

**Purolator**

# Going the Extra Mile

This report summarizes Purolator's key 2023 sustainability accomplishments. It reflects our achievements as we progress toward meeting our strategic objectives and emphasizes how we are going the extra mile to Empower Our People, Deliver for Our Planet and Help Our Neighbours.



## 2023 Sustainability Highlights

For more information, please see:  
[Purolator's Sustainability Webpage](#)  
[Purolator's 2023 Sustainability Report](#)  
[Purolator's 2023 GRI Index and SASB Index](#)



# Empowering Our People

## 2023 ACCOMPLISHMENTS

- Reduced lost-time injury frequency by 48 per cent, exceeding our target by 20 per cent (2019 baseline)
- Recognized by *Forbes* as one of Canada's Best Employers and Best Employers for Diversity



**18,400 hours**

of mental health training completed by Purolator employees in 2023

### Health, Safety and Wellness

- Provided more than 24,000 hours of instructor-led and hands-on learning to over 2,400 new hires.
- Launched our Employee Value Proposition to attract and retain talent with a focus on four pillars: purposeful and rewarding work; a meaningful team experience; a sustainable future; and a world of opportunity.
- Decreased our lost-time injuries per 100 full-time employees to 1.97 (10 per cent decrease from 2022).
- Reduced collisions to 1.30 per 100,000 km driven (14.5 per cent decrease from 2022).
- Trained 62 employees in Purolator's Mental Health First Aid (MHFA) Responder program, with 75 employees now trained across 46 locations.
- Launched our Well-Being Champions program to bring tailored health and wellness information to our employees based on their unique workplace cultures and locations.
- Hosted 22 Purolator Health roadshows across Canada to highlight and share Purolator Health resources.

### Diversity, Equity and Inclusion (DEI)

- Published Purolator's [Accessibility Plan](#) in consultation with employees with disabilities to help identify barriers in our business and outline our commitments.
- Attained 36 per cent women in leadership positions (director level and above) and 22 per cent women in Purolator's overall workforce.
- Created a DEI governance framework to define roles, responsibilities and accountability for key stakeholders, and formalized our DEI strategy and training.
- Launched allyship in action video series to foster active allyship through awareness and education on becoming effective allies and creating a more inclusive workplace.
- Introduced Techquity, a committee-based program that promotes professional growth, hiring, networking and mentorship opportunities for women in technology.
- Supported women's talent at all levels of the company through our Women in Operations Network (WON), which provides tools, resources and opportunities for women working in operations.

# Delivering for Our Planet

## 2023 ACCOMPLISHMENTS

### Decarbonizing Our Fleet and Operations

- Decreased our Scope 1 and Scope 2 emissions by 11 per cent compared to our 2020 baseline.
- Lowered our emissions per dollar revenue by 23 per cent and our total emissions per package by four per cent compared to our 2020 baseline.
- Deployed 80 new all-electric trucks across three pilot terminals as part of our \$1 billion investment in the decarbonization of our fleet and our operations.
- Shifted 500,000+ litres of standard diesel fuel to renewable diesel.
- Offset 3,650 tonnes of CO<sub>2</sub>e through the purchase of renewable electricity.

### Greening Our Buildings and Waste Diversion

- Updated our [Corporate Environmental Policy](#) to include more topics, to better reflect our environmental governance.
- Concluded our LED retrofit program with 15 LED retrofit projects completed in 2023, bringing the total number of upgraded terminals to 90 facilities across our network.
- Expanded recycling capabilities at 10 Purolator facilities – three in Eastern Canada and seven in Western Canada.
- Created Purolator’s Sustainable Design Principles and Green Building Guidelines to provide guidance, recommendations and information related to sustainable building features for new facilities.
- Implemented a plastic and metal recycling program at our facility in Etobicoke, Ont., to divert product returns from landfill.



**72%**

of non-hazardous waste diverted from landfills, exceeding our 2030 goal



- Reduced total emissions across all three scopes by more than seven per cent (2020 baseline)
- Reduced our Scope 2 emissions by 70 per cent compared to our 2020 baseline

# 60%

electrification of last-mile delivery vehicles

# 42%

reduction in Scope 1 and Scope 2 emissions

# 100%

renewable electricity

# 70%

diversion of non-hazardous waste from landfill

## 2030 Goals

**Our ambition is to be the greenest courier in Canada**

To avoid the catastrophic impacts of climate change, we are doing our part by setting 2030 goals that put us on the path to net-zero by 2050. Our ambitious science-based target uses a 2020 emissions baseline and the methodology set out by the Science Based Targets initiative. Our goals focus on taking meaningful action in key areas of our business that support our ambition to be the greenest courier in Canada.



### Facilities

- Design and build facilities to reduce energy consumption
- Procure renewable electricity
- Apply green building design elements to new builds (e.g., solar panels)

### Waste

- Implement comprehensive recycling solutions
- Minimize waste
- Adopt reusable solutions (e.g., pallet wraps)

### Transportation

- Invest in alternative-fuel vehicles and supporting infrastructure
- Use clean fuels (renewable diesel)
- Optimize routes and trailers
- Switch to lower-carbon transportation (e.g., rail)

### Innovation

- Invest in emerging low-carbon technologies (e.g., e-bikes, carbon capture)
- Pilot innovative solutions (e.g., Urban Quick Stops)



# Helping Our Neighbours

## 2023 ACCOMPLISHMENTS

### Celebrating 20 Years of Purolator Tackle Hunger® (PTH)

- Celebrated the 20th anniversary of our PTH program, with more than 22 million pounds of food raised since its inception.
- Designated 25 per cent of our PTH corporate donation to support Food Banks Canada's [Northern Program](#), addressing food insecurity in Canada's North.
- Expanded our Red Bag Campaign nationally, with 15 communities across the country participating in our first-ever PTH National Red Bag Campaign, resulting in nearly 150,000 pounds of food collected in one week.
- Collected over 520,000 pounds of food in partnership with the nine Canadian Football League (CFL) teams through game day events and the Grey Cup weekend.
- Collected and donated nearly 16,500 pounds of cereal and \$7,500 to the Breakfast Club of Canada.

### Going the Extra Mile in Our Communities

- Provided the equivalent of over \$64,000 of in-kind shipping support to our charity partners and over \$500,000 of in-kind shipping assistance to our CFL charitable foundation partners.
- Expanded Purolator's [True North Small Business Grant Contest](#) to include a Community Choice Award voted on by Canadians. This featured a \$5,000 pay-it-forward donation to the food bank of the award winner's choice and \$1 donation to Canadian food banks for every vote cast.
- Partnered with Indigenous artist Peatr Thomas from Turtle Island to design a mural for our new [Ottawa Bank Street Purolator Shipping Centre](#) and urban distribution centre.
- Joined the Long Island Coalition for the Homeless to provide a camp experience for more than 200 children living in shelters in the U.S.

- \$100,000+ in grant prizes awarded to four 2023 True North Small Business Contest Winners
- Hosted 188 fundraising events in communities across the country



**2.3M**

pounds of food delivered to food banks across Canada in 2023 alone, exceeding our 2M goal