



GRI Content Index

Disclosure Number	Disclosure Name	Response, Link or Additional Information
GRI 2: General Disclosures 2021		
1. The Organization and Its Reporting Practices		
2-1	Organizational details	Purolator Holdings Ltd. (Purolator)
		Purolator is headquartered out of Mississauga, Ontario, Canada.
		Across Canada, Purolator operates more than 190 buildings, including hubs, depots, retail locations and offices.
		Purolator Holdings Ltd. is owned by Canada Post (91%), Rainmaker Investments Inc. (7%) and Other (2%).
2-2	Entities included in the organization's sustainability reporting	2023 Canada Post Annual Report , Financial section, pages 48–128
		2023 Canada Post Annual Report , Management's Discussion and Analysis, page 50
2-3	Reporting period, frequency and contact point	Reporting period: January 1, 2023 – December 31, 2023
		Reporting cycle: Annual
		Contact point for questions regarding the report: info.csr@purolator.com
2-4	Restatements of information	In 2023, we re-stated both our 2021 and 2022 GHG emissions inventories.
		2023 Sustainability Report , Climate Change and GHG Emissions, pages 44–45
2-5	External assurance	Purolator currently does not have a policy that requires external assurance related to the annual sustainability report.
2. Activities and Workers		
2-6	Activities, value chain and other business relationships	Purolator is an international courier and logistics provider that operates principally in Canada and the United States.
		\$2,653 billion revenue in 2023
		190+ buildings, including hubs, depots, retail locations and offices
		6,000+ vehicles
		105 Purolator Shipping Centres
		2,000+ Authorized Shipping Agents
		240+ drop boxes
		46 kiosks
		40 parcel lockers
		3 Urban Quick Stops
		Purolator Facts & History
		2023 Sustainability Report , About Purolator, page 4
2023 Sustainability Report , Greening Our Buildings, pages 51–52		



Disclosure Number	Disclosure Name	Response, Link or Additional Information
2-7	Employees	Headcount in 2023: 14,294 2023 Sustainability Report , ESG Performance, page 70
2-8	Workers who are not employees	1,959 – this figure includes all contingent workers, owner-operators and general labour employees.
3. Governance		
2-9	Governance structure and composition	<p>Purolator's highest governance body is the Board of Directors. The Board of Directors is responsible for the stewardship of the organization. It comprises three committees – the Audit Committee, the Environmental, Social and Governance Committee, and the Human Resources and Compensation Committee. Executive-level members of the organization report to our President and CEO. The President and CEO communicates ESG policies, programs and performance to the Board and Board committees and, through town hall meetings, to employees.</p> <p>The overall responsibility for the implementation of Purolator's ESG strategy is led by the Senior Vice President, People and Culture, and the Senior Vice President, General Counsel and Corporate Secretary. Both Senior Vice Presidents report directly to the President and CEO.</p> <p>Leadership & Governance</p> <p>Leadership & Governance – Corporate Governance – Board of Directors Mandate</p> <p>Leadership & Governance – Corporate Governance – Board Chair</p> <p>Leadership & Governance – Corporate Governance – President and CEO</p> <p>Leadership & Governance – Corporate Governance – Directors</p> <p>Leadership & Governance – Corporate Governance – Corporate Secretary</p> <p>Leadership & Governance – Committees – Board of Directors and Committee Membership</p> <p>2023 Sustainability Report, Sustainability Governance and Management, page 10</p> <p>2023 Sustainability Report, Organizational Governance Structure, page 11</p>
2-10	Nomination and selection of the highest governance body	Leadership & Governance – Committees – Board of Directors and Committee Membership
2-11	Chair of the highest governance body	Lloyd Bryant, Board Chair



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2-12	Role of the highest governance body in overseeing the management of impacts	<p>The Board of Directors is responsible for the stewardship of Purolator. That stewardship consists primarily of the duty to manage, or supervise the management of, the business and affairs of the Corporation and, where material or otherwise significant to the Corporation, the business and affairs of the Corporation's subsidiaries.</p> <p>The Audit Committee oversees the risk management process, which includes potential legal risks and enterprise risk management. The Committee's Charter includes review with the Corporation's Chief Legal Officer on all potential legal risks to the Corporation or its subsidiaries that could, if they were to materialize, have a significant adverse effect on the Corporation. The Charter also includes reviewing compliance and strategic risks facing the Corporation and the actions taken to monitor and manage those risks.</p> <p>Purolator conducts ongoing stakeholder consultations with both internal and external stakeholders on ESG topics. Our executive-level leadership regularly participates in meetings and consultations throughout the year on material topics and provides feedback and progress to the Board and Board committees.</p> <p>In 2023, we completed our materiality assessment to validate current ESG factors and identify emerging issues to inform our ESG strategy and focus efforts on the most material topics faced by our business.</p> <p>2023 Sustainability Report, Materiality Assessment, page 17</p> <p>2023 Sustainability Report, Stakeholder Engagement, pages 18–20</p> <p>Leadership & Governance – Corporate Governance – Board of Directors Mandate</p> <p>Leadership & Governance – Committees – Audit Committee Charter</p>
2-13	Delegation of responsibility for managing impacts	<p>The Board of Directors is responsible for the stewardship of Purolator Holdings Ltd. (the Corporation). That stewardship consists primarily of the duty to manage, or supervise the management of, the business and affairs of the Corporation and, where material or otherwise significant to the Corporation, the business and affairs of the Corporation's subsidiaries.</p> <p>The overall responsibility for the implementation of Purolator's ESG strategy is led by the Senior Vice President, People and Culture, and the Senior Vice President, General Counsel and Corporate Secretary. Both Senior Vice Presidents report directly to the President and CEO.</p> <p>Leadership & Governance – Corporate Governance – Board of Directors Mandate</p> <p>2023 Sustainability Report, Sustainability Governance and Management, page 10</p> <p>2023 Sustainability Report, Organizational Governance Structure, page 11</p>
2-14	Role of the highest governance body in sustainability reporting	Purolator's sustainability report is reviewed and approved by both our President and CEO and our Board.
2-15	Conflicts of interest	Leadership & Governance – Policies – Code of Business Conduct and Ethics , page 10
2-16	Communication of critical concerns	Quarterly Board of Directors meetings.
2-17	Collective knowledge of the highest governance body	Leadership & Governance – Board of Directors
2-18	Evaluation of the performance of the highest governance body	<p>The Board of Directors is responsible for the stewardship of Purolator. That stewardship consists primarily of the duty to manage, or supervise the management of, the business and affairs of the Corporation and, where material or otherwise significant to the Corporation, the business and affairs of the Corporation's subsidiaries.</p> <p>Leadership & Governance – Board of Directors</p>



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2-19	Remuneration policies	<p>Through continued commitment to strong corporate and individual performance, Purolator's employees are integral to the organization's success. The Annual Incentive Plan (AIP) is one of the key elements in Purolator's total rewards offering that recognizes the contribution of its people in driving the achievement of corporate results. Every employee within Purolator, including senior leadership and the CEO, is held accountable to shared organizational goals as outlined in our Balanced Scorecard.</p> <p>This accountability is evident in our approach to annual incentives, which includes a pay-per-performance compensation plan. This is accomplished through our AIP, where performance is measured through corporate targets, which include environmental sustainability, DEI and community investment. Purolator's AIP program and Balanced Scorecard are governed and approved by the Board of Directors.</p> <p>Leadership & Governance – Committees – Human Resources and Compensation Committee Charter</p>
4. Strategy, Policies and Practices		
2-22	Statement on sustainable development strategy	2023 Sustainability Report , Message from the President & CEO and Board Chair, page 2
2-23	Policy commitments	<p>Purolator is federally regulated and has implemented management practices to protect the health and safety of its employees, its customers and the communities it serves. Purolator is working with internal and external stakeholders to manage and mitigate environmental risks, particularly those related to climate change.</p> <p>Purolator has a Code of Business Conduct and Ethics that has been approved by the Board of Directors and the President and CEO. Our Code of Business Conduct and Ethics reinforces our values by articulating the standards of conduct expected of Purolator employees in areas such as legal compliance, anti-corruption, conflicts of interest, political activities, competitive practices and more.</p> <p>Leadership & Governance – Policies – Code of Business Conduct and Ethics</p> <p>2023 Sustainability Report, Ethical Conduct, page 12</p>
2-24	Embedding policy commitments	<p>Leadership & Governance – Policies – Code of Business Conduct and Ethics</p> <p>2023 Sustainability Report, Ethical Conduct, page 12</p>
2-25	Processes to remediate negative impacts	<p>All unionized employees have access to a binding grievance arbitration procedure as part of their collective agreement. This process is required by law and applies to the adjudication of any employment-related dispute, including challenging the termination of the employment relationship itself.</p> <p>2023 Sustainability Report, Stakeholder Engagement Table, pages 19–20</p>
2-26	Mechanisms for seeking advice and raising concerns	<p>Purolator employees are required to report any violations of the Code of Business Conduct and Ethics to their immediate supervisor or through Purolator's confidential submissions process. The Confidential Submissions Policy applies to all employees who witness or become aware of any wrongdoing.</p> <p>Leadership & Governance – Policies – Confidential Submissions Policy</p> <p>2023 Sustainability Report, Ethical Conduct, page 12</p>



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2-27	Compliance with laws and regulations	<p>Purolator is committed to high professional standards for its environmental practices in its construction, its operations and the delivery of its services. Purolator acknowledges its responsibility to manage the environmental effects associated with its operations, is committed to addressing climate change risks, and strives for continuous improvement in environmental management and pollution prevention in all business activities. Our management approach includes a Corporate Environmental Policy that outlines how the policy should be implemented.</p> <p>In 2023, Purolator did not receive any fines related to non-compliance with environmental laws and regulations.</p> <p>In 2023, we expanded and revised our Corporate Environmental Policy to make it more detailed and comprehensive.</p> <p>Corporate Environmental Policy, pages 1–2</p> <p>2023 Sustainability Report, Ethical Conduct, page 12</p>		
2-28	Membership associations	<p>The bolded memberships below indicate where Purolator participates in a significant role and our membership is viewed as strategic. The non-bolded memberships indicate memberships where Purolator plays less of a significant role, but the membership is highly valued and important to our governance and operations.</p> <p>Purolator memberships include:</p> <table border="0"> <tr> <td data-bbox="945 664 1657 1432"> <p>Business and Governance:</p> <ul style="list-style-type: none"> • Canadian Trucking Alliance (CTA) • Ontario Trucking Association (OTA) • Customs Trade Partnership Against Terrorism (CTPAT) • Partners in Protection (PIP) • NAFA Fleet Management Association • International Air Transport Association (IATA) • Retail Council of Canada (RCC) • Canadian Marketing Association (CMA) • Canadian International Freight Forwarders Association (CIFFA) • The International Air Cargo Association (TIACA) • Communitech • Air Forwarders Association (AFA) • Maple Business Council • Transported Asset Protection Association (TAPA) • Trucking Security Requirements (TSR) • Facility Security Requirements (FSA) • American Society for Industrial Security (ASIS) • Truckers Against Trafficking (TAT) • Reverse Logistics Association (RLA) • U.S. Transportation Security Administration (TSA) • U.S. Transportation & Logistics Council (TLC) • The Council on Safe Transportation of Hazardous Articles, Inc. (COSTHA) </td> <td data-bbox="1671 664 2389 1432"> <p>Sustainability:</p> <ul style="list-style-type: none"> • Pembina Institute – Urban Delivery Solutions Initiative • Canadian Chamber of Commerce Net-zero Council • Canadian Business for Social Responsibility (CBSR) in partnership with HP – Sustainable Procurement Fellowship • Electric Mobility Canada (EMC) • Business Renewables Centre <p>Social:</p> <ul style="list-style-type: none"> • Purolator Tackle Hunger® program community partnerships • Corporate sponsorships with community and charitable organizations • Cleveland Clinic • TELUS Health • Ready, Willing and Able • Our Children's Medicine • Canadian Centre for Diversity and Inclusion • Wellbeats • Society for Human Resource Management (SHRM) </td> </tr> </table>	<p>Business and Governance:</p> <ul style="list-style-type: none"> • Canadian Trucking Alliance (CTA) • Ontario Trucking Association (OTA) • Customs Trade Partnership Against Terrorism (CTPAT) • Partners in Protection (PIP) • NAFA Fleet Management Association • International Air Transport Association (IATA) • Retail Council of Canada (RCC) • Canadian Marketing Association (CMA) • Canadian International Freight Forwarders Association (CIFFA) • The International Air Cargo Association (TIACA) • Communitech • Air Forwarders Association (AFA) • Maple Business Council • Transported Asset Protection Association (TAPA) • Trucking Security Requirements (TSR) • Facility Security Requirements (FSA) • American Society for Industrial Security (ASIS) • Truckers Against Trafficking (TAT) • Reverse Logistics Association (RLA) • U.S. Transportation Security Administration (TSA) • U.S. Transportation & Logistics Council (TLC) • The Council on Safe Transportation of Hazardous Articles, Inc. (COSTHA) 	<p>Sustainability:</p> <ul style="list-style-type: none"> • Pembina Institute – Urban Delivery Solutions Initiative • Canadian Chamber of Commerce Net-zero Council • Canadian Business for Social Responsibility (CBSR) in partnership with HP – Sustainable Procurement Fellowship • Electric Mobility Canada (EMC) • Business Renewables Centre <p>Social:</p> <ul style="list-style-type: none"> • Purolator Tackle Hunger® program community partnerships • Corporate sponsorships with community and charitable organizations • Cleveland Clinic • TELUS Health • Ready, Willing and Able • Our Children's Medicine • Canadian Centre for Diversity and Inclusion • Wellbeats • Society for Human Resource Management (SHRM)
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5. Stakeholder Engagement		
2-29	Approach to stakeholder engagement	2023 Sustainability Report , Materiality Assessment, page 17
		2023 Sustainability Report , Stakeholder Engagement, pages 18–20
2-30	Collective bargaining agreements	2023 Canada Post Annual Report , Purolator Segment, pages 76–77
GRI 3: Material Topics 2021		
3-1	Process to determine material topics	2023 Sustainability Report , Materiality Assessment, page 17
3-2	List of material topics	2023 Sustainability Report , Materiality Assessment, page 17
GRI 200: Economic		
201: Economic Performance		
3-3	Management of material topics	Canada Post Corporation's Annual Report is prepared for the year ended December 31, 2023, for Canada Post Corporation and its subsidiaries – Purolator Holdings Ltd. (Purolator), SCI Group Inc. (SCI) and Innovapost Inc. (Innovapost). These companies are collectively referred to as the Canada Post Group of Companies or the Group of Companies. Segments are based on the legal entities, Canada Post, Purolator, SCI and Innovapost.
201-1	Direct economic value generated and distributed	2023 Canada Post Annual Report , Purolator Segment, pages 64–65
		2023 Sustainability Report , ESG Performance, page 72
201-2	Financial implications and other risks and opportunities due to climate change	In 2023, we created our first TCFD report. It will be our first attempt at responding to all 11 recommendations, but we will not be conducting scenario analysis. We seek to complete scenario analysis in 2024, with the results being included in next year's TCFD report and sustainability report.
		Purolator's enterprise risk management (ERM) framework outlines how enterprise risks are managed, including environmental risk, at all levels of decision-making. An aim of ERM is to mitigate enterprise-level risks that may affect Purolator's ability to meet its strategic objectives.
		In 2023, we completed an initial risk assessment of environmental physical risks (i.e., wildfires, earthquakes, etc.) and hope to continue to build on this work and complete climate-related scenario analysis and modelling temperature-rise scenarios in the future.
		2023 Sustainability Report , Risk Management, page 13
		2023 Sustainability Report , Aligning to TCFD and IFRS S2, page 46
		2023 Sustainability Report , TCFD and IFRS S2, pages 73–78



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201-3	Defined benefit plan obligations and other retirement plans	<p>The accrued benefits under the Hourly Plan (DB) and Salaried Plan (DB and DC) are paid from the plan assets which are held in a trust (by CIBC Mellon for the DB plans and by Sun Life for the DC plan). While Purolator remits contributions to the plan's assets to cover benefits being accrued during the year and to fund deficit (if any), the plan's liabilities that come due (i.e., benefit payments) are not met by the organization's general resources but rather by the plan's assets. The benefits of the DB Supplemental Executive Retirement Plan (SERP) are also covered by the assets held in a trust, for this plan, by CIBC Mellon.</p> <p>Separate funds exist for the Hourly Plan, Salaried Plan (DB), Salaried (DC) and the DB SERP.</p> <p>Based on the December 31, 2022 actuarial valuation for funding purposes, the Hourly Plan (DB) and the DB component of the Salaried Plan are fully funded on both a going concern and solvency basis. Should an actuarial valuation for funding purposes reveal a deficit in the future, Purolator would be required to remit contributions (i.e., special payments) to fund the deficit in accordance with the <i>Pension Benefit Standards Act</i> and its regulations.</p> <p>For the DC component of the Salaried Plan, because the plan's pension liabilities are always equal to the plan's assets, a deficit cannot occur.</p> <p>Based on the December 31, 2022 actuarial valuation for funding purposes of the DB SERP, the plan is in surplus (i.e., DB SERP's liabilities are fully covered by the plan's assets).</p> <p>DB Plan N/A</p> <p>DB Plan Employer Core 3.5% of eligible earnings Employee</p> <p>Voluntary Employees can make voluntary contributions from 0.5% to 3% of their eligible earnings in increments of 0.5%.</p> <p>Additional Voluntary Employees can also make additional voluntary contributions up to a maximum of 8.5% of their earnings in increments of 0.5%.</p> <p>Employer Match Purolator will match the first 3% of employee voluntary contributions by 66 2/3%. In other words, if you contribute 3%, Purolator will give you an additional 2%.</p> <p>If Purolator meets its annual performance target (EBT), the company will increase its matching contribution of the first 3% of employee voluntary contributions from 66 2/3% to 100% (additional 1% match).</p> <p>DB Plan Participation is based upon meeting eligibility to enrol in the plan.</p> <p>DB Plan Participation is mandatory.</p>



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201-4	Financial assistance received from government	Purolator applied for federal incentive from Natural Resources Canada (NRCan) under the Zero Emission Vehicle Infrastructure Program (ZEVIP). For 2023, Purolator has not yet received any financial assistance but hopes to in 2024. ZEVIP rebates 50% of expenditures up to \$5 million.
		For 2023, in the province of British Columbia, we applied to and have been confirmed to begin receiving funding from the CleanBC Commercial Vehicle Pilots Program (CVP) in 2024.
		In 2024, we will continue identifying, applying and begin receiving additional incentives across Canada. We hope to begin receiving incentives from ZEVIP and continue receiving incentives from CVP.
		These incentives will help with costs associated with our fleet decarbonization, which includes the purchase of more than 3,500 electric vehicles, electrification of approximately 60 terminals and additional investments in low-carbon solutions such as mobile carbon capture. Purolator invested more than \$100 million in 2023 alone.
2023 Sustainability Report , Greening Our Fleet, pages 47–48		
203: Indirect Economic Impacts		
3-3	Management of material topics	A sizable portion of Purolator’s indirect economic impact is contributed through the Purolator Tackle Hunger program. Purolator made a promise to help alleviate food insecurity when we launched the Purolator Tackle Hunger program in 2003, and the tradition of supporting our communities continues. Our community investment efforts seek to promote local community engagement and development and to benefit our communities through food and monetary donations and volunteering.
		2023 Sustainability Report , Helping Our Neighbours, pages 59–68
203-1	Infrastructure investments and services supported	Delivering the future – Purolator’s National Hub
		2023 Sustainability Report , Our Strategy, page 16
203-2	Significant indirect economic impacts	Since 2003, we have been committed to tackling hunger in Canada and making a difference in the communities where we live and work. Purolator Tackle Hunger® is an initiative that is all about people helping people. This employee-led grassroots initiative has helped deliver more than 22 million pounds of food to families across Canada.
		2023 marked the 20th anniversary of Purolator’s Tackle Hunger program. In 2023, we raised over 2.2 million pounds of food, and exceeded an ambitious two-million-pound goal for the year. Purolator employees hosted 188 employee-led fundraising events in communities across Canada.
		In addition to collecting food for communities, Purolator provides in-kind logistical support and services to food banks and agencies to help them safely transport food donations. In 2023, we provided in-kind shipping support equivalent to over \$500,000 to our CFL and charitable foundation partners in support of Purolator Tackle Hunger related initiatives.
		2023 Sustainability Report , Helping Our Neighbours, pages 59–68
GRI 300: Environmental		
302: Energy		
3-3	Management of material topics	We operate a network of more than 190 buildings, including hubs, terminals, retail locations and corporate offices. Our property managers support us in compiling quarterly and yearly reports on energy performance and consumption. Purolator works with property managers and other partners to identify energy savings opportunities and implement retrofits in our facilities.
		2023 Sustainability Report , Climate Change and GHG Emissions, pages 44–46



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302-1	Energy consumption within the organization	Actual energy consumption data was provided for each facility. If energy consumption data was not available, it was estimated based on the average emission intensities for similar facilities in the same province. If there was insufficient data to make a meaningful estimate, province-based emission intensities were sourced from NRCan.
		2023 Sustainability Report , Climate Change and GHG Emissions, pages 44–46
		2023 Sustainability Report , ESG Performance, page 69
302-2	Energy consumption outside of the organization	Purolator’s greenhouse gas emissions data is calculated in compliance with the requirements of ISO 14064, the GHG Protocol and is third-party verified by an accredited auditor.
		The following Scope 3 categories are applicable to Purolator’s business: <ul style="list-style-type: none"> • Category 1: Purchased goods and services • Category 2: Capital goods • Category 3: Fuel- and energy-related activities • Category 4: Upstream transportation and distribution • Category 5: Waste generated in operations • Category 6: Business travel • Category 7: Employee commuting
		Until Purolator can source direct data from its upstream and downstream suppliers, it is not possible to estimate the energy consumption from any of the applicable Scope 3 categories. We will continue to work with our suppliers and disclose this information as it becomes available.
302-3	Energy intensity	Our science-based target and 2030 interim goals are set using a 2020 emissions baseline.
		Our 2023 energy intensity metrics are: <ul style="list-style-type: none"> • Energy intensity (per square metre) – 1.19 • Total floor area – 471,157 • GHG emissions intensity (per square metre) – 0.95
302-4	Reduction of energy consumption	Purolator is highly invested in increasing renewable energy use in Canada. To meet our target of reducing emissions from electricity by 100% by 2030, we have developed a renewable energy strategy that increases our use of renewable electricity year-over-year until 2030. We purchase Renewable Energy Certificates (RECs) to offset emissions related to purchased energy throughout the provinces we operate in. Our 2023 REC purchase ensured all facilities in Alberta and Nova Scotia were powered with 100% renewable electricity, while 30% of our operations in Saskatchewan were also powered by renewable energy.
		2023 Sustainability Report , Climate Change and GHG Emissions, pages 44–46
		2023 Sustainability Report , Greening Our Buildings, pages 51–52
302-5	Reductions in energy requirements of products and services	We continue to investigate and identify ways we can reduce energy requirements of products and services. Our circular economy, waste diversion and recycling initiatives are the best examples of these efforts.
		2023 Sustainability Report , Circular Economy and Waste, pages 56–57



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305: Emissions		
3-3	Management of material topics	Since 2007, Purolator has developed a comprehensive greenhouse gas (GHG) emissions inventory for our Canadian business. Facilities GHG emissions data pertains to Purolator’s Canadian operations, which represents more than 97% of our operations by square footage. Fleet GHG emissions data includes our U.S. operations. Purolator has elected to use the Operational Control Approach described in the GHG Protocol Corporate Standard and the International Organization for Standardization’s (ISO) Specification 14064-1.
		In 2023, we completed third-party verification of our GHG emissions inventory.
		The Global Warming Potential (GWP) rates used in this exercise are the 100-year time horizon values drawn from the International Panel on Climate Change (IPCC), Fifth Assessment Report (AR5) dated 2014. AR5 includes the most recent GWP factors available and is currently recommended by WRI for use in GHG emissions inventory calculations. Purolator reviews the GWP annually as part of the inventory development process. GHG emissions included in the calculation are carbon dioxide, methane and nitrous oxide gases. Purolator uses a 2020 emissions baseline.
		2023 Sustainability Report , Climate Change and GHG Emissions, pages 44–46 2023 GHG Verification Statement
305-1	Scope 1 (Direct) GHG Emissions	In Purolator’s GHG emissions inventory, direct (Scope 1) emissions primarily originate from the on-site combustion of fuels, used for operation of buildings and mobile emissions from our owned fleet. For Purolator’s owned and rental fleet, Geotab was used to source fuel consumption data. For vehicles that did not have Geotab installed, the fuel consumption was estimated based on fuel use by similar fleet vehicles. The fuel consumption was multiplied by the associated emission factor to calculate the total CO ₂ e emissions. The emission factors were sourced from the 2023 National Inventory Report.
		For the use and operation of Purolator buildings, energy consumption actuals were provided for each facility. If energy consumption data was not available, it was estimated based on the average emission intensities for similar facilities in the same province. If there was insufficient data to make a meaningful estimate, province-based emissions intensities were sourced from NRCan. The energy consumption was multiplied by the associated provincial emission factor to calculate the CO ₂ e emissions. The emission factors were sourced from the 2023 National Inventory Report.
		For the use and operation of Purolator International buildings, consumption actuals were provided for each facility. The energy consumption was then multiplied by the associated emission factor sourced from the EPA GHG Emission Factors Hub.
		2023 Sustainability Report , Climate Change and GHG Emissions, pages 44–46 2023 Sustainability Report , ESG Performance, page 69 2023 GHG Verification Statement
305-2	Scope 2 (Indirect) GHG Emissions	Indirect energy (Scope 2) emissions were quantified based on purchased electricity consumption at Purolator facilities, which also includes electricity consumption by our owned electric vehicles. They are considered “indirect” because the actual GHG emissions associated with the generation of electricity originate off-site at a power station. Energy consumption actuals were provided for each facility. If energy consumption data was not available, it was estimated based on the average emission intensities for similar facilities in the same province. If there was insufficient data to make a meaningful estimate, province-based emissions intensities were sourced from NRCan. The energy consumption was multiplied by the associated provincial emission factor to calculate the CO ₂ e emissions. The emission factors were sourced from the 2023 National Inventory Report.
		For the use and operation of Purolator International buildings, consumption actuals were provided for each facility. The energy consumption was then multiplied by the associated emission factor sourced from the EPA GHG Emission Factors Hub based on eGRID subregion.
		2023 Sustainability Report , Climate Change and GHG Emissions, pages 44–46 2023 Sustainability Report , ESG Performance, page 69 2023 GHG Verification Statement



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305-3	Scope 3 (Other indirect) GHG Emissions	In 2022, we expanded the number of Scope 3 categories for which we tracked emissions and are reporting.
		Indirect (Scope 3) emissions included in Purolator's inventory were those associated with upstream and downstream emission sources. A comprehensive approach has been taken in the development of the annual GHG emissions inventory and all material sources are included in the inventory.
		Purchased goods and services and capital goods used the spend-based activity. The emission factors were sourced from the Supply Chain Greenhouse Gas Emission Factors for US Industries and Commodities tool.
		Subcontracted ground: Subcontracted ground fleet includes carriers, owner-operators, partner services and rail. For rail, Purolator's portion of emissions was provided directly from our main partner. For all other subcontracted ground services, distance-based activity data was used to calculate the fuel consumption. The fuel consumption was multiplied by the associated emission factor to calculate the total CO ₂ e emissions. The emission factors were sourced from the 2023 National Inventory Report and the EPA GHG Emission Factors Hub.
		For air: Five subcontracted air carriers were included in the 2023 inventory. For three of the carriers, fuel consumption data was used to calculate the total CO ₂ e emissions. Emission factors were sourced from the 2023 National Inventory Report. Air Canada and Voyageur provided the total CO ₂ e emissions specifically for Purolator, using International Air Transport Association-recommended practices for CO ₂ allocation. Also included were emissions from International Delivery Services. The emission factor was sourced from the EPA Supply Chain tool.
		Upstream emissions from purchased fuels: Upstream emissions from purchased fuels were calculated based on associated consumption data. The emission factors were sourced from the U.K. Government's Department for Energy Security and Net Zero well-to-tank conversion factors.
		For business travel: Business travel includes air travel, car rentals, taxi use, public and passenger train transport and business travel using personal vehicles. For personal vehicle use and air travel, distance-based activity data was used to calculate the fuel consumption. Air travel was categorized into short-, medium- and long-haul travel. Emissions factors were sourced from the EPA GHG Emission Factors Hub. For car rentals, taxi use, and public and passenger train transport, spend-based activity data was used to calculate the fuel consumption. The fuel consumption was multiplied by the associated emission factor to calculate the total CO ₂ e emissions. The emission factors were sourced from Exiobase, Climatiq, 2023 National Inventory Report and the EPA Supply Chain Emission Factor tools.
		For employee commuting, spend-based activity data was used to calculate the fuel consumption. The fuel consumption was multiplied by the associated emission factor to calculate the total CO ₂ e emissions. The emission factors were sourced from the EPA Supply Chain Emission Factor tool.
		In 2023, municipal solid waste and recycling was collected by nine separate waste haulers, covering approximately 90% of Purolator facilities. We are working with our property managers to improve waste data collection for future iterations of the inventory.
		2023 Sustainability Report , Circular Economy and Waste, pages 56–57
		2023 Sustainability Report , ESG Performance, pages 69–70
		2023 GHG Verification Statement
305-4	GHG emissions intensity	2023 Sustainability Report , ESG Performance, page 70
305-5	Reduction of GHG emissions	2023 Sustainability Report , Climate Change and GHG Emissions, pages 44–46
		2023 Sustainability Report , Greening Our Buildings, pages 51–52
		2023 GHG Verification Statement
305-6	Emissions of ozone-depleting substances (ODS)	Purolator is not a producer, importer nor exporter of ozone-depleting substances (ODS).
		2023 Sustainability Report , Air Quality and Noise Pollution, page 50



Disclosure Number	Disclosure Name	Response, Link or Additional Information
305-7	Nitrogen oxides (NO_x), sulfur oxides (SO_x), and other significant air emissions	In our 2024 GHG inventory, we will work on quantifying the emissions associated with NO _x , SO _x and PM ₁₀ .
		Within Fleet operations, Purolator does emit NO _x , SO _x and PM ₁₀ pollutants through tailpipe emissions, although the organization's shift to electrify 6,000 last-mile delivery vans will reduce the overall air emissions of each of these pollutants.
		In our facilities, we are actively engaged in identifying ways to reduce pollutants related to energy and fuel use, including electric forklifts and on-site renewable energy. Indoor air quality assessments are completed as needed to ensure air pollutants remain within accepted standards, as set by ANSI/ASHRAE Standard 62.1-2022 – Ventilation and Accepted Indoor Air Quality.
		2023 Sustainability Report , Air Quality and Noise Pollution, page 50
306: Waste		
3-3	Management of material topics	Our property managers compile our annual waste management report. They work with several waste haulers to consolidate landfill and waste diversion data. Property managers have oversight of waste streams for various locations.
		2023 Sustainability Report , Circular Economy and Waste, pages 56–57
306-1	Waste generation and significant waste-related impacts	Most of the waste generated in our terminals comes from cardboard, plastic film and wood pallet waste. These are categorized under non-hazardous waste. We continue to work with our property management and waste haulers to expand comprehensive recycling programs in our facilities.
306-2	Management of significant waste-related impacts	Purolator has a Hazardous Waste Procedure. The objective of the procedure is to establish requirements for the management of materials that are deemed hazardous waste under the relevant legislation. These materials are typically generated by the cleanup of discharges produced in the garage or terminal as non-product output during normal operations or maintenance or generated from damaged or undeliverable dangerous goods not returnable to the original consignor. This procedure is to be followed for facility registration (where required), shipping documentation, storage, handling and disposal of these materials. This procedure applies to all Purolator employees, facilities and workplaces.
		Purolator has outlined a Non-Hazardous Waste Procedure to ensure that practices are in place to minimize the generation of non-hazardous waste and ensure that disposal is conducted in an environmentally safe and acceptable manner. The procedure applies to all Purolator employees, facilities and workplaces.
306-3	Waste generated	We are engaging with the Extended Producer Responsibility program to account for packaging that will end up in residential blue boxes. Supply data has been submitted for the Ontario Blue Box program and we are sourcing a Producer Responsibility Organization (PRO) to manage collection on our behalf. In 2024, we will review the requirements for programs in other provinces.
		Total waste generated in 2023 – 8,221 tonnes
		2023 Sustainability Report , Circular Economy and Waste, pages 56–57
		2023 Sustainability Report , ESG Performance, page 70



Disclosure Number	Disclosure Name	Response, Link or Additional Information
306-4	Waste diverted from disposal	<p>Our total waste diversion for 2023 was 72%, exceeding our goal of 70% reduction by 2030. Some of the additional contributors to achieving this goal are listed below:</p> <ul style="list-style-type: none"> • Added recycling capabilities at 10 additional Purolator facilities – three in Eastern Canada and seven in Western Canada • Took a services-fit approach to ensure that the services fit the operational output of waste and recycling at our facilities • Deployed bins, signage and training at additional sites to increase diversion and reduce contamination • Clearly labelled sorting stations in common areas and meeting rooms to increase correct garbage disposal at head office • Replaced all single-use cups with reusable mugs and glasses at head office • Substituted bottled water with water dispensers and jugs at head office • Piloted reusable pallet wraps in select terminals <p>In 2023, we received the YVR Green Excellence Award presented by the Vancouver Airport Authority; this is the second time that Purolator has been presented with this award. This year, Purolator was recognized in the Environmental Innovation category for our use of reusable pallet wraps at our hub in Richmond, B.C. This initiative not only reduces our environmental impact by minimizing waste but is also a cost-effective and time-saving alternative.</p>
		Waste diverted from landfill to recycling – 6,054 tonnes
		<p>In 2024, we will conduct waste audits at select sites across Canada to further determine how we can increase our diversion of landfill waste. Furthermore, we will add key performance service indicators into our vendor contracts and focus on data accuracy and reporting capabilities to monitor performance and support future goal setting.</p> <p>In 2024, the waste diversion program will continue working with facilities across Canada, implement standardized tools for sorting of waste and recycling, and pilot reduce, reuse and circular solutions.</p>
		<p>2023 Sustainability Report, Circular Economy and Waste, pages 56–57</p> <p>2023 Sustainability Report, ESG Performance, page 70</p>
306-5	Waste diverted to disposal	Waste directed to landfill – 2,167 tonnes
		2023 Sustainability Report , Circular Economy and Waste, pages 56–57
		2023 Sustainability Report , ESG Performance, page 70
308: Supplier Environmental Assessment		
3-3	Management of material topics	<p>The results of our materiality assessment will be incorporated into our Responsible Procurement strategy. We plan to further engage with our suppliers to measure, track and reduce our emissions in our supply chain. In 2023, we updated our Supplier Code of Conduct and Strategic Sourcing Policy.</p>
		2023 Sustainability Report , Responsible Sourcing, page 14
		2023 Sustainability Report , Stakeholder Engagement, pages 18–20
		Supplier Code of Conduct



Disclosure Number	Disclosure Name	Response, Link or Additional Information
308-1	New suppliers that were screened using environmental criteria	<p>In 2024, we will be developing the strategy, targets (2030 goals and shorter-term objectives) and roadmap for responsible procurement at Purolator.</p> <p>A key part of the strategy will be to implement a responsible procurement process at Purolator, including the following deliverables:</p> <ul style="list-style-type: none"> • Procurement procedures • Supplier engagement strategy • Training and communications • Measurement and reporting
308-2	Negative environmental impacts in the supply chain and actions taken	<p>Purolator issued its first supplier questionnaire focusing on ESG topics. The ESG Procurement Annual Survey consists of three sections, with a total of 24 questions.</p> <p>The three sections are:</p> <ul style="list-style-type: none"> • ESG Engagement • Program Maturity • Greenhouse Gas (GHG) Reductions & Waste Management <p>A total of 1,413 survey questionnaires were sent to suppliers through Ariba. The survey period ran from September 8, 2023, until November 30, 2023.</p> <p>2023 Sustainability Report, Responsible Sourcing, page 14</p> <p>Supplier Code of Conduct</p>
GRI 400: Social		
403: Occupational Health and Safety		
3-3	Management of material topics	2023 Sustainability Report , Health and Safety, pages 28–29
403-1	Occupational health and safety management system	<p>As a federally regulated employer, Purolator follows federal health and safety legislation: the Canada Labour Code and the Canada Occupational Health and Safety Regulations. In addition, Purolator abides by legislation regulated by provincial transportation ministries and worker's compensation boards.</p> <p>Purolator employs 34 full-time health and safety professionals from various health and safety backgrounds and experiences. Purolator also employs one consultant that specializes in machine safety.</p> <p>Purolator uses Blueworks Live, a tool to manage the approval process for its policies and procedures. In a continuous improvement effort and to ensure currency and relevancy to the business, all policies, procedures, Job Hazard Analysis and Qualitative Risk Assessments (QRAs) are reviewed and revised as required and at minimum every three years. Review of these documents is done in a cross-functional manner with involvement from the H&S Policy Committee, workplace health and safety committees, and stakeholders from various relevant departments.</p>
403-2	Hazard identification, risk assessment and incident investigation	<p>Purolator has implemented a Hazard Prevention Program procedure to outline the process Purolator will use in the development, implementation and monitoring of a program for the prevention of hazards in compliance with the requirements of the Canadian Occupational Health and Safety Regulations.</p> <p>The Hazard Prevention Program includes an implementation plan, a hazard identification and assessment methodology, and a hazard identification and assessment, including ergonomics-related hazards, preventive measures, employee training and Hazard Prevention Program evaluation. The scope of the procedure applies to Purolator employees, facilities and workplaces. Purolator has a Workplace Injury & Hazardous Occurrence Reporting Procedure to ensure employees receive proper treatment for injuries in the course of their work and to ensure accidents are reported and investigated to prevent recurrence.</p>



Disclosure Number	Disclosure Name	Response, Link or Additional Information
403-3	Occupational health services	<p>Purolator provides first aid and mental health first aid from its certified first aiders and mental health first aiders as necessary, and when the situation dictates, local emergency medical services are called.</p> <p>Purolator provides to all employees at no cost, access to an Employee and Family Assistance Program (EFAP) offered through TELUS Health. The EFAP provides employees and their families with access to confidential and professional advice on a wide range of topics 24 hours a day, seven days a week. All services are kept strictly confidential.</p> <p>Around flu season, Purolator works with local healthcare organizations to arrange and host on-site flu clinics for its employees. These are held at various locations throughout the country.</p> <p>At the largest facility in the organization, the National Hub Ontario (NHO), Purolator employs one occupational health nurse. The Registered Nurse provides first aid and assists with triaging in the event medical aid is necessary.</p>
403-4	Worker participation, consultation and communication on occupational health and safety	<p>Purolator acknowledges its responsibility to protect employees from occupational injury and illness, and this responsibility will take precedence over operating objectives. We commit to consulting with workers and encouraging their participation in the initiatives of the H&S Policy Committee and respective workplace health and safety committees. By involving workers in the development of our health and safety policies and procedures, we will work together to create a workplace that is physically and psychologically safe.</p>
403-5	Worker training on occupational health and safety	<p>Purolator has several policies and procedures related to worker training. These include vehicle safety, personal protective equipment, motor vehicle backing, the Personal Safety Intervention Program and many more.</p> <p>In 2023, we continued implementing our health and safety strategy that focuses on this foundational approach. As part of this new strategy, we have augmented our core health and safety programs:</p> <ul style="list-style-type: none"> • Workplace health and safety committees and representatives standard training module • Defensive driving training program • Incident reporting and investigations management software and training • Behaviour-based safety: Behaviour Observation and Feedback tool <p>2023 Sustainability Report, Health and Safety, pages 28–29</p>
403-6	Promotion of worker health	<p>Purolator has a Healthy Workplace Policy and is committed to developing and sustaining a healthy workplace, which includes the physical, psychological and social environment in addition to personal health practices. A healthy workplace requires company-wide participation, and it is a responsibility shared between employees and employer. At Purolator, all employees are encouraged to exercise control of their own health and to participate in programs and initiatives available to them.</p> <p>As part of our efforts to build health and safety capacity, we are developing our workplace health and safety committees and representatives using a new training module. Using their frontline experience and influence, our committees and representatives play a critical role in the organization as Health and Safety Ambassadors, providing support in increasing health and safety awareness, reducing risk and improving overall compliance.</p> <p>Purolator Health represents our holistic approach to well-being in alignment with our core value to evolve and remain committed to the safety, health and overall well-being of our people. Launched in 2022, at a time of heightened awareness around the importance of wellness, the program was developed with a collaborative lens in mind to ensure inclusivity. It leverages experts across the organization to increase utilization and awareness of our health programming and aims to ensure that resources and supports are accessible and meet the needs of our geographically diverse teams.</p> <p>2023 Sustainability Report, Health and Safety, pages 28–29</p> <p>2023 Sustainability Report, Health and Wellness, pages 30–36</p>
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationship	<p>Purolator has a Health and Safety Action Management procedure. The objective of this procedure is to detail the process for managing health and safety actions, including findings and actions resulting from any Purolator health and safety non-conformance, non-compliance or Opportunity for Improvement (OFI).</p> <p>2023 Sustainability Report, Health and Safety, pages 28–29</p>



Disclosure Number	Disclosure Name	Response, Link or Additional Information
403-8	Workers covered by an occupational health and safety management system	<p>100% of our employees and contractors are covered under the occupational health and safety (OH&S) management system. Purolator's OH&S management system is internally and externally audited.</p> <p>Purolator has a procedure to outline the process to be used for any external OH&S audits, including any third-party audits. The scope of this procedure applies to any external OH&S audit that Purolator arranges to have conducted. The scope will also require the external methodology used by any external auditor to be consistent with ISO 19011 – Guidelines for Auditing Management Systems.</p>
403-9	Work-related injuries	<p>The lost-time injury frequency rate (LTIFR) is calculated as: the number of lost-time illnesses and injuries x 200,000 hours/the total number of hours worked by employees. LTIFR measures how many lost-time incidents have occurred year to date, measured as a frequency. This includes lost-time injuries. Contractor data and fatalities are excluded from this metric because they are currently unavailable. We will be reviewing disclosure requirements to address this on a yearly basis as we collaborate with our internal stakeholders to capture and track this data.</p> <p>The motor vehicle collision frequency rate (MVCFR) is based on the number of collisions per 100,000 kilometres driven. Completing the work that was done in 2022, we finalized development and launched our incident management software: myCority. The revised tool provides an easy-to-use graphical user interface and improved data outputs to support trending. A new myCority training module for incident reporting and incident investigation further assisted with change management for our managers so that they can effectively use the new tool.</p> <p>For 2023, our LTIFR was 1.97 and our MVCFR was 1.30.</p> <p>2023 Sustainability Report, Health and Safety, pages 28–29</p> <p>2023 Sustainability Report, ESG Performance, page 71</p>
403-10	Work-related ill health	<p>Work-related ill health:</p> <ul style="list-style-type: none"> • The number of fatalities as a result of work-related ill health was zero. • Purolator does not currently have the ability to report on work-related ill health as defined by the International Labour Organization (ILO). • The main type of work-related ill health is musculoskeletal disorders. <p>For all workers who are not employees but whose work and/or workplace is controlled by the organization:</p> <ul style="list-style-type: none"> • The number of fatalities as a result of work-related ill health was zero. • Purolator does not track the recordable work-related ill health of non-Purolator employees (e.g., agency employees and contractors that work on Purolator premises). When an injury occurs to anyone meeting this criterion, the case is reported to the agency or contractor to whom the non-Purolator employee reports. • The main type of work-related ill health is musculoskeletal disorders.
404: Training and Education		
3-3	Management of material topics	<p>Purolator is committed to the growth and development of all employees through investment in internal and external development activities that align with individual and organizational objectives. In line with our Diversity & Inclusion Principles, we are committed to providing fair access to training opportunities for all eligible employees. We support a continuous learning culture and encourage employees to commit to their self-development and improvement. Purolator is committed to offering training and development opportunities to all Purolator employees. Specific requirements for internal and external training are identified within the respective sections of our Training and Development Policy, which is listed on our internal website and is available to employees.</p> <p>2023 Sustainability Report, Employee Experience, page 23</p>



Disclosure Number	Disclosure Name	Response, Link or Additional Information
404-1	Average hours of training per year per employee	In 2023, we delivered 181,452 hours of training to our 15,701 frontline and professional staff through our e-learning kiosks and virtual instructor-led and instructor-led training, across 187 locations. This averaged about 174,153 total training items. This included new-hire onboarding, compliance, regulatory and operational training. The average hours of training for the year were 11.5 hours.
		In 2023, we successfully onboarded and trained over 2,438 new hires, while providing approximately 24,326 instructor-led training, hands-on learning that provides our new hires a successful experience in safety and in their role.
		2023 Sustainability Report , Training, Talent Planning and Development, page 26
404-2	Programs for upgrading employee skills and transition assistance programs	Across the country, we have 16 learning and development centres of excellence and hundreds of e-learning kiosks, for timely and consistent training of our frontline employees. Other high-profile programs include Lean Six Sigma continuous improvement training, a mentorship program and a leadership development program.
		2023 Sustainability Report , Employee Experience, page 23
404-3	Percentage of employees receiving regular performance and career development reviews	100% of our employees receive a mid-year and annual performance and career development review.
405: Diversity and Equal Opportunity		
3-3	Management of material topics	Purolator is committed to employment equity along with diversity and inclusion. This means pursuing employment equity compliance requirements and making every effort to move beyond reasonable progress by recognizing and addressing barriers experienced by a variety of groups, including, but not limited to, members of designated groups such as women, Indigenous people, persons with disabilities, visible minorities, the LBGTQ2S community and newcomers to Canada. As part of this commitment, Purolator complies with required initiatives governed by the Canadian <i>Employment Equity Act</i> . Purolator also has an Employment Equity and Diversity Policy that is provided to our employees.
		2023 Sustainability Report , Diversity, Equity and Inclusion, pages 37–41
405-1	Diversity of governance bodies and employees	2023 Sustainability Report , ESG Performance, pages 70–71
405-2	Ratio of basic salary and remuneration of women to men	This information is not currently available.
407: Freedom of Association and Collective Bargaining		
3-3	Management of material topics	Purolator bargains in good faith with our union partners. We communicate regularly with our employees in joint national committee and field meetings. The number of employees covered by collective agreements is reported in the Canada Post Corporation's Annual Report. Our three bargaining agents are Teamsters, Public Service Alliance of Canada and Unifor. Teamsters represents employees in operations as well as certain clerical and administrative employees. Public Service Alliance of Canada represents clerical and administrative employees in the province of British Columbia. Unifor represents clerical and administrative employees in the province of Quebec. Purolator has several HR policies applicable to our unionized employees. These include policies related to leaves of absence, short- and long-term disability, retirement, and savings and benefits.
		2023 Canada Post Annual Report , Financial section, pages 48–128
		2023 Canada Post Annual Report , Management's Discussion and Analysis, page 50
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	We are not currently aware of any operations or suppliers in which the right to freedom of association and collective bargaining may be deemed at significant risk.



Disclosure Number	Disclosure Name	Response, Link or Additional Information
408: Child Labour		
3-3	Management of material topics	<p>On May 11, 2023, the federal government and senate passed Bill S-211, which introduced the new <i>Fighting Against Forced Labour and Child Labour in Supply Chains Act</i> (the Act). The Act came into effect on January 1, 2024.</p> <p>Purolator has taken steps to prepare for the annual report and questionnaire, which include preparing an action plan, reviewing and updating applicable policies and procedures, employee training, and performing a review of the supply chain and the due diligence process to identify opportunities to prevent and reduce the risk of forced labour and child labour in the supply chain.</p> <p>2023 Sustainability Report, Child and Forced Labour, page 14</p> <p>Annual Forced Labour and Child Labour Report</p>
408-1	Operations and suppliers at significant risk for incidents of child labor	<p>Purolator has taken steps to prepare for the annual report and questionnaire, including by preparing an action plan, reviewing and updating applicable policies and procedures, providing employee training, and performing a review of the supply chain and the due diligence process to identify opportunities to prevent and reduce the risk of forced labour and child labour in the supply chain. The newly launched ESG Procurement Annual Survey is a tool we plan to leverage to continue to request information from suppliers on risks such as forced and child labour.</p> <p>2023 Sustainability Report, Child and Forced Labour, page 14</p> <p>Annual Forced Labour and Child Labour Report</p>
418: Customer Privacy		
3-3	Management of material topics	<p>Our privacy program includes regular reviews of our policies, procedures, employee training, data management and privacy risk mitigation practices.</p> <p>Leadership & Governance – Policies – Code of Business Conduct and Ethics</p> <p>2023 Sustainability Report, Ethical Conduct, page 12</p> <p>2023 Sustainability Report, Data Protection and Cybersecurity, page 15</p>
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	<p>Purolator has encountered minor privacy breaches; however, those instances have been effectively contained and remedied. Purolator has implemented proactive and remedial measures, including but not limited to, employee training, security awareness, audits, policy and procedure reviews, security testing and enhanced data security practices.</p> <p>The Privacy team is actively engaged in monitoring, identifying and reporting on privacy risk to ensure visibility and implementation of adequate risk mitigation in response to heightened cybersecurity threats and trends.</p> <p>To learn more about the approach taken to support an effective Privacy program, see our Privacy Statement.</p>



SASB Index – Air Freight & Logistics

Code	Metric	Unit of Measure	2023 Disclosure
Greenhouse Gas Emissions			
TR-AF-110a.1	Gross global Scope 1 emissions	Metric tonnes (t) CO ₂ e	123,408
TR-AF-110a.2	Discussion of long-term and short-term strategy or plan to manage Scope 1 emissions, emissions reduction targets, and an analysis of performance against those targets	Discussion and analysis	<p>We continuously strive to find ways to reduce our emissions by investing in alternative-fuel vehicles, procuring clean fuels and renewable electricity, optimizing our operations and improving the energy efficiency of our facilities. We also encourage GHG emissions reductions throughout our value chain and offer carbon reporting services to our customers. In 2023, we continued to make steady progress toward decarbonizing our business.</p> <p>Our absolute Scope 1 and Scope 2 emissions decreased by 11% compared to our 2020 baseline. Our total emissions per dollar revenue decreased by 23%, and our total emissions per package decreased by 4%, compared to 2020. We are focused on greening our fleet to reduce our absolute Scope 1 and Scope 2 emissions by 42% and electrify 60% of our last-mile delivery vehicles by 2030. We prioritize research and investment in low-carbon technologies, optimizing our operations to reduce fuel use, integrating clean fuels and deploying zero-emission vehicles.</p> <p>2023 Sustainability Report, Climate Change and GHG Emissions, pages 44–46</p>
TR-AF-110a.3	Fuel consumed by (1) road transport, percentage (a) natural gas and (b) renewable, and (2) air transport, percentage (a) alternative and (b) sustainable	Gigajoules (GJ), Percentage (%)	<p>Road Transport:</p> <ul style="list-style-type: none"> • Gasoline: 32% • Diesel: 68% • Renewable Diesel: 1% <p>Air Transport:</p> <ul style="list-style-type: none"> • Jet Fuel: 100%
Air Quality			
TR-AF-120a.1	Air emissions of the following pollutants: (1) NO_x (excluding N₂O), (2) SO_x, and (3) particulate matter (PM₁₀)	Metric tonnes (t)	<p>In 2024's inventory, we will work on quantifying the emissions associated with NO_x, SO_x and PM₁₀.</p> <p>Within Fleet operations, Purolator does emit NO_x, SO_x and PM₁₀ pollutants through tailpipe emissions, although the organization's shift to electrify 6,000 last-mile delivery vans will reduce the overall air emissions of each of these pollutants.</p> <p>In our facilities, we are actively engaged in identifying ways to reduce pollutants related to energy and fuel use, including electric forklifts and on-site renewable energy. Indoor air quality assessments are completed as needed to ensure air pollutants remain within accepted standards, as set by ANSI/ASHRAE Standard 62.1-2022 – Ventilation and Accepted Indoor Air Quality.</p> <p>2023 Sustainability Report, Air Quality and Noise Pollution, page 50</p>
Labour Practices			
TR-AF-310a.1	Percentage of drivers classified as independent contractors	Percentage (%)	8.1%



Code	Metric	Unit of Measure	2023 Disclosure
TR-AF-310a.2	Total amount of monetary losses as a result of legal proceedings associated with labour law violations	Presentation currency – \$ (Canadian Dollar)	Purolator's Labour Relations practice has established mechanisms for the resolution of disagreements relating to labour law and our collective agreements. This process is adhered to in every instance of disagreement and has always resulted in full and final resolutions. We are not aware of any findings of violations of labour law.
Workforce Health and Safety			
TR-AF-320a.1	(1) Total recordable incident rate (TRIR) and (2) fatality rate for (a) direct employees and (b) contract employees	Rate	12.97
Supply Chain Management			
TR-AF-430a.3	Discussion of policies and strategies to identify, assess and manage business disruption risks associated with contract carrier safety	Discussion and analysis	<p>Purolator has a Health and Safety Action Management procedure. The objective of this procedure is to detail the process for managing health and safety actions, including findings and actions resulting from any Purolator health and safety non-conformance, non-compliance or Opportunity for Improvement (OFI).</p> <p>Purolator uses Blueworks Live, a tool to manage the approval process for its policies and procedures. In a continuous improvement effort and to ensure currency and relevancy to the business, all policies, procedures, Job Hazard Analysis and Qualitative Risk Assessments (QRAs) are reviewed and revised as required and at minimum every three years. Review of these documents is done in a cross-functional manner with involvement from the Policy Committee, workplace health and safety committees, and stakeholders from various relevant departments.</p> <p>2023 Sustainability Report, Health and Safety, pages 28–29</p>
Accident and Safety Management			
TR-AF-540a.1	Description of implementation and outcomes of a Safety Management System	Discussion and analysis	2023 Sustainability Report , Health and Safety, pages 28–29
TR-AF-540a.2	Number of aviation accidents and incidents	Collisions per 100,000 km driven	Purolator does not own or operate any airplanes. We use contracted aviation partners to ship parcels and freight across Canada.
TR-AF-540a.3	Number of road accidents and incidents	Number	1,676
Activity Metrics			
TR-AF-000.A	Revenue ton kilometres (RTK) for: (1) road transport and (2) air transport	Revenue ton kilometres (RTK)	<p>1. Road transport: 558,698,690 RTK. This value is based on data for middle-mile shipments, all shipments executed by heavy-duty vehicles.</p> <p>2. Air transport: 55,983,175 RTK. This value is based on data for Purolator's top two air carriers.</p>
TR-AF-000.C	Number of employees, number of truck drivers	Number	14,294 total headcount



SASB Index – Road Transportation

Code	Metric	Unit of Measure	2023 Disclosure
Driver Working Conditions			
TR-RO-320a.1	(1) Total recordable incident rate (TRIR) and (2) fatality rate for (a) direct employees and (b) contract employees	Rate	We do not track these metrics specifically for our drivers and only measure for all Purolator employees.
TR-RO-320a.2	(1) Voluntary and (2) involuntary turnover rate for all employees	Rate	2023 Voluntary Turnover – 12.16%
			2023 Involuntary Turnover – 4.3%
			This is for all employees, union and non-union, up to leadership level.
TR-RO-320a.3	Description of approach to managing short-term and long-term driver health risks	Discussion and analysis	<ul style="list-style-type: none"> Developing a new linehaul finishing school program in Toronto, Ont.: This program consists of 10 days of in-class and in-cab training focused on providing our drivers with the necessary tools to be a professional linehaul driver. One-on-one training is provided by our workplace trainers, who act as mentors to the trainees and guide them in their development. Launching our first defensive driving pilot program in Ottawa, Ont.: This three-day program consists of in-class and on-road training, and highlights the key skills needed for defensive driving on our busy Canadian roads and streets. Rolling out a campaign to generate awareness of backing collisions: Our workplace health and safety committees in Chatham, Ont., and Val d'Or, Que., developed backing prevention awareness videos that demonstrate the importance of not backing up the vehicle, and if necessary, how to do so safely. Finalizing the development and launch of myCority, Purolator's incident management software: This tool provides an easy-to-use interface and enhanced data outputs to support information gathering on trending. Training on incident reporting and incident investigation was provided to Purolator managers.
Accident and Safety Management			
TR-RO-540a.1	Number of road accidents and incidents	Number	In 2023, there were a total of 1,626 road accidents and incidents.
TR-RO-540a.2	Safety Measurement System BASIC percentiles for: (1) Unsafe Driving, (2) Hours-of-Service Compliance, (3) Driver Fitness, (4) Controlled Substances/Alcohol, (5) Vehicle Maintenance, and (6) Hazardous Materials Compliance	Percentile	BASIC principles do not apply.



Code	Metric	Unit of Measure	2023 Disclosure
TR-RO-540a.3	(1) Number and (2) aggregate volume of spills and releases to the environment	Number, Cubic metres (m ³)	Purolator's dangerous goods program is comprehensive in scope and specific in detail, having been developed to comply with all applicable Canadian federal and provincial laws, including the Transportation of Dangerous Goods (TDG) Regulations for ground shipments and the International Civil Aviation Organization (ICAO) Technical Instructions for air shipments, as well as other international regulations.
			Comprised of regularly updated policies, procedures, practices, manuals and training components, Purolator's dangerous goods program has appropriate measures in place to meet our customers' shipping needs. Our program features include spill prevention, appropriate handling, agency notification and emergency response to dangerous goods incidents. Purolator is also able to transport radioactive materials in compliance with the Canadian Nuclear Safety Commission.
			Supported by a team of certified dangerous goods specialists in the field, Purolator has an exemplary safety and compliance record. Specialists receive recurring training to ensure that they are adequately trained and current with the latest TDG Regulations. Where required, Purolator meets and maintains the appropriate insurance necessary for the handling of dangerous goods.
			If a spill does occur within one of our sites, it is cleaned up using proper protective equipment and cleaning products. We work to ensure any spills do not get released into the environment.
			In 2023, we had a total of eight vehicle discharges reported. Each discharge was cleaned up quickly and safely and there was no environmental impact stemming from any of them.
			2023 Sustainability Report , Dangerous Goods, page 29