEIGH, NC

## ESG MISSION

City Office consistently strives for sustainable, long-term results for its stakeholders and for the environment. Our mission is to create a positive and lasting impact through sustainable business practices across our portfolio.

We believe our core business is to create a healthy and functional environment for our tenants. To deliver these results for all of our stakeholders, we believe it is essential to focus on the well-being of our buildings, properties, tenants, communities and employees.

We are committed to actively seeking new opportunities to better ourselves and the communities in which we operate.

### ESG GOALS

- Operate efficiently to reduce resource consumption
- Responsibly manage our waste and emissions
- Increase sustainability tracking, benchmarking and reporting
- Promote the health and wellbeing of our tenants and employees
- Foster diversity, equality and inclusion
- Continue to operate in a transparent, ethical and stockholder-friendly manner
- Promote long-term value creation through strong corporate governance
- Strengthen overall ESG performance over time

### ESG STRUCTURE

City Office seeks to achieve ESG engagement at all levels of the Company, including employees, management and the Board.



5090 N 40TH STREET  
PHOENIX, AZ

## 2023 HIGHLIGHTS



### PREMIER ENERGY STAR MEMBER

Achieved Premier Member status through ENERGY STAR certification.



### PAID VOLUNTEER DAY

Expanded our philanthropic initiatives to include an inaugural company-wide paid volunteer day.



### INCREASED CAR CHARGING STATIONS

Installed 13 additional car charging stations at our properties to encourage eco-friendly travel.



### PUBLIC TRANSPORT REIMBURSEMENT

Introduced our Employee Public Transport Reimbursement Program to reduce carbon emissions by reimbursing employee transit passes.

### ENERGY STAR PREMIER MEMBER

This year, we earned Premier ENERGY STAR Member status by certifying more than 15 of our buildings, making us a Premier Member of ENERGY STAR'S Certification Nation 2022.

To earn the ENERGY STAR certification, a commercial building must be independently verified to operate more efficiently than 75% of similar properties nationwide.

ENERGY STAR certified buildings use an average of 35 percent less energy and are responsible for 35 percent less carbon dioxide emissions than typical buildings.



# STAKEHOLDER ENGAGEMENT

Our stakeholders help create and shape our sustainability strategies. These stakeholder groups include our shareholders, employees, industry associations, tenants and communities. We believe these groups offer diverse perspectives that are an essential part of improving the well-being of our properties, tenants, employees and communities.

- 1 SHAREHOLDERS**
  - Annual Meeting
  - Investor Meetings
  - Press Releases
  - Website
  - Quarterly Earnings Call
  - Annual Report
  - Email Contact for Investor Relations
- 2 EMPLOYEES**
  - Training & Educational Opportunities
  - Employee Engagement Survey
  - Performance Reviews
  - Lunch & Learn Program
  - Whistleblower Hotline
  - Direct Feedback
  - Team Building Events
- 3 TENANTS**
  - Company Website
  - Tenant Appreciation Events
- 4 INDUSTRY ASSOCIATIONS**
  - Participation in key industry functions
- 5 COMMUNITIES**
  - Local charitable Initiatives
  - Neighborhood Events
  - Regional Industry Organizations



## TENANT SPOTLIGHT: 321 COFFEE, RALEIGH, NC

321 Coffee, located in our Bloc 83 property in Raleigh, NC, is a coffee shop and roaster committed to inclusion. Over 50 employees with intellectual and developmental disabilities play a pivotal role in coffee production, order-taking and latte creation, demonstrating the power of an inclusive business model.

Founded in 2017 with just a few folding tables and a home coffee brewer, community support has propelled 321 Coffee to multiple coffee shop locations collaborating with over 100 companies to date. Their mission remains unwavering: to build a business synonymous with inclusion and ethical practices.

CIO wholeheartedly supports 321 Coffee and their positive impact on Bloc 83 and the community surrounding it. This year City Office is partnering with 321 Coffee through the purchase of co-branded coffee bags for distribution across our corporate offices.



## CIRCLE POINT GREEN SPACE

This year we completed the Circle Point Park project, a functional green space made complete with a putting green, outdoor work areas, abundant seating and a paved walkway. The grand opening was enjoyed with over 350 tenants and community members in attendance.

This 3-acre green space is designed for relaxation, socialization, work and recreation and benefits our tenants as well as the surrounding community.



## ENVIRONMENTAL

### OVERVIEW

We embrace environmental stewardship in our business practices. For the environment and our tenants, we value sustainable building operations and we strive to integrate our mission and our core values into each aspect of our building operations and management. We believe we have a responsibility to minimize the energy, water, waste and emissions impacts of our properties. We build best practices into our environmental platforms and have focused our efforts to reduce our environmental footprint.

Transparency and accountability are an important part of environmental sustainability. In 2023, we continue to enhance property-level tracking systems to monitor our operating efficiencies and capital expenditures made towards lowering our environmental impact and increasing sustainable building operations. Through our property surveys and the use of the data obtained, we can better identify and implement meaningful initiatives, policies and procedures across our portfolio.

### OUR COMMITMENTS

- Optimize the efficiency of our energy and water consumption
- Implement measures to manage waste and emissions
- Increase our use of renewable energy resources
- Increase climate risk awareness
- Regularly measure our buildings' sustainability performance
- Pursue third-party sustainable building certifications where applicable
- Conduct health, safety and environmental assessments and remediate identified risks



## SUSTAINABLE BUILDING OPERATIONS



BLOCK 23  
PHOENIX

We have systems in place to increase our energy efficiency. Our goal is to continue to improve these systems and to audit our buildings' performance regularly. Examples of current energy efficiency systems and procedures we have in place include:

- Building Management Systems (BMS) to ensure energy is reduced during non-office hours
- Replacing, upgrading and maintaining HVAC systems to increase efficiency and reduce utility consumption
- Adding of automatic flush valves and water taps
- Upgrading to LED lightbulbs in our buildings and on our properties; regular lighting maintenance
- Evaluating task lighting as an alternative
- Adding window coverings to reduce heating and cooling needs
- Adding of variable frequency drives (VFDs) to pumps and fans
- Encouraging tenants to activate sleep settings on computers and office equipment when inactive
- Ensuring efficient air circulation to maximize effectiveness and minimize consumption



THE TERRACES  
DALLAS, TX

58%

### FITNESS

To promote physical health and well being, 58% of our properties provide tenants with access to a fitness center.

## TRANSPORTATION METRICS

Efficient and sustainable transportation options are important to us and we are committed to providing these. Our year-over-year transportation metrics are improving in each category.

44%

### EV CAR CHARGING STATIONS

With this year's installation of 13 additional car charging stations across our portfolio, 44% of our properties have on site EV car charging stations.

55%

### WALKABILITY

Based on Walkscore.com data, our properties average a 55% walk score.

47%

### TRANSIT

Based on Walkscore.com data, our properties average a 47% transit score.

62%

### BIKEABILITY

Based on Walkscore.com data, our properties average a 62% bike score.



MISSION CITY  
SAN DIEGO, CA

## CLIMATE RISK & OPPORTUNITIES

Through the assessment of the physical risks to our portfolio in alignment with the Task Force on Climate-Related Financial Disclosures (TCFD)<sup>1</sup>, we obtained physical risk data related to climate and weather events in each of the areas our portfolio properties are located in.



### GOVERNANCE

We assess our climate risks and opportunities and ensure these risks and opportunities are reviewed by senior management and the Audit Committee of the Board on a quarterly basis for oversight.

### STRATEGY

Our company's strategy in relation to the various physical risks our portfolio faces, such as storms, water and heat stress, earthquakes and wildfires, involves measuring the physical risk factors and investigating different processes and methods for calculating impacts. Thereafter, develop and recommend mitigation and adaptation plans at both the property and corporate levels.

### RISK MANAGEMENT

#### Physical Risk

- For each new acquisition, our due diligence process incorporates a climate risk assessment including environmental site assessment, zoning reports and ALTA surveys.
- Through data we collected on our portfolio, the exposure averages indicated that no high risk areas were identified.

#### Transitional Risk

- We monitor local regulations along with federal legislation in connection with climate related risk factors.
- We recognize the potential risk impacts of unexpected building repairs, rising insurance rates or increased utility costs if we are not prepared.

### METRICS & TARGETS

2021 was our inaugural year in tracking and reporting both Scope 1<sup>2</sup> and Scope 2<sup>2</sup> GHG emissions within our portfolio. 2022 marks the first year of comparison.

<sup>1</sup> TCFD is the Task Force on Climate-Related Disclosures, created by the Financial Stability Board, who develops recommendations on the type of information companies should disclose to support investors, lenders and insurance underwriters in assessing and pricing a specific set of risks related to climate change.

<sup>2</sup> Scope 1 encompasses direct emissions from sources owned or controlled while Scope 2 refers to indirect emissions from purchased electricity, steam or heating grid.

## ENERGY, WATER & EMISSIONS

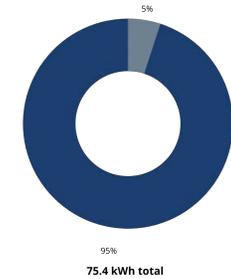
Our tracking software allows us to manage our portfolio consumption data and sync our energy, water and carbon emissions data to the ENERGY STAR Portfolio Manager system. This results in better accuracy in our usage and emissions tracking across our portfolio. We have created a customized subset of our peers' energy, water and GHG emissions data which allows us to compare our performance to our peers in order to evaluate reductions targets across our portfolio.

### ENERGY

Managing energy consumption and improving energy efficiency are important to us. With our development of a systematic approach for tracking energy, renewable energy and energy from natural gas sources, we have begun to implement efficiencies in key areas.

ENERGY DATA <sup>1</sup>	2021	2022	Measurement
	Total Consumption	Total Consumption	
Energy Use	76,281,057	75,392,152	kWh
Energy Use Intensity	15.8	15.6	kWh PSF
Electric Use	72,622,776	72,556,120	kWh
Fuel Use (Natural Gas)	3,658,281	2,836,032	kWh
Renewable Energy <sup>2</sup>	1,180,391	780,755	kWh

### ENERGY USE BREAKOUT



### WATER

City Office REIT's strategy for water management includes capturing our water consumption data and benchmarking water usage at the property level.

We install drought tolerant landscaping at our properties in areas that have a higher risk for water stress, and upgrade to low-flow and high-efficiency fixtures and equipment when and where possible.

WATER DATA <sup>1</sup>	2021	2022	Measurement
	Total Consumption	Total Consumption	
Water Use	89,848,326	98,131,436	US Gallons
Water Use Intensity	19.1	20.3	US Gallons PSF

<sup>1</sup> 2022 metrics are reported using only buildings that were in the ownership of CIO for the entire reporting period where 100% of data could be obtained and excluding any buildings where utility accounts are billed and paid for directly by the tenant. These metrics include data for 79% of our total currently owned square footage, approximately 4.8 million square feet.

<sup>2</sup> Renewable energy derived from solar panels at our Mission City property in San Diego, CA which accounts for 1.5% of total energy use, as estimated by our provider.

## GHG EMISSIONS

Climate change is impacting many aspects of the planet, including global temperatures, water supply, food security and spread of disease, among many others. Reducing our energy consumption and incorporating green energy are critical components of reducing our emissions. We recognize it is our responsibility to do our part in reducing our emissions footprint.

Our GHG emissions consist primarily of Scope 2 emissions, which are indirect emissions associated with our purchase of electricity from the grid. As we continue to pursue opportunities for low carbon investments and renewable energy sources, our goal continues to be to reduce these emissions.

GHG EMISSIONS <sup>1</sup>	2021	2022	Measurement
	Total Consumption	Total Consumption	
Total GHG Emissions	28,981	29,211	MtCO <sub>2</sub> e
GHG Emissions Intensity	6.0	6.0	KgCO <sub>2</sub> e
Scope 1 Emissions	663	514	MtCO <sub>2</sub> e
Scope 2 Emissions	28,318	28,697	MtCO <sub>2</sub> e



## WASTE

Waste management and recycling efforts have become increasingly important for a more sustainable future. We manage waste by providing opportunities for our employees, tenants and visitors to recycle. Each of our properties have adopted an onsite recycling initiative or waste management program where recycling bins are provided and clear instructions on what can be recycled to ensure items like paper, plastics, cardboard and glass are diverted from landfills. In addition, certain properties provide an annual electronic waste (e-waste) recycling initiative to safely and responsibly collect, recycle and dispose of any hazardous materials that could be found in the equipment.

At the corporate level, our employees have embraced composting organic waste such as food scraps to reduce the amount of biodegradable waste that ends up in the landfill.

City Office REIT's future areas of focus include the improved tracking of our portfolio's waste output, diversion rate from landfills and further opportunities for additional reduction and recycling. These efforts reduce landfill waste and promote a culture of sustainability.

<sup>1</sup> 2022 metrics are reported using only buildings that were in the ownership of CIO for the entire reporting period where 100% of data could be obtained and excluding any buildings where utility accounts are billed and paid for directly by the tenant. These metrics include data for 79% of our total currently owned square footage, approximately 4.8 million square feet.



## SOCIAL

Social responsibility goes collectively with business growth and maximizing returns for our stakeholders. We strive to create an inclusive work environment where people feel valued. Our reputation as a company committed to integrity and transparency is key to the successful execution of our business objectives.

### OUR COMMITMENTS

- Foster a culture of diversity, equity and inclusion
- Invest in employee development
- Maintain a horizontal work culture
- Encourage a safe, active and healthy office environment
- Give back to our communities



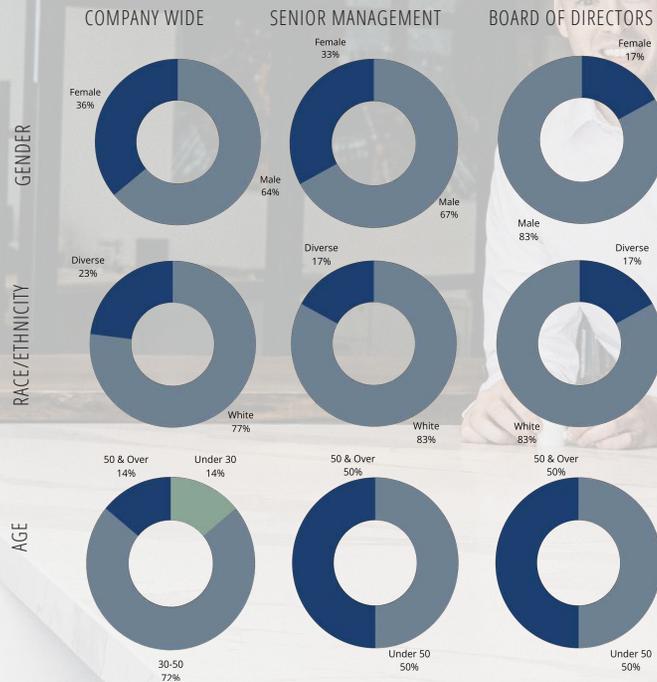
*I love when people ask me about my work at CIO because I can't stop bragging about this workplace. From offering biweekly hot lunches, to promoting a healthy lifestyle through annual fitness benefits, to inclusive team members who care about your professional growth, to executing outstanding social events...I'm so lucky to be here!*

- CIO Team Member



## DIVERSITY, EQUITY & INCLUSION (DEI)

Our 2023 team demographics are shown below.



City Office embraces a culture that values diverse perspectives, inclusivity and fosters a vibrant work environment. We uphold equal employment opportunities as a fundamental principle, keeping focus on personal capabilities, qualifications and experience. There is a zero tolerance policy for discrimination against any person on the basis of race, color, religious creed, gender, age, national origin, ancestry, present or past history of mental disability, learning disability, physical disability, marital status, pregnancy, genetic information, sexual orientation or any other protected characteristic as established by law. This carries into the areas of recruiting, hiring, compensation and benefits, or any other terms of employment. The Governance section of this report provides further details on our Board Diversity Policy.

We recognize progress in the area of Diversity, Equity & Inclusion (“DEI”) requires ongoing effort both internally and industry wide. We continue to work towards a balanced work environment and we currently have 22 employees. Our Company is supportive of collective bargaining however our employees are not subject to an agreement. City Office recognizes its employee’s right to form, join or not join labor unions without fear of reprisal, intimidation or harassment.

## WORK CULTURE

Our work culture promotes company-wide open communication and collaboration. We emphasize the well-being of our team and acknowledge and reward their contributions and accomplishments. At CIO, we encourage and celebrate both personal and professional growth.

Our comprehensive benefit packages include health programs, family assistance, sick leave and flexible benefit options. CIO’s benefit package also provides a range of mental health support that includes access to psychologists, cognitive behavioral therapy, clinical counsellors and social workers.

Our team is offered flexibility with work from home days and part-time opportunities. Our collaborative approach to regular feedback channels and performance reviews allows our team the opportunity to achieve higher levels of success and work toward our common goals.

## EMPLOYEE BENEFITS

- Medical, Dental and Vision Insurance
- Short & Long Term Disability Insurance
- Paid time off - vacation, holidays and sick days
- Life Insurance
- Fitness reimbursement program
- Flexible work practices
- 401(k) plan
- Public transport reimbursement program

## PROFESSIONAL DEVELOPMENT

Having a rewarding work environment allows us to attract and retain top talent. We encourage professional growth and invest in employee development. We promote ongoing training and continuing education opportunities for each of our Company's employees.

We offer tuition reimbursement to those employees seeking job related certificates or degrees. In addition, we regularly hold training sessions on various topics to further encourage employee growth and development. We estimate an annual average of 10 hours training per employee.

Our employees and management receive training on anti-bribery, fraud and risk management, cybersecurity and health and wellness topics.

## ACTIVE & HEALTHY ENVIRONMENT

Our modern and open office space creates a positive and collaborative work environment.

We provide an annual employee fitness allowance, that allows employees to be reimbursed for gym memberships, sports lessons or fitness-oriented activities. To further encourage team building, we hold team events regularly throughout the year and participate in community events.

CIO's team participated in the 2023 Vancouver Sun Run, Canada's largest 10-K race promoting health, fitness and a sense of community.



## EMPLOYEE SATISFACTION SURVEY

Each year, our Annual Employee Satisfaction Survey provides an anonymous forum for employees to provide feedback on their employment experience at CIO. In our most recent survey, 100% of participating employees indicated that City Office has a positive company culture, they feel valued at work and that they would recommend CIO as a great place to work. The feedback from our annual employee satisfaction survey is used to enhance our commitment to employee development, benefits and health and wellness.

## GIVING & VOLUNTEERING

Community giving and volunteering continues to be an important part of our company culture. We participate in local food and clothing drives as well as annual giving events every holiday season. Our charitable initiatives include participation at both the corporate and property levels promoting a sense of community in the areas our buildings are located in. In addition we continue to encourage our employees to volunteer outside of our efforts with organizations of their choosing.



Feeding kids. Fueling Futures.



Lower Mainland  
Christmas Bureau  
*it's all about the kids*



## COMMUNITY MENTORSHIP



Local high school students brought their enthusiasm and curiosity to our Vancouver office for a day of mentorship.

Throughout the day, these students asked insightful questions and actively engaged in the discussions. Our employees shared their knowledge, valuable lessons and professional experience, helping these students envision their future paths.

The day was a reminder of the importance of investing in the next generation and we look forward to continuing this tradition of mentorship in years to come.

## INDUSTRY ASSOCIATION MEMBERSHIP

To enhance industry best practices, our directors, officers and employees participate in industry associations and attend conferences to participate in the real estate community. Examples of associations that we participate in.



Urban Land Institute



## PROPERTY-LEVEL INITIATIVES

The long term success of our core business is dependent upon our ability to create a healthy and functional environment for our tenants.

City Office owns properties in vibrant growth markets with a diverse tenant mix, and we leverage this demographic and employment dynamic to encourage social sustainability best practices.

The ESG component in our acquisition diligence process is to assist us in analyzing ways that we can improve the quality of operations for our tenants. We look to areas where we can make beneficial upgrades to common amenity spaces for our tenants.

Numerous social and charitable events are held throughout the year for our tenants, to build relationships and develop feedback channels. Our properties host annual food drives to raise money for regional food banks and other local charities.



PAPAGO TECH VALENTINES DAY



PIMA CENTER ESPRESSO SOCIAL



SANTAN CORPORATE CENTER FOOD DRIVE



PHOENIX PROPERTIES EARTH DAY

## GOVERNANCE



### OVERVIEW

Corporate governance is a vital component of achieving our business objectives and effectively managing risk. We are committed to the policies and procedures we have in place and continue to review corporate best practices on an ongoing basis. At City Office REIT, we promote long-term value creation and accountability to our stakeholders.

### OUR COMMITMENTS

- Operate with transparent and stakeholder-friendly corporate governance
- Uphold the highest standard of business ethics
- Comply with laws, rules, regulations and industry best practices
- Educate our employees and third parties on the importance of our policies
- Maintain infrastructure for accountability to governance policies
- Incorporate ESG considerations into executive compensation
- Review industry corporate governance ratings and incorporate stakeholder feedback

## CORPORATE STRUCTURE & THE BOARD



From left to right: Mark Murski, Michael Mazan, Sabah Mirza, James Farrar, John Sweet and John McLernon.

Our majority-independent Board provides guidance and oversight with respect to our ESG strategy, including operations, investments, financial reporting, strategic plans, corporate policies and enterprise risk management. Stakeholder-friendly aspects of our Board include:

- Independent Chairman of the Board, with five independent members of the six-member Board
- Annual election of Board members by stockholders
- Independent director share ownership requirements
- Audit, Compensation, Nominating and Corporate Governance and Investment Committees comprised of solely independent directors
- Investments are reviewed by the Board, adhering to strict investment guidelines
- Open communication and effective working relationships among the Board and its committees

Our Board of Directors have adopted the key policies described below that enhance our governance structure. Our company policies can also be found on our website at [www.cioreit.com](http://www.cioreit.com).

## POLICIES

City Office REIT has policies and procedures in place that set out basic principles, guidelines and practices that each director, officer and employee of our company is required to abide by. This collection of policies serves as the backbone to creating a successful work environment based on equality, trust and respect. Each of our policies is reviewed and approved by our Board annually. Our Code of Business Conduct and Ethics and Insider Trading Policy is acknowledged in writing by each director, officer and employee on an annual basis.

Our policies and guidelines address aspects of conduct, accountability and, ethics and compliance, diversity and human rights.



### CODE OF CONDUCT

Our Code of Business Conduct and Ethics (the “Code”) covers a wide range of business practices and procedures. It sets out basic principles to guide all directors, officers and employees of our company. Our Code outlines policies surrounding conflicts of interest, insider trading, corporate opportunities, competition and fair dealing, discrimination and harassment, health and safety, confidentiality, disclosure and reporting requirements.

CIO’s guidelines regarding political donations and advocacy play a pivotal role in shaping the Company’s ethical framework. These guidelines maintain both transparency and our integrity. Our Board of Directors have adopted guidelines that govern political donations and advocacy to ensure that they align with our core values and principles.

In 2023, our Board of Directors amended and restated our Code of Conduct and Business Ethics to further reflect the Company’s views on political contributions and advocacy. CIO chooses to not endorse, support or make contributions or payments to any political party or candidate. Our amended and restated Code of Conduct and Business Ethics can be found on our website at [www.cioreit.com](http://www.cioreit.com). To date, CIO has not made any political contributions or contributions to lobbying activity.

### BOARD DIVERSITY

Our company values the benefits that diversity can bring to our Board. A diverse Board promotes the inclusion of different opinions, perspectives, skills, experiences, backgrounds and orientations. This enhances our understanding of opportunities, issues and risks and provides for increased capacity for oversight of our company and its governance. Diversity on the Board enables a more balanced, wide-ranging discussion in the boardroom and also demonstrates our commitment to diversity at all levels within our company.

## POLICIES

### HUMAN RIGHTS

The Company’s Board of Directors adopted CIO’s Human Rights Policy in 2022. The purpose of the policy is to outline our commitment with respect to the human rights of our directors, officers, employees, vendors and tenants. We are committed to operating in accordance with the principles of the Universal Declaration of Human Rights, the UN Guiding Principles on Business and Human Rights and the OECD Guidelines for Multinational Enterprises. The Human Rights Policy outlines our commitment to a safe and healthy workplace, prohibition of forced labor and child labor, appropriate working conditions, freedom of association and the right to water. The Company and the Board of Directors is committed to the continuous review of its practices, training and stakeholder communication to consider enhancements on human rights issues.

### WHISTLEBLOWER POLICY AND HOTLINE

City Office is committed to fair, accurate and transparent accounting of its financial matters and expects all employees of the company to act in accordance with the highest ethical standards in the performance of their duties and obligations. Our company also requires full compliance with all applicable laws and regulations, including but not limited to, securities and commodities laws and regulations, accounting standards, accounting controls and audit practices and prohibits violations of applicable laws relating to fraud.

We rely on all directors, officers, employees and agents to conduct themselves in accordance with the requirements of this policy without fear of retaliation. City Office provides a confidential third party hotline (1-844-240-0005) and corresponding website ([www.lighthouse-services.com/cityofficereit](http://www.lighthouse-services.com/cityofficereit)) for any person who has concerns about the Company’s compliance with laws and regulations, accounting, internal accounting controls, auditing matters or violations of misconduct with respect to applicable laws and regulations. Upon receipt of a complaint, the Chairperson of the Audit Committee will confirm the complaint pertains to a violation and an investigation will be conducted as quickly as possible. To date, the City Office has received no reports thru its whistleblower hotline.

### INSIDER TRADING POLICY

All directors, officers and employees of our company and its subsidiaries (together, the “Covered Persons”) are required to abide by our insider trading policy. The policy provides procedures to limit the disclosure of material nonpublic information and gives guidance to the Covered Persons regarding their individual obligations related to insider trading.

City Office is committed to protecting its confidential information. The ethical and business principles that are the foundation of the insider trading policy may be broader than the stringent requirements of federal securities laws. The confidence and trust placed in the Covered Persons by City Office and its stockholders are of great value and should be preserved and protected.

## EXECUTIVE COMPENSATION & ESG INITIATIVES

The compensation program for our executives is designed to achieve certain core objectives, which are further described in our proxy statement. One of our executive compensation principles is to create an alignment between our executives' compensation and the enhancement of our ESG initiatives over time. This includes setting ESG performance objectives, such as improving third-party ESG ratings through enhanced disclosure and the implementation of new policies and programs.

## CYBERSECURITY

We face risks associated with security breaches, whether through cyber-attacks or cyber intrusions over the internet, malware, computer viruses, attachments to e-mails, persons inside our organization or persons with access to systems inside our organization, and other significant disruptions of our IT networks and related systems. The risk of a security breach or disruption, particularly through cyber-attack or cyber intrusion, including by computer hackers, foreign governments and cyber terrorists, has generally increased as the number, intensity and sophistication of attempted attacks and intrusions from around the world have increased.



While we have not had any cybersecurity breaches to date to our knowledge, our cyber threats are evaluated on an ongoing basis. Regular discussions are held with employees for higher risks such as wire transfer fraud and phishing e-mails. Employees are also periodically tested for responses to test phishing emails; the findings and any points of improvement are then shared with all employees.

In an effort to continue assessing and securing our data and assets, CIO has completed a Cybersecurity Assessment by an independent team of cybersecurity professionals. This assessment included:

- A Cybersecurity 'Health Check' to identify and evaluate the maturity and risks of our current cybersecurity program using relevant industry-leading standards.
- A penetration test where security professionals performed real-world adversary techniques to target the systems and applications of CIO, in which no significant weaknesses were identified.
- A social engineering test where a tailored phishing simulator was used to assess our organization's people, processes and procedures against phishing scams, in which there were no instances of a phishing breach.
- Cloud application review to assess the security of cloud-based applications and appropriate licensing.
- Through the assessment, CIO has since implemented various upgrades and security protocols to further enhance CIO's security posture, both internally and externally. Further, CIO is also continually working towards strengthening the cybersecurity training program for all employees.





MISSION CITY  
SAN DIEGO, CA



RESEARCH COMMONS  
ORLANDO, FL

## FORWARD LOOKING STATEMENTS

This report was approved by the Board as of November 2023. City Office reserves the right to revise, update and supplement this report at any time and from time-to-time to address new initiatives and align with best practices in the industry. This report contains certain “forward-looking statements” within the meaning of the Private Securities Litigation Reform Act of 1995, Section 27A of the Securities Act of 1933, as amended, and Section 21E of the Securities Exchange Act of 1934, as amended. Certain statements contained in this report, including those that express a belief, expectation or intention, as well as those that are not statements of historical fact, are forward-looking statements within the meaning of the federal securities laws and as such are based upon City Office’s current beliefs as to the outcome and timing of future events. Forward looking statements are generally identifiable by use of forward-looking terminology such as “approximately,” “anticipate,” “assume,” “believe,” “budget,” “contemplate,” “continue,” “could,” “estimate,” “expect,” “future,” “hypothetical,” “intend,” “may,” “outlook,” “plan,” “potential,” “predict,” “project,” “seek,” “should,” “target,” “will” or other similar words or expressions. There can be no assurance that actual forward- looking statements, including projected capital resources, projected profitability and portfolio performance, estimates or developments affecting City Office will be those anticipated by the City Office. Examples of forward-looking statements include those pertaining to expectations regarding our financial performance, national or local economic growth, City Office’s expectations regarding tenant occupancy, projected capital improvements, expected sources of financing, expectations as to the likelihood and timing of closing of acquisitions, dispositions or other transactions or any attributes thereof, the expected operating performance of City Office’s current properties, anticipated near-term acquisitions and descriptions relating to these expectations, and changes in local, regional, national and international economic conditions. Forward looking statements presented in this report are based on management’s beliefs and assumptions made by, and information currently available to, management.

The forward-looking statements contained in this report are based on historical performance and management’s current plans, estimates and expectations in light of information currently available to us and are subject to uncertainty and changes in circumstances. There can be no assurance that future developments affecting us will be those that we have anticipated. Actual results may differ materially from these expectations due to the factors, risks and uncertainties described above, changes in global, regional or local political, economic, business, competitive, market, regulatory and other factors described in our news releases and filings with the SEC, including but not limited to those described in our Annual Report on Form 10-K for the year ended December 31, 2022 under the heading “Risk Factors” and in our subsequent reports filed with the SEC, many of which are beyond our control. Should one or more of these risks or uncertainties materialize, or should any of our assumptions prove to be incorrect, our actual results may vary in material respects from what we may have expressed or implied by these forward-looking statements. We caution that you should not place undue reliance on any of our forward-looking statements. Any forward-looking statement made by us in this report speaks only as of the date that this report was adopted. Factors or events that could cause our actual results to differ may emerge from time to time, and it is not possible for us to predict all of them. City Office does not guarantee that the assumptions underlying such forward-looking statements contained in this report are free from errors. We undertake no obligation to publicly update any forward looking statement, whether as a result of new information, future developments or otherwise, except as may be required by applicable securities laws.

[Click Here for Our Independent Assurance Statement](#)

## DALLAS OFFICE

SUITE 2960-500 NORTH AKARD STREET  
DALLAS, TX 75201

## VANCOUVER OFFICE

SUITE 3210-666 BURRARD STREET  
VANCOUVER, BC V6C 2X8

