



Driving Forward

2024 Sustainability Report



Message from the President & CEO



At Purolator, our dedication to innovation, sustainability and our people continues to propel us forward. Building on the strong foundation laid in previous years, 2024 was a transformative year for our organization as we pushed the boundaries of operational excellence and environmental stewardship.

Last year, we made significant strides toward our goal to reach net-zero emissions by 2050. We executed our fleet electrification initiatives, launching

150

additional EVs procured for deployment across 12 Purolator terminals

more than 260 new electric-vehicle (EV) chargers across 12 terminals and procuring 150 all-electric last-mile trucks. As of early 2025, we have now delivered more than two million packages using EVs, a major step in our electrification journey. In 2024, we also advanced our clean fuels strategy by increasing renewable diesel use by 15 per cent, reducing our total consumption of

conventional diesel by more than three million litres. And we were one of the first transportation and logistics companies in Canada to use Shell's Avelia Platform for Sustainable Aviation Fuel (SAF) services, which marked another step toward reducing our emissions. Each milestone reflects our collective drive to build a greener, more sustainable future.

As always, we continue to prioritize our people and the communities we serve, and 2024 was another banner year for Purolator. Last year, Purolator was named on the Forbes 2024 list of Canada's Best Employers for Diversity, a testament to our commitment to fostering an inclusive workplace. Nearly 200 employees championed our Diversity, Equity, Inclusion and Belonging (DEIB) efforts through Regional Councils, by organizing impactful events such as Black History Month discussions, Indigenous learning sessions and cultural celebrations. We also expanded our Employee Resource Groups (ERGs) with the launch of Women in Logistics and hosted our first-ever Women in Operations Network Summit, which brought together women across the organization to share their experiences, drive gender equity and reinforce our commitment to an equitable workplace.

Supporting our employees' health, safety and well-being remains key to our success, with further expansion of our Purolator Health initiatives in 2024. Our integrated approach to employee well-being encompasses physical, mental, financial and social health—delivered through targeted education, engaging workshops, accessible medical services and meaningful opportunities to actively participate in ERGs that champion and lead healthy change across the organization. Purolator was also awarded the Cigna Healthy Workforce Designation-Gold Level Award for the third year in a row, reflecting our commitment to fostering a healthy workplace.

2.4 million

pounds of food delivered through our Purolator Tackle Hunger program

In alignment with our values, we strive to make a positive difference across the communities we operate. In Canada, our employee-driven Purolator Tackle Hunger® program continues to grow, with nearly 2.4 million pounds of food delivered to our food bank partners and programs last year. We also expanded our reach to Northern Canada to provide essential food deliveries to remote communities. In recognition of our efforts, we received the Best-in-Class Community Leader Award from the Daily Bread Food Bank.

Finally, our strategic acquisition of Williams PharmaLogistics Inc. expands our capabilities to better serve the needs of our healthcare customers across Canada and position Purolator for long-term, sustainable growth.

Despite the uncertainty of challenging economic and market conditions, Purolator remains committed to supporting our customers by leveraging our expertise and innovative solutions to navigate the complexities of domestic and international shipping. **Looking forward into 2025 we remain focused on providing stability and reliability in an ever-changing landscape.**

I invite you to explore our 2024 Sustainability Report to learn more about how we are delivering on our commitments and setting new benchmarks for a more sustainable future.

Sincerely,

JOHN FERGUSON

PRESIDENT AND CHIEF EXECUTIVE OFFICER

Message from the Chairperson of the Board



As Chairperson of Purolator’s Board of Directors, I am proud to present our 2024 Sustainability Report, highlighting the progress we have made in our commitment to sustainability, inclusivity and community impact. This year’s achievements reflect our dedication to driving forward as a responsible and innovative leader in our industry.

This past year, Purolator has continued to deepen our commitment to operating as a safe, inclusive and resilient organization. Our Environmental, Social and Governance (ESG) Committee has been instrumental in the oversight of our sustainability roadmap, from integrating enhanced DEIB strategies and annual accessibility updates to revising our Corporate Environmental Policy and ongoing oversight of our decarbonization and fleet electrification programs.

Our operational resilience was also tested and proven during a record-high peak season this year; and our Canadian and U.S. networks demonstrated exceptional preparedness and agility, ensuring high quality service for our customers during a time of significant disruption.

The Board applauds our continued success and leadership in health and safety. Through targeted programs, such as the Driver Safety Scorecard and defensive driving initiatives, we achieved substantial improvements across key

Continued improvement across key health and safety metrics, including motor vehicle collision frequency

safety metrics, an effort recognized with multiple awards including the OHS Team of the Year Gold Award. Such achievements remind us that our shared commitment to safety is core to our business.

We also made considerable progress in enhancing service accessibility and convenience. Today, 75 per cent of Canadians are within a three-kilometre radius of a Purolator drop-off location. Our expanded

network includes over 2,500 partner locations and innovative solutions like our Mobile Quick Stop trucks and parcel lockers, which make shipping more convenient for our customers. In addition to our decarbonization strategy, we

79%

of Purolator’s waste was diverted from landfill

continue to prioritize waste reduction through our sustainable packaging and recycling initiatives. In 2024, our reusable pallet wrap pilot showed results that over five years we expect will lead to an 85 per cent reduction in greenhouse gas (GHG) emissions and nearly 95 per cent cost savings when compared to single-use plastic film.

Finally, our sustainability performance was independently recognized with a Silver Medal in the 2024 EcoVadis Assessment, underscoring our leadership and continuous improvement in environmental, social and governance practices.

Our achievements in 2024 are a testament to the hard work and dedication of the entire Purolator team. As we look ahead to 2025, we remain committed to driving forward, advancing our sustainability efforts, expanding our community impact and improving our services.

On behalf of the Board of Directors, I extend my gratitude to our employees, customers and partners for their continued support and contributions to Purolator’s success.

Sincerely,

LLOYD BRYANT

CHAIRPERSON OF THE BOARD

About This Report

This is our seventh annual Corporate Sustainability Report. It covers the 2024 calendar year, and unless otherwise noted, the information presented is as of December 31, 2024. All dollar amounts are in Canadian funds. Performance data is company-wide unless otherwise stated, excluding performance of Williams PharmaLogistics Inc.

We have adopted international frameworks and standards to help us align with global best practices in sustainability disclosure. We report in reference to the most recent Global Reporting Initiative (GRI) Standards. We also disclose in alignment with the SASB Air Freight and Logistics Industry Standard (TR-AF) and the Road Transportation Standard (TR-RO). SASB provides us with reporting standards and key performance indicators (KPIs) in the disclosure of financially material sustainability information relevant to our sector. Our GRI and SASB Disclosure is available as a separate document [here](#).

Report content is informed by our 2024 Corporate Sustainability Reporting Framework and the findings of our 2023 materiality assessment. Details on our process and priority topics are available in the [Materiality section of this report on page 10](#).

In 2024, we continued identifying and evaluating our climate-related risks and opportunities using the Task Force on Climate-related Financial Disclosures (TCFD) and the International Sustainability Standards Board (ISSB) IFRS S2 standards ([see Appendix on page 70](#) for full disclosure details).

We support the United Nations (UN) Sustainable Development Goals (SDGs) through our sustainability initiatives and have aligned eight goals and their targets to our business practices ([see page 11 for additional information](#) on how we contribute to the SDGs).

Purolator discloses to [EcoVadis](#), a sustainability assessment platform that rates businesses' sustainability based on four key categories: environmental impact, labor and human rights standards, ethics and procurement practices. For our 2024 EcoVadis Assessment, Purolator received a Silver Medal for the third consecutive year. This result places Purolator among the top 15 per cent of companies assessed by EcoVadis in the past 12 months. Disclosure to EcoVadis helps us monitor our progress on our material topics, bolster our sustainability reporting and identify areas for improvement each year.

For more information on our sustainability efforts see [our corporate sustainability webpage](#) and Purolator's [Contact Us page](#).

Silver Medal received for the third consecutive year from EcoVadis



About Purolator

For over 60 years, Purolator has been committed to excellence as a leading integrated freight, package and logistics solutions provider. With one of the most extensive networks in Canada, we reach some of the most remote locations, helping businesses deliver their promises and drive results through customized shipping and innovative supply chain solutions.

Our vision is to be admired in the Canadian industry for our commitment to environmental sustainability, safety, diversity and the well-being of our communities and employees. We will achieve this vision through our culture and by living our values, which are tied to our greater purpose of Making Canada Stronger.

Purolator Express® offers the fastest delivery for your packages to more destinations across Canada¹

As a people-first organization, we focus on making Purolator a safe, sustainable,

inclusive and inspiring place to work for our 14,000+ employees. We are committed to driving forward, with revolutionary technology, enhanced customer experiences, innovative products and services and a world-class culture.

Our Services

- Purolator Courier Express
- Purolator Courier Ground
- Freight – truck load (TL) and less than truck load (LTL)
- Cross-border solutions
- Mission Critical 24/7/365 Solution
- Direct ship vendor
- Returns management
- Team of Trade Compliance Specialists
- Air Cargo and Economy LTL

¹ Compared to major competitors, including deliveries to Canadian rural destinations, based on 2024 [third-party research](#).

North American Coverage

We proudly service our North American network of customers through our committed team and customizable delivery solutions.

Canadian Operations

14,000+

Canadian employees

3,000+

access points

100%

Canadian postal code delivery coverage - delivering to over 95% of Canada next day

104

shipping centres

1960 to today

60+

years in operation

\$2.7 billion

in total revenue in 2024 across all operations

US Operations

475+

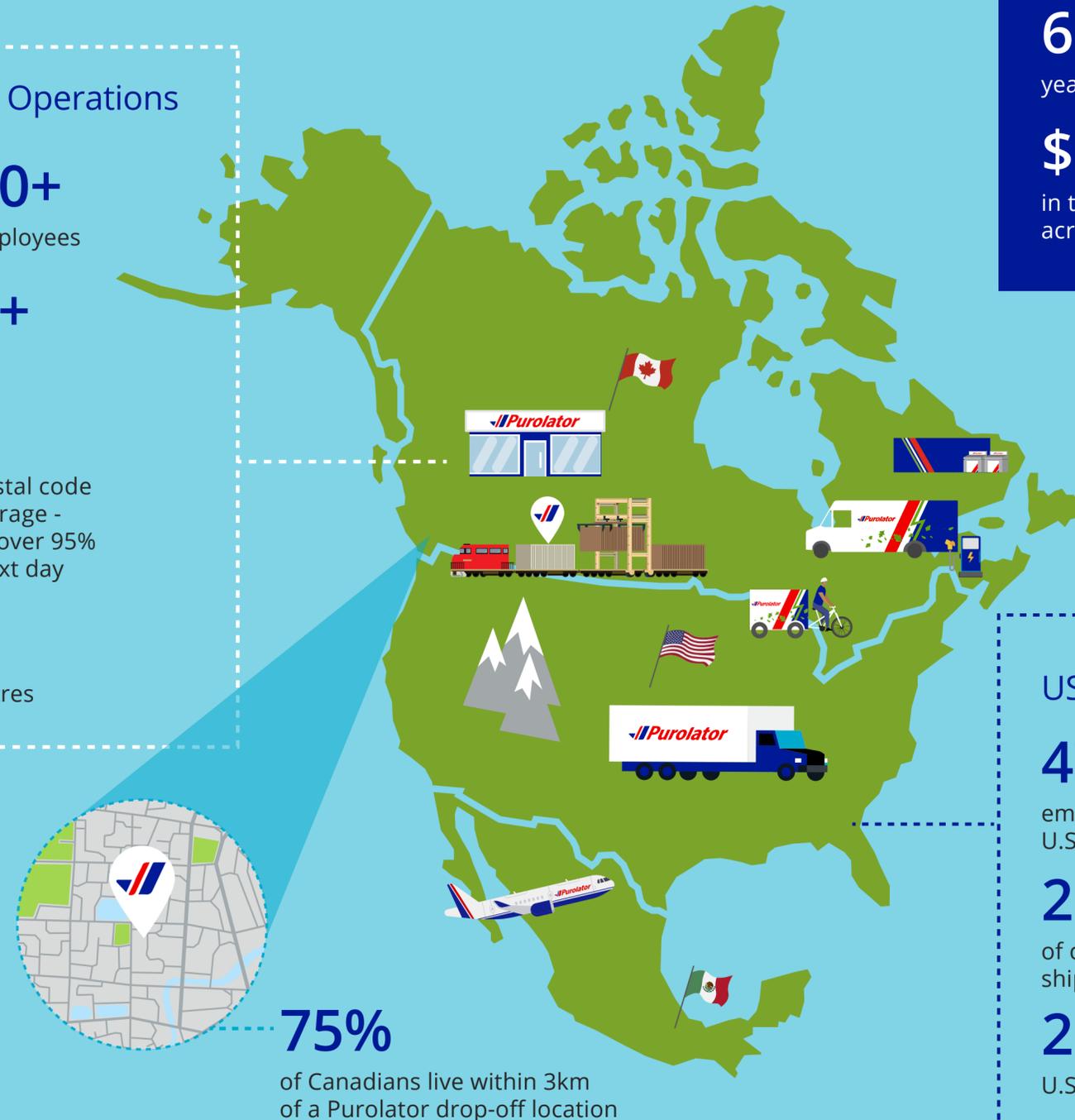
employees in our U.S. Operations

25 years

of cross-border shipping experience

22

U.S. branch locations



75%

of Canadians live within 3km of a Purolator drop-off location

Our Strategy

At Purolator, our purpose is Making Canada Stronger. To bring to life our long term sustainable competitive advantage, our entire organization aligns on the shared goals of our strategy.

We drive innovations that enhance customer experience, cultivate a purpose-driven culture and modernize our network to improve both efficiency and service excellence by rallying around these four strategic themes.

Throughout 2024, we remained committed to these strategic themes through times of uncertainty, delivering promises for our customers.

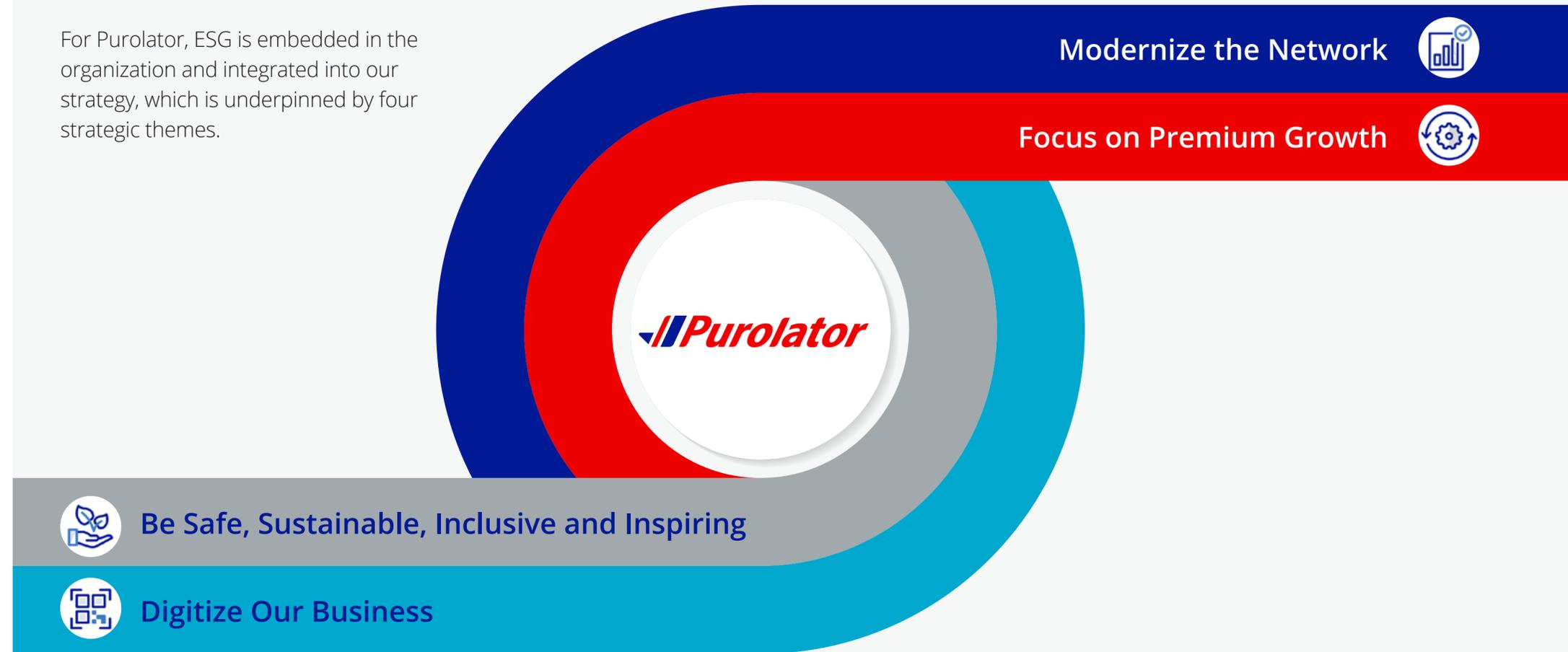
This solidifies our place as the most trusted supply chain enabler connecting Canada to the world for sustainable global trade.

“ Integrating sustainability into everything we do allows us to enhance the customer experience, align with shifting market demands and drive greater efficiency throughout our operations. We are committed to delivering meaningful and positive impacts for everyone involved, including our people, customers and communities. I am incredibly proud of the progress our teams have made and excited about the opportunities ahead.”

Brett Huttman
Vice President Strategy, Marketing & Communications

Our Strategic Themes

For Purolator, ESG is embedded in the organization and integrated into our strategy, which is underpinned by four strategic themes.



 **Be Safe, Sustainable, Inclusive and Inspiring**

 **Digitize Our Business**



Modernize the Network

Drive innovative and sustainable delivery solutions to deliver best-in-class customer performance and flexibility while executing on operational excellence.



Focus on Premium Growth

Offer premium capabilities to the marketplace and service our customers where they operate. Drive growth for businesses of all sizes throughout North America and globally.



Be Safe, Sustainable, Inclusive and Inspiring

Reinforce a purpose-driven, inclusive culture for a future-ready workforce and set the industry standard for leadership, performance and practices in safety and ESG.



Digitize Our Business

Enhance our customers' digital experience while driving efficiency in our end-to-end business through advanced digitization and analytics.

2024 Highlights

5%

decrease in absolute Scope 1, 2 and 3 emissions (2020 base year)

79%

diversion of landfill waste, exceeding our 2030 goal

150+

fundraising events hosted by Purolator employees to help our communities

10%

decrease in total injury frequency year over year

110

directors and senior leaders completed our Workplace Mental Health Leadership certificate

2M+

packages delivered by all-electric last-mile vehicles (reached in early 2025)

2.4M

pounds of food delivered through our Purolator Tackle Hunger® program

160,000+

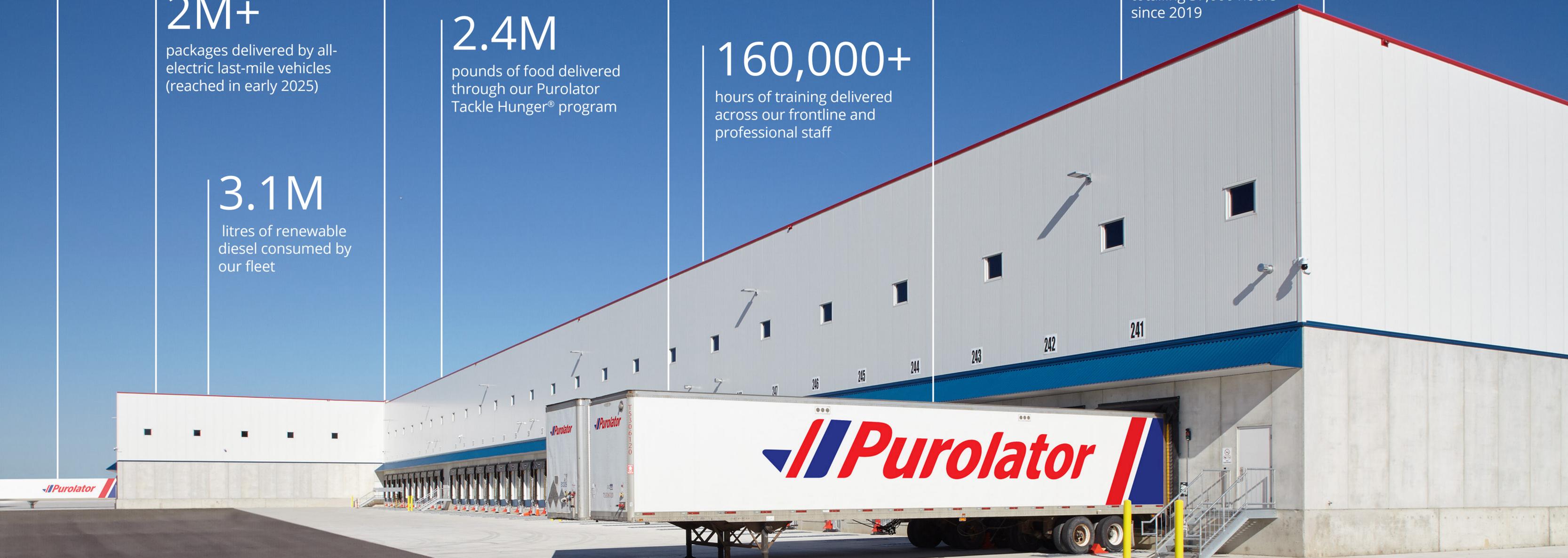
hours of training delivered across our frontline and professional staff

4,100+

hours of mental health training completed, totalling 37,000 hours since 2019

3.1M

litres of renewable diesel consumed by our fleet



2024 Performance

At Purolator, our intention is to make a positive difference in our communities, to create a rewarding workplace for our employees and to always aim higher when it comes to minimizing our environmental impact. We regularly track our progress towards achieving this by regularly reviewing our performance across the following sustainability metrics¹:

-  Achieved
-  In Progress
-  Exceeded

	Strategic Focus	Status	Results
Environmental Deliver for our planet	GHG emissions reduction		5.2 per cent reduction in total absolute GHG emissions (2020 base year), with a goal of 90 per cent by 2050 ²
			14.1 per cent reduction in Scope 1 and Scope 2 GHG emissions (2020 base year), with a goal of 42 per cent by 2030
	Renewable electricity		84 per cent reduction in Scope 2 GHG emissions (2020 base year) through renewable electricity procurement, with a goal of 100 per cent by 2030
	Landfill waste diversion		79 per cent of total waste diverted from landfill (2020 base year), with a goal of 70 per cent by 2030
	Fleet electrification		150 new EV trucks procured, with almost 200 total Electric Vehicles (EVs) on-road (trucks, low-speed vehicles and e-bikes), 6 per cent towards our goal of 60 per cent by 2030
	Clean fuels		3.1M+ litres of renewable diesel used in our operations, with a goal of 3M litres by 2025
Social Be safe, inclusive and inspiring	Human capital development		160,000+ hours of training delivered to frontline and professional staff
	Health and safety		<ul style="list-style-type: none"> • 1.7 lost-time injuries per 100 full-time employees • 15.2 motor vehicle collisions per 100,000 hours driven
	Employee health and well-being		<ul style="list-style-type: none"> • 57 employees completed the Mental Health First Aid Responder program, with 135 employees now trained across 83 locations • Decrease in mental health-related Short-Term Disability claims since 2021
	Diversity, equity, inclusion and belonging (DEIB)		<ul style="list-style-type: none"> • 36 per cent women in leadership positions (director level and above) • 22 per cent women in overall workforce
			<ul style="list-style-type: none"> • 198 employee members actively participating across 11 DEIB Councils • 119 employee members of one of our three Employee Resource Groups (ERGs)
	Community investment		Almost 2.4M pounds of food raised, with a goal of 2M pounds
Governance Implement leading governance practices	Board composition		<ul style="list-style-type: none"> • 40 per cent women on our Board of Directors • 10 per cent representation of visible minorities³
	Board oversight of ESG issues		Board of Directors and multiple Committees continue to oversee sustainability strategy, policies and performance
	Sustainability management		<ul style="list-style-type: none"> • Issued a new Corporate Sustainability Reporting Framework (internal only) • Refreshed and updated five sustainability, health and safety related policies

¹ For detailed ESG Performance data, see page 64 of the appendix
² Purolator commits to reduce absolute Scope 1, 2 and 3 GHG emissions by 90% by 2050 from a 2020 base year. The remaining 10% will be neutralized.
³ A new member to the Board was added in 2024

Awards and Recognitions

We are proud of the following awards and nominations, which recognize our ongoing commitment to fostering an inclusive, equitable, safe and welcoming workplace.

Empowering Our People



Gold Winner of the OHS Team of the Year Award, Silver Winner of the OHS Culture Award and Silver Winner of the Psychologically Safe Workplace Award from OHS Canada



Received the Daily Bread Food Bank's 2024 Best in Class Community Leader Award



Named one of Canada's Most Admired Corporate Cultures by Waterstone for the second year in a row.



For the third year in a row, received the Cigna Healthy Workforce Designation Gold Level Award



Received the Canadian Marketing Association Silver Award for Brand Building in the Business category



Recognized with the 2024 North American Kaizen Award for Operations Excellence.

Delivering for Our Planet



Won the YVR Green Excellence Award for environmental stewardship for the fourth year in a row



Listed on CBSR's Net-zero Leaderboard

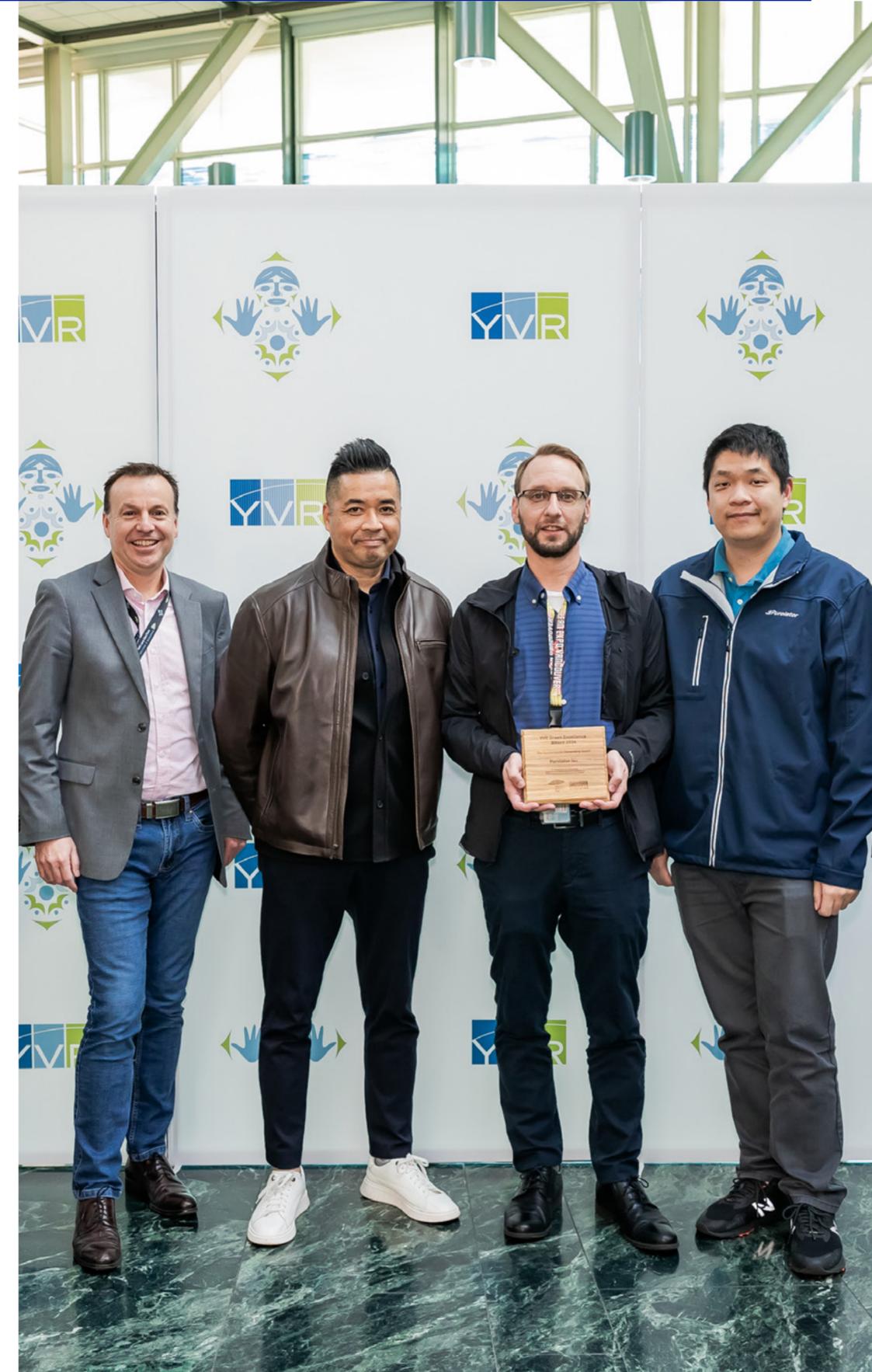


Became a signatory of the Canadian Federal Government's Net-zero Challenge and received a platinum rating, the highest available score



Our Vice President and Corporate Sustainability Officer received the award for Best Sustainability Officer from the France Canada Chamber of Commerce and the CeFIE Canada Top 25 ESG Leadership Award

Named on the Forbes 2024 list of Canada's Best Employers for Diversity and named a Top Company for Women in Transportation by the Women in Trucking Association



Materiality

Purolator conducts regular materiality assessments, typically in a three-year cycle, to identify, assess and prioritize environmental, social and governance (ESG) topics. These assessments highlight topics that matter most to our stakeholders and are likely to influence Purolator’s performance and long-term value creation. They also help us prioritize our sustainability strategies and deliver impactful solutions for our people, the planet, our communities and our stakeholders.

The materiality assessment conducted in 2023 included:

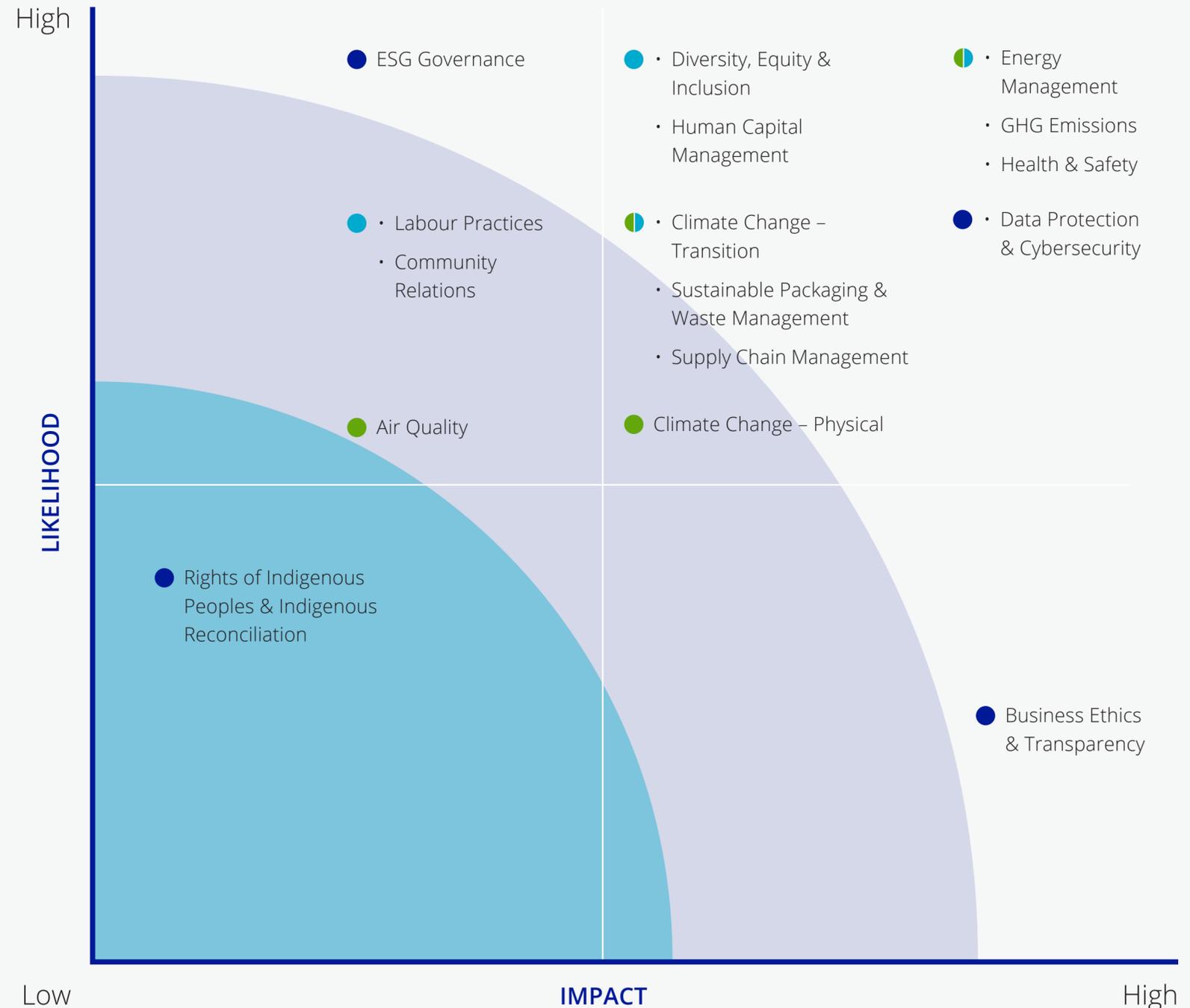
- Review of Purolator’s current ESG priorities, policies and disclosures
- Engagement through surveys and interviews with internal and external stakeholders, including staff, leadership, Board members, supply chain partners and government partners
- Evaluation of Purolator’s customers’ sustainable supply chain priorities
- Benchmarking of peers’ ESG priorities and practices
- Insights from research and ratings providers
- Guidance from leading ESG frameworks and standards such as SASB, TCFD and emerging voluntary and mandatory ESG reporting requirements

ESG-related terminology varies between organizations with many terms used interchangeably. To enable consistency and comparability, we have aligned the ESG factor-related terminology in our materiality assessment with the SASB Standards.

Each ESG factor was assessed in terms of the potential impact to the business and the likelihood of the impact and was aligned with Purolator’s broader risk management criteria over the short-term (0-1 year), medium-term (1-3 years) and long-term (3+ years). We used the definition of financial materiality as detailed in the International Financial Reporting Standards (IFRS) and Canadian Securities Administrators (CSA) standards.

Our goal is to prioritize topics that generate the most significant impact and drive positive change. In 2024, we confirmed there were no changes needed to our 16 ESG factors most likely to impact Purolator’s performance and long-term success as determined by our materiality assessment and stakeholder engagement.

- Governance
- Social
- Environmental



UN Sustainable Development Goals (SDGs)

At Purolator, we are committed to contributing to the SDGs. Our sustainability initiatives focus on eight of the 17 SDGs and fall across four pillars: Governance, People, Planet and Neighbours.

We align our efforts with SDGs most relevant to our business, as determined by our materiality assessment and stakeholder engagement. Our goal is to prioritize topics that generate the most significant impact and drive positive change.

3 GOOD HEALTH AND WELL-BEING



People

37,000

hours of mental health training to date

5 GENDER EQUALITY



People

36%

of leadership roles held by women

8 DECENT WORK AND ECONOMIC GROWTH



People

160,000+

frontline and professional training hours

10 REDUCED INEQUALITIES



People

9

Inclusive Leader sessions delivered through our management training program, EVOLVE

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



Planet

8

all-electric tugs introduced at one of our air terminals

12 RESPONSIBLE CONSUMPTION AND PRODUCTION



Planet

79%

of landfill waste diverted (ahead of 2030 target)

13 CLIMATE ACTION



Planet

14%

decrease in Scope 1 and Scope 2 GHG emissions (2020 base year)

2 ZERO HUNGER



Neighbours

2.4M

pounds of food delivered through Purolator Tackle Hunger® program

10 REDUCED INEQUALITIES



Governance

40%

of Board seats held by women

12 RESPONSIBLE CONSUMPTION AND PRODUCTION



Governance

Supplier

Code of Conduct updated



Governance

At Purolator, we pride ourselves on our robust governance practices, which are foundational to our business. Good governance promotes a culture of trust, accountability, transparency, sound decision-making and ethical behaviour. It instills trust in our stakeholders and holds us accountable for our commitments. Our responsible business practices extend to how we engage with our diverse network of customers, partners and suppliers, driving forward our commitment to impact and sustainability.

Purolator Values

Sustainability Governance and Management

Ethical Conduct

Risk Management

Responsible Sourcing

Data Protection, Cybersecurity and AI

Purolator Values

At Purolator, our values represent a Route to Success for each employee and for the organization to strive. This route connects us and demonstrates how our values are engrained into the culture at Purolator. This route shows how we are driving forward together and living by these values everyday.

Our values unite the Purolator team with pride, meaning and purpose, to ensure we deliver on our commitments to business excellence, being a people-first organization, protecting the environment and caring for our communities.

Embedded into the culture of our organization, our values are integral to Purolator's identity. They are woven into our employee lifecycle activities, including recruitment, onboarding and performance evaluations. Our commitment to social responsibility further reinforces these values, ensuring they are reflected in every aspect of our operations.

These values are further demonstrated in our rewards and recognition programs, well-being initiatives, training, leadership development, business and decision-making processes and agendas, employee engagement surveys and activities. We also incorporate visual representation of our core values in many of our facilities making them a familiar part of our work environment.



Our Route to Success



Sustainability Governance and Management

Our strong sustainability governance strategy allows us to effectively identify and mitigate risks, attract new customers and engage our stakeholders. It includes oversight by our Board and its Committees and development and implementation of strategy by management members and committees. Our sustainability governance structure and management are aligned with our core pillars: Empowering Our People, Delivering for Our Planet and Helping Our Neighbours.

“Our well-established sustainability governance and oversight are foundational to the success we have seen across our sustainability program. The Board and SLT’s commitment continue to champion our initiatives, building our momentum to drive further engagement and change across the organization.”

Ken Johnston
Senior Vice President and Chief Human Resources Officer

Board and Committees Oversight

Purolator’s Board of Directors and Committees, including its ESG, Human Resources and Compensation and Audit Committees, oversee Purolator’s sustainability strategy, policies, goals and progress.

The ESG Committee provides oversight on all our material ESG topics, including corporate governance, DEIB, environment and climate and community investment. The ESG Committee plays a leading role in setting the strategy on all of Purolator’s ESG-related policies, programs and annual corporate sustainability reporting, including advancing and expanding our climate risk reporting aligned to the ISSB IFRS S2 voluntary standards. The ESG Committee’s oversight extends to monitoring emerging climate risks and opportunities in partnership with the Audit Committee.

In 2024, the ESG Committee advised and approved of our SBTi targets and the adoption of our new Scope 3 target. The ESG Committee meets quarterly with Purolator’s Senior Leadership Team (SLT) in addition to our Vice President and Corporate Sustainability Officer to receive updates on ESG trends, sustainability reporting, advancement of our fleet electrification and decarbonization roadmap and updates on all other sustainability initiatives. To learn more, see the [DEIB section \(starting on page 34\)](#), the [Delivering for Our Planet section \(starting on page 41\)](#) and the [Helping Our Neighbours section \(starting on page 57\)](#).

Purolator’s Human Resources and Compensation Committee provides oversight and guidance on all human resources-related matters including compensation, labour relations, health and safety and DEIB. See more details in the [Empowering Our People section \(starting on page 21\)](#).

Our Audit Committee provides oversight on all material risks to Purolator, including climate-related risks, and oversees our annual enterprise risk assessment process. See more details in the [Risk Management section on page 17](#).

Management Oversight

Climate governance oversight at the management-level is led by our Senior Vice President and Chief Human Resources Officer (CHRO), who oversees implementation of Purolator’s sustainability strategy and monitoring of climate-related risks. Our CHRO is the executive sponsor of the Decarbonization and GHG Emissions Reduction Steering Committee and Workplace Health and Safety Committee. They report regularly to our President and CEO.

Purolator’s Decarbonization and GHG Emissions Reduction Steering Committee is composed of eight SLT members who track monthly progress against our sustainability KPIs, adhering to our new Corporate Sustainability Reporting Framework. They meet monthly at GHG Emissions Reduction Steering Committee meetings. Progress against our sustainability strategy, KPIs and goals are reported by the Vice President and Corporate Sustainability Officer to our President and CEO and to the board-level ESG Committee on a quarterly basis. These meetings are used to collaborate on strategic initiatives to reduce our GHG emissions and monitor progress against our sustainability targets.

Our Vice President and Corporate Sustainability Officer is responsible for developing and implementing our community investment and sustainability strategies approved by the ESG Committee. She regularly attends the GHG Emissions Reduction Steering Committee monthly meetings providing updates on climate progress including annual preparation of our GHG inventory and our sustainability report preparation. She leads our corporate sustainability team and reports regularly to our CHRO and our President and CEO.

The DEIB Advisory Board, 11 DEIB Regional Councils and three ERGs support Purolator’s efforts to develop a strong, inclusive culture for our employees. Our Director, DEIB is responsible for the DEIB program strategy and reports to the Vice President and Corporate Sustainability Officer. See the [DEIB section \(starting on page 34\)](#).

Organizational Governance Structure

Board of Directors

Responsible for the stewardship of the organization, including ESG matters

- Board composition: four women and six men

Board Committees

Responsible for supporting the organization's strategic priorities by providing oversight and guidance in specific areas:

- Audit Committee
- Environmental, Social and Governance Committee
- Human Resources and Compensation Committee

President and CEO

- Leads the Corporation's strategic plan and day-to-day business affairs
- ESG policies and performance communicated to the Board, employees and stakeholders via town halls and corporate communications

Steering Committees

- GHG Emissions Reduction Steering Committee, responsible for aligning GHG emission reduction initiatives across the organization and tracking progress towards decarbonization goals
- Workplace Health and Safety Committee, responsible for building a safety culture throughout the organization
- Diversity, Equity, Inclusion and Belonging Advisory Board, responsible for providing strategic support and guidance on DEIB initiatives

Senior Vice President and Chief Human Resources Officer

Responsible for the implementation of Purolator's ESG strategy

Senior Vice President, General Counsel and Corporate Secretary

Responsible for the implementation of Purolator's ESG strategy

Vice President and Corporate Sustainability Officer

Leads the corporate sustainability function, which is responsible for the development and implementation of Purolator's strategy, policies and initiatives related to environment, community investment, DEIB and Purolator Health



¹ Organizational Governance Structure as of February 2025

Ethical Conduct

Our [Code of Business Conduct and Ethics](#) (the Code) outlines standards of conduct across legal compliance, anti-corruption, conflicts of interest, equity, anti-discrimination, political activities, competitive practices, privacy and more.

All employees are expected to comply with the Code and complete an annual certification to understand its ongoing relevance and reporting requirements. Requirements include reporting Code violations to both management and human resources or using Purolator’s [Confidential Submissions Policy](#) process. The Code is reviewed and approved by the Board annually.

While the Code speaks to critical areas, employees are expected to understand and comply with broader company policies and procedures, to ensure Purolator continues to be a safe, rewarding and sustainable place to work.

The standards of the Code are also considered in our evaluation of suppliers and the provision of services to our customers and stakeholders.

Corporate Governance Charters, Mandates and Role Descriptions

- [Board of Directors Mandate](#)
- [Board Chairperson Role Description](#)
- [President and CEO Role Description](#)
- [Board Directors Role Description](#)
- [Committee Chairperson Role Description](#)
- [Corporate Secretary Role Description](#)
- [Board of Directors and Committee Membership](#)
- [Audit Committee Charter](#)
- [Environmental, Social and Governance Committee Charter](#)
- [Human Resources and Compensation Committee Charter](#)

Corporate Policies

- [Code of Business Conduct and Ethics](#)
- [Confidential Submissions Policy](#)
- [Corporate Environmental Policy](#)
- [Health and Safety Policy](#)
- [Psychological Health and Safety Policy](#)
- [Workplace Harassment and Violence Prevention Policy](#)
- [Accessibility Plan](#)
- [Supplier Code of Conduct](#)
- Employment Equity and Diversity Policy (internal only)
- Responsible Sourcing Standard (internal only)
- Generative Artificial Intelligence Use Policy (internal only)
- Corporate Sustainability Reporting Framework (internal only)
- Pay Equity Plan (internal only)



Risk Management

Purolator maintains a comprehensive Enterprise Risk Management (ERM) program that focuses on enhancing the understanding of significant and emerging enterprise risks across our entire business. Managed by our Risk Management team, the ERM program provides a consistent methodology for managing risk with the goal of supporting risk-informed decision-making. The process incorporates multiple approaches for managing risk, including avoidance, mitigation, transfer and acceptance. This process is integrated into strategic and operational activities and reporting processes. Our aim is to optimize risk and reward outcomes, ensuring that Purolator makes decisions within our risk appetite.

Our ERM program centers around an annual enterprise risk assessment process conducted by our Risk Management team, consisting of an Enterprise Risk Assessment (ERA) survey and workshops with each business line to identify top risks. The ERA process has a strong focus on Environmental, Health and Safety (EHS) and climate-related risks. These risks are evaluated in a dedicated category in our ERM that considers material impact on our operations and infrastructure.

These risks are then evaluated systematically in comparison with other enterprise risks. All risks are evaluated on a risk-assessment scale approved by the SLT to rate their potential adverse effects and likelihood of occurrence. A dedicated workshop is then conducted with the SLT to prioritize our top risks.

The results of the ERA process, including detailed risk profiles, are reported to our Board of Directors. Quarterly updates for ongoing top risks are provided to our senior leaders and the Audit Committee to ensure ongoing monitoring. Ongoing identification, monitoring and escalation processes allow for timely responses and management of emerging risks and opportunities, including outside the annual ERA. Climate-related risks and opportunities are overseen by the Audit Committee and managed by the corporate sustainability team. See more details on the results of our ERA in the [Climate Risks and Opportunities section \(on page 45\)](#).

Risk Management Priorities

We continue to prioritize managing our enterprise risks through these initiatives:



Education and awareness

Educational sessions to raise awareness on key risks and build a strong risk culture



Enhancing risk profiles

Enhanced risk profiles that include control effectiveness scores and risk interdependence mapping



Leadership engagement

Workshops held with leaders to identify risk appetite and risk tolerance for all enterprise risks



Climate scenario analysis

Commitment to conduct a qualitative climate scenario analysis in the coming year



Responsible Sourcing

At Purolator, we are committed to working with suppliers who align with our corporate values and high environmental and social responsibility standards.

In 2024, Purolator engaged EcoVadis, a globally recognized assessment platform, to provide us with in-depth analysis of the sustainability performance of our suppliers. Starting in 2025, we plan to integrate EcoVadis' ESG classification methods, including insights into country- and industry-risk assessments of our suppliers and our Procurement Risk Ranking methodology. By integrating EcoVadis insights with our Procurement Risk Ranking methodology, we will improve our process to include responsible sourcing criteria where relevant.

2024 HIGHLIGHTS

Engaged our services with EcoVadis to further analyze suppliers' sustainability performance

Conducted our annual ESG Supplier Survey to assess our suppliers' ESG maturity level, across DEIB, engagement, GHG reductions and waste management

Continued to improve compliance processes and tracking in our procurement platform, SAP Ariba

Commenced discussions with Dun and Bradstreet to implement a risk management solution to proactively monitor suppliers' financial risks, which we plan to incorporate into our Procurement Risk Ranking in 2025

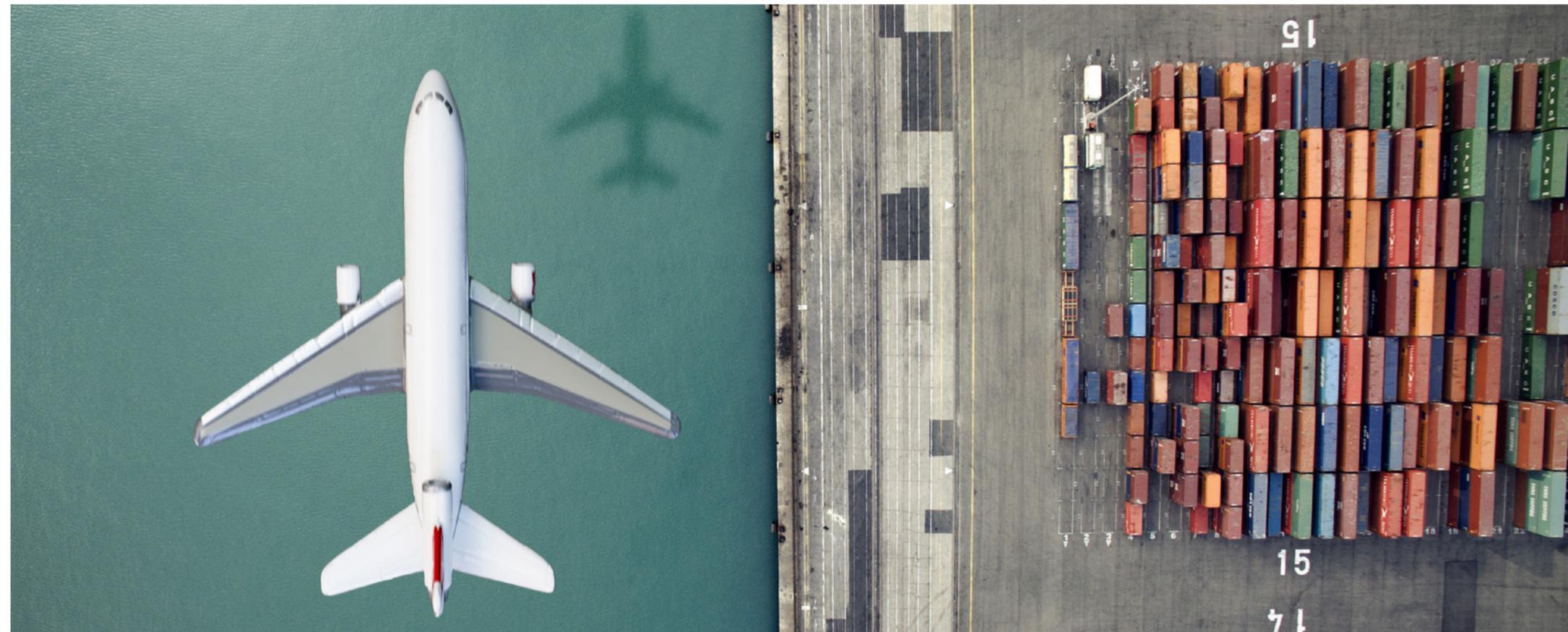
In addition to the integration with EcoVadis, further sustainability considerations are embedded into our Procurement process, with subject-matter experts providing insights into standards and measurement criteria to help assess potential suppliers, where relevant. For successful applicants, clear expectations are included in supplier contracts to substantiate commitments and ensure continual adherence to our environmental and social standards.

In 2025, we plan to expand our supplier-engagement strategy with a focus on our highest impact partners. The strategy objectives are to gain further visibility into suppliers' sustainability strategies, build a common GHG emissions reduction roadmap and translate benefits of sustainability efforts into measurable GHG emissions savings through reduced GHG emissions intensities. This engagement is another step forward to help us reach our goal to reduce absolute Scope 3 GHG emissions by 25 per cent by 2030 (from a 2020 base year).



We rely on a wide range of suppliers everyday to help us meet and exceed our customers' expectations. But it is crucial that we work with suppliers who can meet and/or exceed the standards and values we have at Purolator. Our Procurement Risk Ranking methodology will provide key insights into our value chain to ensure alignment and help identify opportunities to improve our roadmap to achieve Purolator's climate targets."

Ruwanika Boteju
Director Procurement



Forced Labour and Child Labour

Canada's *Fighting Against Forced Labour and Child Labour in Supply Chains Act* (the "Act") came into effect on January 1, 2024.

The Act introduced annual reporting requirements for certain private-sector entities on measures to prevent and reduce the risk that forced labour and child labour occurs in their supply chain. The Act amends the Customs Tariff Act to allow for a prohibition on the importation of goods manufactured or produced, in whole or in part, by forced labour and child labour. It also focuses on disclosure, due diligence, transparency and continued progress in fighting forced labour and child labour.

In 2024, Purolator did not identify any occurrences of forced or child labour in our supply chain.

Purolator has developed and implemented due diligence strategies with our suppliers to identify and address any inherent risks. We now require all new suppliers and their subcontractors to contractually commit to prohibiting forced labour and child labour, with EcoVadis aiding in monitoring and reporting.

In 2025, Purolator submitted our second annual report to the Minister of Public Safety. The report outlined specific actions taken in the previous financial year to help prevent and reduce forced labour and child labour in Purolator's supply chain. We detailed investigative due diligence undertaken to identify potential risk and specific actions to mitigate risks in our supply chain. [See our 2025 report here.](#)



Data Protection, Cybersecurity and AI

Employees, customers and suppliers trust us to handle their personal information responsibly. As a federally regulated entity, Purolator is subject to the Personal Information Protection and Electronic Documents Act. Our Enterprise Data Protection Program includes privacy-risk mitigation practices, which involve regularly reviewing Purolator policies, procedures and mandatory employee training programs related to data management and privacy. This is overseen by our Privacy Officer.

We make commercially reasonable efforts to safeguard the personal information we collect, and to protect it against loss, theft or any unauthorized access, disclosure, copying, use or modification. Our Privacy Policy is externally available to all stakeholders. Access to the personal information in our systems requires authentication and is restricted to select Purolator personnel. We regularly monitor employee compliance with data protection policies and procedures.

In 2024, we strengthened our privacy management program with enhanced training, employee engagement, policy reviews and privacy risk-mitigation processes. Employees receive training on data protection on a regular basis and additional training on a targeted basis as needed by each team or department.

In 2025, we plan to implement KPIs to ensure all employees complete annual data protection and cybersecurity training, with active confirmation of their participation. Through stronger contractual protections and a risk-based approach to incident management, we maintained consistency with vendor and customer expectations. This led to increased executive support for a privacy-by-design culture.

We adopted a security-by-design methodology for all computing activities, whether evaluating potential SaaS products or designing new ones. Purolator employs commercially reasonable efforts to protect data through audit and risk management, monitoring and measurement and technical security measures like “need to know” access management, firewall protection and encryption.

We also updated our technology for file storage, reminded employees of best practices for record retention and updated employee privacy training. In 2025, we plan to continue to incorporate more automation and additional cybersecurity tools to further enhance security.

Furthermore, we are building our AI capabilities and piloting AI use-cases that have been prioritized with the SLT and our Board of Directors. By embracing innovation and pursuing new opportunities, we are positioning ourselves to advance and refine our products and services while driving down costs.

In 2024, we created and implemented our Generative Artificial Intelligence Use Policy (internal only) to strengthen our governance and risk management. In 2025, we will look to build and refine our governance and risk management procedures and offer additional training and development for our employees.



It is imperative customers can trust Purolator with their data and sensitive information. Purolator takes a comprehensive approach to protect both our customers and employees.”

Melanie Cheng-Kai-On
Senior Director Corporate Technology & Digital Channels





Empowering Our People

We value the contributions of our 14,000+ passionate, dedicated, and talented employees across the country who drive our success and growth. To help them thrive in all they do, we are committed to creating a safe, healthy, inclusive, and inspiring workplace that supports their well-being. As a people-first organization, we consistently focus on enhancing our employee experience. We foster an environment conducive to collaboration and teamwork, ensuring our employees feel valued and supported.

Talent Management

Health and Safety

Health and Well-being

DEIB

Continuous Improvement

Talent Management

At Purolator, we are committed to supporting and developing our employees throughout their entire career with us. From initial recruitment and onboarding, through training and development, our people come first.

Talent Planning and Development

Our people are our greatest resource. To support their growth and help them achieve their career goals, we are deeply committed to fostering professional development, both for current roles and in preparation for future opportunities. Our annual Talent Planning and Development cycle plays a vital role in this commitment, encompassing career-building, succession planning and development activities.

98%

of our top talent retained since 2023, driving excellence year over year

Employees and leaders are supported throughout the Talent Planning and Development cycle, with a range of tools, resources and webinars designed to enhance their experience and outcomes. This structured approach ensures a consistent focus on nurturing talent at all levels of the organization.

Our talent development processes led to meaningful achievements in 2024. We are proud to have retained 98 per cent of our top talent year-over-year. In addition, we increased our focus on promoting internal pipelines, leading to 57 per cent of Directors having internal successors.

In 2024, we advanced our commitment to talent development by implementing Job Profile Builder as part of our ERP rollout. This initiative standardized many roles across the organization, enabling greater alignment and consistency. A collaborative effort allowed us to successfully include 217 roles in the system at launch, with plans to update remaining roles in 2025 and beyond.

Recruitment

Talent and performance management lie at the heart of our people-first strategy. We have invested in our Talent Acquisition team to ensure they have the expertise to recruit for all roles in our organization, from unionized frontline positions to senior leadership roles.

Our Employee Value Proposition pillars shape the unique employment experience at Purolator, capturing our mission, vision and values. Empowering Our People, Delivering for Our Planet and Helping Our Neighbours enhance our employer brand, making Purolator an attractive place for current and potential employees. In 2024, we strengthened our campus presence by partnering with 47 colleges and universities, leading to the hiring of 107 students nationwide.

2024 HIGHLIGHTS

Deployed our new Enterprise Resource Planning (ERP) systems, focused on Human Resource Modernization and Finance Modernization

Delivered 160,000+ training hours to our frontline and professional staff

Offered 130,000+ learning items through various learning formats, including e-learning, virtual and instructor-led classes and more

60+ per cent of our people managers completed EVOLVE, our leadership development program, to date

Received almost 250 nominations for our Circle of Excellence Awards, celebrating employees who exemplify our values

Pillars of our Employee Value Proposition

At Purolator, we support our employees with the following values:



Purposeful and rewarding work

People depend on us. Our talented, diverse and dedicated workforce takes on the day fueled with a sense of purpose and meaning in their work.



A meaningful team experience

Trust, teamwork and fun are the secrets to our success of keeping things moving.



A sustainable future

At Purolator, we're creating a future enabled by innovation. And for us, innovation leads to a more sustainable world.



A world of opportunity

Purolator is a learning organization. Through a defined and intentional learning journey, we give employees the opportunity to develop their skills to deal with a rapidly changing world.

“

Training programs at Purolator are thoughtfully designed with inclusivity at their core. All training materials have accessibility considerations integrated, ensuring all learners, regardless of their background or abilities, feel represented, engaged and empowered.”

Crystal Carruthers
 Manager Learning and Development National Programs

Embedding Inclusivity in Our Recruitment Practices

We highly value the diversity of our workforce and prioritize hiring people from marginalized groups in partnership with community organizations. During onboarding, we provide candidates with information about our accommodations policy and procedures.

2024 saw an enterprise-wide focus on increasing the representation of women in operations and leadership roles at Purolator. By implementing strategic incentives and expanding our candidate pipeline, we are driving meaningful progress and momentum toward a more inclusive future.

Onboarding

The onboarding process is critical to the success of new and newly promoted employees. Our comprehensive onboarding program includes customized pathways based on an individual's role. For frontline employees, a combination of in-person and/or virtual training is followed by on-the-job training. For non-unionized employees, virtual learning is followed by a more tailored approach to help achieve employment milestones. All new hires experience our culture and values through both formal training and interaction with colleagues, managers and leadership.

CASE STUDY



Driving Results with Start Right Training Within Industry (TWI)



In 2024, our Start Right TWI program introduced a standardized, on-the-floor training approach using the Job Instruction Breakdown framework. This allowed trainers at our National Hub Ontario to deliver hands-on, task-specific training in the Non-Conveyable and Mail Sort sections.

Cost savings were generated through productivity improvements (paid pieces per hour). The 46 per cent reduction in health and safety incidents is attributed to the reduction of 20 incidents in this specific period. A significant contributor to this was the reduction of 10 near misses in the work centre.

2024 RESULTS

\$42,000 in cost savings

3% productivity boost

46% reduction in health and safety incidents

160,000+

training hours delivered across 180+ locations through over 130,000 unique learning items in 2024 to drive excellence

Training

In 2024, we successfully onboarded over 860 new and existing employees, providing more than 24,400 hours of instructor-led and hands-on learning, encompassing task-specific and safety training. We also delivered approximately 160,000 hours of training to frontline and professional staff at over 180 locations.

Enterprise Resource Planning (ERP) Deployment

Throughout 2024, Purolator completed several transformation projects focused on Human Resource Modernization and Finance Modernization. This change journey was supported by an incredible effort from our teams. Over 66,000 hours were invested by subject matter experts and Learning and Development professionals to train over 15,000 employees. These learning solutions enabled employees to confidently adopt new innovative technologies that enhance efficiency and promote sustainability.



“

I've been an R&D lead and have been with Purolator for nearly 36 years. I recently had the opportunity to participate in the first French-speaking cohort of the EVOLVE program, which aims to develop managerial leadership skills. Thanks to the EVOLVE program, I've improved my management and collaboration skills and adopted a more proactive approach to workplace safety.”

Christian Couture
Lead Research and Innovation Operations

Diverse Talent Matters



In its fourth year, our Diverse Talent Matters (DTM) program continued to provide valuable support to employees from equity-seeking groups, helping them achieve their development and career aspirations through personalized and shared opportunities. In 2024, we broadened the

program's reach and impact by including employees who self-identify as persons with disabilities and 2SLGBTQI+.

In 2024, more than 20 employees who identify as Black, Indigenous, People of Colour (BIPOC), women, persons with disabilities and/or 2SLGBTQI+ received individualized career planning and development support.

In addition to one-on-one customized development coaching sessions, employees in the program had the opportunity to participate in shared learning opportunities such as sessions on belonging, advocacy and sponsorship and building a personal brand. DTM participants were provided with learning resources focused on topics including leadership, communication and presentation skills.

Mentorship Program and Coaching



As part of our commitment to fostering professional growth, our Mentorship Program connects employees seeking guidance with team members eager to share their expertise in our core and behavioural competencies. In

2024, we saw continued engagement with our Mentorship Program which we will continue to promote in 2025.

Coaching has the power to unlock leadership potential. Our tailored coaching initiatives meet the unique needs of leaders, enhancing their effectiveness and driving meaningful business results. This personalized approach aligns with our commitment to fostering a growth-oriented culture, equipping leaders with the skills to thrive in a dynamic business environment.

Leadership Development



In 2024, we continued to invest heavily in leadership development including our flagship program, EVOLVE. We were excited to offer the program in both English and French, using live translation technology to ensure an equitable and high-quality learning experience for our French-speaking employees.

We offered EVOLVE to nine cohorts in 2024, including one for French-speaking leaders. More than 60 per cent of our people managers have now completed the program, supporting our continued focus on building leadership capacity across the organization.

“

I was fortunate enough to take the training in French and the translation was excellent and easy to follow. I found the training very well put together, the content was complete and the facilitator was excellent. I thank Purolator for investing in its people at such a high level.”

Yannick Sylvestre
District Manager Operations

Retaining and Investing in Top Talent

9

Inclusive Leader sessions through our management training program, EVOLVE

45

DEIB Regional Council and ERG members completed learning on Courageous Conversations and Inclusive Leadership



350+

attendees engaged in a virtual DEIB Fireside Chat

We launched the first Women in Operations Network Summit

20+ employees

who identify as Black, Indigenous, People of Colour (BIPOC), women, persons with disabilities and/or 2SLGBTQI+ received individualized career development support through our Diverse Talent Matters program



355

team members participated in biometric health screenings across eight on-site clinics

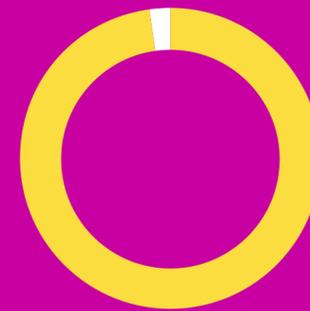


14,000+

passionate, dedicated and talented employees

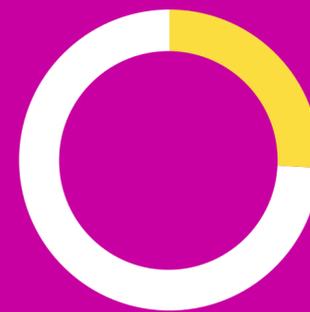
160,000+

training hours delivered to our frontline and professional staff



98%

of our top talent retained since 2023



26%

of our employees celebrated over 20 years of service at Purolator in 2024

37,000

hours of mental health training to date

220+

employees completed training for Mental Health First Aid (MHFA)

57%

decrease in urgent mental health counselling since 2021



Assessments

As part of leadership development opportunities in 2024, we continued to provide individual, team-based and 360-degree personality and behavioural assessments to leaders to support their personal and professional development.

Circle of Excellence Awards



Our values form the foundation of Purolator’s culture, guiding how we work and interact with each other, our customers and the communities we serve. The Circle of Excellence Awards celebrate individuals who exemplify these values in their day-to-day actions.

In 2024, we received 248 nominations from across the organization, highlighting employees who consistently embody our core values. From these nominations, 19 exceptional employees were honoured with this prestigious award for having a profound positive impact on our business, their colleagues and the communities we serve. Employees received their award during an in-person ceremony, which was broadcast virtually to be accessible for all Purolator employees.

Beyond national recognition, 2024 saw a growing trend of teams and functions across the business taking the initiative to recognize employees within their own groups for living our values throughout the year. This grassroots celebration reflects the deep integration of our refreshed values and a culture of recognition.

Long-Service Awards

Our Service Award Program highlights our appreciation and commitment to employees by celebrating key milestones, starting at five years of service, followed by 10 years, 15 years and beyond.

26%

of our employees celebrated 20 or more years of service at Purolator in 2024, with 145 employees celebrating 40 or more years of service

“

Our long-service employees are the heart of our organization's culture—each year they've dedicated reflects a deep commitment, pride, and a living testament to our values. Their tenure doesn't merely mark time; it symbolizes the strength, loyalty, and continuity that truly define who we are.”

Karin Batev
Senior Manager Organizational and Leadership Development

Pay-for-Performance

At Purolator, it is not just about what we achieve, but how we achieve it. We updated our performance management process in 2024 to evaluate employees based on how they embody Purolator’s values in their work.

This alignment between values and performance is further strengthened through our Annual Incentive Plan (AIP), a key part of our total rewards offering that recognizes the contributions of our team in driving corporate success. Under this pay-for-performance model, all eligible employees, including senior leaders and the President and CEO, are accountable for achieving individual and shared organizational goals, as outlined in our Balanced Scorecard.

The 2024 Balanced Scorecard focused on critical areas such as environmental sustainability, DEIB and community investment. Both the AIP and the Balanced Scorecard are governed and approved by Purolator’s Board of Directors, highlighting their importance in driving corporate governance, accountability and success.

Through these initiatives, we ensure our team members are recognized, rewarded and empowered to make meaningful contributions to Purolator’s continued success, while staying true to the values that define us.



Health and Safety

The past few years have been transformative for the health and safety culture at Purolator. With significant improvements in all safety-related metrics, a new strategy is under development to sustain and continuously improve our health and safety.

We have taken a back-to-basics approach, focusing on transportation safety, which is crucial for our business due to on-road risks. In 2024, we began mapping our transportation safety strategy, a process which will continue over the next two to three years.

This year, we are publicly sharing the results of our Driver Safety Scorecard, our first corporate leading indicator for driving behaviour. Using onboard telematics, we measure behaviours like speeding, cornering, acceleration and braking and backing as a first maneuver. We then use this performance data to generate a score out of 100 per cent. Our Driver Safety Scorecard was 88.4 per cent in 2024,

2024 HIGHLIGHTS

- 11 per cent improvement** in motor vehicle collision frequency¹
- 11 per cent improvement** in Driver Safety Scorecard¹
- 12 per cent improvement** in lost time injury frequency¹
- 10 per cent improvement** in total injury frequency¹
- Expanded** our Linehaul Finishing Program to Montreal
- 3 per cent improvement** in aggregate severity
- 1 per cent improvement** in lost-time severity

an 11 per cent improvement from 2023. We also adjusted how our motor vehicle collision frequency is calculated, using hours driven rather than kilometres driven. Outside of the calculation change, our motor vehicle collision frequency has decreased 11 per cent compared to 2023.

Our improved health and safety performance is a result of the engagement and collaboration of all our employees and other stakeholders. In 2024, we continued to expand our Defensive Driving Pilot program to expand on-road safety knowledge and skills for our entire Health and Safety department and select senior leaders in Ontario. The initiative is focused on providing defensive driving techniques to handle busy Canadian roads.

Additional training was also provided to our linehaul drivers in Toronto, Ontario through our Linehaul Finishing Program. The program consists of 10 days of in-class and in-cab training, focused on providing our drivers with the necessary tools to become a professional linehaul driver. In 2024, the program led to a 49 per cent reduction in collisions among Toronto linehaul drivers, year over year, and given the success, we have further expanded the program to Montreal, Quebec.

Our Workplace Health and Safety Committees and Representatives continue to drive towards embedding a safety culture into our operations. Using their

In 2024, Purolator was the Gold Winner for the OHS Team of the Year Award, Silver Winner of the OHS Culture Award and Silver Winner of the Psychologically Safe Workplace Award

frontline experience and influence, our Workplace Health and Safety Committee members and Representatives play a critical role as health and safety ambassadors who build awareness, help reduce risk and improve overall compliance.

They regularly share key health

and safety reminders and learnings from topics ranging from incident reporting and potential risks encountered such as from mechanical equipment, road safety and heat stress.



Over the past three years, through transformational behavioural based safety initiatives, we achieved significant reductions in incidents and industry leading results. Our approach has been recognized by OHS Canada and we were awarded Canada's best Safety Culture awards (2023, 2024) and Canada's Top Safety Team of the Year (2024). This is a testament of our commitment to safety as we strive to protect our employees, our brand and the communities we serve."

Jimmy Vassilopoulos
Director Health and Safety

In addition, our Workplace Health and Safety Committees and management regularly practice behaviour-based safety by observing colleagues in the field and providing timely and constructive feedback. The approach used demonstrates care, acknowledges best practices and promotes safe working practices. Our Workplace Health and Safety Committee based in Laval, Quebec, created a recognition program for safe behaviour in 2024, modeled after the TV game show Survivor, generating awareness and involvement throughout the facility.

49%

reduction in collisions among Toronto linehaul drivers, year over year

¹ as compared to 2023

Dangerous Goods

Purolator's dangerous goods program is comprehensive in scope and specific in detail. It was developed to comply with all applicable Canadian federal and provincial regulations, including the Transportation of Dangerous Goods (TDG) Regulations for ground shipments, the International Civil Aviation Organization and Technical Instructions for the Safe Transport of Dangerous Goods by Air.

By regularly updating policies, procedures, practices, manuals and training components, Purolator's dangerous goods program has appropriate measures to meet our customers' shipping needs. The program features include spill prevention, appropriate handling, agency notification and emergency response to dangerous goods incidents. Purolator can also transport radioactive materials in compliance with the Canadian Nuclear Safety Commission.

We have an exemplary safety and compliance record, thanks to our team of certified dangerous goods specialists in the field. These specialists receive ongoing training to remain current with TDG regulations and requirements. Additionally, Purolator maintains the appropriate insurance necessary for handling dangerous goods, driving forward our commitment to safety, compliance and customer trust.

Focus for our Dangerous Goods program:

1. Spills

We aim to support and assist operations managers in investigating the root causes of spills in their facilities and implementing corrective actions to effectively reduce the number of spills year-over-year. If a spill does occur within one of our sites, it is cleaned up using proper protective equipment and spill response supplies. We work to ensure spills do not get released into the environment. Releases within our facilities are mitigated by our in-house spill responders, who all undergo training to enable them to respond safely.

2. Hazardous Waste Disposal Partner

Purolator is currently in the process of sourcing a new vendor partner to dispose of all hazardous waste using environmentally sustainable practices. The expectation is that this new vendor will provide timely responses to vehicle discharges on the road and enhance our reporting capabilities to track and analyze data. Due to changes in the TDG Regulations, carriers are now required to report the classes of dangerous goods handled and transported through each facility. We are currently undergoing system changes, with implementation expected in late 2025. This will enable Purolator to collect the required data at the time of waybill creation. An interim solution was implemented in 2024 through scanning enhancements.



Health and Well-being

At Purolator, we support the health and well-being of our employees and their family members, our customers and our communities. We offer a comprehensive total rewards package, an Employee and Family Assistance Program (EFAP) and resources to support employees' physical, mental, financial and social health.

Purolator Health

Purolator Health represents our holistic approach to safety, health and overall well-being in alignment with our core values. Purolator Health leverages experts across the organization to increase utilization and awareness of our health programming and aims to ensure that resources are accessible and meet the needs of our geographically dispersed teams.

2024 HIGHLIGHTS

Completed a biometric health screening pilot involving 355 team members across eight on-site clinics

110 directors and senior leaders completed the Workplace Mental Health Leadership certificate, and 197 additional leaders completed The Working Mind for Manager training

Increased engagement significantly on the Purolator Health website with over 300 per cent more views and over 200 per cent more users

76 Well-being Champions regularly engaged employees across Canada on mental health topics

Cleveland Clinic Canada - Chief Medical Director

Cleveland Clinic Canada provides strategic guidance to our program in an advisory partnership. Dr. Shaan Chugh, our Chief Medical Director from Cleveland Clinic Canada, has supported and promoted the program from the beginning and continues to provide guidance as we evolve our strategy.

Regularly, we host "Ask your Chief Medical Director (CMD)" health related discussions in a panel-style format. These discussions offer a healthcare professional's perspective and allow our employees to share their own lived experiences and ask health related questions.

//

Purolator Health aims to empower employees to take a proactive role in their health and well-being. By prioritizing their well-being today, employees can enhance their quality of life and build a healthier future."

Dr. Shaan Chugh
Chief Medical Director



Monthly Education and Participation Opportunities

Since 2022, Purolator has offered a calendar of events to support employee well-being, covering topics like mental health, resiliency and self-care. These workshops are available to all employees and their family members, with live and recorded sessions on our website. Offerings include Wellness Wednesdays, "Bet You Didn't Know About EFAP" (a 20-minute overview of EFAP services) and "Ask Your CMD". In 2024, we added "Music for the Mind" in collaboration with Waveland and "Take a Break Tuesday," promoting light stretches and movement.

We also launched a Self-Care Series featuring videos and ready-to-share presentations for team meetings or individual review. These presentations, lasting three to five minutes, highlight the importance and benefits of self-care practices and include an experiential section for participants to engage in the discussed self-care activities.

Physical Health

Physical health is embedded in our culture through our strong internal pairing with Health and Safety and Purolator Health. Purolator Health is featured weekly on National Health and Safety calls with an opportunity to share program updates, promote activities and resources or to share a health message. This call is led by our Senior Vice President and Chief Operations Officer and typically has an audience of over 100 leaders from Operations. We collaborate regularly with Health and Safety on messaging linking physical health and safety to mental health and psychological safety.

"The biometric screenings have been a game changer for our employees, helping them become more aware of their health and well-being. It is truly a great initiative that has made a positive impact."

Kiah Houchen
Senior Operations Support Representative

CASE STUDY



Promoting Employee Health Through Biometric Screening

In 2024, we piloted an on-site biometric health screening project at three Purolator terminal locations in partnership with Cleveland Clinic Canada. This initiative aimed to make healthcare accessible, raise awareness of chronic condition risk factors and provide individualized health coaching.

Participant feedback highlights the positive impact, with employees discovering actionable health insights and expressing heartfelt appreciation for this initiative. This pilot underscores our commitment to supporting employees on their health journeys.

2024 RESULTS

- 355** team members participated across eight on-site clinics
- 101%** booking rate, requiring additional capacity due to high interest, exceeding our goal
- 99%** rated their experience as exceptional
- 98%** are likely to follow individualized health coaching

Mental Health

Our mental health strategy comprises a multi-year approach, to create a supportive environment that fosters allyship and reduces mental health stigma. As part of our commitment to continuous improvement, we acknowledge the need to advance our mental health strategy by embracing flexibility and the changing needs of our team. Providing training on mental health for employees at all levels of the organization is key to achieving our goals.

In 2024, we continued working to strengthen our culture of caring and allyship while reducing mental health stigma. The goals of our strategy include increasing awareness of mental health through training and education, empowering early identification and interventions and providing appropriate access to care for employees and their families. We also focused on enabling our leaders to effectively build and sustain a psychologically safe workplace.

It is our goal to continue to see more preventative actions toward mental health. In 2025, we will publish our mental health strategy to showcase our collaborative work and to help other organizations move forward to a healthier future.

Building Internal Capacity and Sustainment

In 2024, we continued offering the Workplace Mental Health Leadership certificate as mandatory training for all directors and senior leaders. By the end of the year, 110 directors and senior leaders nationwide completed the training.

Additionally, we prioritized The Working Mind (TWM) for Manager training, facilitated by the Mental Health Commission of Canada (MHCC). This one-day, instructor-led training was integrated into EVOLVE, our award-winning management program, ensuring all current and future leaders are equipped to support their teams. By the end of 2024, 197 additional leaders completed TWM for Manager training, bringing the total to 713 Purolator leaders.

Our collaboration with the MHCC reflects our ongoing commitment to driving forward a culture of psychological safety and support. In early 2024, the MHCC published a case study highlighting Purolator's efforts to build a psychologically safe workplace and culture of support. Purolator continues to collaborate with the MHCC, including participation in their annual conferences as subject matter expert panelists.

We are also evaluating the impact of the Refresh series, a sustainability program for graduates of TWM for Manager training, created internally and collaboratively with Cleveland Clinic Canada. The program aims to sustain the learnings from training and support graduates for continued application in the workplace. In 2024, we added a workshop on the topic of "belonging" based on feedback and stakeholder discussions.

5,000+

Purolator Health decals installed on vehicles, driving a significant increase in engagement with the Purolator Health website

Feedback emphasized the importance of a safe learning environment, skilled facilitation and the desire for regular refreshers to reinforce key concepts. Participants also appreciated the sense of community and peer support fostered throughout the series.

In 2024, we added new website content focused on financial well-being, which is accessible by all employees and their

family members. This dedicated section provides information on the financial programs and support available to our employees through Purolator's Pension and Benefits. Monthly education sessions were led by the Credit Counselling Society to improve financial literacy. In 2025, we will further expand the site's functionality to make it more user-friendly and relevant.

Integrated Health Report Results

Our integrated health report for 2024 found:

- 

37,000+
hours of mental health training to date
- 

7% decrease in mental health related Short-Term Disability claims
and 8 per cent reduction in lost time between 2021 and 2023
- 

11% decrease in mental health related Long-Term Disability claims
and 15 per cent reduction in lost time between 2021 and 2023
- 

58% increase in paramedical mental health claims
indicating reduced stigma and improved preventative actions
- 

57% decrease in urgent mental health counselling
since 2021, suggesting improved prioritization of mental health and preventative self-care practices



Mental Health First Aid



In 2024, we continued to develop our Mental Health First Aid (MHFA) Responder program. MHFA Responders are a network of trained individuals who have volunteered to provide initial support for mental health

challenges and guide colleagues to the appropriate resources. Responders are easily recognizable to employees through badges and posters featuring their contact information displayed in their terminals. They meet quarterly and communicate regularly to provide support and access to ongoing education and skills development.

In early 2024, we surveyed our MHFA Responders to understand their development needs. As a result, 26 MHFA Responders completed a two-day Applied Suicide Intervention Skills training and 30 participated in a 90-minute virtual Suicide Prevention workshop.

135

Purolator employees are voluntarily designated as MHFA Responders at 83 locations across Canada

To recognize the efforts of this network, a recognition package was shared with each MHFA Responder, including a personalized note from our President and CEO. Engaging stakeholders in the program's evolution ensures that projects align with the needs of our diverse teams. Acknowledging the network's time and commitment to our mental health strategy goals is crucial as we progress

and evolve the program. In 2025, our goal is to have one or more trained MHFA Responders at every Purolator location. We will also develop a Safety Network to build awareness and resources to prevent suicide and support those in critical need.

Purolator Health Roadshows

By the end of 2024, we had conducted Purolator Health roadshows at 30 terminals across Canada, reaching 2,800 frontline employees. Senior leadership and the Purolator Health team used these events to strengthen relationships, raise awareness of health and well-being resources and gather feedback on supporting employees' physical and psychological well-being.

Well-being Champions



What began as a grassroots idea to share mental health resources has evolved into our Well-being Champion program. In 2024, we built our network to 76 Champions across Canada, driving forward our efforts

to establish a psychologically safe work environment where employees can feel comfortable being themselves without fear of judgment. Our President and CEO joined a quarterly update, demonstrating Purolator's commitment to health and well-being at all levels. We have created posters for each Champion with their picture and contact information, allowing them to be easily recognized by team members who are seeking support.

In 2024, we launched monthly newsletters for all Well-being Champions to enhance their knowledge, provide updated and relevant resources and improve their awareness. These newsletters have been enthusiastically received, with teams sharing them by printing and posting at terminals or sending via email.

Finally, to help our Champions' ability to disseminate information and support their colleagues, we delivered virtual, live-led training. In 2025, we hope to transfer this to an online training course to make it more accessible to those Champions who work shifts or on weekends.

2024 HIGHLIGHTS

197 people leaders completed The Working Mind (TWM) for Manager training through the Mental Health Commission of Canada

16 leaders completed the Workplace Mental Health Leadership certificate through TELUS Health and Queen's University

223 employees completed training for Mental Health First Aid (MHFA) and 135 employees accepted the voluntary role of designated MHFA Responder

Breaking the Stigma Around Mental Health

Every May, we recognize Mental Health Awareness Week. In 2024, we collaborated with Health and Safety, our Well-being Champions and MHFA Responders to emphasize the connection between mental health and workplace safety. Purolator firmly believes that supporting mental health is integral to safety in the workplace, as a lack of support for mental health challenges can become a very real hazard. In 2024, we sent information packages to terminals with mental health resources, posters and a guide on fostering open conversations around mental health. Our goal is to eradicate the stigma surrounding mental health and build allyship.



Healthy Workplace Month

Healthy Workplace Month in October allows us to promote different facets of well-being for individuals and align with our DEIB, sustainability and community investment strategies. In 2024, we hosted virtual workshops and learning activities throughout October and offered the third annual companywide challenge focused on practicing healthy habits. Participation exceeded previous years, with almost 4,000 challenges completed. Employees shared that Purolator Health has helped them to "take their health more seriously" and appreciate that it has created a "space to discuss mental health," reducing associated stigma.

Hal Johnson and Joanne McLeod

Hal Johnson and Joanne McLeod (of BodyBreak fame) continued to support our internal employee communications, providing Purolator Health videos focused on themes specific to our health and well-being strategy. Hal and Joanne interviewed one of our amazing Well-being Champions about why they became a Champion and ways to encourage others to participate. In 2024, Hal and Joanne attended our Purolator Health roadshow in Barrie and Town Hall in October, where they spoke about prioritizing self-care at all ages and tangible steps to "keep fit and have fun" in the workplace.

Health and Well-being in Our U.S. Operations

In the U.S., our Wellness Committee coordinates the expansion of a comprehensive global wellness program. Monthly content on physical fitness, mental health, nutrition and financial well-being was disseminated through our Connector newsletter, emails and Wellness Workplace page. Our wellness communications covered preventive care campaigns, including annual physicals, dental cleanings and vision exams. Virtual events were hosted on topics like Suicide Prevention, managing the healthcare portal and "Bet You Didn't Know" sessions about the company-sponsored Employee Assistance Program. We also organized two Step Challenges and monthly financial well-being webinars.

Our 2024 on-site Health and Wellness Fair featured biometric screenings, flu shots and a Cigna Healthcare representative to answer questions. Employees enjoyed relaxation offerings like a stress management booth and chair massages. Additionally, employees accessed Wellbeats, a virtual wellness platform with over 1,200 expert-led classes on fitness, nutrition and mindfulness.

Purolator has received the Cigna Healthy Workforce Designation-Gold Level Award for the third year in a row

To address the unique needs and interests of individual districts across the U.S., we launched the "District Wellness Program" pilot initiative. This program empowers districts to create custom wellness programs tailored to their specific requirements.

In 2024, we also offered a comprehensive range of educational events on personal finances, physical fitness, mental wellness and nutrition. We increased employee participation in the Cigna Health Assessment and Preventive Care Implementation, which resulted in a year-over-year increase in our Cigna health improvement fund and lower-than-benchmark insurance rate increases. Additionally, we strengthened our cross-border collaboration with the broader Purolator Health program.



Receiving the Cigna Healthy Workforce Designation-Gold Level Award underscores our commitment and focus on Health, Wellness and Total Rewards optimization. In 2024, we demonstrated a strong commitment to improving the health and vitality of our employees. Rising health insurance costs are a continual challenge for organizations across the U.S. Positive momentum from a health and wellness standpoint

is an effective way to control our expenses and pass along those savings to our employees through innovative benefits and programs.

"The continued support of our employees, customers, communities, and partners has been instrumental in the growth of the Purolator Health program. Together, we've expanded and strengthened our ability to promote health and well-being. I'm incredibly proud of the progress we've made over the past several years—and even more excited about the opportunities ahead as we continue to prioritize the psychological health and safety of our people."

Ashley Wood-Suszko
Senior Manager Health and Well-being



Diversity, Equity, Inclusion and Belonging (DEIB)

Purolator continues to expand and integrate DEIB within our business practices. We involve and engage employees at all levels of the organization and have launched initiatives that strengthen a culture of inclusion, where everyone feels they belong.

We amended our departmental focus to include belonging as a key pillar and widely communicated how it fits within DEIB. Key employee engagement milestones include inviting additional leaders to join the DEIB Advisory Board, the introduction of a new DEIB Regional Council, bringing the total number of Regional Councils to 11, better collaboration between three existing women-focused ERGs and the onboarding of leadership sponsors for all 14 employee groups.

2024 HIGHLIGHTS

Hosted our first DEIB Summit, focused on leading with empathy, courageous conversations and inclusivity

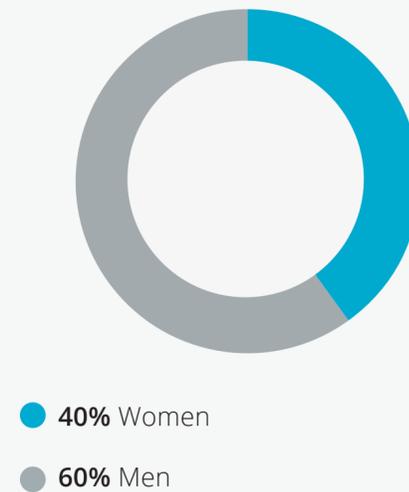
Launched our first ever Women in Operations Summit

Delivered nine Inclusive Leader sessions through our management training program, EVOLVE

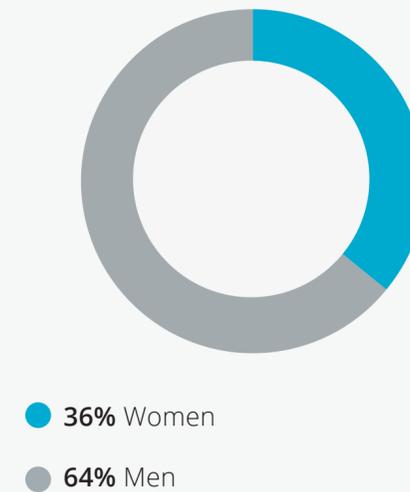
45 DEIB Regional Council and ERG members completed learning on Courageous Conversations and Inclusive Leadership

Launched an enhanced employee referral bonus program offering increased incentive for referring women into managerial or higher roles

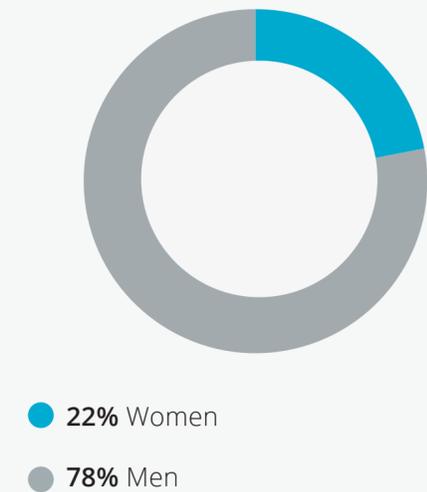
Diversity of Governance Bodies in 2024 - Gender (%)



Diversity of Leadership¹ in 2024 - Gender (%)



Diversity of Overall Workforce in 2024 - Gender (%)



¹ Leadership is defined as director level positions and above. More detail available in [2024 ESG Performance table on page 64](#)

In alignment with Canada’s Employment Equity Act, Purolator reports quarterly metrics on the four designated representation groups: women, Indigenous peoples, persons with disabilities and members of racialized groups. In June 2025, we published our [second progress report](#) after launching our [2023 Accessibility Plan](#). Through our engagement process we identified barriers in various aspects of our business. The plan, available on our internal and external websites, outlines our commitment to improving accessibility throughout Purolator. Our progress report provides the opportunity for annual reflection and transparency on our progress toward our accessibility goals. We continue to work closely with our human resources team to ensure there is a diversified applicant pool throughout the recruitment process, focusing on increasing the women applicants in management positions. In 2024, we launched an enhanced employee referral bonus program with increased incentive for referring women into managerial or higher roles. In addition, we ensure equitable access to development opportunities which is reinforced with development opportunities through Purolator’s ERGs.

As we continue these efforts in 2025, our DEIB theme is “Belonging together: Intentional action for an inclusive future”. With this, we plan to focus on the following key areas:

- Your Voice Matters: building a data dashboard to empower self-identification and drive equity
- New community partnerships
- Disability and Indigenous cultural awareness trainings
- Strengthening and expanding ERGs



We are excited to launch Women@Purolator, an umbrella network that will expand networking and development opportunities for women across all functions at Purolator.

With a larger network of leadership sponsors, DEIB Advisory Board members, employees engaged in DEIB Regional Councils and ERGs and team members across our business advocating for inclusion, we are looking forward to continuing to build a stronger community at Purolator.

DEIB Strategy

Our commitment to DEIB is rooted in action and empowerment. We are actively building a culture where every employee feels valued and empowered to bring their authentic selves to work, for the benefit of our customers, our communities, and each other.

"The journey toward true diversity, equity, inclusion and belonging is not a sprint, but a marathon. Each step, no matter how small, contributes to the ultimate goal: a culture where every individual feels valued, respected and empowered to thrive."

Shaquana Burton
 Director Diversity Equity, Inclusion and Belonging



Pillars of our DEIB Strategy

To continue to build a diverse and inclusive culture, our DEIB program is focused on the following areas:



DEIB Employee Engagement

We continue to partner with DEIB champions across the organization, leading regional- and function-specific initiatives to encourage employees to participate, be heard and inspire inclusion. In 2024, we had 11 DEIB Regional Councils and three ERGs.

DEIB Regional Councils provide a platform for team members to share insights and drive geographically relevant DEIB efforts. Their objectives include celebrating regional diversity, facilitating local DEIB initiatives, gathering feedback and fostering open conversations in a brave space. ERGs provide equity-seeking groups with a formal structure to support their needs, aligned with organizational strategy. They offer identity-based networking, development, feedback channels and a space for brave dialogue.

Our DEIB Regional Councils are led by our nearly 200 employee champions. Our councils span across Canada, represented by Atlantic Canada, Quebec, Northeastern Ontario, Southwestern Ontario, Metro Toronto, National Hub Ontario, the Prairies, Pacific, Vulcan site and our Head Office, as well as our U.S. operations. In 2024, all Regional Councils embraced the theme “DEIB in Action” with numerous learning moments hosted by our council champions. In collaboration with others, such as our Purolator Health team, the Regional Councils led numerous events celebrating DEIB.

In 2024, Purolator’s women-focused ERGs made incredible strides towards celebrating women’s contributions in three functions: Operations, Logistics (U.S.) and Technology. We are looking to further strengthen our women’s ERGs by bringing them together under one umbrella network, Women@Purolator, in early 2025.

As a community, we hosted initiatives and events that celebrate diversity and mark key days of commemoration throughout 2024.

350+

attendees engaged in a virtual DEIB Fireside Chat, and we launched the first Women in Operations Network Summit



Black History Month

We hosted several events to commemorate Black History Month. An event hosted at Head Office, in partnership with Purolator Health and Waveland Media and a virtual conversation led by the Purolator International DEIB Regional Council, both drove conversation about music influenced by Black culture and the experiences of Black employees within the team.

Many champions across Purolator hosted Black History Month conversations as well. Members of our National Hub Ontario Council hosted a Black History Month poetry gathering, in which team members were invited to hear and read poetry from Black poets or read poetry they had written themselves to help educate and celebrate Black History in Canada. Our terminal in Scarborough, Ontario hosted a steel pan performance by a family member of a local team member.



Celebrate Diversity Month

In honour of Celebrate Diversity Month, the Atlantic DEIB Regional Council hosted an organization-wide virtual call, inviting two team members to share their stories of immigrating to Canada, their work experiences and development at Purolator. The event offered an opportunity to celebrate diversity across North America. Our National Hub Ontario Council also organized a potluck, bringing together team members with diverse cultural backgrounds to celebrate together with a meal.



Pride Month

For Pride Month, the DEIB team and the Social Justice Movie Club partnered to host a speaker from 519 Toronto, an organization serving 2SLGBTQ+ people. This guest speaker highlighted data and research related to 2SLGBTQ+ employees and provided insight into the importance of names and pronouns, particularly for employees who are transitioning in the workplace. This session garnered incredible feedback from employees, including some key tangible actions they are using to drive inclusion for all in their teams.

From flag-raising at Edmonton North and Head Office, to tie-dye shirt making at North York, to participation in local Pride festivals and parades in Saskatoon and Kelowna, team members from across Purolator celebrated Pride Month with their teams.



Multiculturalism Day

Council champions in our Ottawa, Ontario operations commemorated Multiculturalism Day by inviting team members to colour in a paper flag with their country of origin. Flags were displayed in the lunchroom to encourage conversation about multiculturalism.

Arab American Heritage Month and Juneteenth were celebrated by the Purolator International team, and all Purolator employees were invited to a panel discussion allowing employees across the organization to understand the experience of Arab and Black employees as volunteers shared their personal and professional journeys.



International Day for Persons with Disabilities

International Day for Persons with Disabilities aims to promote an understanding of disability issues and mobilize support for the dignity, rights and well-being of persons with disabilities. For the third year in a row our Head Office DEIB Council members commemorated International Day for Persons with Disabilities by spending a half day with students in a local life skills program. This provided an experiential learning opportunity for students living with disabilities to work through Purolator's life cycle of a package with their own hands.



National Day for Truth and Reconciliation

Various events were held in recognition of National Day for Truth and Reconciliation across Canada. Employees demonstrated their commitment by wearing orange shirts and ribbons and participating in various learning sessions. Our Peterborough, Ontario Council and employees had the unique opportunity to view and learn about culturally significant artifacts generously shared by the local Curve Lake First Nations community. In the Pacific region, a Canadian journalist shared about the crisis of Missing and Murdered Indigenous peoples, specifically along the Highway of Tears, an area local to the Pacific team members. In acknowledgement, several team members across Canada demonstrated their respect by visiting local Indigenous communities and the sites of former residential schools.



International Women’s Day

We recognized International Women’s Day by inviting three women employees, each of whom are members of one of Purolator’s ERGs, to share a letter to their 10-year-old self in a video storytelling campaign. The videos were circulated throughout the month and served as an opportunity for these employees to share their stories, their career development and inspire a younger generation of employees and young women in the community. Women in Operations Network (WON) and Techquity (Women in Technology) partnered to host an event at Head Office inviting women from across various functions to share their own letter to their 10 year old self.

Across several terminals, in recognition of their unique contributions and to facilitate conversations about gender equity, women team members were provided with a card or flowers as a thank you. Champions from several locations hosted gently used clothing and period care product drives for local women’s organizations, providing tangible support to our local communities.

DEIB Learning and Development

To continue to build understanding and knowledge of DEIB across Purolator, we held six Microburst Learning sessions throughout 2024. These sessions covered a broad range of DEIB topics, focused on providing tangible actions for attendees to implement. All sessions were well attended, averaging about 150 attendees each session.

All newly hired employees are required to complete DEIB Fundamentals training, which promotes awareness and understanding of core DEIB concepts, highlighting its importance to Purolator's success. The training also provides guidance on becoming a DEIB advocate in the workplace and driving positive change.

Additional DEIB training is also provided to other key employees to ensure continued knowledge and awareness. In 2024, we conducted tailored DEIB training to people leaders at the National Hub Ontario and in Northeastern Ontario, our Central region human resources team, 2024 Women in Operations Summit attendees and members of our DEIB Regional Councils, ERGs and Well-being Champions.

In 2024, we hosted our first DEIB Summit, bringing together over 50 employees and leaders for a half-day interactive learning session, focused on leading with empathy, courageous conversations and inclusive leadership.

Following our DEIB Summit, we broadened the list of invitees based on employee feedback and hosted a 90-minute virtual Fireside Chat featuring a panel of four leaders who exemplify DEIB in action. This event attracted over 350 attendees from diverse areas and regions across Purolator. The feedback was overwhelmingly positive, with employees appreciating the role modeling, practical DEIB examples and role-specific ways to incorporate a DEIB lens into different business areas.

Communication and Outreach

At Purolator, DEIB is one of our core values and ensuring regular employee communications is vital. In 2024, we focused on developing new ways for employees to receive DEIB information. Our DEIB team visited four terminals to have face-to-face interactions with employees. We also created multiple digital screen campaigns, sharing simple content to our field employees within terminals and office locations. A DEIB Library was created on our internal employee website,

providing self-serve resources including monthly toolkits for local initiatives and our DEIB playbook for tailored talking tips for leaders. Our DEIB Newsletter includes national DEIB updates, spotlights on employee activities and celebrating DEIB efforts across different business areas.

In addition, we created new channels for employees to provide input or contribute to DEIB conversations in a low-stakes environment. In 2024, we hosted over 60 unique DEIB conversations on our internal social platform, allowing regional and functionally diverse groups of employees to learn together.

Helping Small Businesses Go the Extra Mile



During Small Business Month in October, Purolator partnered with Run the World (RTW) on their First Sundays Panel, supporting their vision to champion female identifying entrepreneurs and encourage women to start their own businesses and build the careers of their dreams. Three of the True North Small Business Grant Contest winners, Opal Rowe of Stush Patties, Sarah Ahmed of Leena and Lucy Cullen of Earth Pup, took the stage to share their expertise on maintaining resilience through tough times and provided actionable advice for succeeding in small business. Success in these areas means progress for everyone and Purolator is here to help any way we can.

Pay Equity

In 2024, we finalized our Pay Equity Plan in accordance with the Federal Pay Equity Act (the Act) of 2018.

The Act, which took effect in 2021, applies to all federally regulated employers with an average of 10 or more employees. Its purpose is to proactively achieve pay equity by addressing systemic gender-based discrimination in compensation practices. It ensures that employees in predominantly female job classes receive equal pay for work of equal value, while considering the diverse needs of employers and maintaining pay equity over time.

In accordance with the Act, a Pay Equity Committee was established in 2023. Their work was completed in accordance with timelines and requirements of the Act.



The DEIB Summit inspired a deeper understanding of the importance of empathy-driven leadership. Thought-provoking discussions and workshops equipped me with practical tools to lead with empathy and drive meaningful action. I left the Summit feeling empowered to make a positive difference."

Keysha Reid

Human Resources Business Partner U.S.



Continuous Improvement

At Purolator, we strive for continuous improvement (CI) in all aspects of our business and have built a culture that embeds CI into our daily activities. We consistently enhance our operations and performance, which leads to better quality products, higher service levels, increased productivity, lower costs, reduced waste and greater employee and customer satisfaction.

160

ideas captured in our Idea Portal in its first year, of which almost 100 were implemented

In September 2024, the Purolator Digital Lab team launched the Idea Portal, a platform that gives everyone across the organization a voice to share ideas for improvement. Initially focused on frontline workers, this tool captured close to 160 ideas in its first year of which almost 100 were implemented. Ideas were generated across various fields such as process improvement, sustainability and safety. Our Idea Portal has effectively enabled our employees to cultivate a CI culture in diverse teams and work environments, ensuring that all individuals feel empowered to contribute to ongoing improvements and collaborative growth initiatives.

Annually, we conduct our Lean Contest, a logistics challenge aimed at reducing material and financial waste. In 2024, we had winners across three categories: Sustainability, Safety and Process Improvement.

Corporate Process Improvement (CPI) Program

In January 2024, the CI team launched the CPI program, a transformative initiative designed to enhance the effectiveness of corporate and back office functions, such as Health and Safety, Technology and human resources. This program aligns with Purolator's commitment to operational excellence, cost reduction, performance and quality. The CPI Program is not just a project, it is a mindset shift. Together, we aim to make our corporate office functions a cornerstone of Purolator's success.

The CPI Program has already proven substantial benefits across our key three pillars of success: Holistic Process Assessments, Employee Engagement and

14

CPI Kaizen events completed in 2024 and eight CPI Roadshows across various functions

Training and Technology Enablement. We conducted comprehensive evaluations of back-office workflows, providing data-driven insights to pinpoint inefficiencies. We continue to actively involve all stakeholder teams to help co-create solutions. Effective action plans are built through a culture of collaboration, ownership and improvement. Finally, we regularly leverage digital tools and

automation to streamline operations and enhance reporting systems for better decision-making.

As the CPI Program continues to evolve, focus will extend to scaling successful initiatives to other relevant business units. Additionally, the introduction of advanced analytics will help to drive predictive improvements. We will look to create synergies with other corporate programs, further driving financial efficiencies. In 2025, we will expand the use of the Idea Portal to all departments across Purolator.

Digital Lab and R&D

Our Digital Lab team, which specializes in applied research and innovation, continues to work on initiatives to improve efficiency and minimize waste across our business. In 2024, Purolator held its inaugural Innovation Showcase, presented by Purolator Digital Lab. The event featured three unique conference-style engagement opportunities: a research poster session, live demonstrations and insightful vendor presentations. Vendor partners were invited to share and present the innovative work. Select students from McMaster University, the University of Toronto and York University presented their research highlighting the remarkable work done at the Smart Freight Centre and the Centre for Logistics and the Urban Economy.

Digital Lab and R&D focus areas for 2025 include:

- Further developing the micro-hub network with e-bikes to replace last-mile delivery vehicles
- Exploring e-label opportunities to facilitate paperless labels and return shipments
- Utilizing alternative electricity generated from recycled aluminum to charge e-bikes at off-grid micro hubs
- Pursuing alternative energy solutions for off-grid and micro-mobility solutions
- Working with customers to design and create custom, reusable packaging solutions that minimize waste.

\$1.2 million

in savings from streamlining trailer utilization project implemented at our Richmond Hub





Delivering for Our Planet

We continue working toward our ambition to be the greenest courier in Canada. We are guided by Purolator's Corporate Environmental Policy which sets out our company's commitment to the highest professional standards for our environmental practices and describes our approach to environmental stewardship.

Through our continuous improvement efforts, we aim to increase our energy efficiency, decrease our greenhouse gas (GHG) emissions and reduce our waste. We consistently evaluate our impact on the environment and invest in solutions that help us achieve our environmental sustainability goals.

2030 Goals

Climate Change and Emissions

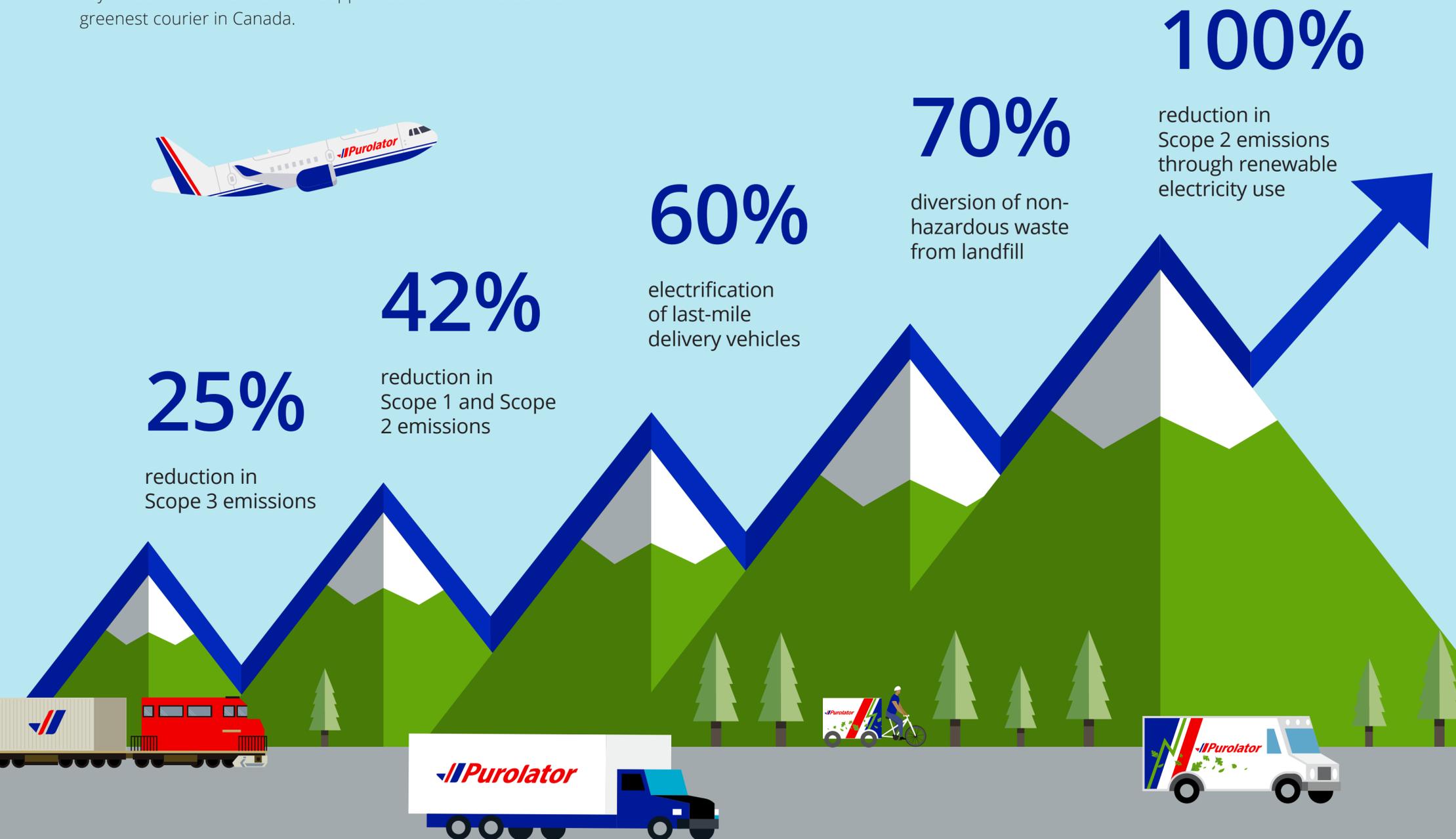
Climate Risks and Opportunities

Sustainability Initiatives

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 base year 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.



How We Will Get There



Facilities

- Design and build facilities to reduce energy and water consumption
- Procure renewable electricity
- Apply green building design elements to new builds and retrofits



Waste

- Reduce waste in our operations
- Adopt reusable solutions (e.g., pallet wraps)
- Implement comprehensive recycling solutions
- Limit business travel



Transportation

- Invest in alternative-fuel vehicles (e.g., EVs)
- Integrate clean fuels (e.g., renewable diesel)
- Optimize routes to minimize fuel use
- Switch to lower-carbon transportation (e.g., rail)
- Partner with 3rd party carriers to reduce emissions



Innovation

- Invest in emerging low-carbon technologies (e.g., e-bikes, mobile carbon capture)
- Pilot innovative solutions (e.g., Urban Quick Stops, aluminum fuel powered electricity generation)

Climate Change and Emissions

Each year through a comprehensive GHG emissions inventory, Purolator measures Scope 1, Scope 2 and Scope 3 GHG emissions associated with our business. Our annual inventory is prepared according to the ISO 14064-1 standard and the World Resources Institute (WRI) GHG Protocol. Our GHG emissions inventory is verified by an independent third party, who assesses that Purolator's GHG emissions data and calculations are compliant with the requirements of ISO 14064-3 (see our [2024 GHG Verification Statement](#)). Completing an annual GHG emissions inventory helps us better understand our GHG emissions sources and identify critical areas of impact, set goals and monitor our performance over time.

We strive to find ways to reduce our GHG emissions by investing in alternative-fuel vehicles, procuring clean fuels and renewable electricity, optimizing operations, reducing waste and improving the energy efficiency of our facilities. We also encourage GHG emissions reductions throughout our value chain and offer GHG emissions reporting services to our customers.

10%

reduction in our direct GHG emissions (Scope 1) (2020 base year)

5%

reduction in our total GHG emissions across all three scopes (2020 base year)

2024 GHG Emissions

Purolator reports on the following GHG emissions categories, representing more than 95 per cent of our total GHG emissions.

Scope 1: Direct GHG emissions from sources controlled by Purolator including on-site combustion of fuels at our facilities (e.g., natural gas) and fleet owned and operated by Purolator (including rental vehicles and the use of renewable diesel).

Scope 2: Indirect GHG emissions associated with the generation of purchased electricity used at Purolator's facilities including to charge EVs.

Scope 3: All other indirect GHG emissions that occur in our value chain such as subcontracted and third-party ground fleet, air carriers and rail, off-site treatment of waste and upstream GHG emissions from purchased fuels and electricity (i.e., extraction, production and transportation).

BY SOURCE

Scope 1

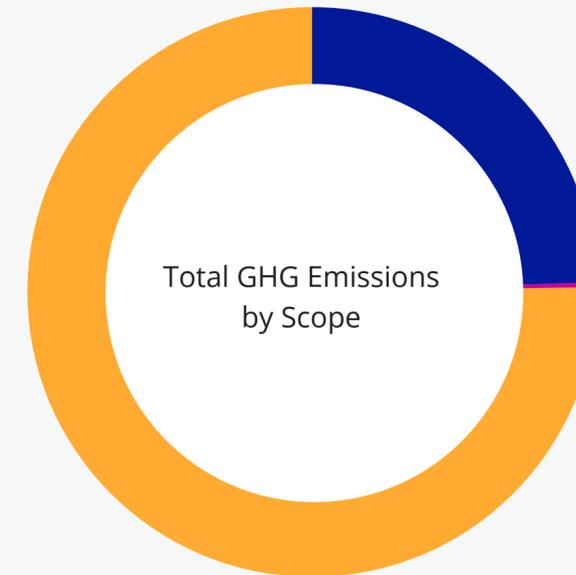
- 20.8% Purolator owned and operated fleet
- 3.7% On-site combustion of fuels

Scope 2

- 0.3% Purchased electricity (market-based)

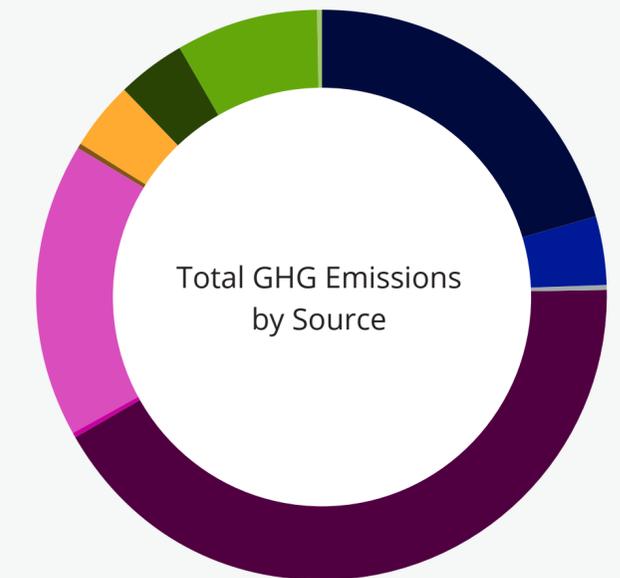
Scope 3

- 42.0% Subcontracted/third-party ground, air and rail
- 0.4% Waste generated at Purolator facilities and disposed off-site
- 16.6% Fuel- and energy-related emissions (not included in Scope 1 and 2)
- 0.2% Business travel
- 4.0% Employee commuting
- 3.8% Purchased goods and services
- 8.1% Capital goods
- 0.1% End-of-life treatment of sold goods



BY SCOPE

- 24.5% Scope 1
- 0.3% Scope 2
- 75.2% Scope 3



Goals and Performance

In 2024, we made steady progress toward decarbonizing our business and achieving our 2030 GHG emissions reduction goals. Our goals were approved by the Science-based Targets initiative (SBTi), and we announced our Scope 3 goal.

In 2024, our absolute Scope 1 and Scope 2 GHG emissions decreased by 14 per cent and our Scope 3 GHG emissions decreased by almost two per cent compared to our 2020 base year. These reductions represent 24 per cent reduction in our total GHG emissions per dollar revenue and an almost seven per cent reduction in our total GHG emissions per package, compared to 2020.

84%

reduction in Scope 2 GHG emissions through the purchase of renewable electricity (2020 base year)

GHG Emissions Reporting for Our Customers

Purolator offers its customers GHG emissions reporting, aligned with the Global Logistics Emissions Council (GLEC) Framework methodology. This methodology was developed to provide companies with a harmonized, efficient and transparent way to calculate and report transportation logistics GHG emissions across multi-modal supply chains. GLEC works in tandem with the GHG Protocol and CDP Corporate Disclosure requirements for disclosing companies. Using primary and secondary data, we calculate GHG emissions intensities for air, ground and terminals, which we apply against our customers' shipment weight and distance travelled to derive their GHG emissions.

In 2024, we advanced our GHG emissions reporting capabilities by adding functionality to calculate middle-mile freight GHG emissions. Our continued improvements in 2025 will include adding functionality to calculate GHG emissions for Purolator's full scope of services, including all major services, geographies and all shipment legs. Calculations will be completed at a more granular level to streamline the benefits of Purolator's decarbonization investments. GHG emissions details will be reported to customers at a per shipment level starting in early 2026.

Our GHG Emissions Reduction Goals

As approved by SBTi, we are working towards the following short- and long-term GHG emissions reductions goals:

Short-term 2030 goals:



Reduce absolute Scope 1 and Scope 2 GHG emissions by 42.7 per cent by 2030 from a 2020 base year



Increase annual sourcing of renewable electricity from 0 per cent in 2020 to 100 per cent by 2030



Reduce absolute Scope 3 GHG emissions from select activities by 25 per cent by 2030 from a 2020 base year

Long-term 2050 goals:



Reduce absolute Scope 1 and Scope 2 GHG emissions by 90 per cent by 2050 from a 2020 base year



Reduce absolute Scope 3 GHG emissions by 90 per cent by 2050 from a 2020 base year



Climate Risks and Opportunities

Purolator is committed to identifying and mitigating our climate-related impacts, which we disclose in line with TCFD and IFRS S2 reporting standards. Our Sustainability, Risk Management and Legal teams collaborate to identify material climate-related risks and opportunities relevant to our industry. These three teams engaged with cross functional business units to gather insights and guidance and assist in the identification of climate-related risks and opportunities relevant to our business.

Risks and opportunities are evaluated and prioritized during Purolator’s annual ERA and categorized based on their potential adverse effects and likelihood of occurrence. For more information on our ERM and ERA approaches, see our [Risk Management section on page 17](#).

We consider risks and opportunities related to both physical climate events and to transitioning to a lower-carbon economy across short (0–1 year), medium (1–5 years) and long-term (5–10 years) time horizons. We identified the following climate-related risks and opportunities that have potential to financially impact our business.

“ With the impacts of climate change already being felt across Canada and the US, gaining further insights into potential risks and opportunities and the resulting impact to our business is a key priority for our Board and Senior Leadership Team. Conducting a climate risk scenario analysis will help us better identify where our significant risks and opportunities are in order to be better prepared to address them in the future.”

Jane Hoysak
Manager Risk Management

Climate Risks and Opportunities		
Acute Physical Risks	Damage and Property Losses	Increased acute climate events such as flooding, wildfires and heatwaves could lead to potential damages to our facilities, fleet and operations and potential operational disruptions across our U.S. and Canada operations
	Impairment, Disruption and Productivity Losses	Severe climate events such as snowstorms and windstorms can potentially disrupt Purolator's logistics operations and productivity by damaging public infrastructure, causing road closures and restricting customer access. These events could result in potential shipping and production delays, safety risks for our front-line workers and decreased customer satisfaction
Transition Risks	Policy and Legal	New climate policies focused on reductions in GHG emissions could lead to increased operating costs to comply, including a potential mandated shift to alternative fuels or energy efficiency upgrades in our facilities. Policies that include carbon taxation or enhanced carbon pricing schemes may also pose a risk to our business, as this would result in an increased cost of fuel
	Technology	The adoption of alternative-fuel vehicle technologies and supporting infrastructure may pose a risk to Purolator if a significant change to business operations is necessary, especially increased upfront investment required to transition our fleets to lower-carbon alternatives
	Market	As the demand for low-carbon transportation services and Scope 3 customer reporting increases, we could face a risk of losing existing customers if decarbonization efforts do not keep pace with customer expectations. Additionally, we could face cost pressures in the market while investing in lower-carbon solutions (e.g. increased cost of alternative fuel vehicles)
	Reputation	For early adopters of alternative-fuel vehicle technology, there is potential for enhanced reputational risk. If we do not disclose our climate performance accurately, we could face a risk of greenwashing and potential damaged brand value. As we commit to ambitious GHG emissions reductions goals, Purolator will experience higher stakeholder expectations around transparent reporting, credible target setting and data verification
Transition Opportunities	Talent and Customer Attraction and Retention	Strong GHG emissions reductions goals can enhance Purolator’s ability to attract and retain top talent and new customers
	Increase Market Share and Brand Reputation	As demand from customers for strong sustainability performance increases, our ambitious public commitments could set us apart from our peers and provide a competitive advantage to attract new customers. Our sustainability ambitions could lead to access to new and emerging markets and partnerships, resulting in potential increased revenue
	Resilience	Adapting to climate change and building resilience along our supply chain could enhance our reputation by demonstrating our commitment to long-term sustainability. This may also increase our market valuation through resilience planning (infrastructure and buildings)
	Efficiency	Initiatives to reduce fuel consumption and improve energy efficiency from our fleet and facilities could result in reduced operating costs
	Innovation and New Technologies	During a transition to a lower-carbon economy, we could develop new logistic products and services such as dedicated EV delivery routes and sustainably produced packaging offerings for our customers which could lead to potential increased revenue

Climate Resilience Strategy

In response to the risks and opportunities identified, Purolator is implementing resilience strategies to reduce our exposure and vulnerability to climate-related financial impacts. We manage our resilience to physical risks through business continuity plans, to ensure swift activation of alternative operations at our sites during natural disasters or climatic events. We also adapt transportation services as needed to minimize service impacts and ensure safety. These plans are reviewed and revised every six months to maintain effectiveness and enable quick response by our operations staff.

Our strategy to address transition risks and opportunities is synonymous with our GHG emissions reduction strategy (see our 2030 Goals on page 42). Particularly, our transition to lower-carbon transportation services is integral to strengthening our resilience against key policy, legal and market transition risks we have identified for our business. Purolator’s fleet decarbonization strategy and roadmap are anchored in data-driven GHG emissions reduction goals and require annual financial investments in alternative-fuel vehicles, infrastructure and clean fuels. The roadmap is dynamic and evolves each year as new low-carbon solutions become available in the sector.

Continued investment in fleet electrification and the adoption of clean fuels drives GHG emissions reductions and increased customer interest in Purolator’s climate strategy. Our focus will remain on delivering low-carbon solutions as a means of retaining and attracting new customers. Purolator will continue to embed climate-related risk management into our long-term business strategies and financial planning with guidance from our ESG Committee.

Looking Ahead to 2025

As we advance our environmental sustainability efforts, we understand that identifying and evaluating our climate-related risks and opportunities will be a multi-year process for our organization. We plan to expand our climate risk assessment by conducting qualitative climate scenario analysis in the coming year to further guide our risk management strategy.



Greening Our Fleet

By 2030, our goal is to electrify 60 per cent of our last-mile delivery fleet – approximately 3,000 vehicles across Canada. As we continue to make significant investments to decarbonize our fleet and operations, we are also deploying low-carbon solutions for our heavy-duty vehicles including electric tractors, mobile carbon capture and clean fuels. Furthermore, we will continue to focus on fuel efficiency in our operations through route optimization and deploying the right vehicle on the right route.

As we make progress toward our 2030 goals and continue learning through our deployments, each year we revisit and revise our roadmap to maximize the benefits of our investments. As new technologies emerge or mature, we want to remain flexible in our plans so that we can capture opportunities for improvement.

In 2024, we continued operating e-bikes and LSVs in urban centers like Toronto, Vancouver, Montreal and Ottawa. These EVs are ideal for parcel delivery in dense urban areas, as they are quiet, fast, easy to maneuver and park and perfect for pedestrian-only zones.

Beyond alternative-fuel vehicles, we look for ways to reduce fuel use in our operations. Our fleet uses Geotab, a fleet management software and GPS tracking device, to monitor and address unnecessary engine idling and poor driving habits such as harsh braking and rapid acceleration. Using this data, we monitor the performance of our vehicles and target driving practices that may negatively impact fuel economy and vehicle maintenance. We also analyze our vehicle routes and payload to ensure that vehicles are matched with the right route to ensure operational efficiency. Finally, our vehicles use equipment designed to reduce fuel consumption, including aerodynamic skirts and tractor fairings, low-rolling resistance tires and speed limiters.

2,800 tCO₂e

reduction in GHG emissions from shifting select trips from truck to rail in 2024

Optimizing our Operations and Final Mile

In 2024, we continued our commitment to advancing the digitization and modernization of our processes by implementing strategic technology enhancements across sortation and courier operations. Our primary objective is to maximize efficiency by improving facility sortation, optimizing courier routes, eliminating redundancies and reducing travel distances. To achieve these goals, Purolator leverages various software solutions and vendor partnerships, tailoring approaches to the specific size and opportunities of each terminal.

Led by our Process and Performance Excellence team, in 2024, over 60 per cent of Purolator's delivery stops were optimized using our latest route planning technologies. Since inception, the program has resulted in a reduction in more than 3.2 million kilometres of travel. In 2024, we successfully implemented our first dynamically optimized terminal in Ville Saint-Pierre, Quebec, which resulted in improved productivity and service levels. In 2025, we plan to extend this initiative by integrating several additional terminals and continuing to invest in route optimization across Canada.

2024 HIGHLIGHTS

Launched 260+ new EV chargers across 12 terminals

Procured 150 all-electric last-mile delivery trucks and began deployment across our electrified terminals

Achieved nearly 200 EVs on road, including delivery trucks, e-bikes and low-speed vehicles (LSVs)

Opened our first new terminal fully supported by EVs (Drummondville, Quebec)

Replaced over 3,100,000 litres of petroleum diesel with renewable diesel

Shifting from Road to Rail

In 2023, Purolator began prioritizing the shift from road to rail. Through this initiative, in 2023 there were 770 trips shifted from truck to rail, reducing GHG emissions from these trips by more than 75 per cent. In 2024, Purolator expanded this initiative by shifting an additional 2,820 trips from road to rail, reducing related GHG emissions by 2,800 tCO₂e.

3.2+ million

kilometres reduced since start of our Route Optimization Program



Clean Fuels

Purolator maintains a renewable fuels roadmap which is revised annually and requires that additional renewable fuel options continue to be deployed year over year to 2030. As our ability to deploy these fuels depends on local supply and the capacity of producers, we actively engage with our fuel suppliers, governments and industry associations to secure these fuels and promote knowledge sharing among producers, distributors and end users.

In 2023, Purolator piloted the use of 100 per cent renewable diesel fuel at three terminals within British Columbia's Lower Mainland region, resulting in over 500,000 litres of petroleum diesel fuel being displaced with a 100 per cent renewable alternative. Following the success of this initiative, Purolator used 2024 to expand deployment to multiple sites within the Greater Montreal Area and our largest facility, the National Hub Ontario in Mississauga. Shifting our largest facilities (by volume) to renewable diesel fuels has significantly reduced GHG emissions related to the use of Class 8 tractors, further contributing to our goal of reducing transportation-related GHG emissions.

Across 2024, Purolator utilized over 3,100,000 litres of renewable diesel fuel, reflecting an increase of 15 per cent since 2023. As of December 2024, renewable diesel represents approximately 20 per cent of Purolator's total diesel use. In 2025, Purolator will continue to work closely with our fuel partners to ensure the additional deployment of renewable fuel options as they continue to become available.

“ We are thrilled to introduce all-electric tugs at our Mount Hope terminal — not only do the EV tugs significantly reduce our GHG emissions, but they also demonstrate Purolator's continued commitment to investing in low-carbon solutions.”

Jason Dacosta
General Manager Air Freight

Aviation Partners and Operational Efficiency

To help reduce the GHG emissions intensity of flights carrying our packages, we work closely with our aviation partners to lessen our environmental impact. Our focus is on implementing fuel optimization programs using data to optimize aspects such as climb, cruise altitude, aircraft speed and direct routing. We are also reducing fuel consumption through single-engine taxiing, reduced flap landing, use of auxiliary power units and center of gravity optimization. Additionally, we are replacing older aircraft with newer, more energy-efficient models and upgrading cargo containers with lighter alternatives. Purolator also continues to optimize our network to reduce travel while considering time of service and modal substitution, including ground and rail. We strive to improve aircraft utilization and match the right size aircraft to the route.

Sustainable Aviation Fuel (SAF)

In 2024, Purolator was proud to be one of the first air freight companies in Canada to use Shell Canada Products' Avelia Platform for Sustainable Aviation Fuel (SAF) services, marking another step toward our goal of achieving net-zero GHG

emissions by 2050. Avelia, one of the world's first aviation blockchain-powered digital SAF book-and-claim solutions, provides access to the benefits of SAF, a fuel which reduces lifecycle GHG emissions by up to 80 per cent compared with conventional aviation fuel.

Electric Tugs

In 2024, we began introducing all-electric tugs into our air operations. This continues our efforts to expand our fleet of all-electric vehicles at our air terminals across the country. Our Mount Hope, Ontario air terminal deployed eight new electric cargo tugs with plans to expand to more locations over the next few years. Designed to pull up to 45,000 pounds, these tugs typically handle unit loads around 4,000 pounds. The electric tugs are used to transport packages from the terminal to the plane and on average reduce annual GHG emissions by five tCO₂e per tug, which is a reduction in GHG emissions of approximately 90 per cent.



Renewable Electricity

Renewable electricity plays a vital role in helping us achieve our 2030 goal to reduce our GHG emissions from electricity use by 100 per cent. Increasing

4,000+

tonnes of CO₂e offset in 2024 through the purchase of renewable electricity

our procurement and on-site use of renewable electricity year-over-year is key to achieving this goal. Through our investment in renewable electricity in Canada, the GHG emissions associated with our electricity use are displaced by an equivalent quantity of electricity added to the grid derived from renewable sources.

Purolator partners with Bullfrog Power to drive the development of sustainable, renewable energy infrastructure across Canada. In 2024, we continued to progress toward our goal by purchasing Renewable Energy Certificates (RECs) from Bullfrog Power for our operations in Nova Scotia, New Brunswick, Prince Edward Island, Saskatchewan, the Yukon, Alberta and a portion of our operations in Ontario. In 2024, our REC purchases continued to be sourced from renewable energy projects such as the [Ellershouse Wind Farm](#) in Nova Scotia, the [Burdett and Yellow Lake Solar Facility](#) and the [Rattlesnake Ridge Wind Farm](#) in Alberta.

Bullfrog's green electricity is a blend of wind, solar and low-impact hydro power sourced from new Canadian renewable energy facilities. Bullfrog Power also uses a portion of REC purchases like ours to significantly benefit local communities by providing investment grants, project debt financing and equity capital. These funds support ethical and community-based renewable energy projects, showcasing Bullfrog Power's commitment to social responsibility.

In 2024, part of Purolator's renewable energy purchase also contributed to Bullfrog Power's funding of TakingITGlobal's Connected North program which provides live, interactive virtual learning experiences for students and teachers in remote Indigenous communities. For over 32,000 students and 1,100 teachers, resources are tailored to be relevant to the unique cultures, local contexts and priorities of more than 190 schools, both on and off reservations. To read more about Bullfrog Power's community projects, [click here](#).

CASE STUDY



Advancing Renewable Energy with Rattlesnake Ridge Wind Farm



Purolator partnered with Bullfrog Power to support the Rattlesnake Ridge Wind Farm, located west of Medicine Hat, Alberta. This wind farm features 26 turbines with a capacity of 130 MW, which is helping transition one of Canada's most carbon-heavy grids toward renewable energy.

This initiative highlights Purolator's commitment to supporting renewable energy projects and fostering sustainability across Canada.

2024 RESULTS

30,000 MWh annually off-taken by Bullfrog Power

3,800 homes powered by the energy generated

Greening Our Buildings

From our hubs and terminals to our retail locations and corporate offices, greening our facilities is a critical part of our sustainability strategy and GHG emissions reduction efforts.

Energy Efficiency

We are constantly striving to improve the energy efficiency of our nearly 200 buildings. In 2024, we explored opportunities to incorporate high efficiency HVAC equipment in our Richmond, B.C. facility and expect to conduct a pilot in early 2025. Continuing to upgrade our HVAC systems helps us reduce energy consumption from heating and cooling our buildings.

In January 2024, Purolator completed its LED lighting retrofit program. Initially tasked with retrofitting existing buildings in Ontario in 2022, the program expanded to complete retrofits at over 90 sites throughout nine provinces. Moving forward, all new facilities will continue to use LED lighting to reduce energy consumption.

We also expanded the number of connected buildings in our network from eight to fifteen in 2024. Connected buildings are essential to reducing our GHG emissions because of how well they integrate data from various sensors to automatically maximize energy efficiency. In 2025, we will also conduct energy audits at five facilities to determine additional opportunities for improvement.

Sustainable Design Principles and Green Building Guidelines

Launched in December 2023, Purolator's Sustainable Design Principles and Green Building Guidelines ensures that all new Purolator facilities are designed with efficiency and environmental considerations in mind including EV charging. In 2024, the Guidelines were further revised to ensure that any new buildings can also achieve, at a minimum, a Leadership in Energy and Environmental Design (LEED) Certified rating via the Canada Green Building Council (CaGBC).

CASE STUDY



Driving Ahead with Electric Delivery Vehicles at Our Drummondville Terminal

In September 2024, Purolator reached a milestone in sustainable building operations with the opening of the new Drummondville, Quebec terminal. This facility became the first in our portfolio to deploy all-electric vehicles from day one. The Drummondville terminal highlights Purolator's commitment to sustainability by incorporating innovative features that enhance energy efficiency, reduce GHG emissions and create a healthier workplace.

2024 RESULTS

- 24** EV Charging stations
- 16** All-electric delivery vehicles

LED lighting with motion sensors

Low-flow water fixtures

High-efficiency HVAC equipment

Protecting Biodiversity and Connecting with Nature

This year, we piloted an initiative called No Mow May at one of our facilities in Mississauga, Ontario to support pollinator species like bees and butterflies by refraining from cutting the grasses they need to survive in spring. The project involved educating onsite staff about the benefits of leaving lawns untouched for extended periods of time to encourage biodiversity and soil health.

Also in 2024, three of our facilities planted community vegetable gardens. The gardens provided an opportunity for our employees to get outside during the day, take a break and recharge and give back to their local communities by donating the harvested produce to local charities. Given the success of these initiatives, we are exploring the possibility of planting pollinator gardens in 2025.

“

Utilizing the additional space onsite at our National Hub Ontario, our community gardens provided employees an opportunity to connect with nature just steps outside the facility. In its first year, our community gardens thrived thanks to our employees' dedication, allowing us to donate fresh produce to local food banks through the Purolator Tackle Hunger program. I personally enjoyed the opportunity to improve my gardening skills and see the various vegetables grow throughout the year.”

Adrian Balah
Senior Director Operations Network Hubs Ontario

Water Consumption

Purolator is actively working with our property management partner to increase visibility into our water use and identify reduction opportunities. As part of our sustainable design criteria for new and retrofit facilities, we install low-flow fixtures, equipment and technologies to conserve water.



Efficient Retail Solutions

We offer our customers an extensive shipping network and suite of customized retail solutions and services, including many convenient ways to ship and receive packages. As a market leader, we invest in innovative technologies and leverage strategic relationships while striving to reduce GHG emissions in our retail operations.

The final leg of a package’s journey from a warehouse to the recipient’s address can be one of the most significant contributors to GHG emissions. That is why our team is driving forward efforts to implement alternative ways to reach our customers. For example, we provide convenient pickup locations and help our customers avoid multiple delivery attempts by a courier. In 2024, we achieved our goal to bring 75 per cent of all Canadians within a three-kilometre radius of a Purolator drop-off location to minimize kilometres travelled.

75%

of all Canadians are located within a three-kilometre radius of a Purolator drop-off location

2024 HIGHLIGHTS

444,700+ kiosk transactions

2,500+ extension retail agent and partner locations

250+ drop boxes

19 kiosks

40+ parcel lockers

Three Urban Quick Stops located in downtown Toronto and the Cooksville GO Station

Pick-up and Drop-off Solutions

Purolator offers several convenient options for our customers to ship and receive their packages.



Drop Boxes

Purolator’s 250+ drop boxes located in building lobbies and outdoor commercial spaces across Canada allow for safe and efficient shipments of pre-paid and labelled packages. Our entire network of drop boxes has been refreshed and upgraded. We piloted new extra-large boxes for high-volume locations to help with return shipments.



Quick Stop Parcel Lockers

Our parcel lockers are a convenient alternative for our customers to pick up and drop off packages safely and securely any time, day or night.

In 2023, we added a drop-box feature to help with the drop-off capacity and in 2024, we introduced label printing for even more convenience. Looking forward to 2025, our partnership with Penguin Pickup will see customers picking up at solar powered lockers.



Urban Quick Stop

The Urban Quick Stop is designed to reduce commercial vehicle traffic and related GHG emissions while offering enhanced customer convenience and increased brand affinity.

All our Urban Quick Stops operate e-bikes that deliver packages to the surrounding areas. Two of our Urban Quick Stops are mini hubs, providing customers with the convenience of a package pick-up and drop-off shipping point. In 2025, we plan to expand our network to include at least three more Urban Quick Stops in Toronto.



Quick Stop Kiosks

The kiosks offer an enhanced customer experience at our Purolator Shipping Centres and select partner locations by helping to reduce line-ups and by offering contactless transactions. In 2024, we engaged with a new kiosk vendor and introduced two new self-serve options for label printing, rating and drop off.



Quick Drop Boxes

These drop boxes offer customers the convenience of scanning a QR code, printing waybills and providing a receipt, thereby offering additional types of contactless transactions.



Mobile Quick Stop Trucks

Our Mobile Quick Stop trucks have a significantly lower environmental footprint than a building and streamline last-mile delivery by providing a safe and accessible delivery location.



Agents and Partner Locations

We have over 2,500 partner access points nationwide through partnerships with organizations such as Penguin Pickup, PUDOpoint Counters, Staples, Michaels, Best Buy, Swiftpost, Metrolinx and other Authorized Shipping Agents.

Circular Economy and Waste

In 2021, we set an ambitious goal to divert 70 per cent of our non-hazardous waste from landfill by 2030. Since then, we have collaborated with our customers and suppliers to reduce waste at the source, find innovative means to maximize our recycling efforts and seek ways to contribute to the circular economy. These efforts allowed us to reach our goal in 2023, seven years ahead of schedule. Our landfill waste diversion rate continued to increase throughout 2024, finishing the year at 79 per cent of waste being diverted. In 2025, we will continue to assess our waste and recycling streams to inform a new 2030 goal.

Circular Innovation

In 2024, we completed two pilots focused on diverting waste and reducing single-use materials. We completed a pilot at one of our Purolator International locations that will inform the viability of a recycling program for returned consumer goods. The objective of this program is to provide our customers with yet another, more sustainable option for end-of-life treatment of their products.

2024 HIGHLIGHTS

Completed a pilot with our U.S. operations returns facility

to divert 90 per cent of the materials in the consumer goods products from landfill

Reduced our plastic film waste by expanding our reusable pallet wrap pilot to five terminals across Canada

Completed waste audits to identify new opportunities to reduce and recycle waste

Replaced virgin cardboard boxes used to store customer product returns with sturdier recycled cardboard boxes

By partnering with a local recycling vendor, we diverted 90 per cent of these materials from landfill in a variety of safe and innovative ways, such as converting liquid products to biogas energy. In 2025, we will continue our efforts to formalize this program.

Purolator also piloted reusable pallet wraps as part of our comprehensive strategy to minimize our environmental impact. The initial results from this pilot

85%

potential reduction in GHG emissions over five years when comparing our reusable pallet wrap with traditional plastic film

have been incredibly positive. A test conducted at one of the pilot terminals indicated potential GHG emissions reductions of over 85 per cent and cost savings of almost 95 per cent over a five year period. The durability of these reusable pallet wraps suggests a reusable wrapper could replace over five million feet of single-use plastic film over its

lifetime. Additionally, the wraps offer improved ease of use and enhanced safety compared to traditional plastic film.

In 2024, we expanded our pilot to five of our largest terminals across Canada, testing not only the use of the reusable pallet wraps, but also workflows to return the wraps back to the originating terminals for reuse. In 2025, we will assess further opportunities to expand the implementation of reusable pallet wraps in our operations.

Finally, we initiated a program to standardize sustainable catering practices for company events. This approach aims to minimize our environmental impact by partnering with local businesses that use seasonal ingredients, reduced packaging and offer waste reduction solutions such as reusable dishware, drinkware and cutlery. Through this program, employees are informed about best practices and provided with resources to help plan more sustainable events. We also aim to raise awareness among event attendees, encouraging them to adopt similar strategies.

Retail Recycling Programs

Nespresso Pod Return Program: In 2023, we partnered with Nespresso and launched a pilot program at 11 retail locations where customers could drop off their Nespresso pods for recycling. Once the collection bin was full, we would package and ship the pods to Nespresso's return facility. In 2024, we expanded the program to include an additional 48 locations across Canada, extending our partnership with Nespresso to 54 per cent of our retail locations.

Call2Recycle: In October 2024, we partnered with Call2Recycle to introduce an advanced battery recycling program at select retail locations. This program enables customers to safely recycle batteries, preventing them from ending up in landfills. The smart containers are equipped with remote monitoring and a fill level sensor that automatically notifies Call2Recycle when the box reaches 60 per cent capacity and needs collection. By collaborating with Call2Recycle, we are working together to achieve our environmental sustainability commitments.



True sustainability is not just transactions; it is a shared commitment. By providing accessible recycling programs in our Retail locations, we become a vital hub in our communities, fostering a collective responsibility for a healthier planet."

Rina Pidair
Strategy and Transformation Manager

Waste Audits

In 2024, we conducted waste audits to enhance our understanding of our waste generation and recycling opportunities. The results of these audits are being used to inform our ongoing waste management strategy and engage our employees to take collective action. For example, in 2024 we hosted a Lunch-and-Learn at our Head Office to share the audit results with onsite staff, answering questions and gathering their suggestions for improvement.

“

I am incredibly proud of our team's dedication to improve Calgary North's waste diversion rate to an impressive 74 per cent in 2024. This milestone reflects our collective effort to make a positive impact on the environment. We are excited to look for additional ways to reduce our waste in 2025.”

Murray Gibson
Senior Operations Manager Calgary North

Sustainable Packaging

Purolator collaborates with customers and suppliers to optimize our packaging, increase recycled content, use fibre from responsibly managed forests, reduce waste and maximize recycling. Our research on sustainable shipping revealed the importance that customers place on purchasing from a company that offers sustainable packaging solutions.

We provide our customers with comprehensive packaging guidelines to help them pack efficiently and avoid damage in transit that can lead to returns and replacements. We have also improved our packaging integrity to prevent the risk of damage.

In 2024, we completed extensive research to help inform our sustainable packaging strategy, driving forward innovations like right-sizing of packaging (size, weight and density), removing unnecessary material inputs, increasing recycled content and ensuring our input materials are sourced sustainably. We are also assessing alternatives to plastic-film and multi-material packaging.

Purolator is also participating in the Circular Material's Material Access Working Group. The objective of this forum is to collaborate with producers and industry partners to develop long-term joint solutions for material access – aligning with Circular Material's mission for a circular approach to recycling.

25%

recycled content in our Express® Pack

90%

recycled content in our Express® Box, which is Forest Stewardship Council (FSC)-certified

100%

recycled content in our Express® Envelope (FSC-certified)

2024 HIGHLIGHTS

Reduced waste directed to landfill by over 12 per cent compared to 2023

Recycled 1,971 tonnes of cardboard

Recycled 4,303 tonnes of scrap wood

Recycled 266 tonnes of plastic film used to wrap pallets

Recycled 263 tonnes of mixed recycling



Industry Partnerships and Collaboration

In 2024, Purolator participated in the Canadian Business for Social Responsibility, Sustainable Procurement Fellowship. The objective of this fellowship is to share practical tools and best practices to effectively integrate sustainability within a company’s sourcing processes. The learnings from this fellowship will support Purolator’s work with our suppliers to reduce their GHG emissions and achieve our Scope 3 near-term and long-term goals.

Purolator also participated in the Canada Plastics Pact study on waste packaging flow from the point of supply through to final disposition in both the residential and industrial, commercial and institutional sectors. The objective of the study was to document Canada’s current plastic packaging baseline and material flows, which will inform a 2025 roadmap for circular plastics. This roadmap will outline key steps to reducing plastic waste in Canada. Purolator provided regional data on our waste and recycling streams, including material type and weight metrics. Our participation will help fill the information gap for our industry as this information is not publicly available.

Purolator’s fleet electrification and decarbonization program relies on several partnerships, collaborations and participation in industry groups. In 2024, our infrastructure partner CIMA+ played an important role in supporting our transition to EVs by conducting facility assessments, engineering and design work, utility connections and supporting the deployment of EV charging infrastructure at terminals across Canada.

Purolator also began using Flipturn’s charging management software solution to improve charger reliability, simplify charging operations and scale our EV program. With Flipturn’s dynamic power management capabilities, we significantly lowered power spikes, reduced peak demand charges and ensured our vehicles were ready to run on time.

In response to long lead times for utility power upgrades, Purolator partnered with Cleo to design, install, commission and deploy mobile charging solutions. These converted shipping containers offer both Level 3 fast charging and Level 2 chargers. In 2024, we deployed this innovative solution in Anjou (Montréal) and Laval, while Purolator also partnered with Malco to deploy a similar solution in Quebec City. Purolator sought a modular and scalable solution that would enable quick deployment and flexibility for relocating the infrastructure as required.

In 2024, we engaged with Natural Resources Canada and provincial governments to further support our fleet decarbonization strategies, including federal and provincial electrification incentive programs including the Zero Emission Vehicle Infrastructure Program (ZEVIP) administered by Natural Resources Canada, and the CleanBC Go Electric Commercial Vehicle Pilots Program in the Province of British Columbia. EV charging infrastructure remains the most significant challenge related to the deployment of all-electric delivery vehicles. As the demand for electricity and zero-emission delivery technologies continues to grow, we are committed to collaborating with a diverse group of stakeholders including utilities, governments and industry experts to find solutions and reduce barriers to adoption.

As a founding member of the Urban Delivery Solutions Initiative (UDSI), Purolator continues to play an active role in this industry group. UDSI is a first-of-its-kind coalition of businesses, clean-energy providers, fleet operators and policy experts working together to tackle the growing problem of urban freight GHG emissions.

We continued our membership with the Canadian Chamber of Commerce, Net-zero Council. The Council consists of over 20 Canadian businesses committed to decarbonizing their operations by 2050 or sooner to help achieve the GHG emissions reduction targets set by the federal government.

Purolator also became a member of Electric Mobility Canada (EMC), a national industry association that works to advance electric transportation in Canada.

EMC advocates for policies and initiatives that support the growth of the electric mobility sector and facilitates collaboration and learning among industry stakeholders.

In 2024, we joined the ACT Fleet Forum — a peer network of the industry’s leading fleet operators and early adopter fleets who are transitioning to clean vehicle technologies. This exclusive network not only enables members to share best practices and explore real-world case studies but also reinforces our collective commitment to innovation. Through the Forum, we are moving forward together, leveraging shared insights and collaborative spirit to accelerate the adoption of clean technologies and pave the way for a sustainable future.

Purolator Green Team

We are committed to reducing our environmental footprint and fostering a culture of sustainability in the communities where we live and work. Through our Purolator Green Team, employees across the country champion initiatives that prioritize environmental stewardship. The Green Team leads our initiatives to protect the planet, implementing innovative strategies in waste reduction, recycling, energy-efficient practices and sustainable transportation. By minimizing GHG emissions, conserving resources and supporting greener operations, we strive to leave a positive legacy for future generations.

“

Our vision is to be Canada’s greenest courier and to achieve that, we have set ambitious GHG emissions reduction goals. But we cannot meet our goals alone – we rely on support from our partners and vital learnings through our industry collaborations to help drive sustainability forward together.”

Cindy Bailey
Vice President and Corporate Sustainability Officer



Green IT

At Purolator, we recognize the environmental impact of our IT-related activities. To mitigate, we have been working with our technology partners to continue our migration from data centres to the cloud. In 2024, we successfully migrated 10 per cent of our footprint to cloud services, bringing our overall technology footprint in cloud services to 69 per cent.

Our cloud provider has delivered software updates that have extended useful server life from three to five years. Their robust maintenance and repair program

100%

renewable energy consumption at our on-premises Equinix data centres

is designed to increase component reuse and further reduce GHG emissions and waste across the supply chain. To help prevent equipment from ending up in landfills, they invest in responsible end-of-life management systems and use reverse logistic hubs to evaluate and reuse electronic equipment in their global data centre

fleet. Our cloud provider also allows Purolator to use IT resources efficiently by auto-scaling resource usage to match our changing demands.

2024 HIGHLIGHTS

Managed on-premises Equinix data centres running on 100 per cent renewable energy

Delivered up to 50 per cent more performance per watt with updated processors powered by electricity sourced entirely from renewable energy

Achieved a 12 per cent reduction in data centre footprint and significant GHG emissions reductions with high-density computing servers

For the data centre hardware refresh, in collaboration with the Canada Post Corporation, sustainability factors were considered. We have introduced PURE storage and high-density computing servers in the environment, which has reduced the physical data centre footprint by 12 per cent and lowered GHG emissions by 93 per cent for storage refresh and 53 per cent for computer server refresh.

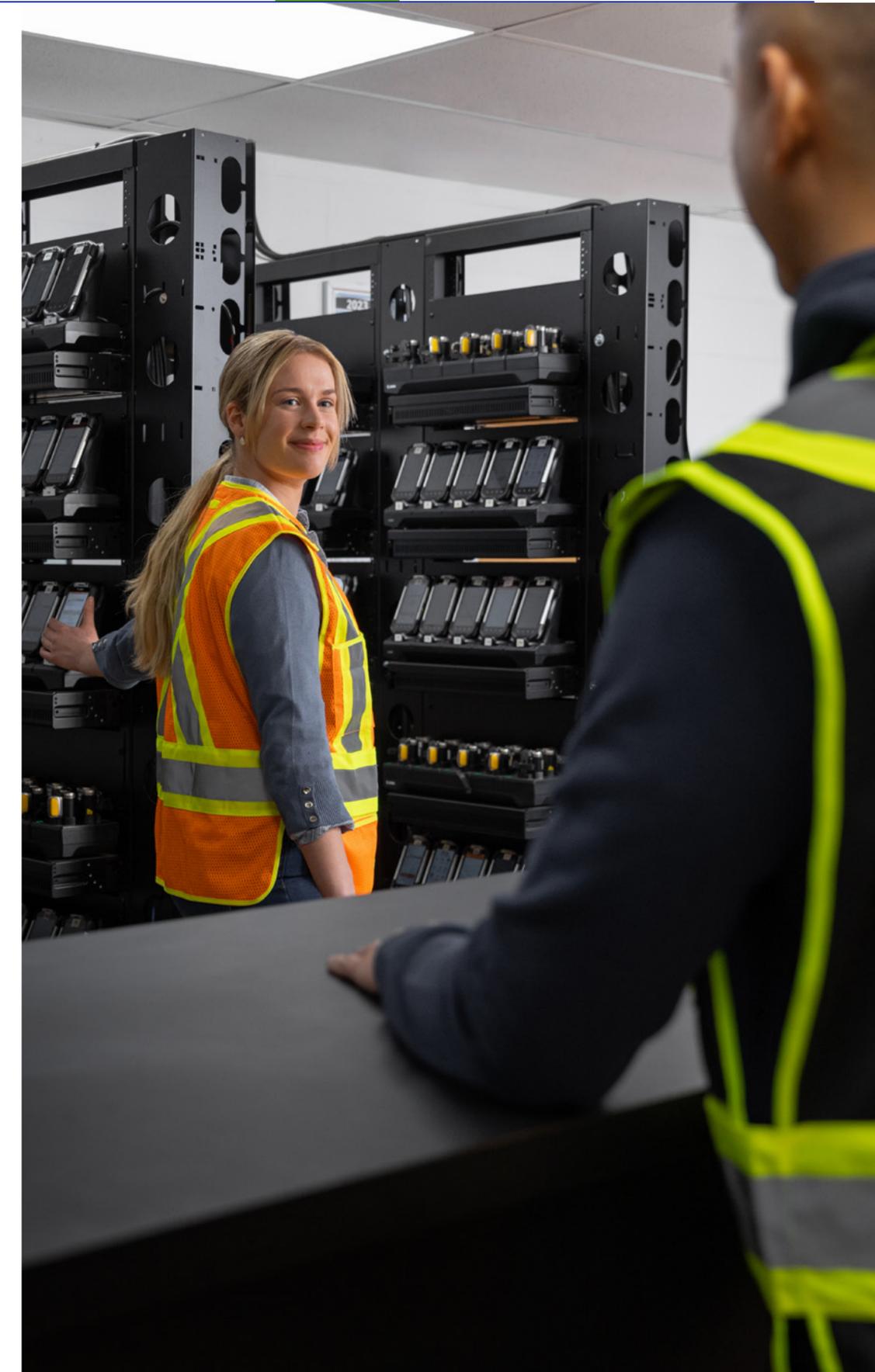
For managed print services, our cloud partner offers energy-efficient processors, some of which provide up to 50 per cent more performance per watt than other chips. Electricity consumed in our cloud partner's region, which is the majority of Purolator's cloud footprint, is attributable to 100 per cent renewable energy.

Our current goal for 2025 is to move a further 15 per cent of our overall footprint to cloud services. Our cloud provider is looking to further reduce their GHG emissions related to server use and networking equipment by increasing the lifespan of their servers, which includes refining their software to run more efficiently, lowering hardware stress and extending its useful life.

E-waste

Most of our electronic equipment is leased and returned at its end-of-life. For purchased equipment, we have a long-standing relationship with a leading Responsible Recycling (R2)-certified recycler and IT Asset Disposition service provider that offers a closed-loop solution. This partnership allows for reuse, data deletion, shredding and commodity separation with a secure chain of custody from end to end.

Within our operations, our handheld scanners are leased devices that are returned at the end of their lease to our vendor partner who has implemented circular economy concepts, including working with an environmentally friendly electronics recycler.





Helping Our Neighbours

At Purolator, community care is not just a value, it is at the heart of everything we do. Our employees pride themselves on going the extra mile to support and engage with the communities in which we live, work and play. Together, we are not just delivering packages, we are delivering a brighter future for our neighbours.

Purolator Tackle Hunger® Program

Donation, Sponsorship and Volunteering

Purolator Gives Back

Purolator Tackle Hunger® Program

Twenty-two years ago, we proudly launched Purolator Tackle Hunger (PTH), our flagship, employee-driven fundraising program, to make a difference in the fight against hunger in Canada. Since its inception in 2003, thousands of dedicated Purolator employees have worked tirelessly to raise awareness about the growing crisis of food insecurity, and with the help of our partners, we have donated and delivered nearly 25 million pounds of food to local food banks nationwide.

The success of PTH is fueled by signature events like Purolator Tackle Hunger Month and the National Red Bag Campaign, along with the incredible generosity of our customers and partners. A cornerstone of the program is our enduring partnership with the CFL through which CFL teams annually host Game Day Food Drives.

2024 HIGHLIGHTS

Raised and delivered nearly 530,000 pounds of food during Purolator Tackle Hunger Month

Hosted more than 30 Red Bag food drives, raising over 200,000 pounds of food across Canada

Raised over 400,000 pounds of food through PTH Canadian Football League (CFL) Game Day Food Drives

Donated \$150,000 to Food Banks Canada and **\$50,000** to Breakfast Clubs of Canada

Donated a refurbished curbside truck to one of our food bank partners, Feed Scarborough, to help them deliver food to the community

Recognizing the growing need for food donations, we further strengthened our program in 2024 and surpassed our goal to raise two million pounds of food, delivering nearly 2.4 million pounds to food banks across Canada. This represents a six per cent increase over our 2023 fundraising effort and provides almost 2.4 million meals for hungry Canadians.

In addition to our national partnerships with Food Banks Canada and Breakfast Club of Canada, community organizations apply via community.purolator.com to request sponsorship, funding or in-kind shipping support of their social impact initiatives each year.

In 2024, we granted more than \$150,000 to Canadian organizations focused on addressing domestic food insecurity. Organizations that we partnered with to support their innovative hunger-focused community initiatives include:

- Backpack Buddies (British Columbia)
- Calgary Rescue Food (Alberta)
- Fresh Routes Mobile Grocery Stores (Alberta)
- Feed Ontario
- Regional Food Distribution Association of Northwestern Ontario

“

Purolator Tackle Hunger is more than just a program, it is our commitment to building stronger, more resilient communities across Canada.”

Stephanie Iacobelli
Senior Consultant, Community Investment

We also support local initiatives through volunteering, product and food transportation, DEIB and Health and Well-being program support, with a growing focus on supporting Indigenous communities in Northern Canada. Additionally, we collaborate with several of our customers to develop fundraising initiatives to build awareness of food insecurity in Canada while collecting food and/or funds to support local food banks.

In 2024, Purolator employees hosted more than 150 fundraising events in communities across the country, including Red Bag food drives, Stuff-the-Truck events at local grocery locations, raffles and draws, silent auctions, barbecues and our annual employee softball tournament.

In addition to collecting food, Purolator provides in-kind logistical support and services to food banks and provincial associations to help them safely transport food donations. In 2024, we provided the equivalent of more than \$700,000 of in-kind shipping services to community partners and to our CFL partners to support their local PTH initiatives.

In 2024, Purolator was pleased to be selected as the recipient of the Community Leader Award at the 2024 Best in Class Awards presented by the Daily Bread Food Bank. The Community Leader Award recognizes an individual or group who has raised awareness about food insecurity by creating and organizing a community fundraiser, event or campaign.



"We are incredibly proud to be able to expand our partnership with Food Banks Canada to provide this support for the important work they are doing through their northern program."

Chris Spanjaard
Senior Vice President and Chief Operations Officer

Donation, Sponsorship and Volunteering

Purolator continues to build on the formal process for managing donations, value-in-kind shipping and sponsorship requests. Charitable organizations seeking support through Purolator's community investment initiatives can access the application form and review the eligibility criteria [here](#).

Our Volunteer@Purolator internal portal provides employees with a platform to post upcoming volunteering opportunities in their community. The portal provides employees with an easy and convenient way to sign up for volunteering opportunities they wish to support.

"We know that it is an extremely difficult time for many, with food bank use rising to the highest levels in Canadian history. This problem is disproportionately worse in remote Northern communities. Thank you, Purolator, for collaborating with us on this pilot program addressing this critical issue that deeply affects Northern communities grappling with this crisis of food insecurity."

Kirstin Beardsley
Chief Executive Officer, Food Banks Canada

CASE STUDY



Nourishing Northern Communities with Food Banks Canada

In 2024, Purolator expanded our partnership with Food Banks Canada to provide transportation and logistics support for their northern program. Through the Purolator Tackle Hunger program and leveraging our extensive integrated freight and courier network, we transported food to food banks in the most remote communities in northern Canada.

Driving forward our mission to reduce food insecurity, this partnership exemplifies our ongoing commitment to supporting communities in Northern Canada. [Learn more.](#)

2024 RESULTS

4,300 pounds of food delivered to the Food Bank Society of the Yukon and the Salvation Army Food Bank in Yellowknife

\$150,000 donated to Food Banks Canada, including \$25,000 for The North Program

Purolator Tackle Hunger Month

Every June, Purolator employees, customers and communities come together for Purolator Tackle Hunger Month. This is a time to shine a spotlight on food insecurity in Canada and rally support through events and fundraising.

In 2024, we kicked off the month with an inspiring in-person event at our Head Office, where over 100 employees gathered alongside special guests Natalie Sexton, CFL host, Simoni Lawrence, Purolator Tackle Hunger Player Ambassador alumnus and John Ferguson, Purolator President and CEO.

Throughout June, while engaging with our communities and customers, employees across the country hosted an impressive 30 events. Together we raised nearly 530,000 pounds of food, surpassing our ambitious goal of 500,000 pounds. This incredible achievement was made possible by the unwavering dedication of our employees and the generosity of our customers, who contributed through fundraising, food drives and corporate donations.

Truck Donation to Drive Mobile Healthy Meals

In 2024, Purolator further demonstrated its commitment to alleviating food insecurity through the donation of a delivery vehicle and 1,000 pounds of food to Feed Scarborough during our annual Purolator Tackle Hunger Month campaign.

Driving forward our mission to support communities in need, Purolator continues to demonstrate our dedication to addressing food insecurity through meaningful partnerships and resource contributions.

"This generous donation from Purolator comes at a crucial time as we strive to meet the growing needs of our community. The delivery vehicle and additional food supplies will greatly enhance our ability to provide nutritious meals to those in need through our 'Mobile Healthy Meal Program.' We are deeply grateful for Purolator's continued support and partnership."

Suman Roy
 Founder and Executive Director, Feed Scarborough

"Purolator Tackle Hunger Month is a testament to the power of community in addressing food insecurity. Our team members in Scarborough and across Canada are dedicated to making a meaningful difference. By providing resources and raising awareness, we hope to help alleviate the burden of hunger for people here in Scarborough and across Canada."

Steve Scorca
 Senior Manager Operations

National Red Bag Campaign

Launched in 2023, the Purolator Tackle Hunger National Red Bag campaign sees Purolator volunteers deliver branded red bags to people's doorsteps to collect food donations. One week later, our volunteers return to collect the bags filled with non-perishable food items and deliver them to local food bank partners across the country. The 2024 campaign took place in 15 communities, with more than 50,000 bags distributed across Canada.

In September 2024, during our second annual Purolator Tackle Hunger National Red Bag campaign, our goal was to collect 100,000 pounds of food. Thanks to the incredible support of our volunteers and participants, we exceeded our goal and delivered over 165,000 pounds of food to local food banks. Together, we are tackling hunger, one bag at a time.



CFL Partnership



In 2024, our partnership with the CFL continued to be a significant contributor to the success of the Purolator Tackle Hunger program. Between June and October, each of the nine CFL teams hosted their own Purolator Tackle Hunger Game Day Food Drive. Fans attending these games were encouraged to bring non-perishable food items or make monetary donations.

Select CFL teams also ran food drives through their administrative offices, local youth football associations and with local grocery stores. These additional initiatives helped raise awareness of the growing need for food bank support and broadened the program's reach to more CFL fans and the public. To make donating more accessible, select CFL teams also partnered with their stadium concessionaires and retailers to allow fans to round up or add two dollars or five dollars to their purchases in support of their local food bank.

Throughout the 2024 season, PTH ambassadors including CFL players and Purolator operations staff visited our partner food banks to help raise awareness about food insecurity. These visits are essential in spreading the word about the

403,000+

pounds of food was collected through events and initiatives in partnership with all nine CFL teams

growing demands put on food banks and how local CFL fans and the community alike can join us in tackling hunger. The additional media coverage gained on these days allow us to spotlight the increased need, showcase the program and come together as a community to tackle hunger.

During the 111th Grey Cup weekend, Purolator was the Presenting Partner of the Commissioner's Tailgate Brunch. For the first time, "Purolator's Chris Schultz Community Impact Award" was presented to a CFL team who demonstrated enthusiasm and support of the PTH program through advocacy for food security, active engagement with fans and increased collection of non-perishable food and

monetary donations for their local food bank. The award was created in honour of a key advocate and national spokesperson for the PTH program, Chris Schultz. Schultz played an essential role in mobilizing CFL fans and communities across the country. The inaugural recipient of the Community Impact Award was the Saskatchewan Roughriders.

"I was overwhelmed when Mr. Ferguson told me I would be delivering the game ball at the Grey Cup. I am just so grateful to be involved in Purolator Tackle Hunger and to be able to help those in need. For 20 years, I have been helping with PTH. It is a wonderful program, and I am so grateful to do my part to help."

Miguel Cue
Courier, Richmond, B.C. Terminal



Purolator Gives Back

Through our Purolator Gives Back (PGB) program, our U.S. employees actively participate in national and local efforts that support their communities. Whether contributing their time, energy or donations, employees are dedicated to making a positive impact by engaging with a variety of worthwhile initiatives across the United States. In 2024, all five U.S. districts: East, West, South, Great Lakes and Central deepened their involvement in our national initiatives while also championing local causes important to their communities. This dual focus ensured that the districts not only supported the program's broader organizational goals but also addressed the unique needs and priorities of their regions.

Each district engaged in meaningful initiatives, including beach cleanups, food drives and school supplies and toiletry collections. One district hosted a heartwarming "Dress a Bear" event at the University of Michigan Children's Hospital, where employees creatively dressed teddy bears and donated them to comfort sick children. Others built furniture at Isaiah House, creating a welcoming space for children awaiting foster families and some served meals at local food pantries to combat food

insecurity. These efforts reflect the dedication of our district employees and PGB's mission to give back.

In 2024, PGB proudly launched its inclusive events with the AHRC which brought employees and residents together in meaningful and memorable ways. As a family-led organization, the AHRC passionately advocates for individuals with intellectual and developmental disabilities, empowering them to lead full and equitable lives. PGB hosted a dance and a bowling event, creating spaces for connection, fun and shared experiences with the AHRC residents. PGB is proud to foster inclusion and generosity through these engaging and inspirational events. The 2024 Corporate Leadership Award reflects the dedication of our mighty PGB team and our stalwart partnership with the AHRC.

Throughout the year, Purolator International and PGB proudly sponsored numerous impactful activities, including preparing Thanksgiving food baskets to support families in need and organizing our beloved annual Adopt-A-Family event.

Purolator International was honoured with the 2024 Corporate Leadership Award for reinforcing AHRC's mission and community impact

insecurity. These efforts reflect the dedication of our district employees and PGB's mission to give back.

Throughout 2024, PGB continued to support the Long Island Coalition for the Homeless through meaningful volunteer efforts and sponsorships that brought opportunities to children living in shelters. One highlight was sponsoring

300+

pounds of marine debris removed in partnership with Operation SPLASH

and volunteering at Pirate Day, a spectacular event where over 200 children from shelters enjoyed a day of camp, complete with sports, crafts and the opportunity to select a new outfit and backpack overflowing with essential school supplies.

PGB also sponsored an art contest for high school students living in shelters, providing a platform for them to express their creativity. The contest winner was awarded a cash prize and art supplies, to further encourage their creative growth and celebrate their amazing talents.

As part of the 2024 PGB program, we took to the waters by partnering with Operation SPLASH (Stop Polluting, Littering and Save Harbors), a volunteer-based organization dedicated to protecting and improving Long Island's south shore bays, waterways and beaches. Immersed in a marine debris cleanup, the group boarded boats to remove over 300 pounds of debris. Through efforts like these, we are proud to contribute to preserving the natural beauty and health of our local environment.

The year would not have been complete without PGB continuing to dedicate their time to supporting the Ronald McDonald House. This incredible organization provides a "home away from home" for families with seriously ill children receiving medical treatment. During our visits, PGB members prepared nutritious meals for the residents, working together to create wholesome and comforting dishes to ensure families had one less worry during their difficult time. Through the PGB program, we are proud to drive positive community impact forward across the U.S.





Appendix

We value transparency and accountability in our sustainability initiatives at Purolator. To support this, we publicly report performance on our ESG metrics in detail for our stakeholders and disclose against leading global frameworks, including TCFD, IFRS S2, GRI and SASB.

2024 ESG Performance

TCFD & IFRS S2 Disclosure

Stakeholder Engagement

GRI & SASB Disclosure

2024 ESG Performance

Empowering Our People¹

Workforce	Units	2020	2023	2024
Total workforce	Headcount	13,515	14,294	13,817

Health and Safety	Units	2020	2023	2024
Employees and contractors covered under the OH&S management system	%	100%	100%	100%
Is the OH&S management system internally audited?	Yes/No	Yes	Yes	Yes
Is the OH&S management audited or certified by an external party?	Yes/No	Yes	Yes	Yes
Employee Lost-Time Injuries Frequency Rate (per 200,000 hours worked)	Number of injuries per 200,000 hours worked	2.96	1.97	1.73
Motor vehicle collision frequency ²	Number of collisions per 100,000 hours driven	20.14	16.99	15.21

Purolator Health	Units	2020	2023	2024
Mental Health First Aid (MHFA) Responders	Number of employee MHFA responders	- ³	78	135
MHFA coverage locations	Number of MHFA coverage locations	-	50	83
Well-being Champions	Number of employee Well-being Champions	-	51	76

¹ Data presented includes workforce in both our Canadian and U.S. operations. All data is reported as of December 31st of the reporting year.

² In 2024, Purolator changed the calculation methodology for Motor Vehicle Collision Frequency (MVCF) using hours driven (previously reported in total kilometres driven). As such, 2020 and 2023 values have been re-calculated to align.

³ - represents metric was not tracked in the reporting year.

Diversity, Equity, Inclusion and Belonging (DEIB)				
Diversity of Governance Bodies	Units	2020	2023	2024
Gender - Women	%	30%	44%	40%
Gender - Men	%	70%	56%	60%
Other indicators of diversity				
Representation of people with disabilities	%	0%	4%	0%
Representation of visible minorities	%	10%	11%	10%
Representation of Indigenous people	%	0%	3%	0%

Diversity of Employees - Senior Management ⁴	Units	2020	2023	2024
Gender (%) - Women	%	21%	36%	36%
Gender (%) - Men	%	70%	64%	64%
Other indicators of diversity				
Representation of people with disabilities	%	6%	3%	4%
Representation of visible minorities	%	14%	28%	22%
Representation of Indigenous people	%	0%	0%	0%

⁴Senior management is defined by Purolator as director level and above

Diversity of Overall Workforce	Units	2020	2023	2024
Gender (%) - Women	%	20%	22%	22%
Gender (%) - Men	%	80%	78%	78%
Other indicators of diversity				
Representation of people with disabilities	%	4%	4%	3%
Representation of visible minorities	%	27%	28%	27%
Representation of Indigenous people	%	3%	3%	3%

Employee Engagement with DEIB Initiatives	Units	2020	2023	2024
DEIB Councils	Number of DEIB Councils	-	9	11
DEIB Council members	Number of employee members	-	180	198
Employee Resource Groups (ERG)	Number of ERGs	-	2	3
Employee Resource Group (ERG) members	Number of employee members	-	60	119
Microlearning bursts	Number of sessions	-	-	6
DEIB leadership sponsors	Number of DEIB leadership sponsors	-	4	15
DEIB moments across the organization	Number of DEIB moments	-	-	52

Delivering for Our Planet

Greenhouse Gas (GHG) Emissions	Units	2020	2023	2024
Scope 1 - Direct GHG emissions	Tonnes CO₂e	137,304⁵	125,818⁵	122,594
Owned and rental fleet	Tonnes CO ₂ e	117,805 ⁵	104,481 ⁵	104,043
Onsite combustion of fuels (natural gas, propane and oil)	Tonnes CO ₂ e	19,499	21,337	18,551
Scope 2 - Indirect GHG emissions	Tonnes CO₂e	6,743	2,036	1,092
Purchased electricity (Location-based)	Tonnes CO ₂ e	6,743	5,686	5,166
Purchased electricity (Market-based)	Tonnes CO ₂ e	6,743	2,036	1,092
Scope 3 - Other indirect GHG emissions	Tonnes CO₂e	381,792⁵	367,528⁵	374,964
Purchased goods & services (Category 1)	Tonnes CO ₂ e	20,779 ⁵	19,635 ⁵	18,921
Capital goods (Category 2)	Tonnes CO ₂ e	42,877	24,103 ⁴	40,373
Fuel- and energy-related emissions (not included in Scope 1 and 2) (Category 3)	Tonnes CO ₂ e	79,674 ⁵	82,935 ⁵	82,511
Upstream transportation and distribution (Category 4)	Tonnes CO ₂ e	220,930 ⁵	216,404 ⁵	209,835
Waste generated in operations (Category 5)	Tonnes CO ₂ e	2,100	1,920	1,992
Business travel (Category 6)	Tonnes CO ₂ e	250 ⁵	1,241 ⁵	976
Employee commuting (Category 7)	Tonnes CO ₂ e	15,011 ⁵	21,132 ⁵	20,210
End-of-life treatment of sold goods (Category 12)	Tonnes CO ₂ e	171 ⁵	157 ⁵	147
Total GHG emissions	Tonnes CO₂e	525,839⁴	495,381⁴	498,650

⁵ Prior year data has been restated due to updates to calculation methodologies and/or improved accuracy of data available.

GHG Emissions Intensity Ratios	Units	2020	2023	2024
Packages delivered	Total # of packages	169,394,036	155,194,827	164,445,661
Total floor area	m ²	411,759	471,157	455,935
GHG emissions intensity (per millions in revenue)	Tonnes CO ₂ e/\$MM revenue	238 ⁵	187 ⁵	181
GHG emissions intensity (per package)	Tonnes CO ₂ e/1,000 packages	3.26 ⁵	3.19 ⁵	3.03
GHG emissions intensity (per square meter)	Tonnes CO ₂ e/m ²	1.28 ⁵	1.05 ⁵	1.09

Energy Consumption from Buildings	Units	2020	2023	2024
Total energy consumption from buildings	GJ	546,552	562,041	532,222
Natural gas, propane and oil	GJ	377,264	404,382	349,974
Total electricity	GJ	169,288	157,659	182,248
Energy intensity (per square meter)	GJ/m ²	1.33	1.19	1.17

Renewable Diesel Consumption	Units	2020	2023	2024
Renewable diesel used by fleet	Litres	-	661,770	3,149,209
Proportion of renewable diesel of total diesel used	%	-	4%	19%
Biogenic emissions from consumption of renewable diesel ⁶	Tonnes CO ₂	-	1,031	4,580

Sustainable Aviation Fuel (SAF) Consumption	Units	2020	2023	2024
Quantity SAF purchased	Litres	-	-	99,935
GHG emissions abated from consumption of SAF ⁷	Tonnes CO ₂ e	-	-	222

⁶ Combustion of renewable diesel (form of biomass) is reported separately from Scope 1 emissions, in alignment with the GHG Protocol.

⁷ Reporting of the lifecycle GHG emissions intensity conferred by SAF, per associated Declaration of Environmental Attributes (DEA) issued to Purolator in the reporting year. Emissions abated as compared to conventional jet fuel.

Waste	Units	2020	2023	2024
Total waste generated	Tonnes	5,911	8,222	8,969
Waste directed to landfill	Tonnes	2,872	2,167	1,904
Waste diverted from landfill	Tonnes	3,038	6,054	7,064
Portion of total waste diverted from landfill	%	51%	74%	79%

Helping Our Neighbours

Purolator Tackle Hunger® and Community Investment	Units	2020	2023	2024
Food donated & transported through Purolator Tackle Hunger®	Pounds	1,602,244	2,287,016	2,394,664
Food collected through Purolator Tackle Hunger® CFL Game Day Food Drives	Pounds	-	520,000	403,249
Cumulative amount of food donated & transported through Purolator Tackle Hunger® since the program began in 2003	Pounds	16,599,659	22,573,462	24,968,125
Purolator employee hosted volunteering events	Number of events	-	188	157
National Red Bag food drive events	Number of food drives	-	8	15
Red Bags distributed	Number of red bags distributed	-	46,300	60,475
Food collected through National Red Bag Food Drives	Pounds	-	144,565	165,125

Economic Performance⁸

Direct Economic Value Generated and Distributed	Units	2020	2023	2024
Revenue from operations	\$ MM (CAD)	2,206	2,653	2,754
Cost of operations	\$ MM (CAD)	2,006	2,356	2,452
Profit from operations	\$ MM (CAD)	200	297	302
Investing and financing income (expense), net	\$ MM (CAD)	-24	-3	8
Profit before tax	\$ MM (CAD)	176	294	294

⁸ Economic data is reported for all Purolator operations. As of 2024, this economic data includes Williams Pharamalogistics Inc.

TCFD and IFRS S2 Disclosure

This table summarizes our disclosures aligned to the Task Force on Climate-related Financial Disclosures (TCFD) and the International Sustainability Standards Board (ISSB) IFRS S2 voluntary standards.

Section	Disclosure	Purolator Response
Governance	Describe the board’s oversight of climate related risks and opportunities	Sustainability Governance and Management (page 14) ; Organizational Governance Structure (page 15) Environmental, Social and Governance Board Committee Charter
	Describe management’s role in assessing and managing climate-related risks and opportunities	Sustainability Governance and Management (page 14) ; Organizational Governance Structure (page 15)
Strategy	Describe the climate-related risks and opportunities the organization has identified over the short, medium and long term	Climate Risks and Opportunities (page 45)
	Describe the impact of climate-related risks and opportunities on the organization’s businesses, strategy and financial planning	Climate Risks and Opportunities (page 45)
	Describe the resilience of the organization’s strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario	Climate Risks and Opportunities (page 45)
Risk Management	Describe the organization’s processes for identifying and assessing climate related risks	Risk Management (page 17) Climate Risks and Opportunities (page 45)
	Describe the organization’s processes for managing climate-related risks	Risk Management (page 17)
	Describe how processes for identifying, assessing and managing climate-related risks are integrated into the organization’s overall risk management	Risk Management (page 17)
Metrics and Targets	Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process	We utilize the following metrics to assess our exposure to climate-related risks and opportunities and manage our climate-related impact: <ul style="list-style-type: none"> • Research and development expenditures in new and alternative technologies • Capital investments in alternative-fuel vehicle technologies and infrastructure • Operating costs (e.g., fuel, electricity, maintenance) • Shifts in energy costs • Demand for low-carbon transportation services (customer interest) • Competitive position, enhanced reputation
	Disclose Scope 1, Scope 2 and, if appropriate, Scope 3 greenhouse gas (GHG) emissions and the related risks	Climate Change and GHG Emissions (page 43) Climate Risks and Opportunities (page 45)
	Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets	Our targets to manage our climate-related impact and reduce our exposure to climate risks and opportunities are synonymous with our GHG emission reduction commitments found in our 2030 Goals (page 42) .

Stakeholder Engagement

Stakeholder	How We Engage	2024 Initiatives
Employees	<ul style="list-style-type: none"> • Pulse surveys • Focus groups • Employee webinars • Biannual all-employee town hall meetings • Town hall information booths • Weekly messages from our President and CEO • Weekly newsletter to corporate employees • Bi-weekly newsletter to operations employees • Monthly newsletter to Well-being Champions • Quarterly meetings with Well-being Champions • Quarterly meetings with MHFA Responder Network • Internal social media platform and intranet site • Digital signage screens • Controlled access app on mobility scanners • Pre-shift team huddles • Weekly Health and Well-being Moments on Health & Safety Leadership call • Learning and development centres of excellence • E-learning kiosks • Cross-functional committees • Field/terminal visits by leadership team • Purolator Health roadshows • Video messages from SLT • Annual Wellness Calendar and Public Health Observances • Purolator Health video messaging • MHFA Responder story • Hal and Joanne video with Well-being Champion • All location send-outs: EFAP cards and guided conversations • Purolator Health website • Monthly seminars in collaboration with the Credit Counselling Society 	<ul style="list-style-type: none"> • DEIB strategy and programs (pages 34-39) • Expansion of Purolator Health website to include financial well-being page • Wellness Wednesday workshops • Ask Your Chief Medical Director chats (page 29) • Take a Break Tuesdays • Music for the Mind Mondays • Monthly "Bet you didn't know about EFAP" workshops • 3rd annual national Healthy Workplace Month Challenge (page 33) • Biometric health screening pilot (page 30) • Self-care video series • Pet Therapy at Head Office and terminals • Earth Month events • Purolator Green Team (page 55) • Social Justice Movie Club • Expansion of DEIB Regional Councils and ERGs (page 34) • Expansion of MHFA Responder program (page 32) • Expansion of Well-Being Champion network (page 32) • Delivery of Mental Health Manager Playbook to all people leaders • Mental Health Manager Playbook education pilot • Hal and Joanne in person experience at townhall and roadshow • Breast Cancer Awareness seminar • Women in Operations Summit • First DEIB Summit, including a 2nd day Fireside Chat • Black History Month events • Introduction to Environmental Sustainability e-learning course for all Purolator employees • Employee onboarding executive videos: ESG strategy and values • Circle of Excellence Awards (page 26) • Purolator Tackle Hunger (PTH) (page 58) • Purolator Tackle Hunger Month (page 60): <ul style="list-style-type: none"> • Employee on-site activation events • Auctions, 50/50 raffle and step challenge • Purolator Tackle Hunger newsletter

Stakeholder	How We Engage	2024 Initiatives
<p>Contractors and Suppliers</p>	<ul style="list-style-type: none"> • Supplier pre-qualification process • Supplier registration process • Incorporation of sustainability requirements into procurement process • Contract negotiations • Supplier compliance management • Assessments and audits • Ongoing interactions with suppliers/continuous improvement • Collaborate with sustainable suppliers to comply with new and emerging regulations 	<ul style="list-style-type: none"> • Policies/Standards: <ul style="list-style-type: none"> • Procurement Policy updated • Responsible Sourcing Standard finalized • Supplier Code of Conduct updated • RFX documentation updates: <ul style="list-style-type: none"> • Pre-qualification criteria • Mandatory requirements • Evaluation criteria • Terms and conditions • Contract templates • Annual Supplier Attestation updated • ESG questions incorporated into supplier questionnaires • Annual ESG survey to assess suppliers' ESG maturity level • Ongoing evaluation on procurement ESG requirements • Improve data reporting capabilities of our suppliers, including identifying potential ESG risks • Implementation of Procurement Risk Ranking methodology, utilising EcoVadis (page 18)
<p>Customers</p>	<ul style="list-style-type: none"> • Feedback via phone, live chats and social media • Service alerts and updates on website • Articles and thought leadership on diverse topics included in our Resource Hub • Sustainability presentations and workshops • Highlighting of small business customer stories: Black History Month, International Women's Day and Pride Month • Customer GHG emissions reporting • Responding to customer RFPs and questionnaires asking for details on sustainability journey, progress towards goals and new initiatives • Annual relational customer survey (Net Promoter Score and Customer Satisfaction) 	<ul style="list-style-type: none"> • Purolator Packaging Guide to help customers pack efficiently and minimize damage • Calculation resources on courier fuel surcharges • Sustainability-focused articles and thought leadership pieces such as Practical Decarbonization Strategies for Small and Mid-sized Businesses in 2024 and Beyond, Industry 4.0 Manufacturing and its Role in Sustainability, Smart Logistics: AI's Impact on Supply Chain Dynamics in 2024 and Beyond and Embracing Innovation, Cultivating Sustainability in the Northern Shipping Market • Sustainability progress and GHG emissions reporting included in customer Quarterly Business Reviews • Collaboration with customers on circular economy partnerships • True North Small Business Grant Contest (page 39) • Responding to customers' EcoVadis and CDP requests to further communicate and enhance our sustainability reporting and disclosure • Social media posts and press releases to communicate awards wins, new partnerships and progress towards our goals to our customers
<p>Communities</p>	<ul style="list-style-type: none"> • Charitable sponsorship and partnerships • Virtual events • Social media engagement • Community events, food drives and fundraising activities • Collaborative research with the MHCC 	<ul style="list-style-type: none"> • Purolator Tackle Hunger (PTH) (page 58) • Purolator Tackle Hunger Red Bag Campaigns (page 60) • Purolator Tackle Hunger CFL partnership and Game Day Food Drive activations (page 61) • Purolator Gives Back (page 62) • Donation, Sponsorship and Volunteering (page 59) • Tree planting and park clean ups in local communities • Northern food donation transportation • Value-in-kind transportation support • Charitable Project and Program Grants • Knowledge sharing: <ul style="list-style-type: none"> • Panelist at MHCC conference • Facilitator of Conference Board of Canada seminar • Panelist at Workplace Safety & Prevention Services conference

Stakeholder	How We Engage	2024 Initiatives
Government	<ul style="list-style-type: none"> • Meetings with elected officials, bureaucrats, public health officials and political staffers 	<ul style="list-style-type: none"> • Outreach to government in support of various Purolator projects • Canadian Chamber of Commerce's Net-zero Council • Ontario Chamber of Commerce • Electric Mobility Canada (EMC) • France Canada Chamber of Commerce • Natural Resources Canada • Canada Infrastructure Bank • Province of British Columbia: CleanBC Go Electric Commercial Vehicle Pilots Program • Quebec Roulez Vert Program • Application to government incentives (i.e., Zero Emission Vehicle Infrastructure Program (ZEVIP), Green Freight Program) • Preparing submissions for applications for purchasing carbon offset credits in Canada: <ul style="list-style-type: none"> • Canada's Clean Fuel Regulations (CFR) (Federal) • British Columbia's Low Carbon Fuel Standard (BC LCFS) (Provincial) • Outreach for the grand opening of the Mississauga, Cooksville GO Urban Quick Stop: aligned to the City of Mississauga's Climate Change Action Plan • Media events and outreach in support of Purolator Tackle Hunger Red Bag Campaigns and initiatives • Signatory to Government of Canada's Net-zero Challenge, earning a Platinum ranking
Shareholders	<ul style="list-style-type: none"> • Annual General Meeting • Quarterly Board of Directors meetings • Annual Sustainability Report 	<ul style="list-style-type: none"> • Quarterly financial and ESG reporting • Board Committee and governance structure (page 15) • Message from the President & CEO (page 2) • Message from the Board Chairperson (page 3) • ESG Positioning Statement • Issued Corporate Sustainability Reporting Framework
Bargaining Agents (Unions)	<ul style="list-style-type: none"> • Regular relationship committee meetings with union representatives • Joint National Committee meetings • Divisional, monthly and quarterly meetings 	<ul style="list-style-type: none"> • Mental health support and initiatives (page 32) • Collaboration on improving customer service, environmental responsibility and DEIB • Dispute resolution

Considerations Regarding Forward Looking Statements

Our Sustainability Report contains forward-looking statements which represent our current expectations, projections and estimates regarding future events. They are not historical facts and remain subject to change. These forward-looking statements are not a guarantee of future performance, involve inherent risks and uncertainties and are based on key factors and assumptions, all of which are difficult to predict.

Our future results may differ materially from those expressed in forward-looking statements. We will monitor and potentially revise our GHG reduction goals and targets as appropriate, as data quality and methodologies improve and as best practices, regulations and climate science continue to evolve. Purolator does not undertake any obligation to update or revise its forward-looking statements to reflect events or circumstances after the date of this document or to reflect the occurrence of unanticipated events, except as required by law.



Corporate Profile

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