



Corporate ESG

Frequently Asked Questions

General

Q: Which sustainability standards and frameworks does Nasdaq report against?

We report against the Global Reporting Initiative (GRI) framework, the Sustainability Accounting Standards Board (SASB) standard, and the World Economic Forum's (WEF) Stakeholder Capitalism Metrics. In addition, we publish a United Nations Global Compact Communication on Progress (UNGC CoP) annually.

Our 2023 Task Force on Climate-Related Financial Disclosures (TCFD) Report also includes a pilot nature-related risk assessment aligned with the Taskforce on Nature-Related Financial Disclosures (TNFD) recommendations as well as a 2023 Climate Transition Plan aligned with the Transition Plan Taskforce (TPT) framework.

Q: Where is Nasdaq's headquarters?

Nasdaq, Inc. is headquartered at 151 W. 42nd Street, New York, NY 10036.

Q: How many employees does Nasdaq have?

8,525 as of December 31, 2023

Q: What were Nasdaq's 2023 Net Revenues?

\$3.9B* as of December 31, 2023

*Net Revenues are defined as revenues less transaction-based expenses

Q: Is Nasdaq a member/signatory of any ESG-related organizations or groups?

Yes. Nasdaq is a member or signatory of the following organizations and groups:

- Business Roundtable (BRT) "Purpose of a Corporation"
- CDP Supply Chain
- Federation of European Securities Exchanges (FESE) Sustainable Finance Task Force
- Science Based Targets initiative (SBTi)
- Taskforce on Nature-Related Financial Disclosures (TNFD) Forum
- United Nations Global Compact (UNGC)
- United Nations Principles for Responsible Investment (PRI)
- United Nations Sustainable Stock Exchanges (UN SSE) Initiative
- World Federation of Exchanges (WFE) – Sustainability Working Group

[2023 Sustainability Report, pg. 12](#)

Q: How does Nasdaq map and align initiatives to the UN Sustainable Development Goals (SDGs)?

Nasdaq's public commitment to sustainable development and socially responsible business practices began in 2012 at the Rio+20 conference, where Nasdaq was one of five founding signatories to the UN Sustainable Stock Exchanges (UN SSE) Initiative. Since 2012, Nasdaq has also been a proud participant of the UN Global Compact (UNGC), a non-binding pact that encourages businesses to adopt sustainable and socially responsible practices, report on their progress and advance the achievement of the SDGs.

At Nasdaq, the SDGs help guide our sustainability strategy and connect our efforts to an ambitious global agenda. We conducted an assessment to identify the SDGs where we believe Nasdaq is likely to have the greatest impact. Leveraging SDG mapping and disclosure guidance from GRI, SASB, UN SSE and the UNGC, we assessed the alignment of the SDGs in relation to the high-priority topics identified in our assessment of priority ESG topics, our corporate ESG objectives and activities, our products and services and our industry. We identified and prioritized seven SDGs where we are likely to have the most direct impact. We are reporting our progress against our corporate and commercial objectives that support these seven SDGs.

[2023 Sustainability Report, pg. 101-103](#)

Environmental

Climate

Q: Has Nasdaq set science-based targets?

Yes. Our near- and long-term science-based emission reduction targets were approved by the Science Based Targets initiative (SBTi) in 2022.

In addition, SBTi validated and published our 2050 net-zero science-based target. In 2023, we updated our base year with SBTi from 2021 to 2022 to more accurately represent Nasdaq's diverse and growing business operations.

Near-term: 2030 Targets

Nasdaq pledges to:

- Reduce absolute Scope 1 and Scope 2 greenhouse gas (GHG) emissions 100% by 2030 from a 2022 base year.
- Annually source 100% renewable electricity through 2030.
- Reduce absolute Scope 3 GHG emissions 50% by 2030 from a 2022 base year.
- Ensure that 70% of its suppliers by spend, covering purchased goods and services and capital goods, will set science-based targets by 2027.

Long-term: 2050 Targets

Nasdaq pledges to:

- Maintain a minimum of 100% absolute Scope 1 and Scope 2 GHG emissions reductions from 2030 through 2050 from a 2022 base year.
- Reduce absolute Scope 3 GHG emissions 95% by 2050 from a 2022 base year.

[2023 Sustainability Report, pg. 16](#)

Q: Does Nasdaq measure its GHG emissions?

Yes. For the sixth consecutive year, Nasdaq has calculated its GHG emissions in line with the Greenhouse Gas Protocol Corporate Accounting and Reporting Standard.

We conducted a comprehensive review of our Scope 1, Scope 2, and relevant upstream and downstream Scope 3 emissions to identify opportunities to reduce our emissions.

[2023 Sustainability Report, pg. 17](#)

Q: Does Nasdaq externally assure its GHG emissions data?

Yes. Our 2023 Assurance Letter can be found on our [ESG Resource Center](#).

[2023 Sustainability Report, pg. 108](#)

Q: What is Nasdaq's climate strategy?

Nasdaq's climate strategy aims to reduce our energy consumption, energy demand and corresponding GHG emissions throughout our business operations and supply chain, as well as mitigate our corporate climate and biodiversity risk exposure. Our climate strategy is driven by two environmental programs:

- **Carbon net-zero program** By driving initiatives that are designed to optimize and reduce GHG emissions across Nasdaq's business operations and supply chain, we aim to achieve our short-term and long-term net-zero science-based targets, which have been verified and approved by SBTi.
- **Carbon neutrality program** By calculating our annual carbon footprint, procuring 100% renewable electricity, and investing in independently verified carbon offsets, Nasdaq strives to achieve carbon neutrality on our reported GHG emissions on an annual basis.

The key priorities of our net-zero and carbon neutrality programs are to:

1. reduce the energy consumption, corresponding GHG emissions and waste generation of our global operations through thoughtful sustainable initiatives and strategies;
2. engage our value chain to report their relevant material GHG emissions and to set their own science-based targets;
3. proactively procure renewable electricity for our office space and data center portfolio;
4. purchase Renewable Energy Certificates (RECs) from projects that are less than five years old and feed power into the same energy distribution network as our operations to offset any fossil fuel electricity power consumed;
5. purchase independently-verified, engineered and nature-based carbon offsets from projects that focus on carbon removal or biodiversity to neutralize the associated GHG emissions related to our Scope 1, Scope 2 and Scope 3 categories to achieve carbon neutrality; and
6. continuously review our data to explore enhancements that provide insights into our GHG emissions and reduce reliance on assumptions.

[2023 Sustainability Report, pg. 15](#)

Q: How does Nasdaq reduce GHG emissions?

We review Nasdaq's corporate strategies to align our existing processes and policies to support our environmental ambitions as Nasdaq's business offerings and operations continue to evolve and grow organically and through acquisitions.

Reducing Nasdaq's GHG emissions and meeting our ambitious near- and long-term science-based targets will require initiatives that reach across all our businesses and operations, particularly through our focus on:

- Procuring energy from renewable sources
- Implementing Nasdaq's Environmental Management System (EMS)
- Green certifications of our offices
- Our sustainable leasing strategy
- Exploring strategies and opportunities to reduce our business travel GHG emissions
- Mitigating employee commuting GHG emissions
- Waste reduction, recycling, and compost diversion
- Nasdaq's Green Team
- Supply chain engagement

[2023 Sustainability Report, pgs. 22-23](#)

Q: Does Nasdaq disclose climate-related risks and opportunities?

Yes. Our global corporate ESG strategy incorporates our assessment of climate-related risks and opportunities that could impact our business operations, products and services, supply chain, and investments. Building on our previous TCFD disclosures, this year we have updated our climate transition risk analyses to reevaluate our exposure to potential carbon pricing regulations, as well as the potential impacts of market and reputational risks as informed by the climate maturity of our key customers and critical suppliers.

As with previous years, climate-related risks and opportunities relevant to Nasdaq were identified and characterized according to the TCFD framework categories. Each risk or opportunity was assigned a time horizon (short, medium, or long) based on when it was deemed likely to materialize should the risk remain unmitigated.

[2023 TCFD Report, pgs. 64-68](#)

Q: How does Nasdaq manage climate-related risks?

Nasdaq regularly evaluates climate risks that may affect our products and services, value chain, operations, and investments. We perform detailed evaluations focused primarily on the types of risks that are likely to increase direct costs or interrupt our primary business functions.

In accordance with the TCFD recommendations, we examined the resiliency of Nasdaq's current strategy by conducting climate scenario analyses. Using this process, we assessed Nasdaq's exposure to physical and transition climate-related risks and opportunities deemed as having the potential to influence our businesses, strategy, and financial planning. Our most significant climate risks and opportunities stem from transition risks.

In 2023, we reaffirmed our prior conclusion that climate is not expected to have a material negative short- medium- or long-term financial impact on Nasdaq's business.

[2023 TCFD Report, pgs. 64-66, 71](#)

Under the oversight of our Board and the leadership of Nasdaq's GRM function, Nasdaq's ERM Framework is used to continuously identify, assess, manage, and monitor risks, including risks related to climate. The ERM framework applies to Nasdaq's global business operations as well as its presence within our supply chains and markets to ensure comprehensive management of risks across Nasdaq's entire value chain.

Internally, climate risks and opportunities are identified through the engagement of the Corporate ESG Strategy and Reporting Team with various business units and expert functions. As part of Nasdaq's Bottom-Up Risk Assessments, our GRM function refreshed its climate risk assessment in 2023 for several business units, including North American Markets, European Markets Services, Capital Platforms, and Investment Intelligence.

[2023 TCFD Report, pgs. 78-80](#)

Q: How does Nasdaq incorporate climate risk mitigation across its business and strategy?

Nasdaq publishes its climate transition plan so that it is aligned with CDP's technical guidance, which will serve as a central consolidated planning document that details several key elements of our climate strategy, including our climate governance, risks, and opportunities, financial planning, value chain engagement, and policy engagement. This report builds on our prior low-carbon transition plan, as well as our historic TCFD and CDP reporting.

[2023 TCFD Report, pg. 69, 113-115](#)

Q: Does Nasdaq monitor energy consumption?

Yes. We conduct an annual review of our energy consumption and emissions to evaluate how our energy reduction and sustainability initiatives are tracking against our internal goals and our science-based targets.

[2023 Sustainability Report, pgs. 18-20](#)

Q: Does Nasdaq externally assure its energy consumption data?

Yes. Our 2023 Assurance Letter can be found on our ESG Resource Center.

[2023 Sustainability Report, pg. 108](#)

Q: Does Nasdaq leverage renewable energy sources for its energy needs?

Yes. Nasdaq has procured 100% renewable electricity for our office space and data center portfolios since 2018. Sourcing renewable electricity is a major focus for Nasdaq, and it is incorporated in our site selection process for new office and data center locations, lease negotiations, and electricity contracts. For 2023, our pre-negotiated renewable energy contracts accounted for 83% of our annual global consumption, of which virtual power purchasing agreements account for 49% of our total consumption.

For the remaining 17% of electricity that is not acquired through pre-negotiated renewable energy contracts, Nasdaq purchases Renewable Energy Credits (RECs) that meet our quality requirements, which include:

- having corresponding requisite attestations and verifications;
- providing new renewable energy to the grid that has been consumed by each Nasdaq office; and
- being less than five years old with high priority given to those projects in operation for less than one year, to stimulate demand for new renewable energy projects in the local power grid.

This resulted in Nasdaq reducing our market-based Scope 2 GHG emissions (excluding steam and district heating) to zero on an annual basis in 2023. Our total energy consumption in 2023 increased by 1.7% from 2022, due to employees returning to our offices and the organic growth of Nasdaq's employees and business operations.

[2023 Sustainability Report, pg. 18](#)

Q: Does Nasdaq have green certifications for its offices and data center?

Yes. As of 2023, 59% of Nasdaq global office space by square foot (14 office locations) was in a Green Certified office. This is a nine-percentage point increase over 2022. We aim to have all key offices (offices with 50 or more employees) designated as Green Certified by 2030.

[2023 Sustainability Report, pg. 22](#)

Q: Does Nasdaq monitor water consumption?

Yes.

[2023 Sustainability Report, pg. 24](#)

Q: What measures is Nasdaq taking to reduce water consumption?

We pursue water conservation initiatives that align with Nasdaq's ESG goals, which aim to reduce consumption across all resource categories. This is achieved by obtaining green certifications that require installing water-efficient infrastructure and reducing wastewater. We also reduce water consumption via sustainable leasing strategies that reduce the reliance on older, less water-efficient equipment and by considering factors in our supply chain and sourcing decisions.

In 2023, Nasdaq's water consumption increased by 21% compared to 2022 primarily due to the increase in employees returning to our offices and our growth of Nasdaq's employees and business operations.

[2023 Sustainability Report, pg. 24](#)

Q: Does Nasdaq monitor waste consumption?

Yes.

[2023 Sustainability Report, pg. 23](#)

Q: What measures is Nasdaq taking to reduce waste consumption?

Waste reduction, recycling, and compost diversion are key priorities for Nasdaq in the operation and management of our facilities.

Throughout our office space lifecycle, we built processes that focus on reducing waste, recycling unwanted items and equipment, reusing products, and sustainably procuring products required to maintain our facilities and support our employees.

These processes include green leasing terms for landlord waste management, office construction/renovations, product procurement, maintenance and cleaning, and office decommissioning.

[2023 Sustainability Report, pg. 23](#)

Environmental Policy

Q: Does Nasdaq have an environmental policy?

Yes. See our [Environmental Practices Statement](#).

Q: Does Nasdaq have an Environmental Management System (EMS)?

Yes. To help ensure sustainability is considered in our major operations and to drive this progress towards a more sustainable future, we continued to implement an EMS to govern our Real Estate and Facilities (REF) and Data Center (DC) portfolios, which are main contributors to Nasdaq's carbon footprint.

Our EMS follows the structure informed by ISO 14001, commonly recognized as the leading EMS international standard. The purpose of our EMS is to provide a framework to facilitate the achievement of our environmental goals through consistent review, evaluation, and improvement of our environmental performance.

[2023 Sustainability Report, pg. 22](#)

Social

Diversity, Equity and Inclusion (DEI)

Q: Does Nasdaq publicly report diversity related data?

Yes. We continue to provide transparent disclosure of our global workforce and, as available, further disclosure of ethnicity.

[2023 Sustainability Report, pgs. 26-27, 88-97](#)

Our Equal Employment Opportunity (EEO-1) Report can be found on our [Diversity, Equity and Inclusion webpage](#).

Q: Does Nasdaq have any programs or initiatives that aim to increase diversity and inclusion among the employee population?

Nasdaq's inclusion efforts include formal mentoring programs and employee training programs, as well as enhanced programming in partnership with our various Employee Network groups around the globe.

As part of our Company's commitment to an inclusive workforce we strive for diverse applicant pools when interviewing for externally advertised roles. As a signatory to the Parity Pledge, we fulfilled our commitment to interview female candidates for all externally advertised roles at the Vice President (VP) level and above.

[2023 Sustainability Report, pgs. 25-26](#)

For more information visit our [Diversity, Equity and Inclusion webpage](#).

Q: Does Nasdaq track turnover and hire data?

Yes, for calendar year 2023 our total turnover rate (voluntary + involuntary) was 10.2%, and our internal hire rate was 21.1%*

[2023 Sustainability Report, pgs. 96-97](#)

*Excluding Adenza

Q: Does Nasdaq externally assure its workforce data?

Yes, we assure select workforce data. Our 2023 Assurance Letter can be found on our ESG Resource Center.

[2023 Sustainability Report, pg. 108](#)

Employee Benefits and Wellbeing

Q: How does Nasdaq promote the health and wellbeing of its employees?

Nasdaq offers a holistic suite of programs, benefits and resources, known as You&Q, to meet our employees where they are – in their lives and career journeys.

For more information about our employee benefits, visit our [Career webpage](#).

Nasdaq is committed to providing our employees, contractors, and office visitors with a healthy and safe work environment.

For more information, see our Commitment to Operational Health and Safety statement on our [ESG Resource Center](#).

[2023 Sustainability Report, pgs. 33-34](#)

Q: Does Nasdaq invest in employee training and development?

Yes. Nasdaq offers a variety of professional development experiences via multiple channels and modes that support diverse learning styles.

[2023 Sustainability Report, pgs. 28-32](#)

Q: Does Nasdaq have policies pertaining to DEI-related discrimination, intimidation, and harassment?

Yes.

[Human Rights Practices Statement](#)

[Code of Ethics, pgs. 16-17](#)

Supplier Diversity

Q: What are Nasdaq's supplier diversity initiatives?

Nasdaq's Supplier Diversity Program is a crucial component of our diversity, equity and inclusion efforts. We work with qualified businesses owned by diverse individuals or groups, members of the LGBTQ+ community, people with disabilities, women, and veterans.

[2023 Sustainability Report, pg. 35](#)

See our [Supplier Code of Ethics](#).

Visit our [Supplier Sustainability webpage](#) to learn more.

Community Engagement

Q: What are Nasdaq's donation/partnering priorities?

See our [Nasdaq Foundation 2023 Annual Report](#) and our [2023 Impact Snapshot](#).

Governance

Q: What is Nasdaq's Sustainability Oversight Structure?

Our Board is committed to overseeing Nasdaq's integration of sustainability principles and practices throughout the enterprise. The Nominating & ESG Committee of the Board has formal responsibility and oversight for ESG policies and programs and receives regular reporting on related key matters. The Audit & Risk Committee oversees company-wide risk management, including ESG-related risks.

Our internal Corporate ESG Steering Committee is co-chaired by executive leaders and is comprised of a cross-functional group of Nasdaq senior executives. The Corporate ESG Steering Committee serves as the central coordinating body for our ESG strategy, and regularly reports that strategy to the Nominating & ESG Committee.

The Corporate ESG Strategy and Reporting team, which ultimately reports to the CFO, is responsible for execution of our sustainability strategy; communicating our performance, metrics, and ambitions through our annual Sustainability Report, TCFD Report, and related ESG disclosures; and collaborating with various stakeholders across the organization to ensure a timely and accurate data gathering process.

[2023 Sustainability Report, pg. 11](#)

Q: What is Nasdaq's Board composition and diversity?

Our director nominees represent a wide range of diverse backgrounds, experiences, leadership, and skills that together embody the knowledge relevant to Nasdaq's strategic long-term vision and global operations.

- 5 out of 12 are women (42%)
- 4 out of 12 are Racially/Ethnically Diverse (33%)
- 11 out of 12 are independent (92%)

[2024 Proxy Statement, pg. 15](#)

The following matrix is provided in accordance with applicable Nasdaq listing requirements and includes all directors as of April 26, 2024. For our prior year's matrix, please see our 2023 Proxy Statement.

[2024 Proxy Statement, pg. 48](#)

Board Diversity Matrix

(As of April 26, 2024)

Total Number of Directors	12			
Part I: Gender Identity	Female	Male	Non-Binary	Undisclosed
Directors	4	8	-	-
Part II: Demographic Background				
African American or Black	1	1	-	-
Alaskan Native or Native American	-	-	-	-
Asian	-	1	-	-
Hispanic or Latinx	-	-	-	-
Native Hawaiian or Pacific Islander	-	-	-	-
White	3	6	-	-
Two or More Races or Ethnicities	-	-	-	-
LGBTQ+	-	-	-	-
Did Not Disclose Demographic Background	-	-	-	-

[2024 Proxy Statement, pg. 48](#)

Q: Does Nasdaq have a whistleblower policy?

Yes. Nasdaq provides multiple channels for reporting misconduct under our SpeakUp! Program. Our SpeakUp! Line (www.speakup.nasdaq.com) enables anonymous whistleblowing as required by applicable laws and regulations. The SpeakUp! Line is operated by a third party that is strictly required to protect the anonymity of the reporting individual when requested by the individual, and the Audit & Risk Committee receives regular reports on activity on the SpeakUp! Line. The Line is available for Nasdaq employees and contractors, as well as external parties doing business with Nasdaq.

Nasdaq supports employees by allowing the disclosure of trade secrets in confidence to relevant government authorities without fear of retaliation, regardless of the confidentiality or intellectual property agreements the employee has signed with Nasdaq.

Employees can contact the appropriate regulator, law enforcement, other government authorities or others as authorized by applicable law without notifying Nasdaq in advance or first pursuing internal reporting channels. Nasdaq does not tolerate retaliation against anyone who reports potential misconduct regardless of the reporting channel used, and provides all legal protections afforded under applicable laws and regulations for individuals reporting alleged misconduct or violations of the law.

[Code of Ethics, pgs. 10-13](#)

Q: How does Nasdaq protect against bribery and corruption?

Nasdaq's anti-corruption program is implemented at an enterprise, global level across all business units in a risk-based manner. It includes policies, procedures, monitoring and periodic risk assessments aligned to leading practices and standards, including those published by the U.S. Department of Justice and The Organization for Economic Co-operation and Development (OECD). As set forth in Nasdaq's Code of Ethics and relevant policies, we have zero-tolerance for violation of bribery and corruption laws. In 2023, Nasdaq had zero confirmed incidents of corruption, incidents in which employees were dismissed or disciplined for corruption, or incidents where contracts with business partners were not renewed due to corruption.

The Code of Ethics and the Gifts, Business-Related Events & Anti-Bribery and Corruption Policy are reviewed annually with updates approved by executive management and the Board. The updated documents are communicated to all employees and certified by them on an annual basis. Policies are available to all Nasdaq employees on our internal database.

Nasdaq conducts due diligence screening of all vendors and contracted business partners for corruption risk, and monitors all payments, including vendor payments and employee reimbursed expenses, for compliance. Nasdaq's Supplier Code of Ethics outlines our expectations for Business Partners, including those expectations related to bribery and corruption.

[Code of Ethics, pgs. 23-24](#)

Q: Does Nasdaq require Ethics, Compliance, and Risk Management training?

Yes. All newly hired and current employees are required to complete training and certifications on an annual basis and as part of their initial on-boarding. Town hall events and webinars periodically augment this training to employees. In addition, Nasdaq conducts role-based trainings and exercises to reinforce policies and procedures

Training topics include:

- Ethics, Integrity and Conflicts of Interest
- Human Rights and Modern Slavery
- Cybersecurity Awareness and Privacy
- Anti-Financial Crime and Anti-Money Laundering
- Economic Sanctions and Trade Controls
- Risk Management
- Insider Trading
- Nasdaq's SpeakUp! Program
- Anti-Corruption, Gifts and Business Entertainment

Employees are required, at the time of hire and annually during a set period thereafter, to complete certifications:

- Attesting to the accuracy of their financial and conflict of interest disclosures (which are required to be maintained current on an ongoing basis);
- to comply with Nasdaq's Code of Ethics; and
- to comply with Nasdaq's compliance, information security and privacy policies, including, but not limited to, Nasdaq's policy regarding insider trading/personal securities trading (the Global Trading Policy) and policies related to anticorruption, sanctions and trade controls.

[2023 Sustainability Report, pgs. 38-39](#)

Q: Is Nasdaq's compliance system assessed by a third-party?

Nasdaq periodically engages third parties with expertise in anti-bribery, anti-corruption, sanctions, and other compliance matters to perform an independent assessment of Nasdaq's compliance program and its adherence to best industry practices and standards.

Q: Does Nasdaq have a policy on Modern Slavery?

Yes, see our [Modern Slavery Transparency Statements](#).

Q: What initiatives does Nasdaq have to develop products with reduced environmental impact that promote circular economy principles and ensure responsible end-of-life product management?

Nasdaq endeavors to support the shift toward sustainable capital markets by educating our clients on ESG considerations, sharing our issuers' perspectives with the industry and regulators, and providing a growing portfolio of ESG-focused marketplace solutions that help clients in the corporate and investment communities achieve their own ESG objectives.

[2023 TCFD Report, pg. 69](#)

Nasdaq has an Operational Excellence (OpX) program that strengthens our Product Development LifeCycle (PDLC). OpX covers the way we develop, test, deploy and maintain products in the marketplace while considering our values of quality, efficiency, agility, reliability, performance, security, regulation, and total cost of ownership.

In addition, Nasdaq's Enterprise Risk Management (ERM) framework includes activities and methods to evaluate and approve new products or changes to existing products and services, as appropriate. These new/changing product activities ensure that Nasdaq's product offerings align with its strategy and regulatory obligations. A risk governance structure is in place to oversee the ERM framework and further policies and guidelines are in place regarding the new/changing product activities in order to ensure that we identify, assess, monitor and manage associated risks. The framework enables management to make informed decisions throughout the change process, in accordance with Nasdaq's defined risk appetite. The PDLC process operates independently of the new product assessment and/or approval processes but may be executed in parallel.

We strive for clarity and ease of understanding in the materials distributed to our prospects and clients. Our marketing and communications team receives regular training and guidance about best practices and legal considerations, so that all team members are familiar with the standards to which we are held as a company.

[2023 Sustainability Report, pg. 43](#)

Q: How does Nasdaq incorporate sustainability considerations and customer feedback into its product marketing, design, and lifecycle management practices?

We take a customer-centric approach and strive to deliver consistent and excellent value that customers can feel confident in. We achieve this by providing a seamless experience that leaves customers feeling heard, understood and empowered. We engage with our customers through a wide range of platforms, including surveys, our corporate website, podcasts, webinars, dedicated events, and divisional engagements. Net Promoter Scores across respective divisions help us gauge our customers' experiences and satisfaction with us. Our senior leadership frequently engages key clients through virtual and face-to-face meetings to listen and respond to their direct feedback.

[2023 Sustainability Report, pg. 43](#)

Solutions & Services

Q: Does Nasdaq have products and services that integrate ESG?

Yes. Nasdaq's work across the corporate and investment communities uniquely positions us to support our clients as they strive to achieve their ESG-related objectives. Visit Nasdaq's [ESG Solutions Resource Center](#) for more information.

Additional Resources

Nasdaq's ESG disclosures, annual reports, policies, programs and practice statements are available online in our [ESG Resource Center](#) and our [Investor Relations/Annual Reports webpage](#).