



# 2019 U.S. Home-office Sustainability Report

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## Report Introduction & Executive Summary

Edward Jones home-office associates occupy an area of approximately 2.4 million square feet across the U.S. alone. From our travel, to our energy usage, to what we buy, eat and dispose of – everything affects our homes, our firm and our planet. It is imperative that we conduct our business through practices that result in the least harm to the environment and also encourage our clients that it makes good business sense to choose sustainable solutions.

This is a lifestyle that requires a change to business as usual and a shift in our obligations, expanding our stewardship to that of the health of the environment, its resources and those of us who share this space. As we continue to pursue sustainability solutions for the home office, we are encouraged by the associates, financial advisors and branch office administrators who express their desire to work for a firm that displays its commitment to the environment.

We need to continue to stand up, take meaningful action and be part of the solution. Through the steady expansion of sustainability efforts in the home office, we have confidence that this effort will encourage all associates to be part of the long-standing legacy of Ted and Pat Jones.

As we explore sustainable options, in relation to our firm's impact, it is imperative that we complete our due diligence by reviewing best practices – evaluating benefit analysis and determining return on investment – to prioritize which ideas we should pursue.

Know we are cognizant of the many options and opportunities we could pursue. We ask for your patience and understanding, as change takes time and there are no quick fixes, especially given our expansive real estate footprint. But given the time needed to educate, adopt new practices and use new tools, we will be able to expand our ability to raise awareness, promote stewardship and encourage positive change.

As part of our effort to cultivate the formal sustainability platform at the home office, we have compiled this year's annual sustainability report to provide information and education about our progress toward helping minimize our environmental impact.

We hope you find this year's report, which outlines the results from 2019, to be valuable and informative. If you have any questions or would like to learn more about our environmental sustainability efforts, please contact us at [greenmail@edwardjones.com](mailto:greenmail@edwardjones.com).



Sincerely,

A handwritten signature in black ink, appearing to read "Jodi Foltz Gay".

**Jodi Foltz Gay**, Principal, Home-office Facilities  
Environmental Sustainability Program Sponsor

Areas of focus for home-office sustainability:



## Ted and Pat Jones' Legacy



Ted Jones on the farm



Ted and Pat are recognized for their efforts to fund the Katy Trail

**Ted Jones**, son of Edward Jones' founder, wanted to become a farmer and began studying agriculture. At his father's bidding, he left school after a year to pursue a career in the securities industry. But while on this journey, Ted met Pat Young, a fellow agriculture major. They shared a love of nature and a devoted interest in conservation. Pat and Ted married in 1950, and in 1954, they moved into the Jones family farm and made it their home. They worked side by side transforming the 750-acre farm into a model of conservation. It was also Ted and Pat who invested time and money to create the Katy Trail State Park, a rails-to-trails path across Missouri.

Thanks to their generosity, the 240-mile Katy Trail is a reality, and the Missouri Conservation Commission now owns the farm, where it offers environmental education programs – forging ahead with the torch of environmental responsibility. We want to preserve and continue the couple's legacy.

**"If you love something enough that you want it to last forever, you've got to give it away."**

— Pat Jones, 1925–2018



# Sustainability & Sustainable Development

Sustainability (often referred to as “green”) defines actions that preserve natural resources and reduces the impact on our environment. They may include recycling to minimize landfill waste or using public transportation to help reduce emissions, for example.

Sustainable development applies that concept to economic development. Across the globe, we are faced with challenges ranging from natural resources conservation to climate change, and from unemployment to poverty. Businesses and governments are stepping up to make a difference through sustainable development.

There is now a holistic alternative to the traditional profit-based model of business success, known as the Triple Bottom Line: people, profit and planet.



While a business must be cognizant of its bottom line to be successful, this is no longer simply a financial analysis (profit). The Triple Bottom Line acknowledges that successful businesses are also focused on fair and ethical treatment of people and reduced environmental impact to the planet.\*

Edward Jones actively pursues the Triple Bottom Line to define success. It contributes to cost savings, attracts new clients, strengthens our competitive edge, and attracts and retains talent to promote a strong future for our planet and the firm.

## Environmental Sustainability at Edward Jones

### Mission

**Our goal as a consumer and corporate citizen is to develop ways to operate in a more environmentally sustainable fashion, improving the quality of life for our associates and neighbors, and minimizing our overall environmental impact for the sake of future generations.**

### Commitment

The Edward Jones core principles state that “we are committed to long-term ... philosophy, strategies, investors, relationships.”

This presents an opportunity for Edward Jones as a leader in the financial services industry to acknowledge that protecting the environment is a real concern to our associates and the general public, to accept our responsibility in meeting the long-term challenges facing our planet, and to integrate environmental sustainability into our corporate ecosystem and strategic planning. This enables the firm to attract the increasingly environmentally conscious market: one that favors businesses that are good stewards of a sustainable economy.

**“Sustainable development is development that meets the needs of the present without compromising the ability of future generations to meet their own needs.”**

— “Our Common World,”  
Brundtland Commission,  
commissioned by the  
United Nations

### Sustainability Objective

Our long-term objective is to cultivate a culture of environmental sustainability. We approach that goal through specific strategies:

1. Define the firm's role in and its obligation to the world.
2. Ensure environmental sustainability is a high priority for the majority of associates.
3. Create eco-literate leadership at all levels of the organization.
4. Engage all levels of the organization.
5. Embed environmental sustainability considerations into policies to guide day-to-day decision-making.
6. Create new consumption and work flow patterns.
7. Create strategic partnerships.

\* Source: *The Age of Sustainable Development* by Jeffery Sachs, 2015

*“[The business enterprise] has to have impact on the community as a neighbor, as the source of jobs and tax revenue (but also of waste products and pollutants). And, increasingly, in our pluralist society of organizations, it has to add to its fundamental concern for the quantities of life – i.e., economic goods and services – concern for the quality of life, that is, for the physical, human and social environment of modern man and modern community.”*

**Peter Drucker, *The Essential Drucker*, 2000**



Specific programs and events that support the firm's sustainability efforts in 2019 are outlined on the following pages.

### Earth and Arbor Day Expo: Our Responsibility

Each year we celebrate Arbor Day and Earth Day to recognize Ted and Pat Jones' commitment to nature conservation and environmental preservation.

**"As long as you are on this earth, it's your responsibility to make it better for those who come after you."**

— Pat Jones, 1925–2018



### 2019 Event Highlights

- "Our Responsibility" theme to honor Pat Jones' life
- 22 vendors promoting health, wellness and environmental sustainability
- 150 complimentary native plants distributed
- \$800 raised for the Missouri Department of Conservation in honor of Pat Jones
- Tulip bulbs harvested from the Edward Jones flower beds distributed
- Inaugural recycled-material hat contest was judged by Managing Partner Penny Pennington
- Attendance prizes of professional-grade vacuum cleaners, bamboo utensil sets and eco planters

Sustainable advertising included digital notifications and chalkboards that are reused each year in lieu of poster boards and paper fliers.

### Washington University Sustainability Conference

Jodi Foltz Gay delivered the opening presentation at the 2019 annual conference of the Boeing Center for Supply Chain Innovation at Washington University's Olin Business School.

She challenged the audience to explore their own passion for environmental and social responsibility by asking, "What is your why?"

**"Jodi's presentation on the roots of sustainability at Edward Jones was a perfect complement to the conference theme of Corporate Social Responsibility in Global Supply Chains: Environmental Sustainability and Ethical Practices. Her message about the firm's long history of understanding the importance of environmental awareness was well received by the audience and left everyone inspired and excited about the conference's positive message."**

— Andy Sample, Operations Manager  
The Boeing Center for Supply Chain Innovation

### Presentation Objectives

- Demonstrate how grassroots efforts toward environmental sustainability at a Fortune 500 firm can evolve and change over time.
- Demonstrate that reducing environmental impact is an important factor for integration at a financial institution.
- Demonstrate the influence of empowered individuals who have acted as change leaders to shape the Edward Jones sustainability journey.



Jodi Foltz Gay opens the 2019 Annual Conference with a presentation on the evolution of corporate sustainability at Edward Jones.



## Dishware Campaign: Dishes vs. Disposables

The excessive use of disposable food containers and plastic utensils increases firm operating costs and contributes additional material to local waste streams. A “Dishes vs. Disposables” campaign was introduced in January 2019. Its goal is to reduce cost and excessive waste by making reusable dishes and silverware the default practice for serving food to associates **dining in** at home-office campus cafés.



While Ted and Pat's impressive and selfless gestures resulted in significant sustaining benefits to the residents and visitors of Missouri, we're asking associates to take, at the least, small steps in becoming cognizant of the implications of their choices. The Dishes vs. Disposables choice results in no further effort, only reduced cost and environmental impact.

## Recycling Extravaganza

In fall 2019, we had the opportunity to offer our first complimentary Recycling Extravaganza for St. Louis and Tempe home-office associates and contractors to recycle common household items. September featured personal shredding; October featured batteries, plastic bags and plastic packaging; and November featured an electronics waste drive.

The accepted items included plastic grocery bags, food storage bags, dry cleaning bags, bubble wrap, product or case wrap, hard drives, computers, televisions, phones, printers and monitors. Instead of going to a landfill, we worked with local vendors to repurpose and recycle these items in a responsible fashion.



Drop off area for electronic waste drive in St. Louis

### St. Louis Home Office

<b>5,542 lb.</b> Shred	<b>2,088 lb.</b> Plastic Bags and Packaging	<b>400 lb.</b> Batteries	<b>4,718 lb.</b> Electronic Waste

### Tempe Home Office

<b>4,500 lb.</b> Shred	<b>919 lb.</b> Plastic Bags and Packaging	<b>8 lb.</b> Batteries	<b>46 lb.</b> Electronic Waste

## United Way Trivia Night Waste Station

The 2019 United Way Trivia Night in St. Louis featured dedicated waste stations managed by volunteers with compost, landfill and recycle containers for participant use during the event. The volunteers helped more than 700 Edward Jones associates, friends and family members at the event to correctly sort their waste.

Through recycling and composting, the collective efforts diverted 949 gallons of waste from local landfills. While this was an improvement over 2018, there are still opportunities as the firm continues to expand and develop comprehensive sustainability initiatives.

While overall waste levels at the event decreased, landfill waste levels have remained consistent with previous years. To reduce the amount of landfill waste from the event in the future, additional sustainable measures and policies will be explored and implemented in 2020.

### RESULTS FROM THE EVENT

 <b>720</b> Edward Jones associates, friends and family members present	 <b>874</b> Approximate gallons of waste recycled	 <b>75</b> Approximate gallons of waste composted	 <b>1,100</b> Approximate gallons of waste sent to landfills
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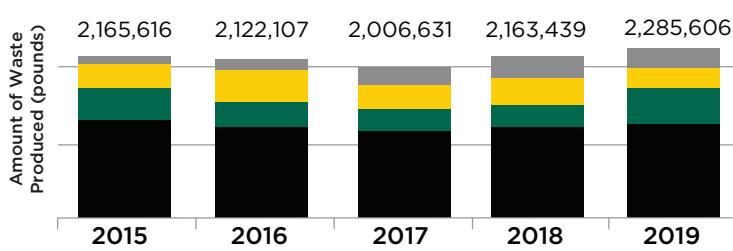
### Waste Diversion Program

Over the past several years, there has been a conscious effort to reduce the amount of landfill waste produced on the St. Louis home-office campuses. Components include the clear separation of landfill waste from recycling waste, food scrap composting in the café kitchens and postconsumer composting in all cafés and break rooms.

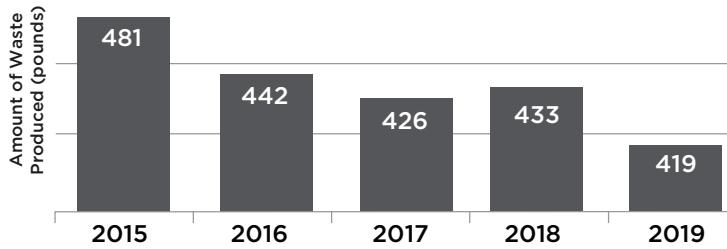
Even while overall waste increased in 2019 – partly because the firm added 457 St. Louis-based associates in the past year – dedicated waste diversion efforts are increasingly successful at moving waste into the correct waste stream.

As the firm continues to grow, a priority is to strive for improvements in reduction of excess waste and hold each other accountable for appropriate waste disposal.

### St. Louis Home Waste Generation\*



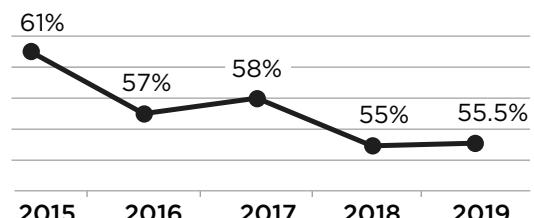
### Waste per Associate (St. Louis Campuses) ■ Waste/Associate



### Home-office Trends Due to Waste Diversion Efforts (St. Louis Campuses)

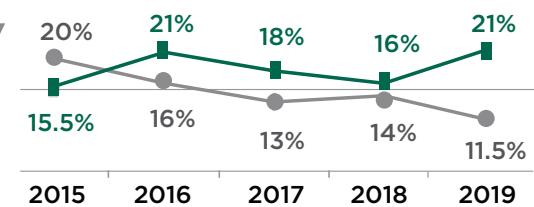
Waste is becoming less likely to enter the landfill.

**Landfill static as percent of total waste**



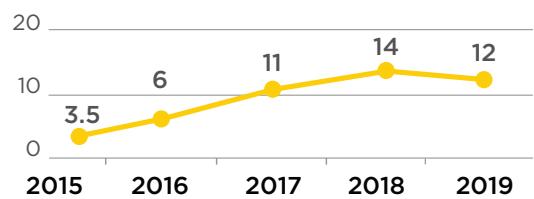
↑ Recycling and shredding combined accounted for 32.5% of the waste stream in 2019. These trends indicate items are more likely to enter the correct waste stream and the reduction of paper usage.

↓ Paper shred decreasing, recycle increasing



↓ Decrease in composting indicates items are more likely to enter the correct waste stream as associate accuracy improves.

**Compost Decreasing as Percent of Total Waste**



Compost

Paper Shred

Recycling

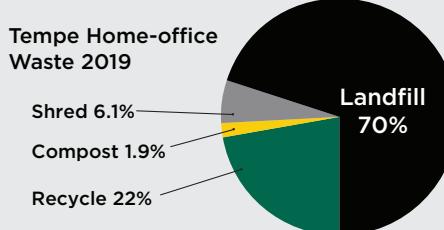
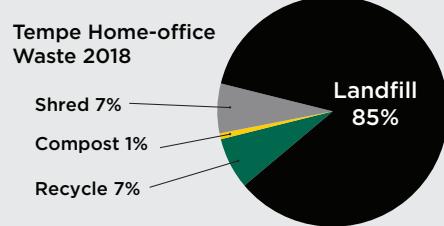
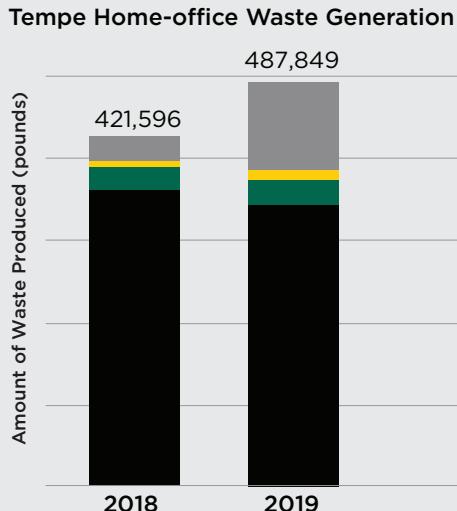
Landfill

\* Compost totals do not include waste from buildings 41K and 145 WP; landfill totals do not include waste from 270 building.

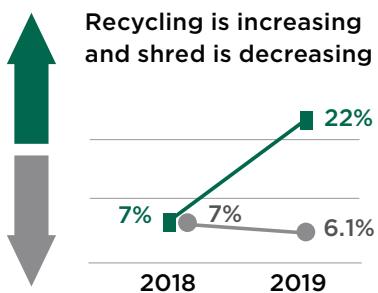
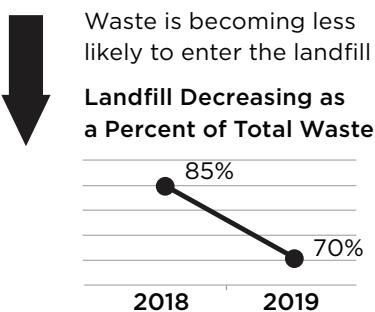


## Tempe Home-office Waste Diversion Program Rollout

In June 2019, composting in associate cafés and break rooms was introduced at the Tempe, Ariz., home office. Signage and color-coded waste receptacles align the Tempe home-office practices with those in St. Louis.



### Home-office Trends Due to Waste Diversion Efforts (Tempe Campus)



Compost

Paper Shred

Recycling

Landfill

## Tempe and St. Louis Paper Towel Compost Rollout

To reduce the firm's contributions to local landfills, preparations were made to compost all paper towels from the home office in 2019. Paper towels from the restrooms are the most prevalent source of landfill waste in compactors at each home-office building. By diverting the paper towels to compost, landfill compactors will be repurposed as recycling compactors.

In conjunction with the paper towel composting effort, a new roll towel will be used that is composed of 100% recycled materials (at least 50% postconsumer recycled content). By transitioning to this new towel type, the home office could reduce its demand for virgin paper resources in the towels used every day.





## Nourishment in Home-office Cafés

In conjunction with Aramark, the food service provider at the Edward Jones St. Louis and Tempe home offices, several new initiatives were introduced at the campus cafés to encourage associate health and wellness in 2019.

### 1 Eat Well:

Healthy food selections that focus on reduced levels of calories, saturated fat and sodium are now designated with an “Eat Well” label to guide associates toward better nutritional choices at each campus café. Using creativity in flavor selection and wholesome ingredients, Aramark chefs prepared Eat Well dishes in 2019, including vegetable pizza crusts, new sauté combinations and new sandwich varieties.



### 2 Healthy Hydration:

Staying hydrated can help Edward Jones associates stay energized, active and healthy. To encourage associates to drink more water, complimentary water stations were added to each home-office café that feature water infused with different combinations of fresh-cut fruit and fresh herbs every day.



### 3 Plant Forward:



Plant Forward is a style of eating that emphasizes plants as the center of the plate with animal proteins moved to a supporting role. This strategy differs from entirely plant-based eating where no animal products are used. Café menus include plant-based selections as both entrées and sides. Some of the most popular dishes in 2019 included buffalo cauliflower, Mexican street-corn wraps and spicy avocado coleslaw.



# Carbon Footprint at Edward Jones



Human demands and populations continue to grow more quickly than the Earth's natural resources can replenish themselves. We strive to have a realistic understanding of our own firm's impact on the environment in order to identify and implement sustainable strategies that will reduce our carbon footprint.

We begin by gathering the data to evaluate how our daily activities contribute to the world's environmental problems.

- Currently, we measure our home-office carbon footprint in St. Louis, Mo., and Tempe, Ariz., by determining the amount of CO<sub>2</sub> produced through electricity and natural gas usage in our campus buildings. (We are unable to track resource consumption in the Canadian home office because we are only a tenant in a multistory complex).
- In the future, we look to expand the categories we measure in order to provide a more comprehensive picture of our environmental impact.

Based on the number of buildings and associates, and using monthly utility bills and the EPA Greenhouse Gas Equivalences Calculator, we are able to estimate the overall environmental impact.

Through sustainable improvements to our facilities and associate education, we have great potential to reduce our impact on the environment.

## Sources of CO<sub>2</sub>

Carbon dioxide (CO<sub>2</sub>) in equivalent metric tons is the general measurement for a carbon footprint. CO<sub>2</sub> is generated through a surprisingly large number of varied activities impacting our daily lives, such as:

### Automobiles

- Oil Extraction
- Oil Refining
- Oil Transportation
- Emissions from Vehicles

### Workplace & Housing

- Construction
- Heating and Cooling
- Electricity Usage
- Water Usage

- Household Waste

### Food

- Growing/Farming
- Rearing (Animals)
- Crops
- Processing
- Transportation
- Storage
- Cooking
- Disposal

## Equivalent Environmental Impact

St. Louis home-office impact is equivalent to...	Tempe home-office impact is equivalent to...
<b>Greenhouse gas emissions from</b> <b>78,846,154</b> Miles driven by an average passenger vehicle	<b>Greenhouse gas emissions from</b> <b>18,692,308</b> Miles driven by an average passenger vehicle
<b>CO<sub>2</sub> emissions from</b> <b>3,575,447</b> Gallons of gasoline consumed	<b>CO<sub>2</sub> emissions from</b> <b>847,643</b> Gallons of gasoline consumed
<b>1</b> <b>3,667</b> Homes' energy use for one year	<b>1</b> <b>869</b> Homes' energy use for one year
<b>1</b> <b>4,052,336,359</b> Number of smartphones charged	<b>1</b> <b>960,700,229</b> Number of smartphones charged

## Home-office Buildings and Associates

St. Louis and Tempe Home Offices
ST. LOUIS 13 BUILDINGS (2 MILLION SQ. FEET) TEMPE 3 BUILDINGS (326,000 SQ. FEET)
+  HOME-OFFICE ASSOCIATES & CONTRACTORS As of 1/23/20 ST. LOUIS 5,458 TEMPE 730

## Estimated Carbon Footprint of Home Offices

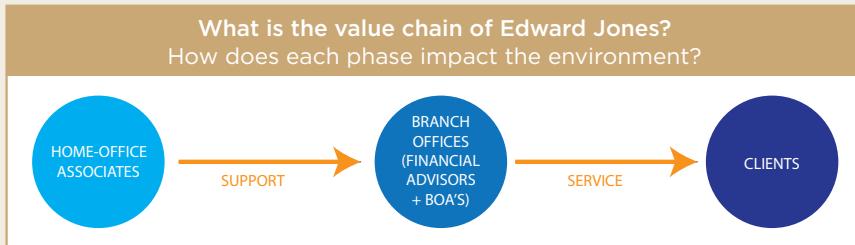
Average Metric Tons of CO <sub>2</sub> /Person/Year	Edward Jones DEC. 2018 - NOV. 2019	
	Global Average 5.0 Metric Tons*	
	St. Louis Home Office 5.9 Metric Tons	
	Tempe Home Office 10.25 Metric Tons	

\*Source: World Bank.



## Environmental Impact: Home Office and Beyond

Activities in the home office are guided by the business model that ensures branch offices are located throughout North America to provide personal service to clients in the communities where they live and work.

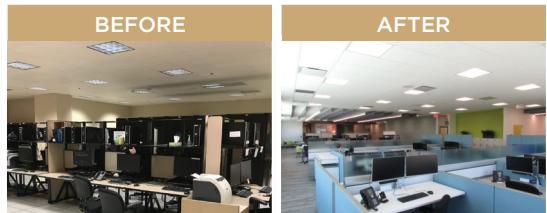


In 2018, we began work to evaluate the impact involved in home-office support of the branch offices and their direct service to our 7 million clients. It's a priority for us to understand the environmental impact not just of the home office, but also of our firm as a whole.

In 2019, a strategy was established to evaluate environmental impact of the firm, inclusive of the home office and branch office network, that will help prioritize action items and the cadence in which the items should be addressed. Considerations during the evaluations will be short- versus long-term impacts, the fastest ways to impact others and opportunities for cost savings that also result in more environmentally friendly practices.

## Energy-saving Initiatives

In spring 2019, approximately 300 2' x 2' compact fluorescent light (CFL) fixtures were replaced with LED light fixtures on the second floor of 8640 South River Parkway (Tempe, Ariz.) during the Workplace Strategies initiative and data center renovation. By changing the light fixture type on the floor to LED, the energy usage was reduced by approximately one-third compared to CFL fixture usage (from 22kW to 6.8kW). Daylight harvesting strategies were also used, which results in additional energy savings through the dimming of electric light sources based on the amount of daylight entering the space.

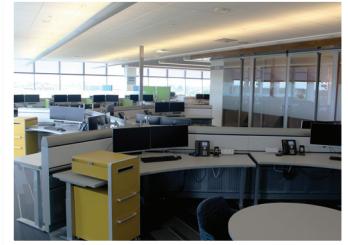


New lighting on the second floor (before and after).

Throughout the Tempe and St. Louis home-office buildings, CFL fixtures have been progressively replaced with LED fixtures in accent and non-office space light locations. Additional projects to convert more of the real estate portfolio to LED are planned for the near future.

## Real Estate Efficiency

As of the end of 2019, nine floors (approximately 200,000 sq. feet) at the St. Louis and Tempe home offices were converted to the Workplace Strategies Initiative (WSI) activity-based workplace model, which alters the layout of associate workspace to use existing real estate more efficiently and promote workplace collaboration. From an environmental impact perspective, the WSI floors help the firm reduce its footprint by maximizing the function of existing real estate. The WSI floors also enhance associate health and wellness through the use of sit-to-stand furniture at the majority of workstations, centralized amenities that promote movement throughout the day, increased exposure to natural light and outdoor views, and the use of sound masking and absorptive surfaces to minimize sound transmission.



As associates move to the WSI activity based workplace model and clean out their traditional workspaces, there is an abundance of extra office supplies. Instead of throwing these items into the landfill, they are collected and sorted to be redistributed across campus buildings and will be used as communal inventory. It is ideal to make associates aware of what already has been purchased by the firm and is available for immediate use so that those supplies can be used before more of the same is ordered.

The firm currently rents more than 30,000 square feet of warehouse space in St. Louis to store inventory furniture pieces for moves as well as adds and changes to associate workspaces. A furniture audit was performed in fall 2019 that identified several component types in extreme excess and not needed for everyday furniture adjustments. In an effort to reduce the firm's warehouse footprint, these excess furniture components will be sold, donated or recycled in partnership with a third-party vendor and local charitable organizations in 2020.



## Construction Waste Pilot

During the renovation of a 7,500-square-foot portion of the second floor of 170 Edward Jones Boulevard, a pilot for construction waste diversion was performed in partnership with a third-party vendor. An overwhelming majority of the construction and demolition waste that was removed was diverted from the landfill. The recovered construction material can be recycled and reintroduced to other markets. We hope to continue similar construction waste diversion practices to reduce the firm's contribution of waste to local landfills.

### Reduction of Construction Waste to Local Landfills



**41 tons**

Construction and demolition waste removed



**90%**

Of that material diverted from the landfill

## Water Savings: Home-office Irrigation

An audit was performed in spring 2019 to determine best practices in specific areas where irrigation water usage was highest. The firm has implemented a plan to lower water consumption in these strategic areas within the next one to two years.

Several short- and long-term initiatives to reduce home-office water usage began in 2019. In accordance with best practices, the firm is enhancing the existing campus turf with compost to require less irrigation in the future. Existing irrigation systems are being upgraded with better technology to allow for a smarter use of water in landscaping, which will result in a reduction of the amount of water used for home-office landscaping.



Strategic areas on the Edward Jones property have been or are being converted to native plantings in lieu of traditional landscaping to reduce irrigation needed for the areas. These areas include a triangular area of land between neighboring roadways at South Campus, converted in 2019, and the soon-to-be prairie area at North Campus.

## Sustainable Landscaping Strategy

Long-term plans for sustainable landscaping have taken root, including a prairie area and tree plantings.

- **Prairie Area** – A 4.5-acre area at 78 Progress Parkway on North Campus in St. Louis is strategically being converted into a Missouri prairie area featuring a mix of native grasses and flowers. Prairies provide habitats for pollinators, increase biodiversity and improve erosion and stormwater runoff. The prairie area will utilize seeds collected from the Ted and Pat Jones farm and will be maintained in a similar fashion, making it a sister prairie to the Jones farm habitat. The prairie will include mowed and wood chip pathways through the site to make it inviting for associates to visit and to ensure ease of maintenance.



The prairie conversion will reduce firm maintenance costs including mowing, fertilization and irrigation. Once the plants have reached full maturity during the three- to five-year establishment process, no irrigation for the plants will be required, and a controlled burn will be scheduled with the local fire department to allow the seeds to germinate in the future.

- **100 Trees for 100 Years** – Beginning in 2020, 100 trees will be planted at the St. Louis home office to commemorate the 100<sup>th</sup> anniversary of the firm in 2022 and to continue the conservation legacy established by Ted and Pat Jones. All new trees will be varieties native to the state of Missouri, including evergreen, flowering, shade and oak trees. The trees will be strategically planted at varying stages of life to enhance the tree coverage at both St. Louis campuses.

### Environmental Impact

A multiyear plan has been created to guide the environmental impact conversations and invoke thoughtful and environmentally conscious policies and decision-making throughout the home office and the North American branch network. In 2020, impact evaluation work will focus on branch-office real estate, firm procurement practices and the Canadian home office and field. As effective methods to reduce impact are discovered and approved, firm policies and practices will be updated and socialized to create holistic sustainable change at the firm.

In 2020, the firm will also begin the tracking of greenhouse gas emissions that result from home-office and branch activities. By tracking this data in a systematic fashion, a baseline can be established that will help guide the development of environmental goals and targets for emission reduction in the future.

