



Moving forward together

2021 SUSTAINABILITY SUMMARY REPORT

This report summarizes the key accomplishments Purolator made in 2021 to meet our strategic objectives to empower our people, deliver for our planet and help our neighbours.

For further information on our efforts, see:

[Purolator's Sustainability Webpage](#)

[Purolator's 2021 Sustainability Report](#)

[Purolator's 2021 GRI Index and SASB Index](#)

Empowering Our People

2021 ACCOMPLISHMENTS

Health and Safety

Our goal is to reduce our safety metrics by 40 per cent against a 2019 baseline

- Expanded our COVID-19 – Safer Workplaces Policy to encourage vaccinations and implement testing for the unvaccinated
- Helped administer over 1,360 doses of the COVID-19 vaccine at five Purolator pop-up clinics in at-risk communities
- Provided mental health-related training to over 4,000 employees
- Hosted six sessions focused on mental health resiliency led by our Chief Medical Director, Dr. Shaan Chugh
- Invested over 7,000 hours in delivering mental health and wellness programs
- Gathered insights into our greatest injury risk areas and upgraded our tools and resources to engage our workforce in behaviours that help mitigate and manage these risks
- Developed a roadmap for a comprehensive health and wellness integration strategy that will be deployed in 2022
- Delivered over 165,000 hours of training through our Start Right virtual onboarding program and e-learning kiosks across Canada

Diversity, Equity and Inclusion (DE&I)

Our vision is to be the Canadian industry leader in DE&I

- Hired our first Director of Diversity, Equity and Inclusion
- Piloted a successful talent development program, called Diverse Talent Matters, which saw almost 50 per cent of participating employees being offered a role enhancement or promotion
- Trained more than 13,000 employees on conscious inclusion
- Celebrated employee diversity and raised awareness through events including Black History Month, International Women's Day, Pride Month and National Indigenous Peoples Day
- Laid the foundation for a more formalized and strategic approach to our DE&I program in 2022



Reduced our total injury frequency by

25%

Increased our representation of women in governance bodies by

14%

Achieved a retention rate of

86%

Delivering for Our Planet

2021 ACCOMPLISHMENTS

Net Zero by 2050

Our ambition is to be the greenest courier in Canada

- Hired our first Director, Corporate Sustainability
- Established our 2020 baseline GHG emissions inventory and, for the first time, had it third-party verified in accordance with the requirements of ISO 14064-3 and the GHG Protocol
- Set our 2030 goals for emissions reduction, fleet electrification, landfill waste diversion and renewable electricity use
- Decreased both our carbon intensity per dollar revenue and per square metre

Greening Our Operations

We're making important sustainability investments, including greener buildings and vehicles

- Received the Advanced Clean Transportation (ACT) Fleet Award for leadership in clean transportation as the first Canadian courier to deploy all-electric step-vans
- Piloted eight e-bikes, one low-speed vehicle and five all-electric step-vans
- Analyzed our waste streams, identified our top landfill waste-generating facilities and developed an action plan to increase our recycling and landfill diversion rate
- Completed 27 LED lighting retrofit projects, reducing electricity consumption by approximately 20 per cent per facility
- Purchased renewable electricity for our operations in Saskatchewan and Nova Scotia, thereby lowering our Scope 2 emissions by approximately 23 per cent
- Launched Purolator's National Hub, a 443,000 sq. ft. state-of-the-art facility designed according to the [Toronto Green Standard](#)



92%

of total emissions derived from our ground fleet, air and rail operations

Reduced total Scope 2 emissions by

31%

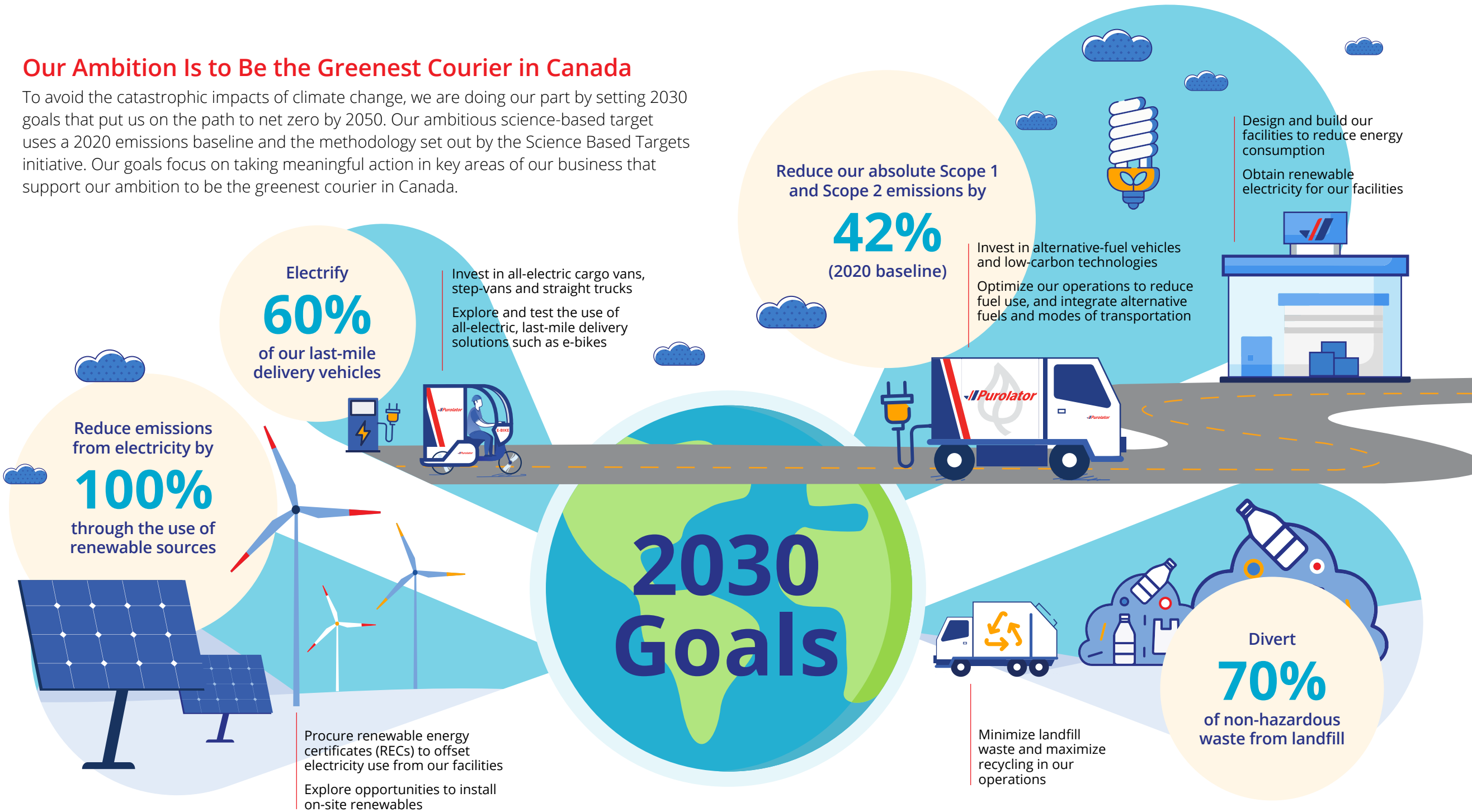
Adopted a

1.5°C

aligned science-based target

Our Ambition Is to Be the Greenest Courier in Canada

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



Helping Our Neighbours

2021 ACCOMPLISHMENTS

Tackle Hunger Program

For almost 20 years, we have promised to help alleviate hunger in Canada

- Provided in-kind shipping support equivalent to over \$300,000 to our CFL and charitable foundation partners in support of Purolator Tackle Hunger
- Collected 121,000 pounds of food during our annual Purolator Tackle Hunger Month
- Activated an emergency Purolator Tackle Hunger fundraiser that raised nearly \$21,000 in flood relief donations during the November 2021 mudslide and flood events in British Columbia
- Collected almost 50,000 pounds of food through six Red Bag Campaigns, where residents filled red canvas bags left on their doorsteps; these bags were later collected by Purolator volunteers and delivered to local food banks
- Hosted 55 employee-led Tackle Hunger fundraising events
- Teamed up with fans at the 108th Grey Cup to raise over 6,000 pounds of food donations for Hamilton Food Share

Going the Extra Mile

Supporting local businesses and artists

- Awarded more than \$100,000 in grant prizes, including cash awards, marketing support and free shipping to three deserving small Canadian businesses
- Worked with talented emerging artists from across the country for our limited-edition holiday box designs, which highlighted the uniqueness of each artist's local community



Collected
1.7M lbs
of food for Canadian
food banks

