



Moving forward together

2021
SUSTAINABILITY
REPORT



About Purolator

Purolator is a leading integrated freight, package and logistics solutions provider. Celebrating over 60 years of delivering our customers' promises, we are trusted to deliver essential needs and keep people and businesses connected regardless of the distance between them. Our legacy and purpose are that of a trusted partner and familiar brand that's part of every community across this nation.

Our values guide us in all that we do for our employees, our customers and our communities. We foster a people-first culture of care, concern and corporate citizenship that, combined with our customer focus, performance excellence and commitment to transparency, continues to grow our network and bring exciting innovation to market, year after year.

At Purolator, we are proud of our Canadian heritage and are focused on leading the industry in sustainability. In addition to our ambition to be the greenest courier company in Canada, we are committed to contributing to the well-being of our employees and their families, our customers and the communities we serve.



About This Report

This is our fourth annual Corporate Sustainability Report, which covers the 2021 calendar year. Unless otherwise noted, the information presented is as of Dec. 31, 2021, and all dollar amounts are in Canadian funds. Performance data is company-wide, unless otherwise stated.

Report content is informed by the findings of a materiality assessment conducted in 2020. See [page 17](#) for our process and priority topics. We have followed the Global Reporting Initiative (GRI) Standards and are reporting in accordance with the Core option. A GRI content index is available in a [separate document](#).

In 2021, we adopted the Sustainability Accounting Standards Board (SASB) framework for sustainability reporting. SASB provides us with reporting standards and key performance indicators (KPIs) in the disclosure of financially material sustainability information relevant to our sector. A SASB index is available in a [separate document](#).

The theme of this year’s report, *Moving Forward Together*, reflects the importance of collaboration in our ambitions to meet our business and sustainability goals. It also speaks to our work collectively as a leading logistics provider to achieve our vision of becoming the greenest courier company in Canada and to be the industry leader in diversity, equity and inclusion. It also underscores our responsibility as a corporate citizen to address some of our society’s most critical issues.

We welcome your questions and feedback at info.csr@purolator.com.

Table of Contents

Message from the President and CEO	4	Empowering Our People	21
Who We Are	6	Employee Experience	22
2021 Highlights	7	Our COVID-19 Response	24
Awards and Recognition	8	Health and Safety	25
Our Approach	9	Diversity, Equity and Inclusion	28
Our Strategy	10	Delivering for Our Planet	33
Governance	12	Climate Change and GHG Emissions	34
Sustainability Governance and Management	14	2030 Goals	37
Stakeholder Engagement	16	Waste	43
Materiality	17	Helping Our Neighbours	44
Sustainable Development Goals	18	ESG Performance	50





Message from the President and CEO

In 2021, Canadians were confronted by significant health, environmental and community challenges. As Canada's largest courier company, we have an important leadership role to play in supporting our employees and customers in the transition towards a more resilient future. The opportunities require innovative, future-minded solutions to make a positive impact on the communities we serve. From supporting our people to greening our operations to helping our communities in new ways, we are continuing to nurture the seeds we've planted to be an agent for positive change. That's why the theme of this 2021 Sustainability Report is "Moving Forward Together." We aren't only working towards overcoming the challenges of the pandemic – we are building a sustainable and diverse company that is contributing to a more resilient future for Canadians.



In 2021, we accelerated our efforts to strengthen the company by once again turning to [our strategic priorities](#) as a guide. Change doesn't happen overnight, so we looked for new ways to empower our people, deliver for our planet and help our neighbours. Here are some highlights I'm particularly proud of:

Impacts of the COVID-19 Pandemic

In 2020, we learned a lot about best practices to protect the health and safety of our employees. Throughout 2021, our COVID-19 Safety Plan/Hazard Prevention Program continued to go above public health guidelines – and evolve as new evidence emerged – to ensure employee health and safety remained our top priority. In addition to hygiene, distancing and sanitation measures, we encouraged vaccinations and implemented mandatory testing for those who were not vaccinated. In line with this effort, we helped administer over 1,360 COVID-19 vaccines at five Purolator pop-up clinics in at-risk communities across Canada.

Purolator has a long history of going the extra mile for the community. Since 2003, we've done our part to alleviate hunger in Canada through the Purolator Tackle Hunger® program, an employee-created and led initiative that is fully supported by myself and the organization. In 2021, we heard from our food bank partners that the pandemic was driving the need for food to an all-time high. In response, we hosted 55 employee-driven fundraising events in communities across Canada and raised 1.7 million pounds of food for food banks nationwide – an eight per cent increase from 2020!

Like many other businesses, we have been challenged by a labour shortage. We know that employees want to work at companies where they are appreciated, supported and safe. That's why our "One Team" approach is at the heart of what we do, and why we try every day to build an inclusive, diverse and collaborative work environment. In 2021, we embarked on one of the largest recruiting efforts in Purolator's history. We hired and onboarded nearly 4,000 new employees supported by approximately 67,000 hours of online, instructor-led training. Thanks to our investments in making Purolator a great place to work, our staff retention rate is at 86 per cent and we were named the top transportation and logistics company on Forbes' list of Canada's Best Employers.



Mental Health

Mental well-being has always been important at Purolator, but during the pandemic we paid particular attention to providing our employees and their families with resources to help manage stress, address mental health and wellness, and avoid burnout. Over 4,000 employees completed mental health-related training, and our Chief Medical Director hosted six sessions focused on mental health resiliency. In 2021, we developed a roadmap for a comprehensive wellness integration strategy we are calling Purolator Health. Launching in 2022, it will be a first-of-its-kind initiative that brings holistic health and wellness to the forefront of our business.

Diversity, Equity and Inclusion (DE&I)

Having an inclusive and welcoming workplace is central to our values. We unequivocally stand against racism, systemic bias and social injustice. In 2021, we took meaningful action to increase inclusivity by hiring our first Director of Diversity, Equity and Inclusion and announced our ambition to be the Canadian industry leader in DE&I. We also piloted a very successful talent development program, called Diverse Talent Matters, which saw almost 50 per cent of participating employees being offered a role enhancement or promotion.

Environmental Sustainability

In 2021, we made significant progress towards becoming the greenest courier in Canada. We hired our first Director of Corporate Sustainability, set 2030 goals, began using renewable electricity in our operations and piloted alternative-fuel vehicles in our fleet. Our efforts led to us winning the Advanced Clean Transportation (ACT) Fleet Award for being the first Canadian courier to deploy all-electric step-vans. This is just the beginning. The announcement of our 2030 goals, highlighted on [page 37](#), marks an exciting new chapter in our commitment to addressing climate change.

I'm proud of what we've accomplished in 2021, especially considering the unique supply chain and pandemic-related challenges we faced. This report highlights everything we've done to support our vision of Making Canada Stronger while executing our strategy. When I reflect on these milestones, I recognize there's still work to be done. This report's theme, "Moving Forward Together," is not just about moving packages for Canadians. It's about moving together for a more sustainable, inclusive and healthy future. It underscores our fundamental belief in the power of "One Team."

The initiatives in this 2021 Sustainability Report are just the start. Let's get to work.

John Ferguson
President and CEO



Who We Are

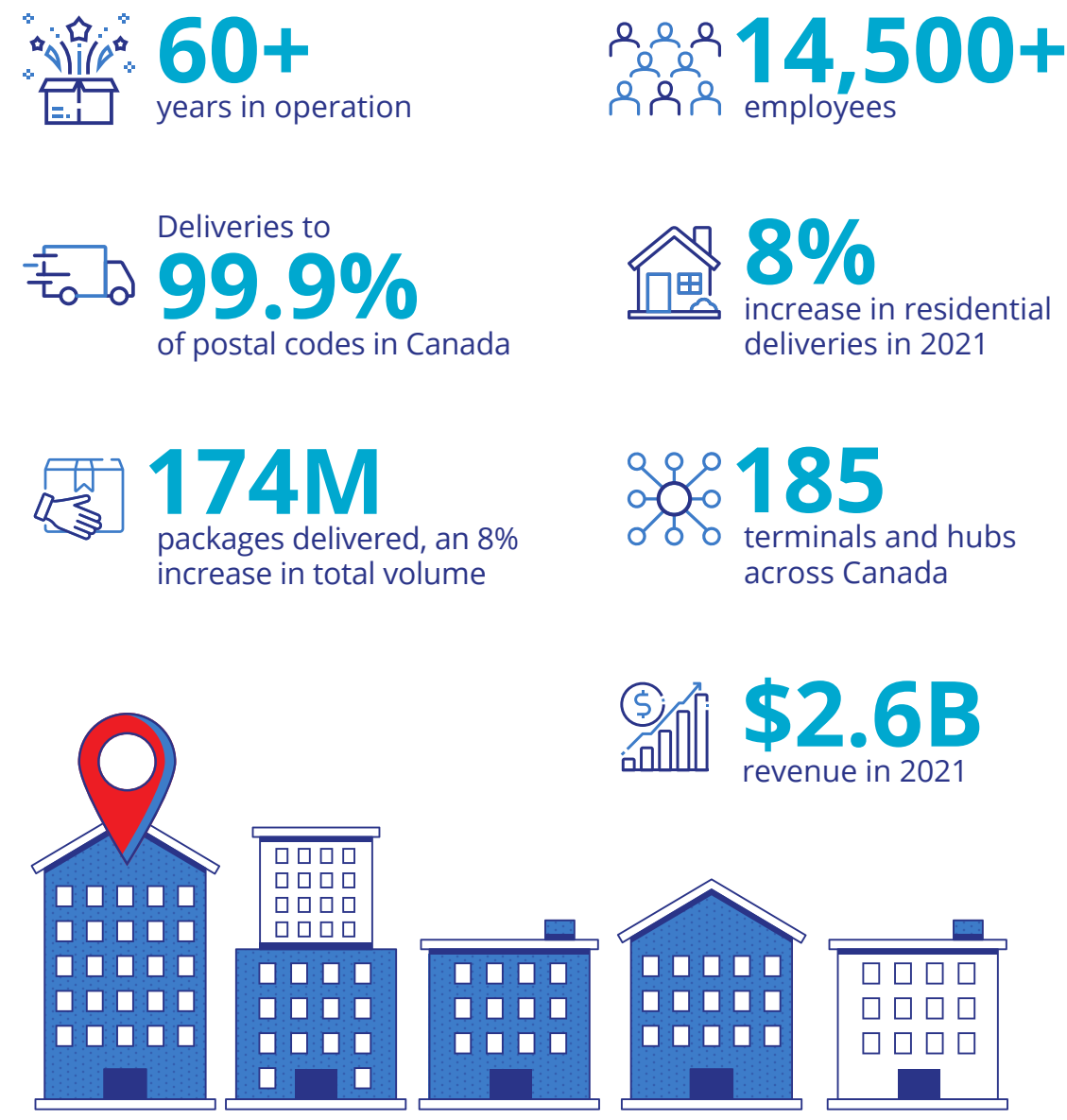
In 2021, our team delivered 174 million packages to 99.9 per cent of the postal codes throughout the country, making Purolator a leading Canadian courier and freight company and a critical driver of trade and economic growth throughout North America.

Purolator employs over 14,500 people throughout North America, and millions more depend on our services every day. Our focus is to be safe, sustainable, inclusive and inspiring. We achieve this through our values and culture, which are tied to a greater purpose and vision of Making Canada Stronger – delivering across Canada through a best-in-class network, chosen first by our people, customers and communities.

In 2019, we launched our five-year Delivering the Future corporate strategy to support our vision. We are investing in growth and innovation to provide premium levels of service, transform our network and fleet, accelerate our customers’ digital experience, create the safest and best place to work, and drive growth for businesses of all sizes across North America and globally.

Throughout 2021, we continued to support pandemic response efforts throughout North America, delivering critical supplies, supporting our customers and playing a vital role in keeping our economy moving. We worked to protect our teams and the community by hosting vaccination clinics and implementing our COVID-19 – Safer Workplaces Policy to keep our employees, customers and communities safe and healthy.

We are emerging from one of the most trying times we have ever faced; over the last two years, we’ve experienced unprecedented challenges in how we live and work, as well as how we grow and improve our business. We have learned from our experiences and are gathering momentum around exciting opportunities as we move forward.





2021 Highlights

Empowering Our People



Increased staff by over 15% with more than **2,400** employees hired into new roles

Hired our first Director, Corporate Sustainability and Director, Diversity, Equity and Inclusion



Reduced total injury frequency by **25%** compared to 2019 baseline

Top transportation and logistics company on Forbes' list of

Canada's Best Employers



Delivering for Our Planet



Reduced Scope 2 emissions by **31%**

Adopted a **1.5°C** aligned science-based target, putting us on the path to net zero by 2050



Completed 27 LED lighting retrofit projects, reducing electricity consumption by approximately 20% per facility



Advanced Clean Transportation (ACT) Fleet Award for leadership in clean transportation as the first Canadian courier to deploy all-electric step-vans

Helping Our Neighbours



More than **1.7M lbs** of food collected for food banks across Canada through the Purolator Tackle Hunger program

Facilitated the administration of over **1,360 doses** of the COVID-19 vaccine at five Purolator pop-up clinics in at-risk communities



Granted **\$100,000** to small businesses through the True North Small Business Grant Contest

Social Impact Award from EMBERS for hiring over 800 people who were facing barriers to work





Awards and Recognition

In 2021, we were honoured to receive the following recognitions:

- Purolator President and CEO John Ferguson named one of **Canada's Most Admired CEOs** by Waterstone Human Capital
- Purolator CIO Ricardo Costa named **2021 CIO of the Year** for the private sector as part of IT World Canada's virtual Digital Transformation Week
- Best Learning and Development Strategy award for investing in digital learning and leadership development from the **Canadian Human Resources Awards**
- **EMBERS (Eastside Movement for Business and Economic Renewal Society)** Social Impact Award in recognition of our diversity, equity and inclusion efforts in the workplace
- **WoodGreen Community Services Award** for Outstanding Commitment to Hiring Newcomers: Employer Engagement for Immigrant Integration
- Top transportation and logistics company on **Forbes' list of Canada's Best Employers**
- The Urban Delivery Solutions Initiative, of which Purolator is a founding member, recipient of **Canada's 2021/22 Clean50 Top Project Award**
- **Advanced Clean Transportation (ACT) Fleet Award** for leadership in clean transportation as the first Canadian courier to deploy all-electric step-vans
- **YVR Green Excellence Award** presented by the Vancouver Airport Authority for demonstrating innovation in green initiatives
- **SupplyChainBrain 2021** Great Supply Chain Partner for service excellence to customers
- **2021 Cigna Well-Being Award** for commitment to employee health in the United States (Purolator International)



Our Approach

To achieve our vision of becoming the greenest courier company in Canada and an industry leader in diversity, equity and inclusion, we take a strategic approach to sustainability by focusing on three key pillars – empowering our people, delivering for our planet and helping our neighbours.





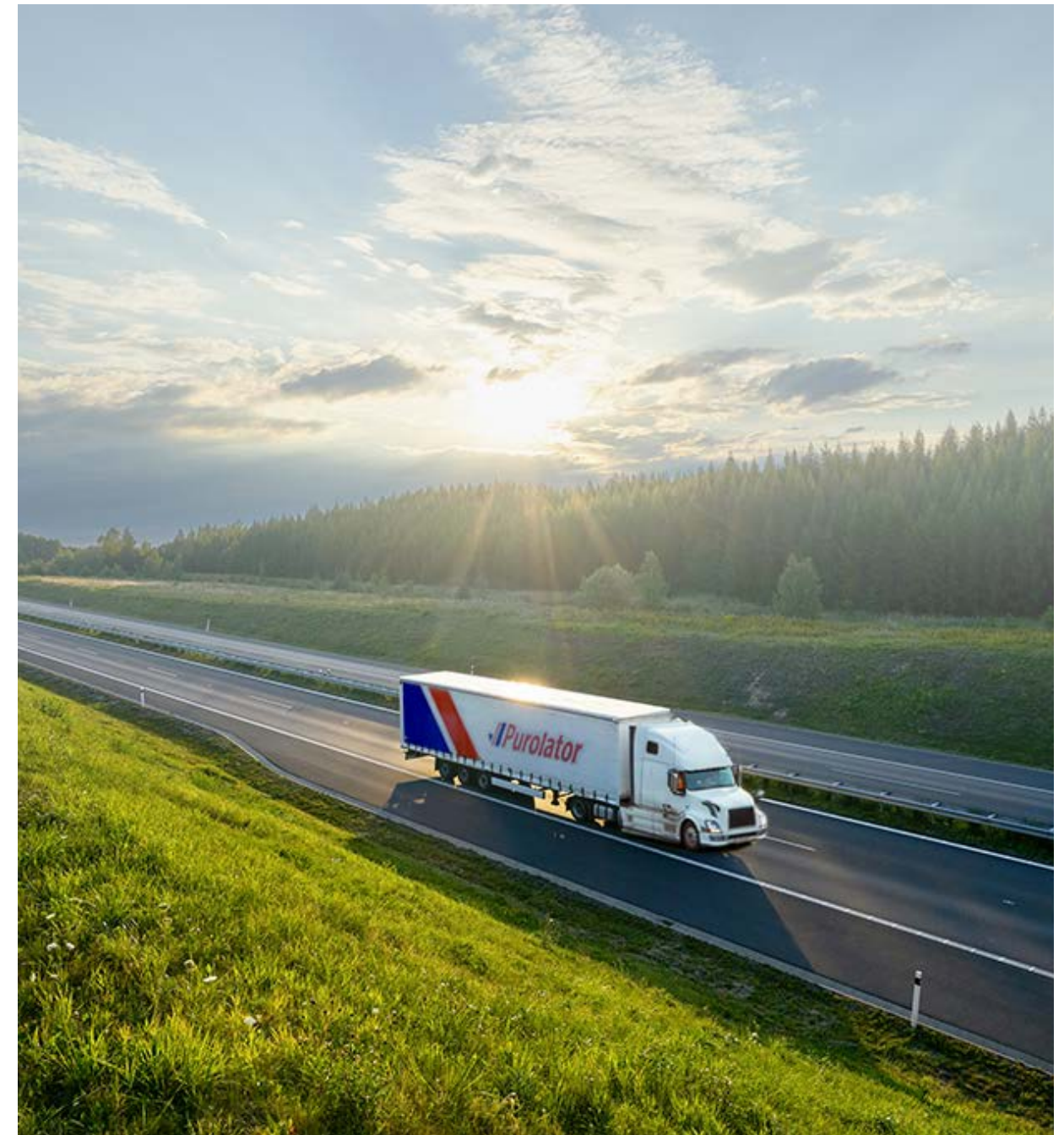
Our Strategy

For more than 60 years, we have been fulfilling our promise to customers to deliver on time, every time. We are also meeting our commitment to provide our employees with a rewarding workplace and have a positive impact on our communities and the environment.

At Purolator, we are leading the way in putting fully electric delivery trucks and electric cargo bikes (e-bikes) on Canadian streets. We continue to achieve success against our commitment to diversity, equity and inclusion (DE&I) in our workforce, through enhanced training and awareness, and are continuously improving our safety culture. We also remain steadfast in supporting our communities through initiatives that address food insecurity. Today, we are more motivated than ever to achieve sustainability in our operations, DE&I in our workplaces, and health and wellness in our communities.

“We continue to embrace transformative change as we make significant investments to modernize our network and fleet, accelerate our customers’ digital experience and create the safest and most sustainable place to work.”

Ramsey Mansour, Senior Vice President, Corporate Marketing & Strategy



Our strategic priorities are focused on four key pillars:



Focus on Premium Growth

- Offer premium capabilities to the marketplace, servicing our customers.
- Continue to build relationships and solutions as we expand offerings for key verticals with unique transportation requirements.



Modernize the Network

- Expand our traditional delivery model into an integrated business-to-exchange (B2X) network with differentiated service levels.
- Modernize our network for all customers and partners with multi-service, 24/7 access.
- Expand global supply chain capabilities for businesses shipping within, to and from Canada.



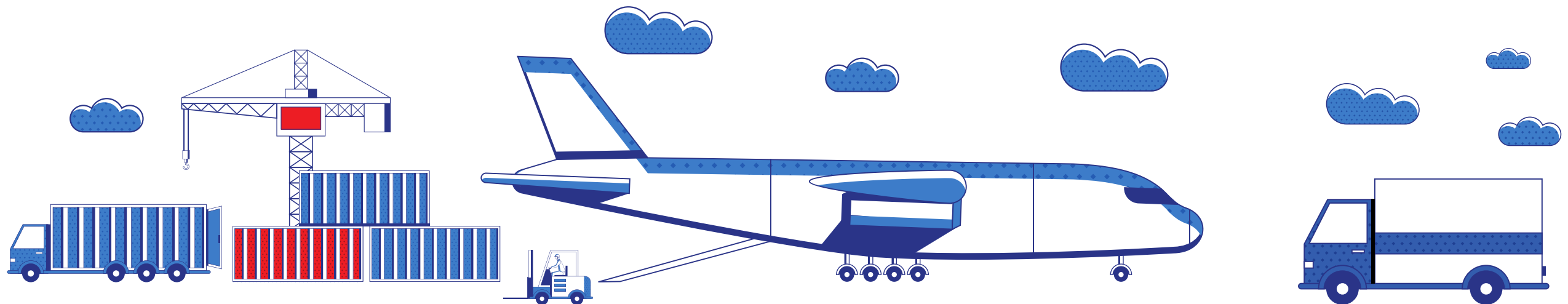
Digitize Our Business

- Enrich the digital experience of shippers and receivers.
- Transform our entire network into one large, interconnected system capable of moving packages more quickly and efficiently.



Be Safe, Sustainable, Inclusive and Inspiring

- Continue to make significant investments in health and safety and contactless deliveries to keep people and communities safe and connected.
- Advance social responsibility and environmental sustainability across all areas of the business.





Governance

Ethics and Integrity

At Purolator, we place great importance on upholding our core values in every decision and every action we take.

- **Performance Excellence** – With the right products, people and mindset we strive to be the transportation company you can count on for every shipment.
- **People First** – We foster a culture of employees who love their jobs and see the value in what they do.
- **Customer Focus** – Our customers are the reason we are in business. We put them first in all that we do.
- **Corporate Stewardship** – We take action to strengthen the communities we serve and to manage our business ethically and sustainably.
- **Transparency** – We earn and maintain trust by being honest with our employees, customers and stakeholders.

Our [Code of Business Conduct and Ethics](#) (the Code) reflects our values and outlines the standards of conduct we expect of Purolator employees in areas such as legal compliance, anti-corruption, conflicts of interest, political activities, competitive practices and more.

The Code serves as the foundation for other Purolator policies and procedures, and all employees are expected to understand it and comply with it. They are required to report any violations of the Code to their immediate supervisor or through Purolator's [confidential submissions process](#). A comprehensive revision to the Code was released on Jan. 1, 2021.

We continually develop and update policies and procedures to communicate our expectations related to a range of topics. While the Code speaks to important areas of concern, employees are also expected to understand and comply with other company policies and procedures that contribute to ensuring Purolator continues to be a safe, rewarding and sustainable employer.

These include policies related to:

- Anti-spam
- Customer care privacy
- Disclosure of confidential information
- Employment equity and diversity
- Employee privacy
- [Environment](#)
- [Health and Safety](#)
- [Healthy Workplace](#)
- Information security
- Procurement
- Travel/business expenses
- Workplace harassment and violence prevention
- Workplace accommodation

In 2021, we began work to further incorporate environmental and DE&I considerations into our procurement process.

This includes adding stronger and clearer language to our Supplier Code of Conduct and drafting a Responsible Sourcing document to guide the process of including these considerations throughout the procurement process. We anticipate launching these enhancements in 2022.



Data Privacy

We are committed to protecting the personal information entrusted to us.

Purolator is federally regulated, and our operation is subject to the *Personal Information Protection and Electronic Documents Act* (PIPEDA). Employees, customers and suppliers trust us to handle their personal information responsibly, in compliance with our PIPEDA obligations.

As part of our privacy program, we regularly review our policies, procedures, employee training, data management and privacy risk mitigation practices. The program incorporates an overall privacy-by-design element that considers PIPEDA's 10 fair information principles to ensure that stakeholder privacy is accounted for in the development of our service offerings and technologies.

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. Access to the personal information in our systems requires authentication and is restricted to selected Purolator personnel. Purolator employees are also enrolled in mandatory policy and regulatory training that includes privacy and data management.

In 2020, we began work to strengthen our privacy risk mitigation, data classification and data management processes, which continued into 2021. These efforts resulted in the launch of phase two of our Enterprise Data Protection program, which included implementing sensitivity labels for all Microsoft Office tools and launching a renewed privacy breach management plan. We also implemented a privacy risk mitigation tool to conduct impact assessments for all projects and business workflows. And we worked hard to ensure our supplier agreements reflect the commitments we have made to our customers where personal information is an issue.



Sustainability Governance and Management

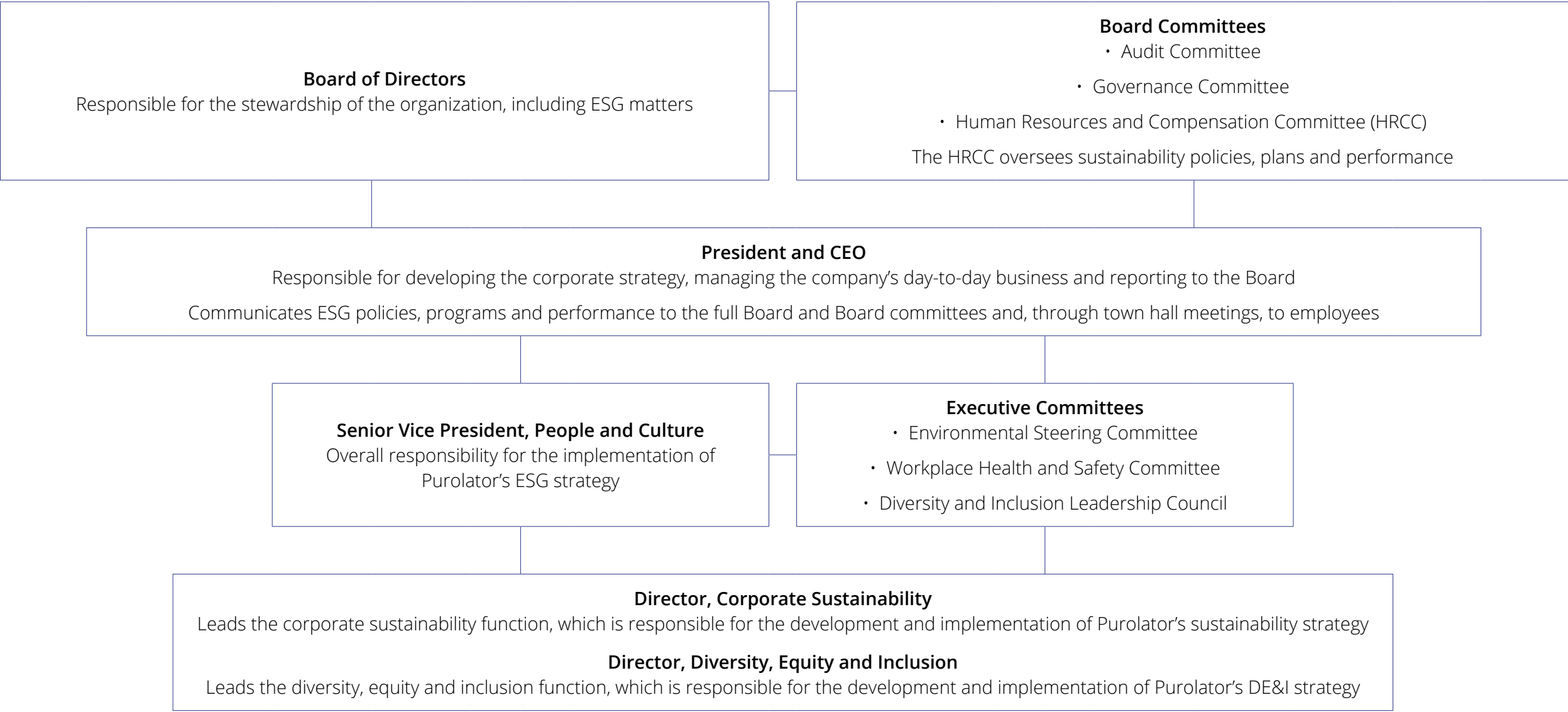
Good governance provides us with the foundation for responsible business practices. It benefits our stakeholders in how we deliver on our promises to our employees, our customers and our communities, as well as our environmental commitments. We encourage our employees to be accountable and transparent in their business transactions and promote sound decision-making to support our business today and into the future.

Our Senior Vice President, People and Culture is responsible for implementing Purolator's sustainability strategy and oversees our Environmental Steering Committee and Workplace Health and Safety Committee. Our Diversity, Equity and Inclusion Advisory Board and nine regional councils support Purolator's efforts to develop a culture that is stronger because of its diversity and unique perspectives and backgrounds, and ensures our employees feel a sense of belonging. Purolator's Board of Directors and the Board Human Resources and Compensation Committee (HRCC) oversee Purolator's sustainability policies, plans and performance.

We use a balanced performance scorecard for all employees, including senior leadership, to award annual bonuses. In 2021, we introduced sustainability targets to the scorecard, such as rewarding improvements to waste diversion.



Organizational Governance Structure



Stakeholder Engagement

Stakeholder Group	How We Engage	Top 2021 Initiatives/Topics
Employees	<ul style="list-style-type: none">Engagement and pulse surveys, as well as focus groupsSemi-annual town hall meetingsWeekly messages from our CEOWeekly newsletter to corporate employeesBi-weekly newsletter to operations employeesInternal social media platform (Workplace) and intranet siteDigital signage screensControlled access app on mobility scannersPre-shift team huddlesLearning and development centres of excellenceE-learning kiosksCross-functional committeesInformational sessions on a wide variety of topics, including Wellness Wednesdays and regular <i>Ask Your Chief Medical Director</i> chats with Dr. Shaan Chugh from the Cleveland Clinic and expert guest speakersField/terminal visits by the leadership teamVideo messages from executive leadership team	<ul style="list-style-type: none">Revised COVID-19 health and safety measures (page 24)Vaccination policyDE&I strategy and programs (pages 28–32)Celebrated 60th anniversaryJune Tackle Hunger Month Campaign (page 45)Earth Day Speaker PanelSocial Justice Movie Club (page 30)Five mental-health focused <i>Ask Your Chief Medical Director</i> chats with Dr. Shaan ChughFacilitated 67,000 hours of online, instructor-led content to onboard new employees (page 23)Delivered more than 98,000 hours of training to our frontline staff through our e-learning kiosksPartnered with Pride at Work Canada to host a webinar on the stigma and discrimination faced by the 2SLGBTQ+ community (page 30)Hosted a keynote guest speaker session and panel discussion aimed at advancing gender equality in our workplace and community in celebration of International Women’s Day (page 30)Welcomed guest speaker Dr. Joseph Smith to discuss cultivating attitudes of anti-racism and allyship (page 30)Dr. Duke Redbird, an Ojibway Elder and wisdom keeper of traditional Native American culture, shared his teachings and insights on the devastating impacts of residential schools (page 31)
Contractors	<ul style="list-style-type: none">Health and safety pre-qualification processAssessments and auditsPlanning and communications	<ul style="list-style-type: none">Revised COVID-19 health and safety measuresOngoing revisions to health and safety guidelines for contractors
Bargaining Agents (Unions)	<ul style="list-style-type: none">Joint National CommitteesDivisional field meetingsLocal monthly and quarterly meetings	<ul style="list-style-type: none">Mental health support and initiativesDispute resolution

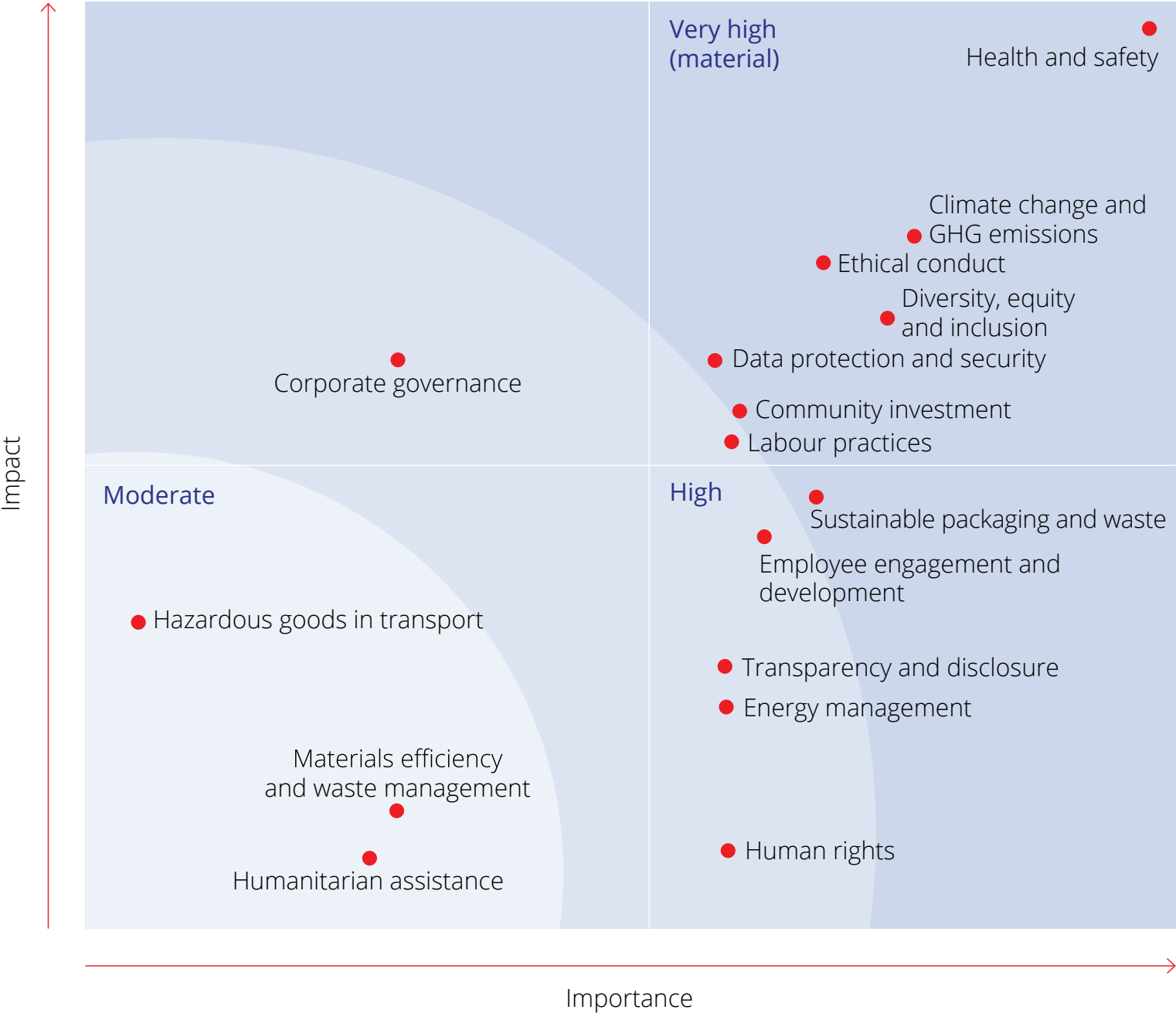
Stakeholder Group	How We Engage	Top 2021 Initiatives/Topics
Suppliers	<ul style="list-style-type: none">Procurement proceduresOngoing dialogueThird-party supplier management program	<ul style="list-style-type: none">Ongoing work on ESG requirements in procurement processOngoing work on supplier risk assessments and auditsEmail responses and clarification to supplier questions
Customers	<ul style="list-style-type: none">Feedback through phone, live chats and social mediaService alerts and updatesSupport centre and resources on shipping, courier, freight, packaging, fuel surcharges and moreSustainability-related presentations and workshopsCarbon emissions reporting to customers and completion of questionnaires related to Purolator’s sustainability initiativesHighlight sustainability initiatives in quarterly performance review presentations	<ul style="list-style-type: none">Revised COVID-19 health and safety measures (page 24)Investments and innovation in fuel-efficient fleets to support increasing volume and growth
Communities	<ul style="list-style-type: none">Community sponsorship and partnershipsVirtual eventsSocial media engagementCommunity food drives and fundraising	<ul style="list-style-type: none">Purolator Tackle Hunger Red Bag Campaigns (page 47)Purolator Tackle Hunger Game Day Food Drive program in partnership with the CFL and Grey Cup Food Drive (pages 45–46)CHL virtual fundraising eventCommunity vaccination clinicsSupport for Food Banks BC during flooding (page 48)True North Small Business Grant ContestHighlighting Canadian artists for our holiday box designs (page 49)
Industry Associations	<ul style="list-style-type: none">Industry association memberships and participation in conferences, meetings and roundtable discussions	<ul style="list-style-type: none">Participation in Pembina Institute’s Urban Delivery Solutions Initiative
Government	<ul style="list-style-type: none">Meetings with elected officials and political staffersMeeting with bureaucrats and public health officials	<ul style="list-style-type: none">Engaging with public health officials to continuously update COVID-19 health protocolsOutreach to government in support of various Purolator projects
Shareholders and Investors	<ul style="list-style-type: none">Annual General MeetingQuarterly Board of Directors meetingsAnnual sustainability report	<ul style="list-style-type: none">Quarterly financial and ESG performanceNew appointments to the Board enhanced composition and diversityAddressing climate change and investment in fuel-efficient delivery fleetsTalent management retention and trainingDE&I strategy and programs

Materiality

In 2020, we conducted a materiality assessment to help us identify, assess and prioritize Purolator’s sustainability issues and impacts. The materiality assessment involved interviews and surveys of Purolator’s internal and external stakeholders.

The outcomes have enabled us to focus on the most significant sustainability topics faced by our business. The 16 most material topics identified were ranked based on their level of importance to and impact on our business and stakeholders, and seven priority topics were ultimately validated by our executive leadership team. These priority topics include health and safety, climate change and GHG emissions, ethical conduct, DE&I, data protection and security, community investment and labour practices.

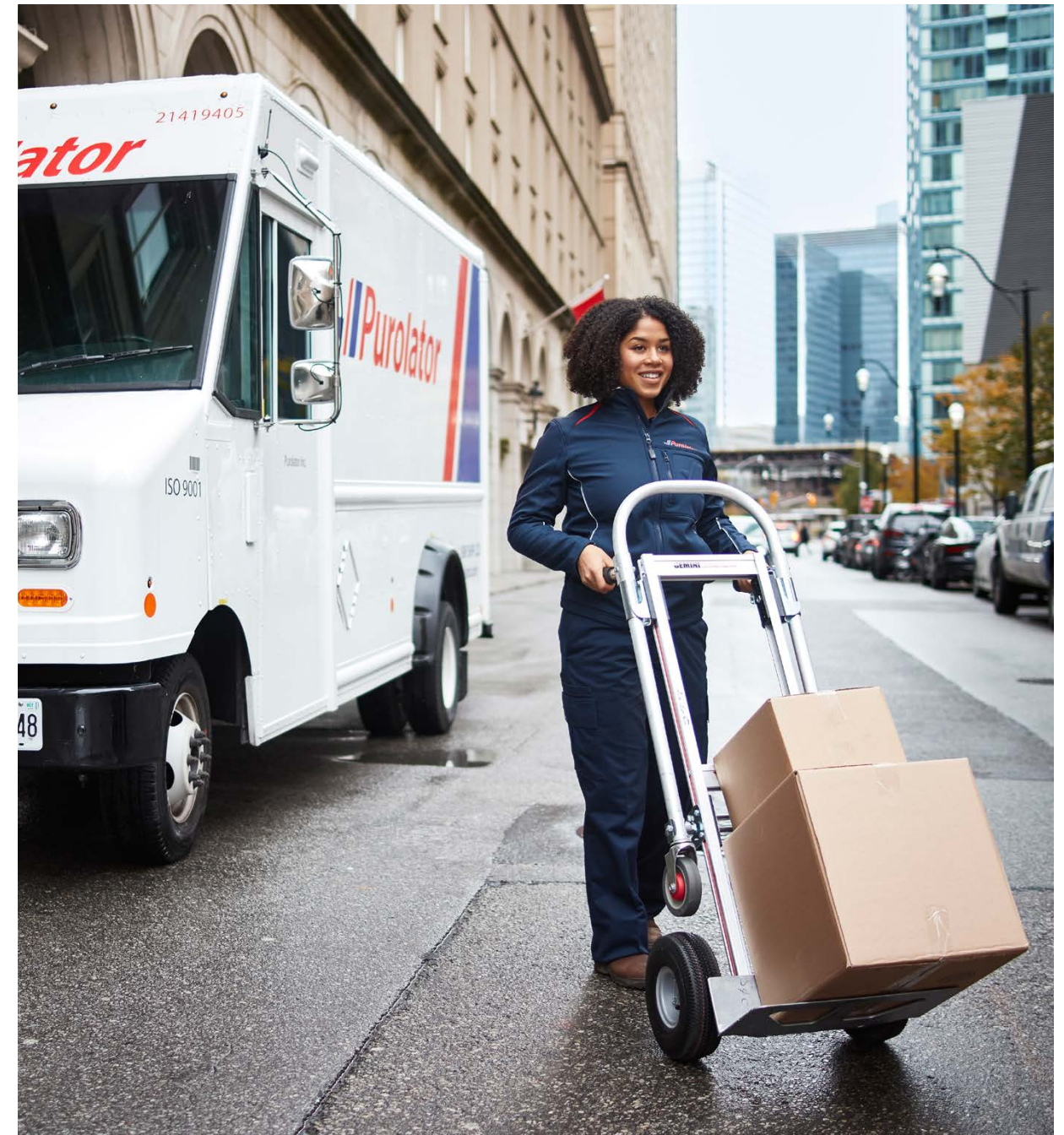
The outcomes of the materiality assessment guide us in evolving our sustainability strategy and help inform the content of our sustainability reporting to ensure that we focus on the issues with the greatest impact on our business and stakeholders. In this report, we describe the management approaches and 2021 performance highlights for our priority topics and have included *sustainable packaging and waste* as an additional area of focus, which was rated as highly important and moderately impactful.








Sustainable Development Goals




The [United Nations Sustainable Development Goals](#) (SDGs) represent 17 interlinked, global goals promoting collective action to address the world's most pressing challenges, including poverty, inequality, climate change and environmental degradation. They are designed to be a blueprint for achieving a more sustainable and equitable future for all and are a call to action for industries, organizations and governments to support the delivery of the goals in impactful and deliberate ways by balancing social, economic and environmental sustainability.

Purolator recognizes the interconnectedness of the 17 SDGs and that having a positive or negative impact on one goal may affect other goals. Through our sustainability practices, we want to support the SDGs. We have identified eight SDGs and their related targets that align with the work we are doing in areas where we believe we can have the greatest impact. We provide examples of policies and initiatives supporting our progress toward achieving the selected SDGs throughout this report.



SDGs

Goals	Targets	Our Contribution
	2.1 – By 2030, end hunger and ensure access by all people – in particular, the poor and people in vulnerable situations, including infants – to safe, nutritious and sufficient food all year round	Since 2003, we have helped to alleviate hunger in Canada through our employee-led Purolator Tackle Hunger program. Through annual fundraising and food collection initiatives and events, we support food banks across Canada and have donated millions of pounds of food since the program's inception. Helping Our Neighbours
	3.4 – By 2030, reduce premature mortality from non-communicable diseases by one-third through prevention and treatment, and promote mental health and well-being 3.6 – By 2020, halve the number of global deaths and injuries from road traffic accidents 3.8 – Achieve universal health coverage, including financial risk protection, access to quality essential healthcare services and access to safe, effective, quality and affordable essential medicines and vaccines for all	At Purolator, we encourage healthy behaviours, establish safe work environments, and improve access to health and wellness resources. We ensure that our workforce has the tools necessary to engage in healthy and safe driving behaviours. Our Hands on the Wheel program promotes safe driving practices by using technology on board our trucks to provide our drivers with daily feedback on their driving performance and to help us identify and address risky driving behaviours so that we may apply additional training and coaching where needed. Our team members receive a comprehensive employment package that includes healthcare and insurance benefits, an employee and family assistance program (EFAP) and retirement savings plans. We continuously adapt and update our COVID-19 policies and practices, as needed. As part of our Safer Workplaces Policy, all Purolator employees are required to be fully vaccinated unless exempt for reasons recognized under the <i>Canadian Human Rights Act</i> . To support the vaccine rollout, we hosted five Purolator vaccination clinics in some of the hardest-hit communities across Canada for employees, their families and members of our communities. Empowering Our People
	5.1 – End all forms of discrimination against all women and girls everywhere	Our gender diversity policies and initiatives are part of a broader DE&I strategy, which we are in the process of developing. Our gender diversity programs focus on increasing the number of women in full-time, non-unionized professional and senior management roles. Empowering Our People
	8.5 – By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value 8.8 – Protect labour rights and promote safe and secure working environments for all workers, including migrant workers – in particular, women migrants, and those in precarious employment	We strive to provide a workplace where everyone is treated equitably, with respect and where we celebrate our differences. Our 2020–2025 Employee Equity Plan provides a strategic approach to addressing inequities in the workplace through initiatives such as conscious inclusion training and programs that raise awareness of biases in the workplace, including in our hiring and performance evaluation practices. We partner with diversity-focused recruitment organizations to assist us in finding candidates from commonly underrepresented communities. Our Diversity, Equity and Inclusion Regional Councils champion DE&I on the ground by organizing local awareness-raising events to drive employee engagement. Empowering Our People
	10.2 – By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status 10.4 – Adopt policies, especially fiscal, wage and social protection policies, and progressively achieve greater equality	

Goals	Targets	Our Contribution
	9.4 – By 2030, upgrade infrastructure and retrofit industries to make them sustainable, with increased resource-use efficiency and greater adoption of clean and environmentally sound technologies and industrial processes, with all countries taking action in accordance with their respective capabilities	<p>Purolator is committed to high professional standards for our environmental practices. We evaluate the impact of our operations on the environment on an ongoing basis and implement solutions that improve our energy efficiency, decrease our greenhouse gas (GHG) emissions and optimize our network performance.</p> <p>Our approach to decreasing our environmental footprint and achieving net-zero emissions by 2050 involves six key areas of focus:</p> <ul style="list-style-type: none">• Reducing our fuel use through more fuel-efficient modes of transport, increasing our use of biofuels and using data to optimize our deliveries• Procuring renewable electricity for our buildings and installing on-site renewable sources• Reducing emissions by retiring older fleets and investing in alternative-fuel vehicles and low-carbon technologies• Minimizing our landfill waste and maximizing recycling in our operations through facility recycling and waste reduction initiatives• Installing energy-efficient equipment in our buildings and designing and building to green standards• Engaging with our suppliers and customers to find ways to reduce our Scope 3 emissions <p>We continuously work on upgrading and retrofitting our buildings to improve energy efficiency, and we have begun to introduce low- or zero-emissions vehicles such as all-electric step-vans and e-bikes into our fleet. To encourage GHG emissions reductions throughout our value chain, Purolator offers carbon reporting services to our customers relating to the products they have delivered with Purolator.</p> <p>Delivering for Our Planet</p>
	12.5 – By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse 12.6 – Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle	
	13.1 – Strengthen resilience and adaptive capacity to climate-related hazards and natural disasters in all countries 13.2 – Integrate climate change measures into national policies, strategies and planning	<p>Purolator's goal is to reduce our absolute Scope 1 and Scope 2 emissions by 42 per cent by 2030. We prepare an annual comprehensive GHG emissions inventory according to internationally recognized standards to help us better understand our emissions sources and identify critical areas of impact, set goals and monitor our performance.</p> <p>To meet our target of reducing emissions from electricity by 100 per cent by 2030, we are developing a renewable energy strategy that increases our use of renewable electricity year-over-year until 2030.</p> <p>Delivering for Our Planet</p>

Empowering Our People

With a workforce of over 14,500 employees, we are proud of the extraordinary people who have chosen to work at Purolator. As a people-first organization, we promote a culture that values DE&I and where everyone can feel that they belong. Our employees are passionate about the work they do and understand how they contribute to the success of our company.

3

GOOD HEALTH AND WELL-BEING



5

GENDER EQUALITY



8

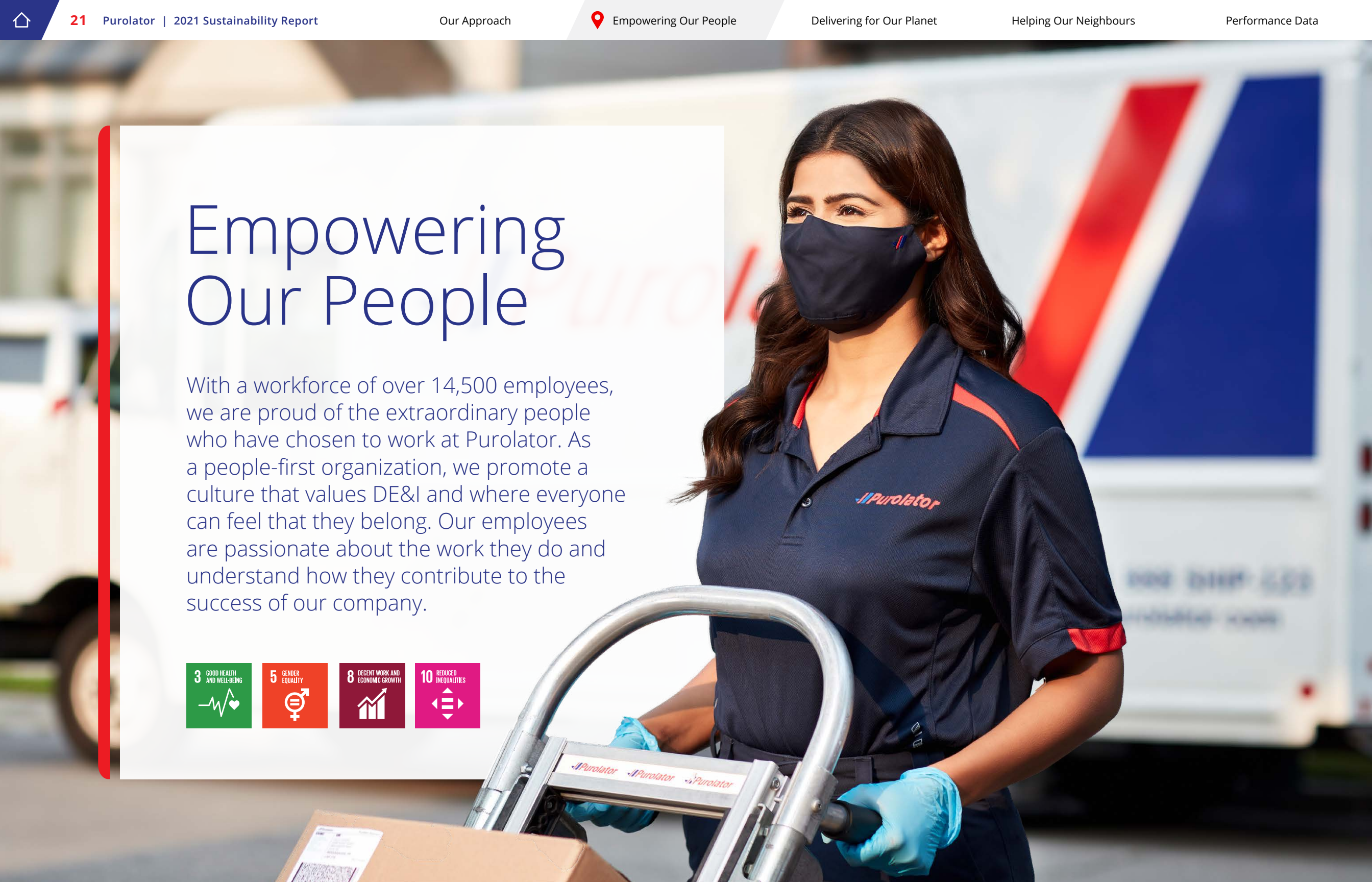
DECENT WORK AND ECONOMIC GROWTH



10

REDUCED INEQUALITIES







Employee Experience

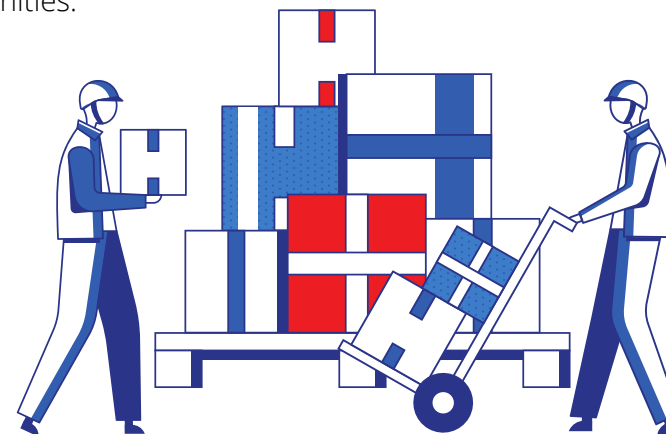
At Purolator, we recognize that we are operating in an increasingly tight labour market where the competition for talent is becoming more difficult. That is why we place great emphasis on ensuring that we attract and retain top talent and that we have the right people in the right roles so that everyone can pursue their career ambitions and achieve success.

We know that employees want to work for an organization that values their ideas and contributions, and we know that we are stronger as an organization when we move forward together towards our collective goals. Teamwork is at the heart of everything we do. We pride ourselves on hiring people dedicated to working collaboratively to advance our business by going the extra mile for our customers and communities. We challenge our people to reach their full potential by providing them with a work environment that fosters and values diversity, equity and inclusion, prioritizes their health and safety, and offers career advancement opportunities. It is an honour for us to have been listed as the top transportation and logistics company on the Forbes list of [Canada's Best Employers](#) for the past four consecutive years.

At Purolator, we offer our team members a comprehensive employment package that includes healthcare and insurance benefits, an employee and family assistance program (EFAP), retirement savings plans, flexible work arrangements, scholarships and service awards, such as our Circle of Excellence awards, which recognize individuals who go the extra mile. Purolator's performance management system provides feedback to employees via regular check-ins with managers and annual performance reviews to promote ongoing career development discussions and coaching opportunities.

By making significant investments in the learning and development of our frontline and office-based staff, we set our employees up for success, beginning with a comprehensive onboarding program all the way up to executive development and leadership training and mentorship. We continuously seek to ensure that we are meeting the learning requirements of our employees, even amidst a pandemic, which challenged us to pivot our approach in the delivery of our training programs.

~90%
of our employees are
represented by a union



“Thanks to the incredible dedication, pride and purpose of every Purolator employee, together we’ve built a strong workplace culture that helped us deliver for our employees, customers and communities in a year full of challenge and uncertainty across North America.”

Ken Johnston, Senior Vice President,
People and Culture



In 2021, we delivered over

165k hrs

of training to our staff through our Start Right virtual onboarding program and our e-learning kiosks across 187 locations

2021 Performance

As our business continued to grow, we needed to quickly onboard a largely skills-based staff while maintaining our operations and prioritizing safety. In one of the largest onboarding efforts in Purolator's history, the team trained nearly 4,000 new employees in a single year through approximately 67,000 hours of online, instructor-led content.

In 2021, we also continued to expand our training and learning capabilities. In total, we delivered more than 98,000 hours of training to our frontline staff through our e-learning kiosks located across 187 locations. In addition, we introduced LinkedIn Learning and BrainStorm, as well as Harvard ManageMentor, to deliver on-demand, world-class educational materials to our teams. We also piloted a coaching program for our director-level employees to better support them in their management roles. Our efforts are paying off. We are proud to have been recognized for our excellence in training delivery by the [Canadian Human Resources Awards for the best Learning and Development Strategy](#) in Canada in 2021.

Clear, consistent and frequent communication is key to ensuring that our employees understand the expectations for achieving success in their role and how to execute their work safely and competently. We employ various channels to connect with

employees in the most appropriate way for them. These channels include messages to couriers' scanning devices, internal televisions and screens, regular meetings such as team huddles, all-employee town halls, one-on-one meetings with managers, newsletters, email and intranet communications. In 2021, we initiated a new program to enhance communications with our frontline staff. We also engage our employees via multiple touchpoints, such as our annual MyVoice survey where they are invited to share their insights and perspectives on how we can continuously improve our people practices.



86%

retention rate in 2021

Our COVID-19 Response

With several waves and variants of the COVID-19 virus hitting numerous parts of Canada at different times throughout 2021, it was evident that the pandemic was far from over. At Purolator, we continued to adapt and update our COVID-19 policies and our approach, to ensure the health and safety of our employees, their families and the communities we serve.

Safer Workplaces Policy

As a federally regulated company, we require all our employees to be vaccinated unless exempted due to medical or religious reasons. As such, in September, we announced our COVID-19 – Safer Workplaces Policy, which required all eligible Purolator employees to be fully vaccinated and attest to this status by Nov. 1, 2021. We instituted a policy transition period from Nov. 1 to Dec. 31, 2021, to allow affected employees the time to familiarize themselves with our requirements and become fully vaccinated. During this time, all employees who were not fully vaccinated were required to undergo rapid antigen testing twice a week to attend work. Individuals who were not able to obtain a COVID-19 vaccine for reasons of disability, religion or other grounds recognized under the *Canadian Human Rights Act* were able to submit a request for exemption as per Purolator's Workplace Accommodation Policy.



Health and Safety

Protecting and caring for the physical and mental health of our people is our number one priority, and we are committed to sustaining a healthy workplace for all our employees as we aspire to be the safest workplace in our industry. We work toward this goal by promoting healthy behaviours, establishing safe work environments, and improving access to health and wellness services.

Together, we are all responsible for health and safety at Purolator, and this begins with our Board and executives who set the strategic direction for our health and safety practices. Each of our locations has a Workplace Health and Safety Committee whose members conduct workplace inspections and ensure frequent and consistent communications with all employees. Our [Health and Safety](#), [Healthy Workplace](#) and [Workplace Harassment and Violence Prevention](#) policies provide the foundation of our governance structure, which helps us execute effectively on our Health and Safety requirements and commitments.

The pandemic has taught us a lot from a health and safety perspective. We learned that we are an incredibly resilient organization that can pivot and adapt quickly to unforeseen and changing circumstances. When the pandemic hit, we developed and deployed our COVID-19 Safety Plan/Hazard Prevention Program, which we continually adjust as new information and guidance becomes available through the Public Health Agency of Canada and other health authorities. We also learned the importance of having integrated health and safety management systems that allow us to focus on, prioritize and measure our greatest risks as we work toward our goal of reducing our safety metrics by 40 per cent by 2024 from our 2019 baseline.



Our goal is to reduce
our safety metrics by
40%
by 2024 from our
2019 baseline

2021 Performance

In 2019, we introduced our five-year Health and Safety Strategic Roadmap, which centres on three key pillars – technology, process and people – and in 2021, we continued to build on the progress we have made in each of these areas. As part of our strategy, we are deploying and leveraging best-in-class digital safety capabilities and technology to improve the visibility of safety risks throughout the business and perform root cause analyses to achieve more efficacy in incident investigation and corrective actions. We are also digitizing our health and safety administrative process and centralizing safety data to improve analytics and reporting.

In 2021, we increased our focus on identifying our greatest risk areas. These include injuries from slips and falls, heavy weight handling, reversing collisions and dog bites, which account for 75 per cent of all safety issues. We are also ensuring that our workforce has the tools and resources necessary to engage in healthy and safe behaviours that help mitigate and manage these risks. For example, our Hands on the Wheel program promotes safe driving practices by using telematics and GPS technology onboard our trucks so that drivers can receive feedback daily regarding their driving performance. This daily scorecard helps us identify and address risky driving behaviours and apply additional training and coaching where needed. We also incentivize safe driving practices through monetary rewards and awards, such as most improved drivers.

Compared to our 2019 baseline, we achieved the following results in 2021:		
Lost time injury frequency	↓	36%
Total injury frequency	↓	25%
Lost time severity	↓	11%
Aggregate severity	↓	19%
Motor vehicle collision frequency	↓	7%

In 2022, we will roll out a safety leadership course focused on higher-risk terminals that will set expectations for what safe work looks like within our U.S. facilities. In addition, we will evolve our training programs to include videos on how to mitigate human factor risks.

- As part of our COVID-19 response in 2021, we:
- Continued social distancing measures by limiting the number of people in our facilities and offices at any one time, and we staggered work start times for our drivers.
 - Extended the COVID-19 Preparedness Workplace group to provide live, real-time updates on COVID-19 to our employees, including provincial guideline updates and availability of vaccines and locations of vaccine clinics.
 - Continued to provide PPE and sanitizer for our employees and disinfectant wipes for our trucks, and maintained masking mandates within our facilities.
 - Offered employees up to three hours of paid time off to attend vaccination appointments.
 - Created an online booking system for vaccinations and hosted five Purolator COVID-19 vaccine clinics, including one at our Ontario hub and four additional clinics in at-risk communities. Over 1,360 vaccinations were administered through our clinics.
 - Accelerated the implementation of contactless self-serve kiosks at our Purolator Shipping Centres.

Purolator International continues to see positive health and safety performance with a

33%

year-over-year reduction in total injury frequency



Spotlight on Mental Health

Mental well-being has always been important at Purolator, but during the pandemic, we paid particular attention to providing our employees and their families with resources to help manage stress, address mental health and wellness and avoid burnout. We understand that the first step toward creating a mental health mindset is centred on building knowledge and awareness. In 2021 alone, we invested over 7,000 hours in delivering mental health and wellness programs. Over 4,000 of our employees completed training on topics ranging from mental health first response to overcoming stress and burnout. We hosted six highly attended sessions on mental health with our Chief Medical Director and his colleagues from Cleveland Clinic Canada. Also, each year we acknowledge Mental Health Week and World Mental Health Day through awareness-raising activities.

In 2021, our employees took advantage of mental health resources provided through our employee and family assistance program (EFAP), including webinars, the WellCan app, and \$1,000 in coverage for counselling services per employee and their families. In 2021, we continued with our Mental Health First Aid training and the Working Mind Program, which helps managers identify mental health issues among their staff and provide the necessary support. Over 90 per cent of employees have completed the first three e-learning mental health modules. We also offered mental health crisis intervention training to key groups within Purolator.

In 2022, our employees' physical and mental health and well-being will remain a key priority as we look to invest in new tools and resources to better support our workforce. We also anticipate launching and implementing our comprehensive strategy, Purolator Health, which we began working on in 2021 as well as the Workplace Mental Health Leadership program, offered through Queen's University.

“During a time when people are experiencing unprecedented stresses and feelings of anxiety, recognizing and understanding our feelings as part of protecting and maintaining good mental health is more important than ever.”

John Ferguson, President and CEO

We invested over

7,000

hours in delivering mental health and wellness programs in 2021



Empowering Our People at Purolator International

Our Purolator International team coordinated wellness and diversity programming and provided weekly content centred on physical, mental and financial well-being through our Connector newsletter. A Wellness Workplace page was established, and organized events included a wellness scavenger hunt and information sessions on wide-ranging topics such as parenting in a pandemic, coping with anxiety and money management.

Diversity, Equity and Inclusion

At Purolator, we believe that DE&I is essential to running a successful business in a highly competitive marketplace. Diversity provides us with a balance of voices and perspectives that contribute to innovation and help us understand and address the needs of our customers who are representative of our diverse nation.

Our vision is to be the Canadian industry leader in DE&I, and we are working hard to ensure that Purolator provides a workplace where everyone is treated fairly and with respect and where we celebrate our differences. In 2021, as part of our 2020–2025 Employment Equity Plan, we laid the foundation for a more formalized and strategic approach to DE&I and put in place several programs and initiatives that serve as building blocks for our path forward.

To underscore our commitment to DE&I, we created the position of Director, Diversity, Equity and Inclusion, who, with the support of our DE&I Advisory Board, is leading the development of our DE&I strategy and formalizing our processes around DE&I. This includes enhancing our data management and reporting capabilities to allow us to establish a baseline for DE&I indicators, set new targets and monitor our progress. This is a priority for us in 2022, and we look forward to sharing more on this in future sustainability reports.



Our governance
bodies increased their
representation of women by
14%
between 2020 and 2021



Diversity, Equity and Inclusion Regional Councils

We value the grassroots initiatives led by our nine DE&I Regional Councils, which contribute to our collective efforts to create an inclusive workplace that both respects and celebrates our unique differences. Despite COVID-19 restrictions, our councils continued to play a critical role in championing DE&I on the ground and organizing local events to drive employee engagement.



2021 Performance

Despite the ongoing pandemic, Purolator remained focused on advancing our DE&I efforts and made significant progress in our key areas of focus.

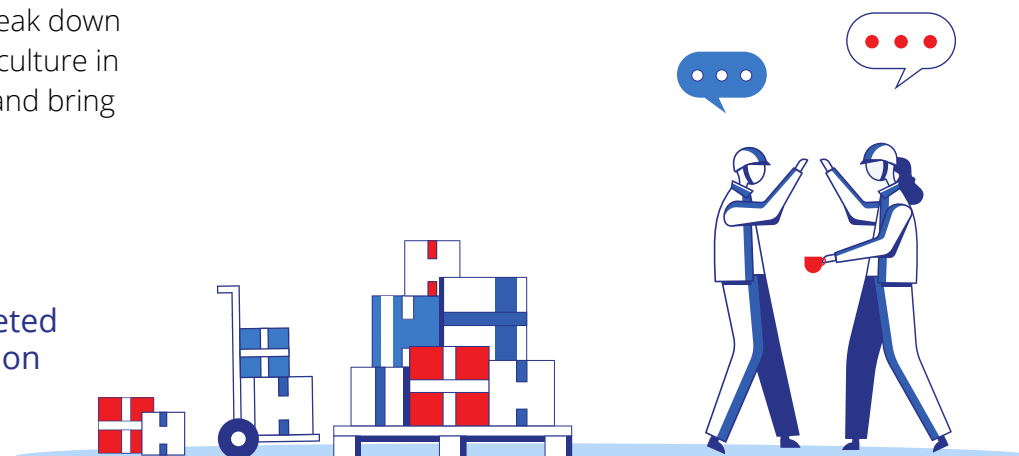
Governance: We believe that we have a duty to listen to and learn from our employees, and we encourage our people to be part of the solution to address inequities in the workplace. In partnership with a consultancy firm specializing in DE&I, we completed a DE&I organizational maturity assessment led by our DE&I Advisory Board. An important element of the DE&I assessment was hearing from our employees at all levels of the organization through focus groups and an all-employee survey to better understand their perceptions and needs around DE&I issues. The feedback we received is being applied to our DE&I strategy development.

Recruitment and Hiring: Purolator hired over 4,000 new employees in 2021. Much like in 2020, we were able to focus on hiring more women into full-time, non-unionized professional roles. Fifty-two per cent of professionals hired into these roles were women. We are also taking meaningful action to apply a DE&I lens to our recruitment and hiring processes. In 2021, we introduced new testing that provides fair and non-discriminatory opportunities to demonstrate skills and qualifications for open positions. We have also partnered with several diversity-focused recruitment organizations to help us find candidates from commonly underrepresented communities.

Training and Development: In 2021, 13,000+ Purolator employees completed mandatory conscious inclusion online training, which focused on how to create an environment where curiosity about differences is encouraged and where inclusion is the mutual responsibility of all employees and leaders. People managers completed mandatory online training on managing inclusion, which explored practical actions for leaders to take to break down barriers and foster an inclusive culture in which all employees can thrive and bring their best selves to work.

13,000+

Purolator employees completed mandatory conscious inclusion online training in 2021



In 2021, Purolator hired over
4,000
new employees

Communication and Engagement

In support of our goal to amplify employee voices, drive more cultural awareness across the organization and celebrate diversity, we held a variety of DE&I events in 2021.

Social Justice Movie Club

Throughout 2021, our Legal department continued to host its monthly movie review and discussion series, creating a forum to engage employees on matters related to discrimination and the justice system. The movie club raises awareness about challenging issues affecting underrepresented communities including women, Indigenous people, racialized groups and persons with disabilities while creating a safe space for open and courageous conversations.

Black History Month (February)

Purolator held month-long celebrations. These activities included a webinar on cultivating attitudes of anti-racism and allyship, with guest speaker Dr. Joseph Smith, and a panel discussion on the topic of “Why Diverse Talent Matters,” with various leaders from across the organization sharing their unique perspectives and experiences related to diversity. We also shared written spotlights on our Black employees who are making important contributions in their communities.

Further, and in support of Purolator Tackle Hunger, employees donated food, tailored to diverse communities, to local food banks across Canada. Our Purolator International employees donated to Blessings in a Backpack, a non-profit organization that feeds school children in the United States.

International Women’s Day (March 8)

Purolator hosted a keynote guest speaker session and panel discussion aimed at advancing gender equality in our workplace, our communities and around the world. Guest speaker Belinda Clemmensen provided insights on the progress made in advancing gender equality and offered strategies on challenging the status quo. The panel discussion featured women leaders across the business and a male ally who explored their thoughts on gender equality and how we can collectively help build the most inclusive and gender-equal world.



Pride Month (June)

Month-long activities took place, including a webinar on 2SLGBTQ+ awareness facilitated by our partners at Pride at Work Canada. Employees gained an awareness of the stigma and discrimination faced by the 2SLGBTQ+ community and how to best contribute to an inclusive and respectful workplace.

National Indigenous Peoples Day (June 21) and International Day of the World's Indigenous Peoples (August 9)

Purolator partnered with Our Children's Medicine to host a series of webinars, featuring Traditional Knowledge Keeper Kelly Hashemi and Elder Little Brown Bear, who provided insight into the history, as well as the rich culture and teachings of the Indigenous people.

National Day for Truth and Reconciliation (September 30)

In September, the Legal department partnered with the DE&I Advisory Board to host a Q&A session with Dr. Duke Redbird, an Ojibway Elder and wisdom keeper of traditional Native American culture, who shared his teachings and insights on the devastating impacts of residential schools. Donations were made through our Purolator Tackle Hunger program to support Indigenous food banks: Canadian Feed the Children – First Nations Nutrition program and the Nawash Food Bank. Employees also wore orange shirts to honour the lost children and survivors of residential schools, their families, and communities.

International Day of Persons with Disabilities (December 3)

On this day, we shared spotlights on five Purolator employees who highlighted their experiences living with a disability. Educational resources and toolkits were also provided to employees to increase awareness about the impact of the pandemic on people with disabilities and how to be an ally.

Our Diversity Partnerships



"Participating in the Diverse Talent Matters program is probably one of the best decisions I have made in my career."

Rosemary Hill, Manager, Corporate Sales U.S.



Diverse Talent Matters

In 2020, Purolator made an important commitment to take meaningful action to increase inclusivity for all employees. This led to the launch of our talent development program, Diverse Talent Matters. This 12-month program invites participants from minority cohorts to attend group workshops and guest-speaker sessions. It also supports them with a customized development plan, focused on providing development activities to enable their success. Participants in the program come from all job levels and locations.

Twenty-two employees who self-identified as Black participated in the Diverse Talent Matters pilot program in 2021. Of the 17 participants who completed the program:

- Nine graduated successfully from a six-month intensive online program, hosted by McKinsey Academy, which focused on building core management and leadership capabilities as well as cross-functional knowledge needed to lead successful businesses and teams.
- Eight saw a role change – four promotions and four role changes/role enhancements throughout the year.
- One successfully completed phase one of their supply chain certification program.
- Three enhanced their visibility through speaking opportunities for Black History Month.

Thanks to the immense success of the pilot, we are expanding our Diverse Talent Matters program in 2022 to offer two parallel growth and networking streams for BIPOC (Black, Indigenous, People of Colour) employees and women.

Diversity by the Numbers

GRI Indicator	Topic-Specific Disclosure	Units	2019	2020	2021
405-1	Diversity of governance bodies				
	Gender				
	Women	%	NA	30%	44%
	Men	%	NA	70%	56%
	Other indicators of diversity				
	Representation of people with disabilities	%	NA	0%	0%
	Representation of visible minorities	%	NA	10%	11%
	Representation of Indigenous people	%	NA	0%	0%
	Diversity of employees				
	Diversity of senior management				
	Gender				
	Women	%	21%	21%	21%
	Men	%	79%	79%	79%
	Other indicators of diversity				
	Representation of people with disabilities	%	6%	6%	5%
	Representation of visible minorities	%	14%	14%	14%
	Representation of Indigenous people	%	0%	0%	0%
	Diversity of overall workforce				
	Gender				
	Women	%	20%	20%	20%
	Men	%	80%	80%	80%
	Other indicators of diversity				
	Representation of people with disabilities	%	5%	4%	4%
	Representation of visible minorities	%	27%	27%	27%
	Representation of Indigenous people	%	3%	3%	3%



Delivering for Our Planet

At Purolator, we acknowledge our responsibility to manage the environmental impacts of our operations and strive for continuous improvement in our environmental performance. Purolator’s ambition is to be the greenest courier in Canada and achieve net-zero emissions by 2050.



Climate Change and GHG Emissions

In Canada, approximately 28 per cent of the country's total emissions comes from the transport sector, primarily road transportation.¹ Therefore, as a courier company with more than 90 per cent of our total emissions coming from our ground fleet, rail and air operations, it is critical that we significantly reduce our transportation-related emissions as we work towards becoming the greenest courier in Canada.

Purolator is committed to high professional standards for our environmental practices as set out in our [Environmental Policy](#). We continuously evaluate the impact of our operations on the environment and implement solutions that improve our energy efficiency, decrease our greenhouse gas (GHG) emissions and optimize our network performance.

To encourage GHG emissions reductions throughout our value chain, Purolator offers carbon reporting services to our customers. Our comprehensive reports outline our customers' individual carbon emissions from the products they have delivered with Purolator throughout the year.

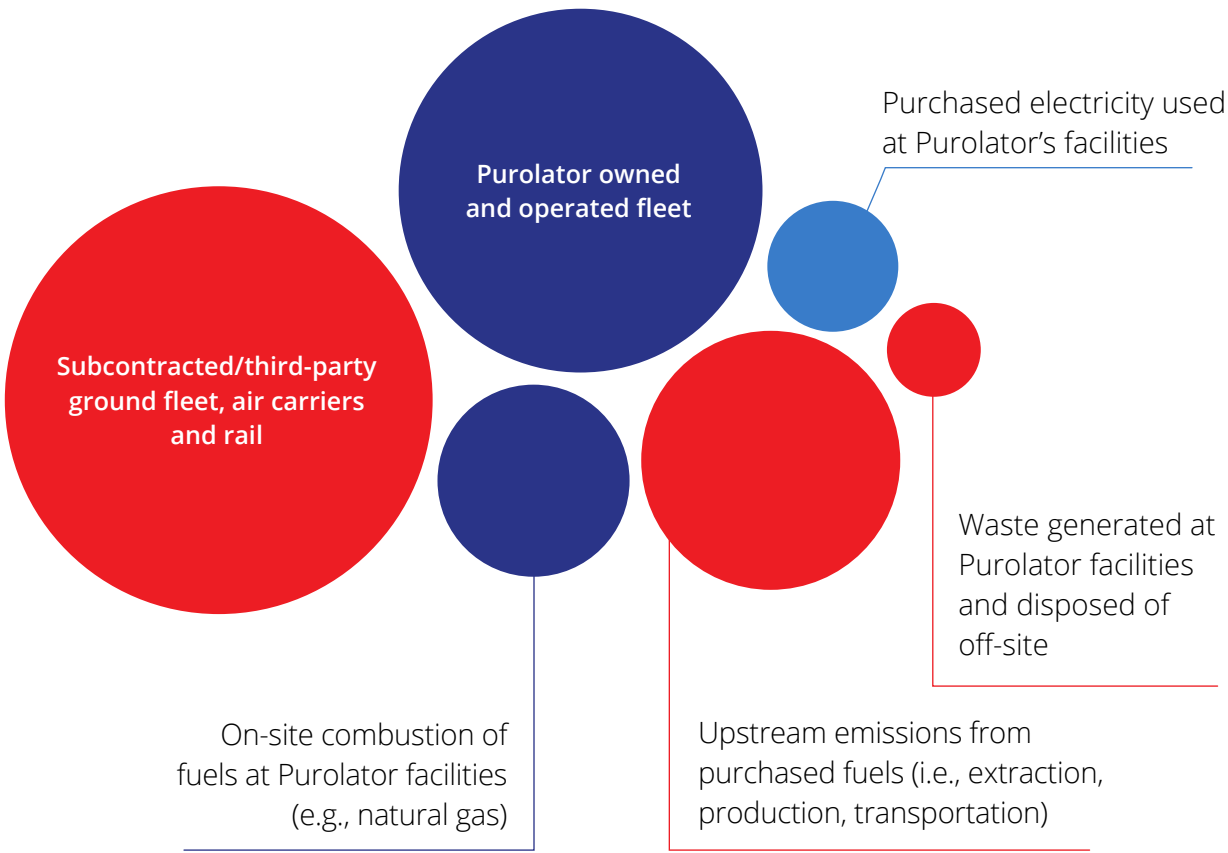
2021 Performance




Each year, Purolator prepares a comprehensive GHG emissions inventory according to the ISO 14064-1 standard and the World Resources Institute (WRI) Greenhouse Gas Protocol. By developing our annual inventory, we can better understand our emissions sources and identify critical areas of impact, set goals and monitor our performance over time.

In 2021, we established our 2020 baseline GHG emissions inventory, which was [verified](#) for the first time by a third party. Also, in 2021 we conducted a detailed inventory review and added additional emissions sources.

Our 2021 GHG inventory includes all material Scope 1, 2 and 3 emission sources.

2021 GHG Emissions by Scope



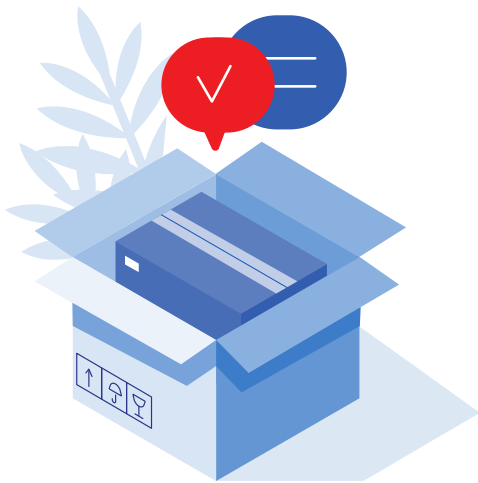
- **Scope 1:**
Direct emissions from sources controlled by Purolator – 37%
- **Scope 2:**
Indirect emissions from the generation of purchased electricity – 1%
- **Scope 3:**
Indirect emissions in the value chain – 62%

¹ <https://www.canada.ca/en/environment-climate-change/services/climate-change/greenhouse-gas-emissions/sources-sinks-executive-summary-2022.html>

Our GHG Emissions Profile

In 2021, Purolator saw residential deliveries grow by eight per cent. As we continued to experience record growth in our business, our total emissions continued to rise. However, while our absolute emissions grew, our carbon intensity per dollar revenue and per square metre both decreased. These carbon intensity improvements result from the early progress we are making to decarbonize our business. This includes investing in alternative-fuel vehicles, procuring renewable electricity and improving the energy efficiency of our facilities.

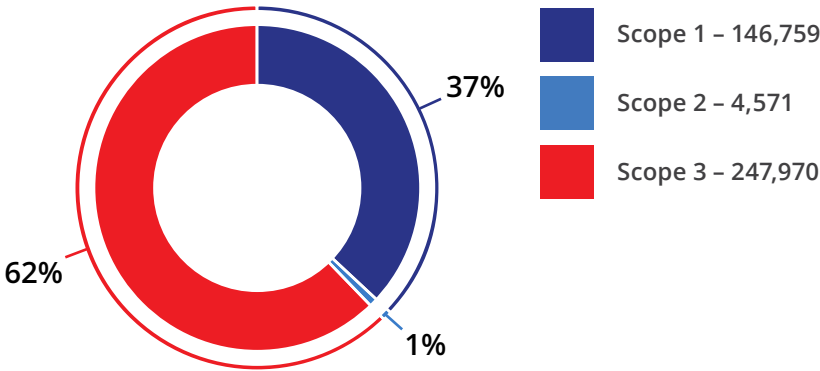
As we take a scaled approach to electrifying our last-mile delivery fleet by 60 per cent by 2030 and continue to invest in our facilities and low-carbon solutions like mobile carbon capture, we expect that our absolute emissions will begin to decline.



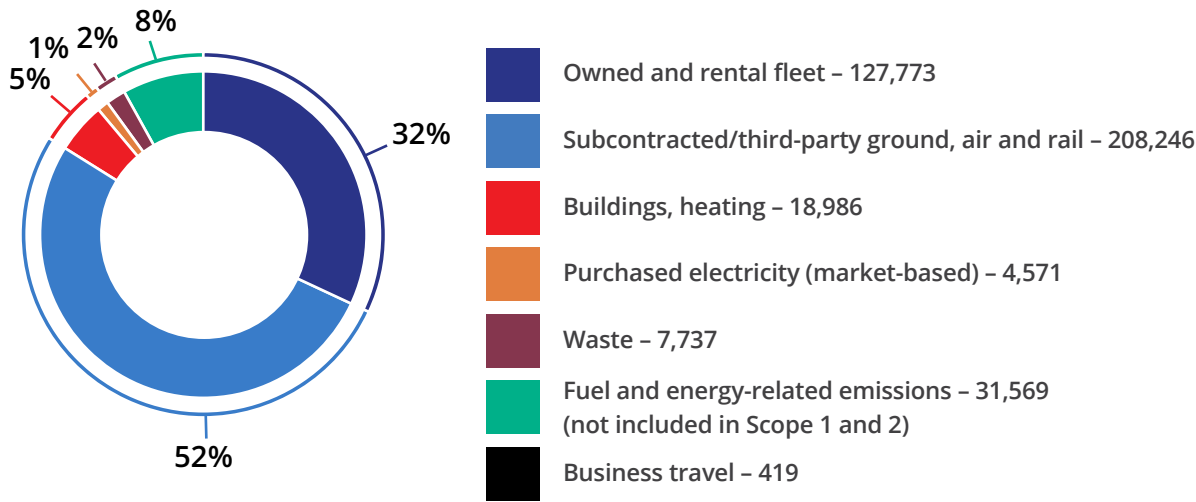
In 2021, our emissions were
2.3 tonnes
of CO₂e per 1,000 packages

92%
of Purolator’s total GHG emissions
comes from our ground fleet, air
and rail operations

2021 GHG Emissions by Scope (tCO₂e)



2021 GHG Emissions by Source (tCO₂e)



Emissions Performance and Analysis

GRI Indicator	Topic-Specific Disclosure	Units	2019	2020	2021
305	Greenhouse Gas Emissions				
305-1	Direct (Scope 1) GHG emissions	Tonnes CO ₂ e	129,204	130,252	146,759
	Owned and rental fleet	Tonnes CO ₂ e	111,180	111,182	127,773
	Buildings, heating	Tonnes CO ₂ e	18,024	19,070	18,986
305-2	Indirect (Scope 2) GHG emissions	Tonnes CO ₂ e	5,568	6,612	4,571
	Purchased electricity (location-based)	Tonnes CO ₂ e	5,568	6,612	5,968
	Purchased electricity (market-based)	Tonnes CO ₂ e	5,568	6,612	4,571
305-3	Other indirect (Scope 3) GHG emissions	Tonnes CO ₂ e	232,712	213,166	247,970
	Subcontracted ground fleet	Tonnes CO ₂ e	85,775	111,764	133,236
	Subcontracted air carrier	Tonnes CO ₂ e	80,641	66,620	74,493
	Rail	Tonnes CO ₂ e	5,098	2,222	517
	Waste	Tonnes CO ₂ e	1,284	5,603	7,737
	Fuel and energy-related emissions not included in Scope 1	Tonnes CO ₂ e	59,914	25,594	29,908
	Fuel and energy-related emissions not included in Scope 2	Tonnes CO ₂ e	NA	1,014	1,661
	Business travel	Tonnes CO ₂ e	NA	349	419
	Total GHG emissions (Scope 1, 2 and 3)	Tonnes CO ₂ e	367,484	350,030	399,300
305-4	GHG emissions intensity ratio				
	GHG emissions intensity (per million in revenue)	Tonnes CO ₂ e/ \$MM revenue	190	159	153
	GHG emissions intensity (per 1,000 packages)	Tonnes CO ₂ e/ 1,000 packages	2.62	2.17	2.29
302	Energy				
302-1	Energy consumption from buildings				
	Natural gas	GJ	348,134	369,977	402,570
	Electricity	GJ	167,920	168,270	182,923
	Total energy consumption from buildings	GJ	516,054	538,247	585,493
302-3	Energy intensity (per square metre)	GJ/m ²	1.17	1.32	1.24
	GHG emissions intensity (per square metre)	Tonnes CO ₂ e/m ²	0.84	0.86	0.85

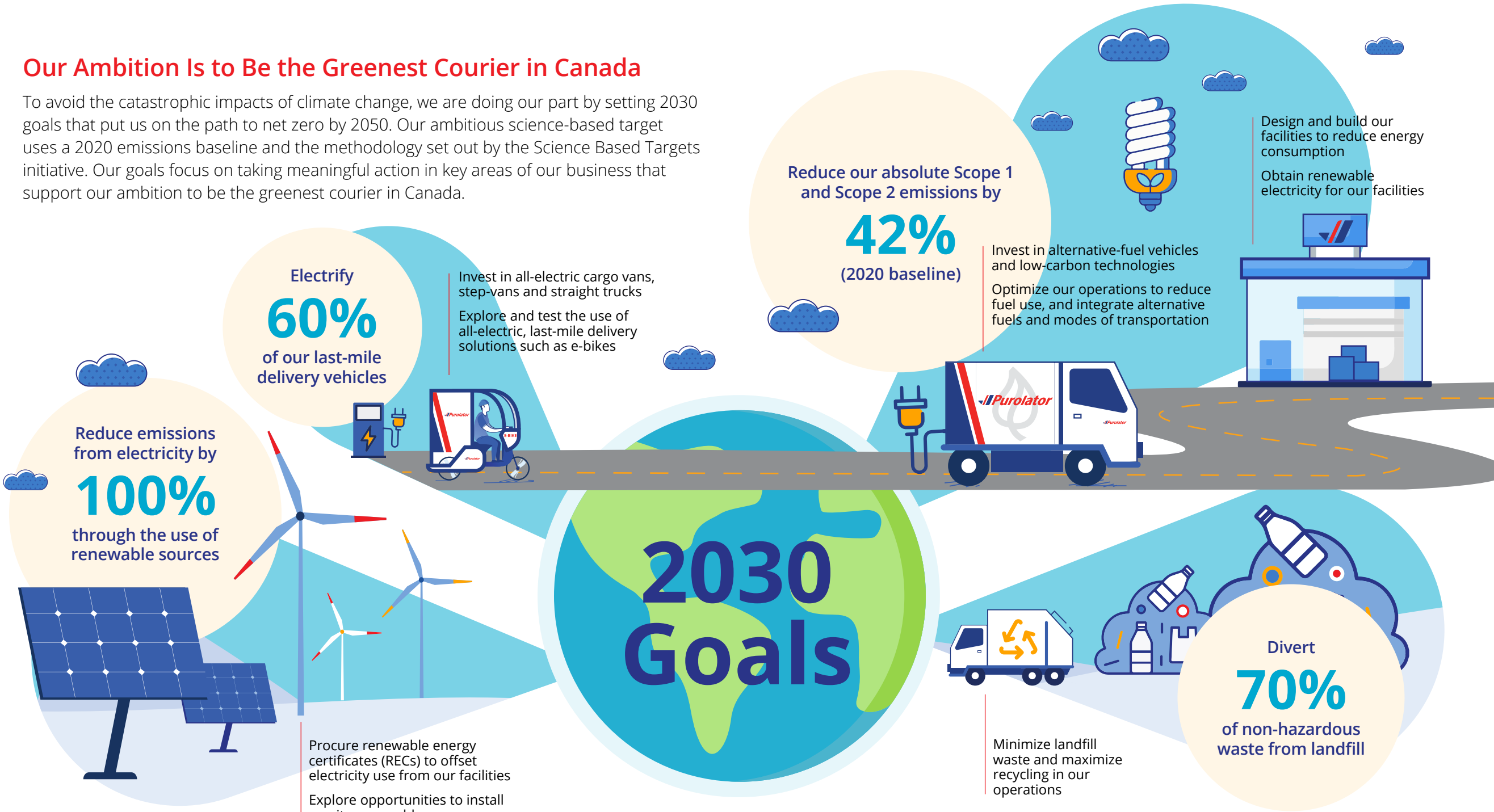


“As we work towards our ambition of being the greenest courier in Canada, we are excited to share our 2030 goals that support our commitment to net-zero operations by 2050. In the coming years, we’ll transform our fleet to electric and alternative-fuel vehicles, build greener buildings, reduce our landfill waste and source renewable electricity for our business.”

Cindy Bailey, Director, Corporate Sustainability

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.



Greening Our Fleet

Purolator’s goal is to reduce our absolute Scope 1 and Scope 2 emissions by 42 per cent by 2030. In 2021, 83 of our total Scope 1 and Scope 2 emissions came from our fleet. To achieve our emissions reduction goals, a transformative shift to zero-emissions vehicles is required.

Despite supply chain challenges and the ongoing pandemic, our electrification journey has begun. In 2021, we were the first courier in Canada to introduce all-electric step-vans into our fleet with five of these vehicles operating out of our Richmond, B.C. terminal. Many of our customers are telling us that they appreciate our efforts to reduce our GHG emissions as they seek to meet their own sustainability goals.

In 2022, we will prepare the roadmap to achieve 60 per cent electrification of our last-mile delivery vehicles and continue to purchase more all-electric delivery vehicles as we deploy larger pilots in Canada. This includes planning for increased electricity demands and vehicle-charging infrastructure in our facilities. As such, we have begun engaging with influential stakeholders, including power utilities, governments and industry experts. As our need for electricity increases, we are also evaluating how we will obtain renewable electricity for our operations, including procurement and on-site generation.



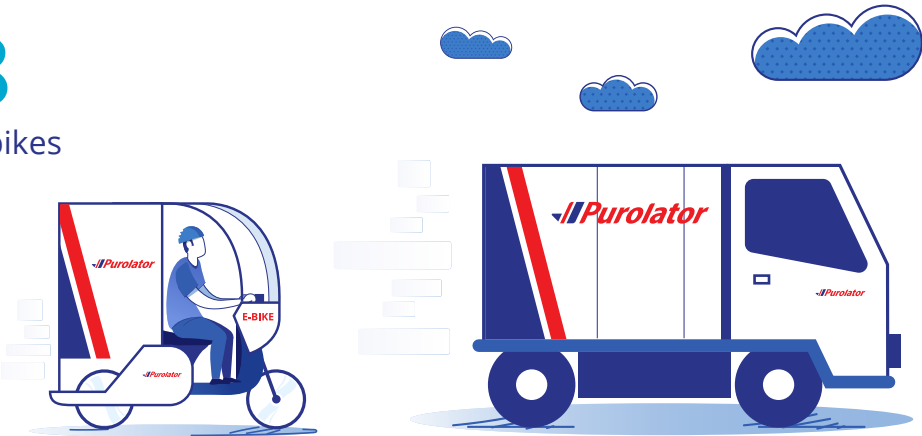
Our goal:
60%
electrification of
last-mile vehicles
by 2030

In 2021, we piloted and tested:

1
low-speed
vehicle

8
e-bikes

5
all-electric
step-vans



We have made significant investments in advanced analytics to help us plan and determine the best high-density neighbourhoods for deploying our e-bikes.

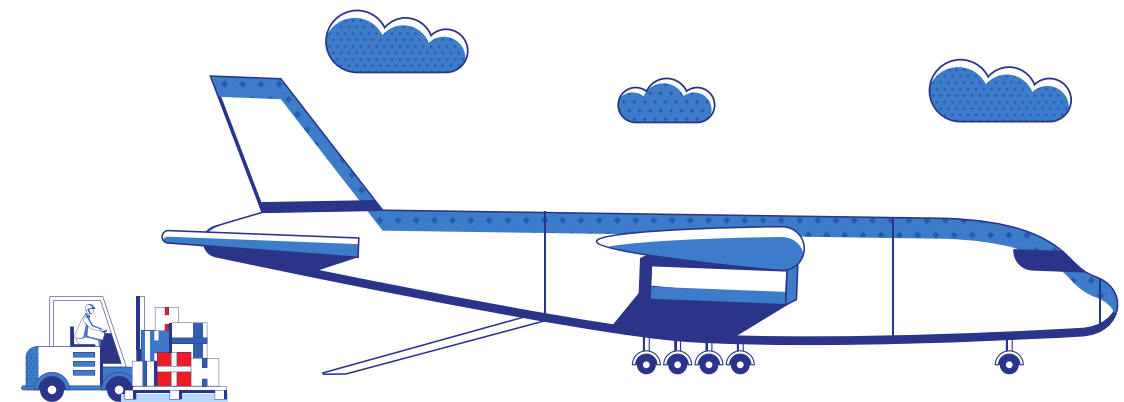
With new regulations and increased congestion in many urban centres, our e-cargo bikes offer an optimal solution for delivering parcels in these areas. They are ideal for pedestrian-only and zero-emission zones, are easier to park and can deliver packages faster than delivery vans. In 2021, we piloted eight e-bikes in Vancouver and Montreal. In 2022, we plan to introduce an additional 15 e-bikes in several urban centres across Canada.



Industry Collaboration

In 2021, Purolator became involved in North American Council for Freight Efficiency (NACFE) and RMI's [Run on Less – Electric \(RoL-E\)](#) campaign. RoL-E is a best-in-class technology demonstration that showcases advancements in freight efficiency spread across two countries, showing electric truck technology in everyday operation. The purpose is to feature the latest advancements in clean transportation and provide education and best practices to move the transportation industry toward a clean, sustainable future.

Purolator is also a founding member of the Urban Delivery Solutions Initiative (UDSI). In 2021, this initiative received Canada's [Clean50 Top Project Award](#). The UDSI is a first-of-its-kind coalition of businesses, clean-energy providers, fleet operators and policy experts that together are tackling the growing problem of urban-freight emissions.



Aviation Partners

We work closely with our aviation partners to reduce the emission intensity of flights carrying our packages through the implementation of fuel optimization programs and the use of data tracking to ensure optimum climb, cruise altitude, aircraft speed and direct routing. Older aircraft are being replaced with more energy-efficient planes and traditional cargo containers have been replaced with lighter-weight alternatives.

Purolator International

At Purolator International, our sustainability focus has been on retrofitting our owned and leased facilities – both warehouses and office space – with LED lighting. Doing so allows us to reduce kWh usage, maintenance costs and greenhouse gas emissions associated with the production of electricity. The lighting retrofits undertaken in 2021 will reduce our annual CO₂ emissions by over 126 tonnes, equivalent to taking nearly 15,000 vehicles off the road. In 2021, we also converted our forklifts from propane to electric, further reducing our CO₂ emissions by 70,500 pounds a year.

Greening Our Buildings

We operate a network of more than 220 buildings, including hubs, terminals, retail locations and corporate offices. Throughout 2021 we continued our efforts to improve energy efficiency by upgrading our facilities to LED lighting fixtures and motion sensors. To date, we have invested more than \$2.8 million in these energy saving opportunities, with a total of 27 terminals completed in 2021 and more planned for the next phase of the program in 2022. On average, these retrofits can reduce annual electricity consumption by approximately 20 per cent.

Knowing that a large proportion of our terminals operate at full capacity, we must find innovative ways to increase their capacity as demand fluctuates over time.

Purolator was the first in North America to deploy a mobile sort unit comprised of an innovative dock that does not need to be connected to an existing building, allowing it to be dispatched to any location that requires increased operations. It allows us to quickly sort and move more packages, and its sustainable design takes up less space and uses fewer resources than a traditional facility.

In 2021, Purolator also introduced another unique innovation: the inflatable dome. This satellite sort and delivery site for our last-mile operations is another creative solution that allows us to expand our capacity as the demand for e-commerce continues to grow. These solutions help us optimize our operations and meet temporary business demands without building new terminals.

“We’re committed to staying ahead of the changing needs of our customers and communities, as well as taking action to improve the environmental sustainability of our facilities. Our new National Hub triples our capacity and introduces world-class automation that will help us deliver more packages to their destinations quickly, safely and reliably.”

Chris Spanjaard, Senior Vice President and Chief Operations Officer



Delivering the Future

Purolator’s state-of-the-art National Hub is the centrepiece of our growth and innovation strategy. The facility, which was designed with sustainability in mind, includes a world-class automated sortation warehouse, Purolator Shipping Centre and administrative offices. It is designed to accommodate future growth and provide the flexibility needed to scale and match capacity with demand during peak periods. Advanced technology allows us to sort up to 72,000 packages per hour. Real-time processing and system capabilities increase shipment visibility to enable consistent delivery and differentiation.

National Hub snapshot:

- \$330 million investment
- 443,000 sq. ft. on 62 acres, equivalent to 31 CFL football fields
- 1,500 trees and shrubs planted on the property
- Designed according to [Toronto Green Standard](#) program
- High-albedo concrete to reduce surface temperature and building energy use
- Grey water system used for irrigation and toilets
- Battery-powered forklifts



Renewable Electricity

To meet our target of reducing emissions from electricity by 100 per cent by 2030, we are developing a renewable energy strategy that increases our use of renewable electricity year-over-year until 2030.

In 2021, we took steps toward this goal, including purchasing renewable energy certificates (RECs) from [Bullfrog Power](#) to offset the majority of our electricity use in Saskatchewan and Nova Scotia, lowering our Scope 2 emissions by approximately 23 per cent. In 2022, we will expand our renewable energy investment to include our terminals in Alberta.

By purchasing RECs, the emissions associated with our purchased electricity are offset by an equivalent quantity of electricity added to the grid derived from emissions-free renewable sources such as wind, solar and low-impact hydro.

Aligned with our values, Bullfrog Power provides grants, project debt financing and/or equity capital in support of community-based renewable energy projects.

Wind Energy Institute of Canada's (WEICan) Wind R&D Park, Nova Scotia



Retail Solutions

At Purolator, we provide our customers with Canada’s largest shipping network and offer several convenient ways to ship and receive packages. Since 2018, we have focused on elevating our service and investing in innovative technology with the aim of becoming the leading retailer of shipping services in Canada.

Many of our initiatives also benefit the environment. Because last-mile delivery – 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 carbon emissions, we are working to develop and implement alternative ways to reach our customers. Any time we can provide a convenient pick-up location and avoid multiple delivery attempts by a courier, we are reducing our carbon emissions. Therefore, our goal is to minimize kilometres travelled and bring 75 per cent of all Canadians within a three-kilometre radius of a Purolator shipping access point.

In an effort to achieve this goal, we have implemented several new pick-up and drop-off solutions:

- **Agents and Partner Locations:** We offer 1,395 partner access points around the country, through partnerships with organizations such as Staples, Michaels, Metrolinx and other Authorized Shipping Agents.
 - **Mobile Quick Stop:** We operate 29 Mobile Quick Stop trucks that offer a significantly lower environmental footprint than a building and streamline last-mile delivery by providing a safe and accessible delivery location.
 - **Drop Boxes:** Our 240+ drop boxes are located throughout Canada in building lobbies and outdoors in commercial areas. They allow for safe and efficient shipments of pre-paid and labelled packages.
- **Quick Stop Parcel Lockers:** Our parcel lockers are a convenient alternative for our customers to pick up packages safely and securely anytime, day or night.
 - **Self-Serve Kiosks:** Our Purolator Shipping Centres offer an enhanced customer experience by reducing line-ups and offering contactless transactions. Self-serve kiosks also help us extend the reach of our services and provide business continuity in very remote areas of Canada. They help us address the effects of labour shortages while ensuring we can reach 99.9 per cent of postal codes with the delivery of essential and critical goods, including medical supplies.

Going forward, we will continue to leverage strategic partnerships to expand our retail solutions and reduce emissions.



76,000+

kiosk transactions

1,800

Purolator access points

1,395

extension retail agent and partner locations

240+

24/7 drop boxes

39

kiosks

29

Mobile Quick Stop trucks



Waste

The shipping and handling of packages that move through our facilities can create considerable plastic, paper and wood waste, and we know that it's important to our customers that we take action to reduce our landfill waste.

Our waste reduction initiatives include recycling programs for materials such as cardboard, plastic film, and waste oil fluids generated from fleet usage and repairs. In 2021, we studied our waste currently going to landfill, identified the top waste-generating facilities and developed an action plan to increase recycling capture rates and maximize landfill diversion. In many of our facilities, we are exploring ways to improve our diversion efforts by implementing recycling for organics, Blue Box materials, plastic shrink wrap, wood pallets, and cardboard. Our plan also includes standardized bins and signage and training for our employees and janitorial staff.

Sustainable Packaging

When it comes to waste, Purolator works with our customers and suppliers to reduce waste at the source, optimize packaging and maximize recycling. We provide a [comprehensive packaging guide](#) to help customers pack efficiently and avoid damages in transit and subsequent returns and replacements. We have also improved our packaging integrity to prevent the risk of damage.

In 2021, we initiated a package-free returns program for select shippers. Customers can bring product returns without shipping packaging to our drop-off locations where we consolidate the items from multiple customers into one box and a single shipment back to the shipper.



In 2022, we will develop our 2030 Sustainable Packaging goals to ensure our packaging is optimized for recycling or reuse, contains increased recycled content, and uses fibre from responsibly managed forests. We have already made progress in these areas:

- Our Purolator Express® Envelope is made from 100 per cent recycled, biodegradable and fully recyclable content and is Forest Stewardship Council (FSC)-certified.
- Our Express Box contains 90 per cent recycled content and is FSC-certified.
- Our Express Pak contains 25 per cent recycled content.

Helping Our Neighbours

At Purolator, engaging with and caring for our communities has always been an integral part of our culture and how we do business. Our employees value and take great pride in going the extra mile for our neighbours.





In 2003, Purolator made a promise to help alleviate hunger in Canada with the launch of its Purolator Tackle Hunger program, which was created by our employees. Almost 20 years later, it is supported through annual fundraising and volunteering activities. Every year, Purolator employees work with their partners and customers from coast to coast to raise awareness about hunger in Canada, and to collect food and funds in support of local food banks. During the pandemic, as the world continued to change and evolve – between new lockdowns and re-openings, fluctuating restrictions and ongoing uncertainty – one thing was guaranteed: our 14,500 employees delivered on our promise to be there for Canadians when they needed us most.

In 2021, it is estimated that one in eight households in Canada, or 4.4 million people, of which one-third are children, are experiencing food insecurity.¹ The pandemic exacerbated the need for food banks, and in Canada we have seen an increase in food bank visits coinciding with the ending of the Canada Emergency Response Benefit (CERB) and the continuation of pandemic-related lockdowns. Much of this increase can be attributed to a greater number of people requiring more frequent visits to the food bank because of the combined impacts of low income and the rapidly rising cost of living.

2021 Performance

In 2021, we continued to demonstrate our ongoing commitment to tackling the critical issue of food insecurity. Throughout 2021, we hosted a total of 55 employee-driven fundraising events in communities across Canada in support of our Purolator Tackle Hunger program. In June 2021, during our annual Purolator Tackle Hunger Month, 121,000 pounds of food were collected and distributed to food banks nationwide.

In 2021, we raised a total of over 1.7 million pounds of food, representing an eight per cent increase over our 2020 fundraising efforts. Along with raising food for our communities, Purolator provides logistical support and services to food banks and agencies to help them safely transport the food donations. In 2021, we provided in-kind shipping support equivalent to over \$300,000 to our CFL and charitable foundation partners in support of Purolator Tackle Hunger-related initiatives.



¹ <https://proof.utoronto.ca/food-insecurity/>



In December, Purolator Tackle Hunger teamed up with fans at the 108th Grey Cup to raise over 6,000 pounds of food donations for Hamilton Food Share. Purolator Tackle Hunger champions were positioned at each of the stadium entry gates to collect monetary donations from generous game day fans.

CFL Game Days

As a major component of the Purolator Tackle Hunger program, we partner with the Canadian Football League (CFL) and its nine official teams to host annual Game Day Food Drives at select CFL games. As the football season made a highly anticipated return in 2021, the league and individual players welcomed the opportunity to roll up their sleeves and join the Purolator Tackle Hunger mission. As in previous years, fans were encouraged to bring non-perishable food items or monetary contributions to the games.

“Food Banks Canada is grateful for partnerships like Purolator. Through their Tackle Hunger program, they continue to demonstrate the power of coming together as a corporate team in making an impact on the issue of hunger in Canada.”

Kirstin Beardsley, CEO, Food Banks Canada

Food Donated and Transported	2019	2020	2021
Weight of food (lbs)	1,651,460	1,602,244	1,734,000

In 2021, thanks to the passion and commitment of Purolator Tackle Hunger employee champions, we raised over

1.7M lbs

of food for food banks across Canada



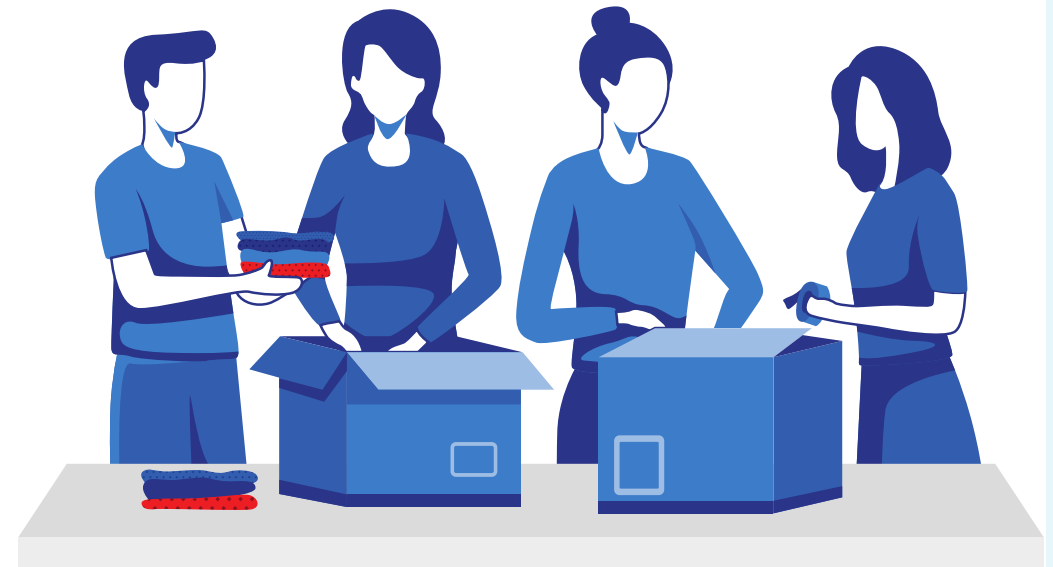


Delivering Hope Is in the Bag

Since 2019, Purolator has been bringing our food drive directly to communities across Canada through our Red Bag Campaigns. As part of this program, we have distributed thousands of reusable red canvas bags to the front doorstep of Canadian homes. Days later, our volunteers return to pick up the bags filled with donated food items that are then distributed to local food banks within the communities. In the last three years, these little red bags have helped thousands of Canadians struggling with hunger. Purolator's Red Bag Campaigns are open to any community, company, school or organization; those interested can get involved by completing the online [application form](#).

In 2021, we held six Red Bag Campaigns from coast to coast, collecting almost

50k lbs of food



In partnership with the Daily Bread Food Bank's Annual Thanksgiving Food Drive in September, Purolator volunteers and community leaders delivered 15,000 red bags to homes in three Toronto neighbourhoods: the Annex, Roncesvalles and the Danforth. Torontonians from these communities stepped up to the plate and donated almost 40,000 pounds of food. The initiative was formally announced with a media celebration at Toronto Fire Station 426. The event was attended by many special guests, including Toronto Mayor John Tory and Acting Fire Chief Jim Jessop.



Being There When We Are Needed the Most

In November 2021, a series of mudslides and floods hit British Columbia, prompting the province to declare a state of emergency that lasted until mid-January of 2022. The event triggered chaos for the region, including shutting down numerous highways and rail lines, causing power outages and requiring many residents to evacuate from their homes. Despite these disruptive events, Purolator team members put forward exceptional efforts, found innovative solutions to move packages when road access was limited and worked extended hours to quickly process volume. Our couriers continued to pick up and deliver in any area they could access.

A group of our regional heavy equipment owner-operators, now known as the “Fabulous 15,” kept delivering critical Express volume when other carriers were unwilling or unable to. Our Richmond Hub deployed an “Air Bridge” solution to replace routes that would have usually travelled by ground. They flew 11 round trips from Vancouver to Calgary, carrying 1.18 million pounds of shipments – equivalent to 75 trailers. In addition, our Operations Excellence and Transportation teams set up charter flights with an alternate carrier. In just over two weeks, we ran 16 flights (eight round trips) between Vancouver and Toronto that contained almost 2,000 pallets, or the equivalent of 85 trailers.

In addition, we activated an emergency Purolator Tackle Hunger fundraiser and matched every dollar our employees and customers raised to support local food banks affected by the flooding. Purolator matched every dollar donated up to \$20,000. Together, we raised a total of almost \$21,000 in flood relief.

“You have gone above and beyond to ensure that we received the essential medications needed to help our most critically ill patients.”

Graham Foster, President, Board of Directors, UniPHARM



Collapsed highway in BC

“I’m so proud of the entire team. We pivoted and adapted to keep delivering for our customers during very challenging times. In the face of the crisis, our team powered on to deliver premium service and critical support for our communities. Their efforts were nothing short of extraordinary.”

Arno Zlamal, Director, Western Operations



Going the Extra Mile

Our community engagement efforts are not limited to fundraising and volunteering. In 2021, we also:

- Helped accelerate accessibility to vaccines by setting up five pop-up clinics in some of the hardest-hit communities across Canada. Employees, friends, family members and community members were invited to attend the Purolator-organized clinics, and in total, over 1,360 doses were administered by our medical partner, Cleveland Clinic.
- 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.
- Awarded more than \$100,000 in grant prizes, including cash awards, marketing support and free shipping to three deserving small businesses across the country.

Helping Our Neighbours at Purolator International

In September 2021, Purolator Gives Back, Purolator International's charitable giving program, launched *Purolator's Got Talent*, a talent competition for all Purolator International employees and immediate family members. The competition raised nearly US \$8,000 for Ronald McDonald House Charities, Feeding America and the Tunnel and Towers Foundation.



ESG Performance

NA = Not available

Empowering Our People

GRI Indicator	Topic-Specific Disclosure	Units	2019	2020	2021
102-8	Total workforce		11,459	13,515	14,504
405	Diversity, Equity and Inclusion				
405-1	Diversity of governance bodies				
	Gender				
	Women	%	NA	30%	44%
	Men	%	NA	70%	56%
	Other indicators of diversity				
	Representation of people with disabilities	%	NA	0%	0%
	Representation of visible minorities	%	NA	10%	11%
	Representation of Indigenous people	%	NA	0%	0%
	Diversity of employees				
	Diversity of senior management				
	Gender				
	Women	%	21%	21%	21%
	Men	%	79%	79%	79%
	Other indicators of diversity				
	Representation of people with disabilities	%	6%	6%	5%
	Representation of visible minorities	%	14%	14%	14%
	Representation of Indigenous people	%	0%	0%	0%
	Diversity of overall workforce				
	Gender				
	Women	%	20%	20%	20%
	Men	%	80%	80%	80%
	Other indicators of diversity				
	Representation of people with disabilities	%	5%	4%	4%
	Representation of visible minorities	%	27%	27%	27%
	Representation of Indigenous people	%	3%	3%	3%

NA = Not available

GRI Indicator	Topic-Specific Disclosure	Units	2019	2020	2021
403	Occupational Health and Safety				
403-8	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
403-9	Employee lost-time injury frequency rate (per 200,000 hours worked)	Number of injuries per 100 full-time employees	3.79	2.96	2.43
	Motor vehicle collision frequency	Number of collisions per 100,000 km driven	1.71	1.51	1.59

Delivering for Our Planet

GRI Indicator	Topic-Specific Disclosure	Units	2019	2020	2021
305	Greenhouse Gas Emissions				
305-1	Direct (Scope 1) GHG emissions	Tonnes CO ₂ e	129,204	130,252	146,759
	Owned and rental fleet	Tonnes CO ₂ e	111,180	111,182	127,773
	Buildings, heating	Tonnes CO ₂ e	18,024	19,070	18,986
305-2	Indirect (Scope 2) GHG emissions	Tonnes CO ₂ e	5,568	6,612	4,571
	Purchased electricity (location-based)	Tonnes CO ₂ e	5,568	6,612	5,968
	Purchased electricity (market-based)	Tonnes CO ₂ e	5,568	6,612	4,571
305-3	Other indirect (Scope 3) GHG emissions	Tonnes CO ₂ e	232,712	213,166	247,970
	Subcontracted ground fleet	Tonnes CO ₂ e	85,775	111,764	133,236
	Subcontracted air carrier	Tonnes CO ₂ e	80,641	66,620	74,493
	Rail	Tonnes CO ₂ e	5,098	2,222	517
	Waste	Tonnes CO ₂ e	1,284	5,603	7,737
	Fuel and energy-related emissions not included in Scope 1	Tonnes CO ₂ e	59,914	25,594	29,908
	Fuel and energy-related emissions not included in Scope 2	Tonnes CO ₂ e	NA	1,014	1,661
	Business travel	Tonnes CO ₂ e	NA	349	419
	Total GHG emissions (Scope 1, 2, and 3)	Tonnes CO ₂ e	367,484	350,030	399,300
305-4	GHG emissions intensity ratio				
	Revenue	\$MM revenue	\$1,935	\$2,205	\$2,606
	Packages delivered	Total # of packages	140,008,044	161,394,036	174,043,434
	GHG emissions intensity (per million in revenue)	Tonnes CO ₂ e/\$MM revenue	190	159	153
	GHG emissions intensity (per 1,000 packages)	Tonnes CO ₂ e/1,000 packages	2.62	2.17	2.29

GRI Indicator	Topic-Specific Disclosure	Units	2019	2020	2021
302	Energy				
302-1	Energy consumption from buildings				
	Natural gas	GJ	348,134	369,977	402,570
	Electricity	GJ	167,920	168,270	182,923
	Total energy consumption from buildings	GJ	516,054	538,247	585,493
302-3	Energy intensity (per square metre)	GJ/m²	1.17	1.32	1.24
	Total floor area	m²	439,985	408,903	471,973
	GHG emissions intensity (per square metre)	Tonnes CO ₂ e/m²	0.84	0.86	0.85
306	Waste				
306-3	Total waste generated	Tonnes	2,626	4,171	5,284
306-4	Waste diverted from landfill	Tonnes	862	1,298	1,867
306-5	Waste directed to landfill	Tonnes	1,764	2,872	3,417

Helping Our Neighbours

GRI Indicator	Topic-Specific Disclosure	Units	2019	2020	2021
413-1	Community engagement program – food donated and transported through Purolator Tackle Hunger	lbs	1,651,460	1,602,244	1,734,000

Economic Performance

GRI Indicator	Topic-Specific Disclosure	Units	2019	2020	2021
201-1	Direct economic value generated and distributed				
	Revenue from operations	Millions of dollars	1,934	2,206	2,608
	Cost of operations	Millions of dollars	1,770	2,006	2,315
	Profit from operations	Millions of dollars	164	200	293
	Investing and financing income (expense), net	Millions of dollars	-12	-24	-24
	Profit before tax	Millions of dollars	152	176	269



Corporate Profile

Purolator is a leading integrated freight, package and logistics solutions provider.

Corporate Head Office

2727 Meadowpine Blvd.
Mississauga, Ont., Canada
L5N 0E1

purolator.com
@PurolatorInc

