

Arbor Realty Trust

Corporate Responsibility and Impact Report

Published April 2025

Central Park, NY
0.7 miles from NYC Office

Corporate and Social Responsibility



ARBOR
CSR

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Introduction

Letter from Our CEO and Lead Director

Dear Valued Stakeholders,

We are pleased to share the Arbor Realty Trust, Inc. (Arbor) inaugural Corporate Responsibility and Impact Report which details our commitment to as well as progress on our Corporate Responsibility principles, goals, and initiatives. Our commitment to Corporate Responsibility and Impact is driven by the creation of long-term value for our shareholders, meeting the needs of our borrowers, building a better workplace for our employees, and doing our part to minimize our impact on the environment.

Notable highlights in 2023 and H1 2024 include:

- Conducting a GHG inventory to quantify carbon emissions at our office spaces and beginning to develop a reduction plan
- Expanding our Corporate Responsibility and Impact policy and adopting several other Corporate Responsibility and Impact related policies
- Earning Top Workplaces in 2024
- Signing on to the ADL Workplace Pledge to Fight Antisemitism
- Signing on to the Human Rights Campaign (HRC) Count Us In Pledge

We aim to deepen and further embed our commitment to responsible corporate governance and sustainability, focusing on identifying and incorporating sustainability concerns into transactional analysis and asset management practices, understanding our production and management of GHG emissions, aligning our governance practices to reflect our goals while remaining accountable to our shareholders, innovating programs and policies that prioritize the growth and success of our employees, and identifying programs and other means by which we can continue to establish and nurture relationships with the communities in which we work and operate.

As we look towards the future, we are committed to ensuring that Arbor remains a responsible partner and service provider for years to come. We are incredibly proud of what we have accomplished as a Company thus far. We also recognize that there is more work to be done. We are committed to listening, observing, engaging in meaningful dialogue about sustainability and Corporate Responsibility, and continuing to evolve in a way that best serves all who continue to support and trust Arbor.

Sincerely,



Ivan Kaufman

Chairman and Chief Executive Officer



William C. Green

Lead Director

About Arbor

For 30+ years, Arbor Realty Trust, Inc. (Arbor, NYSE: ABR), headquartered in Uniondale, NY, has been a premier provider of loan solutions for multifamily and commercial real estate clients. As a nationwide Real Estate Investment Trust (REIT) and direct lender, we help clients achieve their financial goals by focusing on long-term relationships. We conduct business not simply as another real estate lender, but as a partner.

Arbor employs 662 employees in 19 states*, primarily in the Northeast Region. Our partners own and operate real estate across the country, ranging from multifamily housing to single-family rentals, seniors housing, and other diverse commercial real estate assets.

Arbor is a Top 10 Fannie Mae DUS® Loan Multifamily Lender by origination volume, a Freddie Mac Program Plus Seller/Servicer, an FHA Multifamily Accelerated Processing (MAP)/LEAN Lender, a HUD-Approved LIHTC Lender as well as a CMBS, Bridge and Mezzanine lender. With a current servicing portfolio of approximately \$30 billion, Arbor is a primary commercial loan servicer and special servicer rated by Fitch Ratings and Standard & Poor's. We hold an Above Average rating from Standard & Poor's, and in 2024, we received an upgraded rating from Fitch Ratings. Arbor is also on the Standard & Poor's Select Servicer List. In June 2023, Arbor was added to the S&P SmallCap 600® index.

Mission, Vision & Values

Mission

Dedicated to providing bespoke financing solutions for commercial and multifamily investment opportunities.

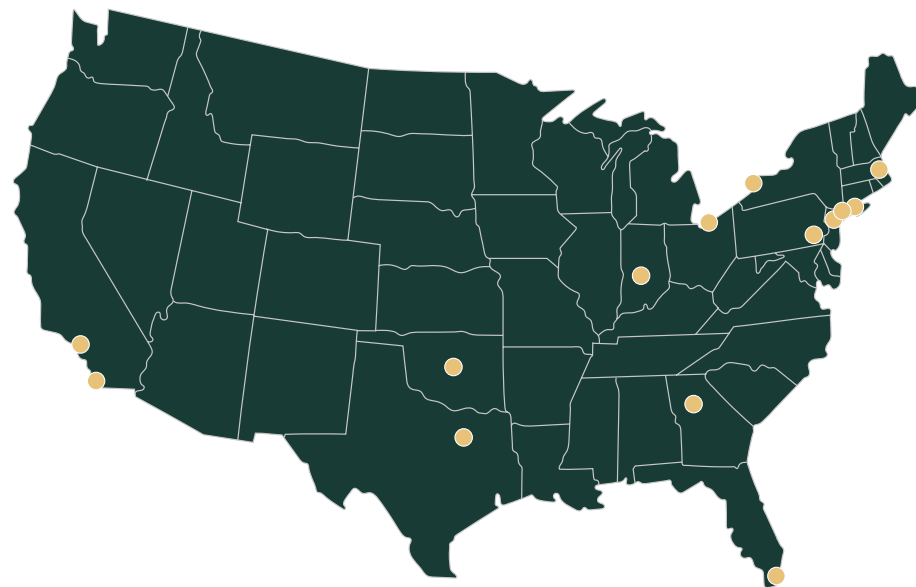
Vision

To be the best mortgage lender in the commercial and multifamily space by being a reliable financing source for clients; becoming a front-of-mind choice for all mortgage financing needs.

Values

Innovation, entrepreneurship, loyalty, quality, efficiency, and appreciation.

Our Offices



Our offices serve our partners across the United States.

- Uniondale, NY
(Headquarters)
- Conshohocken, PA
- New York, NY
- Dallas, TX
- San Diego, CA
- Atlanta, GA
- Edmond, OK
- Tonawanda, NY
(Servicing Operations)
- Bloomington, IN
- Englewood Cliffs, NJ
- Boston, MA
- Miami, FL
- Cleveland, OH
- Newport Beach, CA

To learn more about Arbor's commitment to Corporate Responsibility and Impact, read the [Statement of Corporate Responsibility and Impact Principles](#).

* as of December 31, 2024

Recognition



Long Island Women in Philanthropy Honoree



About This Report

Arbor's 2023-24 Corporate Responsibility and Impact Report contains disclosure of sustainability and corporate responsibility practices, policies, and metrics relevant to Arbor's business. This document covers corporate responsibility disclosures for Arbor from January 1, 2023, through December 2023, as well as initiatives from the first half of 2024, unless otherwise noted, and is aligned to the Global Reporting Initiative (GRI) G2021 Guidelines. This report will be updated annually. For more information, please contact Leah Fisher at lfisher@arbor.com.

Certain items in this document may constitute forward-looking statements within the meaning of the "safe harbor" provisions of the Private Securities Litigation Reform Act of 1995, including information about possible, anticipated or assumed future results of our business, our financial condition, liquidity, results of operations, plans and objectives. We use words such as "anticipate," "expect," "believe," "intend," "should," "could," "will," "may" and similar expressions to identify forward-looking statements, although not all forward-looking statements include these words. Forward-looking statements are based on certain assumptions, discuss future expectations, describe future plans and strategies, contain projections of results of operations or of financial condition or state other forward-looking information.

These statements are based on management's current expectations and beliefs and are subject to a number of trends and uncertainties that could cause actual results to differ materially from those described in the forward-looking statements. Arbor Realty Trust, Inc. ("Arbor") can give no assurance that expectations will be attained.

Factors that could cause actual results to differ materially from Arbor's expectations include, but are not limited to, changes in economic conditions generally and the real estate markets, continued ability to source new investments, changes in interest rates and/or credit spreads, and other risks detailed in Arbor's Annual Report on Form 10-K for the year ended December 31, 2024 and its other reports filed with the SEC. Such forward-looking statements speak only as of the date of this document's publication. Arbor expressly disclaims any obligation or undertaking to release publicly any updates or revisions to any forward-looking statements contained herein to reflect any change in Arbor's expectations with regard thereto or change in events, conditions, or circumstances on which any such statement is based.



Corporate and Social Responsibility



Governance

Arbor's history as a premier provider of commercial and multifamily loans is in part possible thanks to our commitment to clear and strong corporate governance. This commitment now extends to our governance of corporate responsibility matters, including our processes for measuring, disclosing, and reporting corporate responsibility and impact metrics. In 2021, we took our first steps towards defining the governance of Corporate Responsibility at Arbor, from our Board of Directors to our senior management. We continue to expand the responsibilities across the firm, creating a foundation for collaboration across departments.

Our Board of Directors

The Board of Directors' (Board) goals are to build long-term value for Arbor's shareholders and to assure the vitality of the firm for our customers, employees and the other individuals and organizations that depend on our firm. To achieve these goals, the Board will periodically monitor and provide feedback on both the performance of the company as it relates to goals, strategy and competitors, and the performance of the Chief Executive Officer and other officers.



Our Board oversees Arbor at the highest level, ensuring that Arbor continues to provide the highest quality service to our borrowers, work environment to our employees, and long-term value to our shareholders. The Board of Directors is comprised of nine directors, including Arbor's CEO Ivan Kaufman as the Chairman, and William Green as Lead Director. All Directors except for Messrs. Kaufman and Martello qualify as Independent Directors.

The Board has four committees: the Audit Committee, the Corporate Governance Committee the Compensation Committee, and the Special Financing Committee all of which are comprised solely of Independent Directors. The Corporate Governance Committee is responsible for assisting in the identification, recruitment, and interviewing of potential board candidates, as well as ensuring the orientation and continuing education of directors.

For more detailed information about our board makeup, committees, nomination and compensation, and corporate governance, please refer to our [most recent reporting](#). For more information about our board goals, qualifications, continuing education and evaluation, please refer to our [Corporate Governance Guidelines](#).

Board Diversity

We wholeheartedly believe that a Board with diversity of thought and experience is critical to the performance of our business, the experience of our employees and customers, and the state of our communities. Our Board make up is as follows:

- Gender Diversity: 22% Female Board Composition*
- Ethnic Diversity: 11%*
- Average Tenure: 10.5 years*
- Average Age: 62.9 years*

* as of December 31, 2024

Responsible Governance

Arbor is committed to responsible corporate governance and has implemented structures and procedures to govern the Corporate Responsibility program including assigning responsibility to the Board and leadership to oversee the program and embed corporate responsibility and impact principles into Arbor's practices and policies.

Board Oversight

The Board is kept apprised of initiatives and progress. However, the primary responsibility for driving the day-to-day corporate responsibility strategy resides with the Corporate Governance Committee. The Board Corporate Governance Committee is responsible for monitoring and advising on Arbor's commitment, as defined in its charter, and includes discussion of corporate responsibility and impact topics at nearly every meeting of the Committee. This includes oversight of Arbor's corporate responsibility and impact reporting and disclosures, policies, and practices. The Committee discusses these matters with Arbor's management as appropriate. The Chairman of the Corporate Governance Committee provides regular updates to the Board.

Management Oversight

In 2021, Arbor established our Corporate Responsibility Committee to lead the development and implementation of the corporate responsibility and impact strategy with oversight from the Board. In 2022, the taskforce expanded to include additional employees, including senior management, across various areas of the business. The Taskforce is headed by the MD, Special Projects, Governance and Risk.

Corporate Responsibility Policies

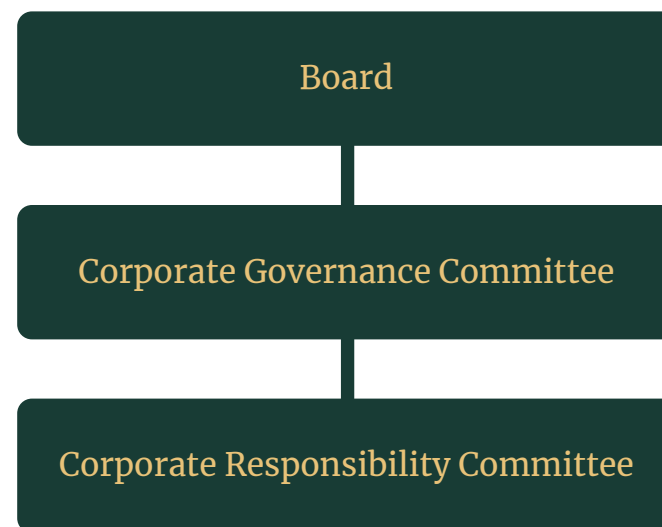
Arbor has adopted a Corporate Responsibility Policy as well as other corporate responsibility-related policies that govern our commitment to responsible business and provide employees and partners with clear guidelines. The Policy provides a framework for Arbor to identify and establish corporate responsibility and impact goals, objectives, and initiatives

across our entire business operation. Additional related policies have been adopted that support this document and the overall program. These policies can be found on the [Our Responsibility webpage](#).

Our employees are responsible for complying with these policies, and compliance is overseen by our senior management team and Board of Directors. These policies are reviewed at least annually by the appropriate Arbor personnel and updated as needed.

Risk Management

Corporate responsibility considerations are integrated at Arbor through robust corporate governance policies and practices internally and externally. Arbor is committed to conducting business in a legal, ethical, and responsible manner and requires that all our workforce and approved vendors follow the same high level of standards.



Ethics & Compliance

At Arbor, our goal is not just to comply with the laws and regulations that apply to our business; we also strive to abide by the highest principles of business ethics. This commitment to operating ethically and with integrity is represented through our policies that govern the behavior of our employees, officers, directors, and vendors.

- Code of Business Conduct and Ethics
- Code of Ethics for Chief Executive and Senior Financial Officers
- Vendor Code of Conduct
- Human Rights Policy
- Anti-Bribery Policy
- Whistleblower Policy

Arbor maintains a Corporate Governance Hotline at which employees, vendors, or other stakeholders can anonymously report any concerns related to ethics and compliance. Employees may also submit concerns and complaints in writing to the Chairperson of the Audit Committee.

Climate Related Impacts and Disclosure

Sustainability as a corporate objective remains a priority for the investing community. As such, Arbor continues to assess our current processes for measuring, disclosing, and reporting sustainability metrics. In preparation for compliance with state GHG emissions reporting regulations such as legislation in California, Illinois, New York, Minnesota and Washington, Arbor conducted a Scope 1 and 2 GHG Inventory in 2024 and will expand to Scope 3 in 2025.

Furthermore, we continue to evaluate potential climate related risks and opportunities and maintain the company's ability to stay resilient and profitable in the future. We continue to learn and engage with our industry to collectively come up with innovative solutions to common risks such as the rising cost and declining availability of insurance due to climate change. We plan to align any future climate strategy to the International Financial Reporting Standard (IFRS) S2 Disclosures.

Business Risk Mitigation

Arbor has crafted a governance structure that reflects our commitment to cybersecurity and protecting sensitive data. Our experienced and knowledgeable technology team, led by a Chief Technology Officer with years of experience in the financial services space, utilizes top-tier products, services, and vendors to create a cybersecurity framework that offers high-quality protection. The Chief Technology Officer shares progress and efforts with Executive Management and the Board of Directors to keep them well informed, especially in the event of situations requiring a response. We have also procured the requisite insurance to best mitigate against potential losses.

Arbor is aware that cybersecurity threats, including data breaches and malicious attacks, are becoming a more prevalent force for disruption in the corporate environment. Cybersecurity incidents, in addition to growing in number, are also becoming more sophisticated and continue to evolve in tandem with an ever-changing technological landscape.

As a commercial mortgage lender, Arbor must collect data, inclusive of personally identifiable information (PII), as part of its standard business operations. With the understanding that this data is highly sensitive and, by its very nature, dynamic, Arbor recognizes the need to protect it at every level, while existing static on servers, in use in systems, or in transit during correspondence. Safeguarding all of Arbor's data, and in particular PII, is paramount, and maintaining data integrity, privacy, and accuracy is at the core of Arbor's cybersecurity efforts.

Arbor is committed to continuously revisiting our cybersecurity framework as the technological environment changes and new information becomes available. We believe that a technologically secure environment is one that is safe, efficient, and productive.

Looking Forward

Arbor's Corporate Governance Committee and ESG consultant continually work to define and expand the Corporate Responsibility and Impact program, principles, and initiatives. We recognize the importance of transparency and disclosure to our shareholders and customers, and actively work to improve our processes.

We also plan to evaluate frameworks available, such as Sustainability Accounting Standards Board (SASB) and Task Force on International Financial Reporting Standards (IFRS), to determine which of those, if any, are most meaningful to align to our program.

Finally, we conducted our first GHG inventory in H2 2024 to quantify our carbon footprint. Reducing the environmental impact of our operations and services is a core value at Arbor, and with the GHG inventory, we are equipped with the crucial information to understand where we need to focus our reduction efforts.

You can visit [Our Responsibility webpage](#) for more information about the current state of our program in the meantime.



I feel fortunate to be able to witness the measured but meaningful growth of Arbor's Corporate Responsibility and Impact program over time. I am especially proud of completing our first GHG inventory and Arbor's sponsorship and participation in numerous community events. There is no question that our successes are a direct result of our purpose-driven mission and values, as well as our employees who work every day to bring that vision to life, our clients, and our shareholders.

Leah Fisher

MD, Special Projects, Governance and Risk
Arbor Realty Trust



Environmental

Environmental stewardship has been a part of Arbor's culture since our inception. It's in our name, it's in our history, and it's in how we approach the future of Arbor. Arbor is committed to responsible environmental management of our business and operations. We strive to improve upon and find ways in which we can minimize negative environmental impacts from our business and maximize the positive benefits of our practices and partnerships.

To better understand our impact and our carbon footprint, in the first half of 2024, we conducted a Greenhouse Gas Inventory covering Scope 1 and 2 of our operations. Currently, the results and insights achieved from this exercise are under discussion among leadership to determine the most meaningful steps forward. We are already using this information internally to seek ways to embed sustainability throughout our business and operations. For example: we have improved our communications protocol with property managers to better understand our environmental footprint in each of our office locations.

Arbor remains in full compliance with all current and upcoming environmental regulations in all of our office locations and requires all properties to which it lends to remain in full compliance as well. Read Arbor's newly updated [Corporate Environmental Policy](#) for more on our commitments to our environment through operational excellence.

Green Financing

For more than two decades, our business model has focused on [affordable housing lending](#), a key component of improving Americans' quality of life and strengthening their communities. However, according to the International Energy Agency (IEA), the built environment is responsible for 42% of annual global carbon emissions, of which building operations are responsible for 27% annually.

We recognize our responsibility to incentivize our lenders to pursue greener opportunities when possible. Arbor's Green Financing partnerships with Fannie Mae, Freddie Mac, and FHA unlock preferred pricing and additional loan proceeds. Fannie Mae Green Rewards and Freddie Mac Green Advantage Programs create a "triple bottom line" by supporting increased cash flows, better quality housing, and reduced energy and water usage and costs. Incentives to our borrowing partners from choosing loans through these programs include terms such as:

- *Property analyses and audits to identify how property improvements can save energy and/or water*
- *Reimbursements*
- *Lower interest rates*
- *Increased loan proceeds*

For more information about the benefits of our Green Financing options, please visit the [Green Financing](#) page on Arbor's website.

Environmental Partnerships

The word Arbor in Latin means tree. Environmental stewardship, and specifically reforestation, has been at the core of Arbor's roots as a company, dating back to Arbor National Mortgage in the 1990s. At the time, Arbor provided each homeowner with a tree to celebrate their loan closing; the company was responsible for closing the mortgage loans on 1 in 8 homes in the tri-state area. Many of these trees are still thriving today.

Arbor has continued its commitment to domestic and international tree planting through supporting two highly successful reforestation efforts. As the business has evolved, so too have our environmental efforts. Instead of providing a tree to each home loan borrower, Arbor plants a tree on behalf of their customers for each loan closed. This initiative provides a valuable opportunity to connect with our clients while actively contributing to a critically important environmental cause aimed at mitigating the effects of climate change.

To date, in recognition of closed transactions and our commitment to these critical organizations, Arbor has financed the planting of 17,000 trees domestically and 3,400 trees in the State of Israel.






Sustainable Office Operations

We recognize that there is an environmental impact to the offices we work and operate in, which is why we prioritize green-certified spaces for offices as feasible. Our Uniondale, New York, Boston, and Dallas offices are all [LEED-certified](#) and our Miami office is [National Green Building Standard \(NGBS\) certified](#).

We know that there are meaningful steps that we can continue to take to improve the efficiency and reduce the environmental impact of our offices.

Energy and Water Management

We continuously look for ways to reduce the energy use at our offices. Across our workspaces in the United States, Arbor has installed the following equipment to improve our energy management:

-  **Low-flow water systems**
-  **LED lighting**
-  **Daylight and occupancy sensors**
-  **Hands-free faucets**
-  **ENERGY STAR appliances**

We also have set all existing office equipment to energy reduction modes, including computer and copier equipment, allowing for “rest” during non-peak hours. This year we are analyzing which strategies will be most effective at reducing our emissions from energy use; these will likely result in internal and external stakeholder engagement.

Waste Management

We prioritize recycling at our offices wherever available. This includes the recycling of paper, other office supplies, and electronics, including providing employees the opportunity to bring their e-waste from home in to the office for proper recycling. In our headquarters, we contracted a third party service to offer recycling in our offices since the building does not offer it regularly.

Non-hazardous waste is handled in compliance with all local regulations. Due to the nature of our business, Arbor does not produce, manage, or dispose of any hazardous waste.

Carbon Footprint

In 2024 Arbor conducted a Greenhouse Gas (GHG) Inventory through a third-party partner. The inventory covered scope 1 and 2 emissions of office spaces under the company's operational control during the year 2023. We are proud to have taken this first step to better understand in detail our impact on the environment. This inventory will be Arbor's baseline year of emissions and will allow the company to track future emissions and create goals and plans for reductions. Ever conscious of the regulatory environment, Arbor also conducted the GHG Inventory to prepare for compliance with upcoming state regulations. Arbor's leadership is currently analyzing the results of the GHG Inventory to determine the most strategic next steps.

Many of the practices we already have in place support the reduction of our carbon footprint, such as the aforementioned energy management initiatives, which reduce our Scope 2 emissions. We also have a telecommuting policy that allows our employees to work from home utilizing video conferencing for calls, e-signatures for electronic invoices and statements, and digital-only subscriptions. Employees also have access to our Qualified Transportation Expense Program (QTE), which allows employees to open and contribute to a pre-tax account for eligible transportation funds, including public transportation. Both of these options incentivize reduced use of fossil-fuel based transportation, therefore lowering our carbon footprint.



Social

Arbor has a long history of supporting people and communities, especially through our significant work in the affordable housing space. We believe in focusing our efforts where we can make the biggest impact, whether that's through sponsoring volunteering events in local communities or through supporting initiatives that help to build an inclusive culture for our employees.

Our Employees

At Arbor, our people are our biggest asset. They are at the core of who we are and how we define ourselves. We could not provide the quality service to our borrowers or value to our shareholders that we do without our thoughtful, talented employees. Many of our people have been with Arbor for decades, and our goal is to continue to provide a workplace where people can show up as themselves, grow and develop in their career, and feel valued for the work that they do. Read Arbor's [Human Rights Policy](#) to learn more about our commitment to our employees, vendors, partners, and neighbors.

Corporate Responsibility is something everyone at Arbor is invested in, especially when it comes to our people and communities. From our support of inclusive industry groups to the impact we make through our volunteering events and philanthropy, I'm proud of what we've accomplished so far and of the initiatives still to come.

Daniella Muller

EVP, Human Resources and Associate General Counsel
Arbor Realty Trust

Employee Benefits, Health & Well-being

In order to retain and attract top talent, it is critical that we provide a holistic benefits package that recognizes our employees as people, supports their families, and incentivizes their health and well-being. Components of our comprehensive and competitive benefits include:

- Medical Benefits
- Dental Benefits
- Vision Benefits
- Optional Life and Optional AD&D
- NYS Paid Family Leave
- Generous PTO
- Employee Assistance Program (EAP)
- 401k with 25% match

Employees are invited to participate in our Difference Card benefits program which helps employees save money on out-of-pocket costs. Difference Card pays most, if not all, of the portion of the copays, deductibles, and coinsurance for medical expenses when going to an in network provider. Employees enjoy even lower copays with Difference Card for doctor office visits when they are wellness participants.

Employees can earn points for participating in healthy programs and activities, such as having their annual physical exam or attending a virtual health education seminar. Employees also have access to a variety of extra resources to support their health through United Healthcare.



Employee Learning and Development

Arbor conducts mandatory quarterly, annual, and regular trainings to ensure all of our people are current with industry and company requirements. The company also offers employees a chance to connect, learn, and develop through regular lunch and learns. In 2024, the lunch and learn topics included the following: Structured Finance, Treasury, Structured Asset Management, Information Technology, Volunteerism, Agency Asset Management, as well as the earnings call.

Employee Engagement

We recognize that engaged employees are happier, more productive employees. Arbor's Corporate Responsibility Committee has created a social subcommittee that works cross-departmentally and cross-functionally to determine engagement that will best serve individual office spaces, as well as the Company as a whole. The subcommittee has been tasked with liaising with employees at every level at Arbor to identify worthwhile opportunities to promote feelings of inclusivity and togetherness, including monitoring employee satisfaction and engagement. We also conduct an annual employee engagement survey to gather critical feedback that drives our engagement program.

Arbor Green

Our inaugural Arbor Green Campaign kicked off in April 2023 and builds upon and furthers Arbor's existing efforts and commitments to the environment and our communities. The campaign focuses on the week between Earth Day and Arbor Day, which is an important day to us as it shares our namesake. The Arbor Green Campaign included a combination of internal and external activities designed to grow employee engagement, inclusion, and philanthropy through education and volunteer events.

Spotlight: Tonawanda Office

Our Tonawanda office, located near Buffalo, NY, which is our Servicing Office, has a robust, local employee and community engagement program. This program supports the well-being of our employees through regular programming that is planned and executed by the Tonawanda Employee Engagement Committee and Wellness Committee.

The committees host walking challenges, Snack and Learns, and other quarterly events to support employees' mental and physical health and build a culture of engagement. Employees also participate in volunteering events such as ConnectLife Blood Drive, WNY Heroes Winter Coat Drive, 2 Packs A Backpack School Supply Drive, FeedMore WNY Spread the Love, and Tifft Nature Preserve Arbor Day. Through these events, we support a wide range of community members including veterans, school children and families and even collect food for local animal shelters.

We are proud to see how deeply our employees care about each other and their communities, and we continue to create opportunities to implement similar employee engagement programs at other offices.



Inclusion and Belonging

At Arbor, we understand that a diverse and inclusive workforce creates a better environment for our employees and provides us with a better business perspective. That is why we are committed to Diversity, Equity, and Inclusion (DEI) initiatives. We consider all qualified applicants for job openings and promotions without regard to race, color, religion, gender, sexual orientation, gender identity, national origin or ancestry, age, disability, service in the armed forces, or any other characteristic that does not bear on the ability of employees to do their jobs well.

We require all employees and leadership to take annual DEI training.

This training includes information such as:

- What each component of DEI means
- Creating an inclusive workplace
- Understanding micro- behaviors and aggression
- Identifying unconscious bias

We also require annual training on discrimination, sexual harassment, and retaliation to provide our employees with what they need to create a safe and inclusive work environment and to be able to speak up and report any potential incident with full Arbor support.

Inclusive Industry Groups

We encourage our employees to support and engage with industry-focused organizations and committees that develop and implement inclusion and belonging initiatives within our space. This includes the Commercial Real Estate Women Network (CREW), CRE Finance Council (CREFC) Women's Network, and the NYC Real Estate Pride Council. As an example, Arbor sponsored the NYU Pride Roundtable in April, as well as a Pride Visibility in CRE Speed Networking Event in November.

This year, Arbor also partnered with the Ali Forney Center, an organization that supports the LGBTQIA+ community, specifically homeless gay and trans youth.

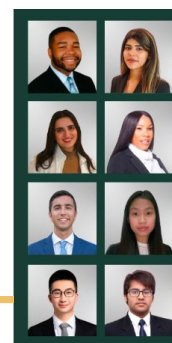
Spotlight: Inclusive Internship Recruiting Partnership

Arbor is proud to partner with two organizations to actively support the recruitment, development, and retention of diverse professionals across our organization: [Project Destined](#) and [Future Housing Leaders](#).

Project Destined is a real estate and finance-focused internship program that provides minority college students with the ability to gain and fine-tune technical, financial, and leadership skills. By partnering with this organization, we are able to get connected with diverse talent that has an interest in the finance and real estate space. In April of 2024, to continue on our commitment to developing young talent and deepen our successful partnership, Arbor launched the Arbor Scholarship Award Powered by Project Destined. The program awards two students who embody high integrity, persistence, and a passion for a commercial real estate career with \$1,000 and provides mentorship from Arbor executives.

We have hired two talented and dedicated people from this program. We also have six passionate employees from across the business that represented Arbor as mentors for Project Destined for their Summer 2022 and Spring 2023 sessions.

Future Housing Leaders (FHL) is a Fannie Mae-led recruiting service that provides career development and connects college students from diverse backgrounds to opportunities for paid internships in the housing industry. In the Summer of 2023, Arbor hired five interns from FHL across different parts of our organization, including underwriting, sales support, and structured finance.



Our Promise

Change starts with a promise. A promise to be mindful not only of our actions but also of the methods we use and to constantly strive for improvement. A promise to embrace the diversity of our employees, partners, and neighbors, fostering an environment of mutual learning and growth. A promise to champion positive change, inspiring those around us to follow suit.

We have taken our commitments a step further, joining forces with many of our industry peers to sign the following pledges. For with a united voice, our message will resonate far and wide.

ADL Workplace Pledge to Fight Antisemitism

Arbor answers the call from the Anti-Defamation League (ADL) and has joined over 100 global organizations in a stand against antisemitism. By taking the Workplace Pledge to Fight Antisemitism, organizations agree to actively prevent antisemitism in their workplaces, including addressing antisemitism in diversity, inclusion, and belonging programs, supporting Jewish employees through Employee Resource Groups or other means, providing religious accommodations for employees, and speaking out against antisemitism.

Visit this page to learn more about the [Workplace Pledge to Fight Antisemitism](#), and get involved.

HRC Count Us In Pledge

Arbor's values of diversity, inclusion, and belonging are longstanding. They have guided our business decisions and fueled our success. Joining the Human Rights Campaign (HRC) in their Count Us In pledge is another demonstration of those values. We stand united with over 150 leading businesses in support of LGBTQ+ equality, banding together to end all discriminatory attacks on the LGBTQ+ community.

Visit this page to learn more about the [Count Us In pledge](#), and get involved in the cause.

Our Communities

At Arbor, we aim to have a direct impact on the local communities where we live and work. This means prioritizing volunteerism, philanthropy, and partnerships near our offices. We believe this is not only the way to best support our communities, but also the best way to foster employee culture as well. Our employees care about the people around them.

Arbor Philanthropy and Partnerships

Arbor is focused on supporting the communities at our office locations in a variety of ways through the facilitation and support of our employee volunteering, as well as financial support. This can take the form of several different types of events and initiatives, such as:

- Food banks
- Clothing drives
- Hospitals and medical research
- Community-based organizations focused on the welfare of families and children

We have developed a volunteer calendar on our intranet page that presents both company-sponsored as well as local volunteer events for our employees. We are proud of the Arbor culture of volunteerism as well as the success of these specific programs.



Spotlight: SheBuilds Volunteer Event

The Arbor-sponsored event, which raised a record high of \$250,000, took place at two sites in the Mott Haven Houses. Volunteers assisted with cleaning green space, unloading and positioning supplies, and constructing 16 garden beds, which residents will use to grow healthy vegetables. Our Arbor team joined more than 200 volunteers from commercial real estate companies across the New York metropolitan area and had the opportunity to meet with some of the community's residents.

In Mott Haven, bodegas outnumber supermarkets 25-to-one, and data show significantly higher percentages of children and adults struggle with obesity there compared with the same groups in Lower Manhattan. The neighborhood's lack of nutritious food options helped inspire the project. The Mott Haven Houses' new gardens have been designed to help rejuvenate a community space that residents can take pride in and unite around.

Women-led and women-focused, She Builds provides critical repairs for women-headed households and women-focused community spaces to empower women to maintain safe and healthy homes, make a difference in their communities and build a supportive community network. Participants come to the builds with a myriad of experiences and skills to share and to learn from each other. Programming includes participation in a home or community center renovation led by women, home repair trainings on how to maintain safe and healthy homes and leadership training and mentoring to encourage community participation and empowerment. Participants learn basic carpentry and plumbing skills, electrical safety dos and don'ts and other on-the-job training while working on these repair projects to improve the health and safety of their own living conditions.



Spotlight: Family and Children's Association Back-to-School Event

On August 21, several Long Island and New York City team members rolled up their sleeves to help local families start the school year on a high note. For the third year, our company sponsored the Long Island-based Family & Children's Association's (FCA) annual Back-to-School Drive with Nixon Peabody. Arbor was honored to have returned to be a part of this special day at FCA's Hempstead location, where hundreds of children and their parents picked up free school supplies for the start of the academic year.

Arbor joined 18 local law firms from the Long Island Chapter of the Association of Legal Administrators and other organizations in donating thousands of school essentials, including backpacks, lunch boxes, and calculators, which are unaffordable to many local parents. Our team also provided reusable water bottles with stickers and markers that the children decorated after receiving their supplies.

The 2024 drive was FCA's largest in terms of total number of clients served, attesting to many families' needs and Arbor's commitment to serving our clients and communities.

FCA is a nonprofit organization dedicated to supporting the region's most vulnerable populations by providing services, such as for children's mental health and wellness, as well as residential care. It is one of Long Island's largest human services agencies, serving more than 30,000 Long Islanders each year. For 140 years, the organization has worked to protect and strengthen vulnerable children, seniors, families, and communities.



Spotlight: Boys & Girls Club of Buffalo's 2 Pack A Backpack Drive

Our Buffalo office displayed Arbor's culture of giving by supporting the Boys & Girls Club of Buffalo's 2 Pack A Backpack back-to-school drive. The team donated 12 boxes of various supplies, which included over 30 backpacks. In addition to families at the Boys & Girls Club, supplies will benefit residents in more than a dozen Buffalo area communities as well as Western New York Heroes, which aids local veterans.



Affordable Housing

Arbor has a long and rich history of supporting and financing affordable housing options for lower income persons and communities. For more than two decades, Arbor has funded affordable loans across a variety of lending platforms and programs, including long-term Fannie Mae and U.S. Department of Housing and Urban Development (HUD) financing solutions. Our participation in these market segments is best evidenced by the business we closed through our agency lending partnerships. In 2024, our Federal Housing Finance Agency (FHFA)-defined mission-driven funding was 82.95% of our agency volume, up from 70% in 2021, making us a leader compared to our peers and all other agency lenders. In addition to

our mission-driven business, we also support affordable housing by lending on multifamily assets available to renters with very low incomes, defined as units lent to renters with income at lower than 50% of the area median income (AMI). In 2024, over 14.65% of the units we financed fit that criterion.

For more information about our Affordable Housing loan options, please visit the [Affordable Housing](#) page on the Arbor website.

Mortgage Bankers Association Home for All Pledge

Arbor is a signatory of the Mortgage Bankers Association's (MBA) [Home for All Pledge](#), which represents the industry's long-term commitment on a sustained and holistic approach to address racial inequities. By signing this pledge, Arbor has agreed to be a champion in addressing the barriers to sustainable housing for persons and communities of color.

The Home for All Pledge is built on four main pillars:

1. Promote and support public policies and industry practices that advance minority homeownership and affordable rental housing
2. Support market-based solutions through MBA's place-based CONVERGENCE programs
3. Champion diversity and inclusion in our workplaces and our industry
4. Support inclusion in single-family and/or multifamily housing with similar actions that are not listed under the above three commitments

Arbor is committed to supporting MBA in its efforts to ensure fair, equitable, and responsible lending and affordable rental housing for minorities through advocacy, partnerships, and connections within the industry.

Reporting and Disclosure

GRI Index

GRI is an independent, international organization that helps businesses and other organizations take responsibility for their impacts by providing them with a global, common language to communicate those impacts. GRI's voluntary standards are the world's most widely used standards for sustainability reporting — demonstrating transparency and consistency in reporting.

Institutional Shareholder Services (ISS)

ISS ESG is the responsible investment arm of Institutional Shareholder Services Inc., the world's leading provider of environmental, social, and governance solutions for asset owners, asset managers, hedge funds, and asset servicing providers. Arbor utilizes ISS's framework and categories to assess material topics for shareholders and the market and incorporates these categories into our strategy. More information on Arbor's alignment with ISS can be found on our [website](#).

GRI Indicator	GRI Disclosure Title	Report Reference
The Organization and Its Reporting Practices		
2-1	Organization Details	About Arbor
2-3	Reporting Period, Frequency, and Contact Point	About This Report Reporting and Disclosure
Activities and Work force		
2-6	Activities, Value Chain, and Other Business Relationships	About Arbor
Governance		
2-9	Governance Structure and Composition	Governance Our Board of Directors Responsible Governance
2-10	Nomination and Selection of the Highest Governance Body	Our Board of Directors
2-11	Chair of the Highest Governance Body	Our Board of Directors
2-12	Role of Highest Governance Body in Overseeing the Management of Impacts	Governance Our Board of Directors Responsible Governance Risk Management
2-13	Delegation of Responsibility for Managing Impacts	Governance Responsible Governance Risk Management

2-14	Role of the Highest Governance Body in Sustainability Reporting	Letter from our CEO Governance Our Board of Directors Responsible Governance
Strategy, Policies, and Practices		
2-22	Statement on Sustainable Development Strategy	Letter from our CEO Responsible Governance Sustainable Office Operations
2-23	Policy Commitments	Letter from our CEO Responsible Governance Risk Management Environmental
Social		
2-24	Embedding Policy Commitments	Letter from our CEO Responsible Governance Risk Management Environmental Social
2-26	Mechanisms for Seeking Advice and Raising Concerns	Risk Management
2-27	Compliance with Laws and Regulations	Risk Management Environmental Sustainable Office Operations
2-28	Member of Associations	Letter from our CEO About Arbor Green Financing Environmental Partnerships Inclusion and Belonging Our Communities Affordable Housing
2-29	Approach to Stakeholder Engagement	Letter from our CEO Our Employees Our Communities Institutional Shareholder Services (ISS)