

GRI Content Index

Disclosure Number	Disclosure Title	Response, Link or Additional Information
GRI 102: General Disclosures 2016		
Organizational Profile		
102-1	Name of the organization	Purolator Holdings Ltd. (Purolator)
102-2	Activities, brands, products and services	Purolator Inc. is a leading integrated freight, package and logistics solutions provider. 2021 Sustainability Report , About Purolator, page 2
102-3	Location of headquarters	Purolator's headquarters is based out of Mississauga, Ontario, Canada.
102-4	Location of operations	Across Canada, Purolator operates more than 180 buildings, including hubs, depots, retail locations and offices.
102-5	Ownership and legal form	Purolator Holdings Ltd. is owned by Canada Post (91%), Rainmaker Investments Inc. (7%) and Other (2%).
102-6	Markets served	Canada and the United States 2021 Sustainability Report , Who We Are, page 6
102-7	Scale of the organization	14,504 full-time employees \$2.6 billion revenue Operates more than 180 buildings including hubs, depots, retail locations and offices Operates more than 6,000 vehicles 104 Purolator Shipping Centres 1,395 Authorized Shipping Agents 240+ Drop Boxes Purolator Facts and History
102-8	Information on employees and other workers	14,504 full-time employees 2021 Sustainability Report , ESG Performance, page 50
102-9	Supply chain	2021 Sustainability Report , Who We Are, page 6
102-10	Significant changes to the organization and its supply chain	Opened a new National Hub (443,000 sq. ft.) 2021 Sustainability Report , Climate Change and GHG Emissions: Greening Our Buildings, page 40
102-11	Precautionary Principle or approach	Purolator is federally regulated and has implemented management practices to protect the health and safety of its employees, its customers and the communities it serves. Purolator is working with internal and external stakeholders to manage and mitigate environmental risks, particularly those related to climate change.
102-12	External initiatives	Purolator engages in several external initiatives including: Purolator Tackle Hunger program community engagement partnerships Corporate sponsorships to support communities True North Small Business Grant Contest 2021 Sustainability Report , Helping Our Neighbours, pages 44–49

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Organizational Profile		
102-13	Membership of associations	<p>Purolator is a member of several associations, including:</p> <p>Business and Governance: Canadian Trucking Alliance (CTA) Ontario Trucking Association (OTA) Customs Trade Partnership Against Terrorism (CTPAT) Partners in Protection (PIP) NAFA Fleet Management Association International Air Transport Association Siemens Pomerleau</p> <p>Sustainability: Pembina Institute – Urban Delivery Solutions Initiative Electric Mobility Canada (EMC) MaRS Discovery District Brookfield Global Integrated Solutions</p> <p>Social: Purolator Tackle Hunger program community engagement partnerships Corporate sponsorships to support communities Cleveland Clinic Morneau Shepell Ready, Willing and Able Our Children's Medicine Canadian Centre for Diversity and Inclusion Pride at Work</p>
Strategy		
102-14	Statement from senior decision-maker	2021 Sustainability Report , Message from the President and CEO, pages 4–5
102-15	Key impacts, risks and opportunities	2021 Sustainability Report , Our Strategy: Strategic Priorities, page 11 2021 Sustainability Report , Materiality, page 17 2021 Sustainability Report , Sustainable Development Goals, pages 18–20 2021 Canada Post Annual Report , Management's Discussion and Analysis, Outlook for 2022, Purolator Segment, page 64

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GRI 102: General Disclosures 2016		
Ethics and Integrity		
102-16	Values, principles, standards and norms of behaviour	<p>Purolator has a Code of Business Conduct and Ethics, which has been approved by the Board of Directors and the President and CEO. Our Code of Business Conduct and Ethics reinforces our values by articulating the standards of conduct expected of Purolator employees in areas such as legal compliance, anti-corruption, conflicts of interest, political activities, competitive practices and more.</p> <p>Leadership & Governance – Policies – Code of Business Conduct and Ethics 2021 Sustainability Report, Governance: Ethics and Integrity, page 12</p>
102-17	Mechanisms for advice and concerns about ethics	<p>Purolator employees are required to report any violations of the Code to their immediate supervisor or through Purolator’s confidential submissions process. The Confidential Submissions Policy applies to all employees who witness or become aware of any wrongdoing.</p> <p>Leadership & Governance – Policies – Confidential Submissions Policy 2021 Sustainability Report, Governance: Ethics and Integrity, page 12</p>
Governance		
102-18	Governance structure	<p>Purolator’s highest governance body is the Board of Directors. The Board of Directors is responsible for the stewardship of the organization. It comprises three committees – the Audit Committee, the Governance Committee and the Human Resources and Compensation Committee. Executive-level members of the organization report to our President and CEO. The President and CEO communicates sustainability policies, programs and performance to the Board and Board committees.</p> <p>Leadership & Governance – Corporate Governance 2021 Sustainability Report, Sustainability Governance and Management: Organizational Governance Structure, page 15</p>
102-19	Delegating authority	<p>The Board of Directors is responsible for the stewardship of Purolator Holdings Ltd. (the Corporation). That stewardship consists primarily of the duty to manage, or supervise the management of, the business and affairs of the Corporation and, where material or otherwise significant to the Corporation, the business and affairs of the Corporation’s subsidiaries.</p> <p>Leadership & Governance – Corporate Governance – Board Mandate</p>
102-20	Executive-level responsibility for economic, environmental and social topics	<p>The overall responsibility for the implementation of Purolator’s ESG topics is led by the Senior Vice President, People and Culture. The Senior Vice President, People and Culture reports directly to the President and CEO.</p> <p>2021 Sustainability Report, Sustainability Governance and Management: Organizational Governance Structure, page 15</p>
102-21	Consulting stakeholders on economic, environmental and social topics	<p>Purolator conducts ongoing stakeholder consultations with both internal and external stakeholders on ESG topics. Our executive-level leadership regularly participates in meetings and consultations throughout the year on material topics and provides feedback and progress to the Board and Board committees.</p> <p>2021 Sustainability Report, Stakeholder Engagement, page 16 2021 Sustainability Report, Materiality, page 17</p>
102-22	Composition of the highest governance body and its committees	<p>Purolator is governed by a Board of Directors consisting of nine members.</p> <p>There are three committees of the Board – the Audit Committee, the Governance Committee and the Human Resources and Compensation Committee.</p> <p>Leadership & Governance – Committees – Board of Directors and Committee Membership</p>
102-23	Chair of the highest governance body	Lloyd Bryant, Board Chair
102-24	Nominating and selecting the highest governance body	Leadership & Governance – Committees – Board of Directors and Committee Membership
102-25	Conflicts of interest	Leadership & Governance – Policies – Code of Business Conduct and Ethics , page 10

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GRI 102: General Disclosures 2016		
Governance		
102-26	Role of highest governance body in setting purpose, values and strategy	The Board of Directors is responsible for the stewardship of Purolator. That stewardship consists primarily of the duty to manage, or supervise the management of, the business and affairs of the Corporation and, where material or otherwise significant to the Corporation, the business and affairs of the Corporation's subsidiaries. Leadership & Governance – Corporate Governance – Board Mandate
102-27	Collective knowledge of highest governance body	Leadership & Governance – Board of Directors
102-28	Evaluating the highest governance body's performance	The Board of Directors is responsible for the stewardship of Purolator. That stewardship consists primarily of the duty to manage, or supervise the management of, the business and affairs of the Corporation and, where material or otherwise significant to the Corporation, the business and affairs of the Corporation's subsidiaries. Leadership & Governance – Board of Directors
102-29	Identifying and managing economic, environmental and social impacts	Purolator conducts ongoing stakeholder consultations with both internal and external stakeholders on ESG topics. Through interviews and surveys of internal and external stakeholders, we prioritized the most significant sustainability topics facing our business. The outcomes of the materiality assessment will guide the evolution of our sustainability strategy over the next three years and help us drive positive impact on issues important to our business and stakeholders. 2021 Sustainability Report , Stakeholder Engagement, page 16 2021 Sustainability Report , Materiality, page 17
102-30	Effectiveness of risk management processes	The Audit Committee oversees the risk management process, which includes potential legal risks and enterprise risk management. The Committee's charter includes review with the Corporation's Chief Legal Officer on all potential legal risks to the Corporation or its subsidiaries that could, if they were to materialize, have a significant adverse effect on the Corporation. The charter also includes reviewing compliance and strategic risks facing the Corporation and the actions taken to monitor and manage those risks. Leadership & Governance – Committees – Audit Committee Charter
102-31	Review of economic, environmental and social topics	The outcomes of the materiality assessment guide the evolution of our sustainability strategy and help us drive positive impact on issues important to our business and stakeholders. 2021 Sustainability Report , Materiality, page 17
102-32	Highest governance body's role in sustainability reporting	Purolator's sustainability report is reviewed and approved by the President and CEO.
102-33	Communicating critical concerns	Quarterly Board of Director meetings
102-35	Remuneration policies	Information regarding remuneration policies is not currently available. Leadership & Governance – Committees – Human Resources and Compensation Committee Charter
102-36	Process for determining remuneration	Information regarding the process for determining remuneration is not currently available. Leadership & Governance – Committees – Human Resources and Compensation Committee Charter
102-37	Stakeholders' involvement in remuneration	Information regarding stakeholders' involvement in remuneration is not currently available. Leadership & Governance – Committees – Human Resources and Compensation Committee Charter , pages 1–2

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GRI 102: General Disclosures 2016		
Stakeholder Engagement		
102-40	List of stakeholder groups	2021 Sustainability Report , Stakeholder Engagement, page 16
102-41	Collective bargaining agreements	2021 Canada Post Annual Report , Management's Discussion and Analysis, Capabilities, Our Employees, Purolator Segment, page 28
102-42	Identifying and selecting stakeholders	2021 Sustainability Report , Stakeholder Engagement, page 16 2021 Sustainability Report , Materiality, page 17
102-43	Approach to stakeholder engagement	2021 Sustainability Report , Stakeholder Engagement, page 16 2021 Sustainability Report , Materiality, page 17
102-44	Key topics and concerns raised	2021 Sustainability Report , Stakeholder Engagement, page 16 2021 Sustainability Report , Materiality, page 17
Reporting Practice		
102-45	Entities included in the consolidated financial statements	2021 Canada Post Annual Report , Management's Discussion and Analysis
102-46	Defining report content and topic Boundaries	2021 Sustainability Report , Materiality, page 17
102-47	List of material topics	2021 Sustainability Report , Materiality, page 17
102-48	Restatements of information	In 2021, we expanded our GHG emission inventory to include additional criteria. The 2020 data for our environmental metrics has been restated.
102-49	Changes in reporting	There have not been any significant changes in Purolator's reporting activities.
102-50	Reporting period	January 1, 2021 – December 31, 2021
102-51	Date of most recent report	September 2022
102-52	Reporting cycle	Annual
102-53	Contact point for questions regarding the report	info.csr@purolator.com
102-54	Claims of reporting in accordance with the GRI Standards	This report has been prepared in accordance with the GRI Standards: Core option.
102-55	GRI content index	This table is presented as our 2021 content index.
102-56	External assurance	Purolator currently does not have a policy that requires external assurance related to the annual sustainability report.

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Economic Performance 2016		
103	Management approach	Canada Post Corporation's Annual Report is prepared for the year ended December 31, 2021 for Canada Post Corporation and its subsidiaries – Purolator Holdings Ltd. (Purolator), SCI Group Inc. (SCI) and Innovapost Inc. (Innovapost). These companies are collectively referred to as the Canada Post Group of Companies or the Group of Companies. Segments are based on the legal entities, Canada Post, Purolator, SCI and Innovapost. 2021 Sustainability Report , Climate Change and GHG Emissions, pages 34–42 2021 Sustainability Report , Helping Our Neighbours, pages 44–49 2021 Canada Post Annual Report , Management's Discussion and Analysis, Outlook for 2022, Purolator Segment, page 62
201-1	Direct economic value generated and distributed	2021 Sustainability Report , ESG Performance: Economic Performance, page 52 2021 Canada Post Annual Report , Management's Discussion and Analysis, Outlook for 2022, Purolator Segment, page 62
201-2	Financial implications and other risks and opportunities due to climate change	This information is currently unavailable. We plan to conduct a climate risk assessment to evaluate potential risks and opportunities, such as increased costs from carbon taxes, shifting consumer preferences and the demand for low-emission products and services.
Indirect Economic Impacts		
103	Management approach	A significant portion of Purolator's indirect economic impact is contributed through the Purolator Tackle Hunger program. Purolator made a promise to help alleviate food insecurity when we launched the Purolator Tackle Hunger program in 2003, and the tradition of supporting our communities continues. Our community investment efforts seek to promote local community engagement and development, and benefit our communities through food and monetary donations and volunteering. Since 2003, we've been committed to tackling hunger in Canada and making a difference in the communities where we live and work. Purolator Tackle Hunger is an initiative that's all about people helping people. This employee-led grassroots initiative has since helped deliver more than 20 million pounds of food to families across Canada. 2021 Sustainability Report , Helping Our Neighbours, pages 44–49
203-1	Infrastructure investments and services supported	Delivering the future – Purolator's National Hub 2021 Sustainability Report , Our Strategy, pages 10–11
Energy		
103	Management approach	We operate a network of more than 180 buildings, including hubs, terminals, retail locations and corporate offices. Our property managers support us in compiling quarterly and yearly reports on energy performance and consumption. Purolator works with property managers and other partners to identify energy savings opportunities and implement retrofits in our facilities. 2021 Sustainability Report , Climate Change and GHG Emissions, pages 34–42
302-1	Energy consumption within the organization	Actual energy consumption data was provided for each facility. If energy consumption data was not available, it was estimated based on the average emission intensities for similar facilities in the same province. If there was insufficient data to make a meaningful estimate, province-based emission intensities were sourced from NRCAN. 2021 Sustainability Report , Climate Change and GHG Emissions, pages 34–42 2021 Sustainability Report , ESG Performance, page 52
302-3	Energy intensity	Our science-based target and 2030 interim goals are set using a 2020 emissions baseline. 2021 Sustainability Report , Climate Change and GHG Emissions, pages 34–42 2021 Sustainability Report , ESG Performance, page 52
302-4	Reduction of energy consumption	2021 Sustainability Report , Climate Change and GHG Emissions, pages 34–42 2021 Sustainability Report , ESG Performance, page 52

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GHG Emissions		
103	Management approach	<p>Since 2007, Purolator has undertaken to develop a comprehensive greenhouse gas (GHG) inventory for our Canadian business. Facilities GHG emissions data pertains to Purolator’s Canadian operations, which represents more than 97% of our operations by square footage. Fleet GHG emissions data includes our U.S. operations. Purolator has elected to use the Operational Control Approach described in the GHG Protocol Corporate Standard and the International Organization for Standardization’s (ISO) Specification 14064-1. In 2021, for the first time, we completed a third-party verification of our 2020 and 2021 GHG emissions inventory. The following methodologies were used to calculate our GHG emissions-related disclosures. The GWP rates used in this exercise are the 100-year time horizon values drawn from the International Panel on Climate Change (IPCC), Fifth Assessment Report (AR5) dated 2014. AR5 includes the most recent GWP factors available, and is currently recommended by WRI for use in GHG inventory calculations. Purolator reviews the GWP annually as part of the inventory development process. GHG emissions included in the calculation are carbon dioxide, methane and nitrous oxide gases. Purolator uses a 2020 emissions baseline.</p> <p>2021 Sustainability Report, Climate Change and GHG Emissions, pages 34–42</p>
305-1	Direct (Scope 1) GHG emissions	<p>In Purolator’s GHG inventory, direct (Scope 1) emissions primarily originate from the on-site combustion of fuels, used for operation of buildings and mobile emissions from fleet directly operated by Purolator.</p> <p>For Purolator’s owned and rental fleet, Geotab was used to source fuel consumption data. For vehicles that did not have Geotab installed, the fuel consumption was estimated based on fuel use by similar fleet vehicles. The fuel consumption was multiplied by the associated emission factor to calculate the total CO₂e emissions. The emission factors were sourced from the 2021 National Inventory Report.</p> <p>Energy consumption actuals were provided for each facility. If energy consumption data was not available, it was estimated based on the average emission intensities for similar facilities in the same province. If there was insufficient data to make a meaningful estimate, province-based emissions intensities were sourced from NRCAN. The energy consumption was multiplied by the associated provincial emission factor to calculate the CO₂e emissions. The emission factors were sourced from the 2021 National Inventory Report.</p> <p>2021 Sustainability Report, Climate Change and GHG Emissions, pages 34–42</p> <p>2021 Sustainability Report, ESG Performance, page 51</p>
305-2	Energy indirect (Scope 2) GHG emissions	<p>Indirect energy (Scope 2) emissions were quantified based on purchased electricity consumption at Purolator facilities. They are considered “indirect” because the actual GHG emissions associated with the generation of electricity originate off-site at a power station.</p> <p>Energy consumption actuals were provided for each facility. If energy consumption data was not available, it was estimated based on the average emission intensities for similar facilities in the same province. If there was insufficient data to make a meaningful estimate, province-based emissions intensities were sourced from NRCAN. The energy consumption was multiplied by the associated provincial emission factor to calculate the CO₂e emissions. The emission factors were sourced from the 2021 National Inventory Report.</p> <p>2021 Sustainability Report, Climate Change and GHG Emissions, pages 34–42</p> <p>2021 Sustainability Report, ESG Performance, page 51</p>

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GHG Emissions		
305-3	Other indirect (Scope 3) GHG emissions	<p>Indirect (Scope 3) emissions included in Purolator's inventory were those associated with upstream and downstream emission sources. A comprehensive approach was taken in the development of the 2021 GHG inventory, and all material sources were included in the inventory.</p> <p>Subcontracted ground fleet also includes third-party vehicles, owner-operated vehicles and rail. For subcontracted and third-party ground, distance-based activity data was used to calculate the fuel consumption. For owner-operator vehicles, spend-based activity data was used to calculate the fuel consumption. For rail, a combination of distance travelled, square footage utilization and weight was used to calculate fuel consumption. The fuel consumption was multiplied by the associated emission factor to calculate the total CO₂e emissions. The emission factors were sourced from the 2021 National Inventory Report.</p> <p>Three subcontracted air carriers were included in the 2021 inventory. For two of the carriers, fuel consumption data was used to calculate the total CO₂e emissions. Emission factors were sourced from the 2021 National Inventory Report. Air Canada provided the total CO₂e emissions specifically for Purolator, using IATA Recommended Practices for CO₂ allocation.</p> <p>Upstream ground fleet emissions and electricity emissions were calculated based on associated consumption data. The emission factors were sourced from the U.S. Department of Energy, using GWP rates drawn from the International Panel on Climate Change (IPCC), Fifth Assessment Report (AR5) dated 2014.</p> <p>Business travel includes air travel, car rentals, taxi use and business travel using personal vehicles. For personal vehicle use and air travel, distance-based activity data was used to calculate the fuel consumption. For car rentals and taxi use, spend-based activity data was used to calculate the fuel consumption. The fuel consumption was multiplied by the associated emission factor to calculate the total CO₂e emissions. The emission factors were sourced from Exiobase. For personal vehicle use, spend-based activity data was used to calculate the fuel consumption. The fuel consumption was multiplied by the associated emission factor to calculate the total CO₂e emissions. The emission factors were sourced from the 2021 National Inventory Report. For business air travel, distance-based activity data was used. Emission factors based on passenger-kilometres were applied, sourced from DEFRA GHG Reporting Conversion Factors 2021.</p> <p>In 2021, municipal solid waste and recycling was collected by five separate waste haulers, covering approximately 60% of Purolator facilities. We are working with our property managers to improve waste data collection for future iterations of the inventory.</p> <p>2021 Sustainability Report, Climate Change and GHG Emissions, pages 34–42</p> <p>2021 Sustainability Report, Waste, page 43</p> <p>2021 Sustainability Report, ESG Performance, page 51</p>
305-4	GHG emissions intensity	2021 Sustainability Report , ESG Performance, page 51
305-5	Reduction of GHG emissions	<p>2021 Sustainability Report, Climate Change and GHG Emissions, pages 34–42</p> <p>2021 Sustainability Report, ESG Performance, page 51</p>
Waste		
103	Management approach	<p>Our property managers compile our annual waste management report. They work with several waste haulers to consolidate landfill and waste diversion data. Property managers have oversight of waste streams for different locations.</p> <p>2021 Sustainability Report, Waste, page 43</p>
306-1	Waste generation and significant waste-related impacts	The majority of the waste generated in our terminals comes from cardboard, plastic and wood pallet waste. These are categorized under non-hazardous waste. We are currently working with our property management and waste haulers to implement comprehensive recycling programs in our facilities.
306-2	Management of significant waste-related impacts	<p>Purolator has a Hazardous Waste Procedure. The objective of the procedure is to establish requirements for the management of materials that are deemed hazardous waste under the relevant legislation. These materials are typically generated by the cleanup of discharges produced in the garage or terminal as non-product output in the course of normal operations or maintenance, or generated from damaged or undeliverable Dangerous Goods not returnable to the original consignor. This procedure is to be followed for facility registration (where required), shipping documentation, storage, handling and disposal of these materials. This procedure applies to all Purolator employees, facilities and workplaces.</p> <p>Purolator has outlined a Non-Hazardous Waste Procedure to ensure that practices are in place to minimize the generation of non-hazardous waste and ensure that disposal is carried out in an environmentally safe and acceptable manner. The procedure applies to all Purolator employees, facilities and workplaces.</p>

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Waste		
306-3	Waste generated	Upstream and downstream packaging are excluded as the data is not currently tracked. In 2021, we began working with our property managers to improve the completeness and reporting of our waste data, which helped us identify and address waste collection inefficiencies. We were able to identify and categorize the various waste streams that contribute to our overall waste diversion and landfill data. 2021 Sustainability Report , Waste, page 43 2021 Sustainability Report , ESG Performance, page 52
306-4	Waste diverted from disposal	Our 2021 waste diversion rate increased to 35%, compared to 31% in 2020. This increase is attributable to a strategic initiative focused on assessing our facilities' waste outputs and beginning to implement solutions to increase diversion. This work will continue to expand in 2022. 2021 Sustainability Report , Waste, page 43 2021 Sustainability Report , ESG Performance, page 52
306-5	Waste diverted to disposal	2021 Sustainability Report , Waste, page 43 2021 Sustainability Report , ESG Performance, page 52
Environmental Compliance		
103	Management approach	Purolator is committed to high professional standards for its environmental practices in its construction, its operations and the delivery of its services. Purolator acknowledges its responsibility to manage the environmental effects associated with its operations, is committed to addressing climate change risks and strives for continuous improvement in environmental management and pollution prevention in all business activities. Our management approach includes an Environmental Policy that outlines how the policy should be implemented. The policy can be viewed on our website . 2021 Sustainability Report , Governance: Ethics and Integrity, page 12
307-1	Non-compliance with environmental laws and regulations	In 2021, Purolator did not receive any fines related to non-compliance with environmental laws and regulations.
Supplier Environmental Assessment		
103	Management approach	As part of our new emissions reduction strategy, we plan to engage with our suppliers to measure, track and reduce our Scope 3 emissions. In 2021, we undertook a revision of our Supplier Code of Conduct and Procurement Policy, which will include criteria on environmental sustainability and supplier diversity. In 2022, we are planning to launch new processes to evaluate the environmental impact of our vendors during the Request for Proposal (RFP) phase. 2021 Sustainability Report , Governance: Ethics and Integrity, page 12 2021 Sustainability Report , Stakeholder Engagement, page 16
308-1	New suppliers that were screened using environmental criteria	Information regarding new suppliers is currently unavailable. We will be reviewing disclosure requirements to address this on a yearly basis as we work with our internal stakeholders to capture and track this data.
Occupational Health and Safety 2018		
103	Management approach	Purolator Inc. is committed to the personal safety and general well-being of each of our employees and is committed to continually improving our health and safety management system and performance. Purolator acknowledges its responsibility to protect employees from occupational injury and illness, and this responsibility will take precedence over operating objectives. We commit to consulting with workers and encouraging their participation in the initiatives of the H&S Policy Committee and respective Workplace Health and Safety Committees. By involving workers in the development of our health and safety policies and procedures, we will work together to create a workplace that is physically and psychologically safe. The implementation of the Health and Safety Policy is an important management objective and the responsibility of all employees. 2021 Sustainability Report , Health and Safety, pages 25–27
403-1	Occupational health and safety management system	All Purolator employees are represented by a Workplace Health and Safety Committee (WHSC). The committees meet monthly to discuss any concerns related to health and safety. A monthly workplace inspection is also conducted, which documents any hazards identified along with corrective actions.

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Occupational Health and Safety 2018		
403-2	Hazard identification, risk assessment and incident investigation	<p>Purolator has implemented a Hazard Prevention Program procedure to outline the process Purolator will use in the development, implementation and monitoring of a program for the prevention of hazards in compliance with the regulatory requirements of the Canadian Occupational Health and Safety Regulations. The Hazard Prevention Program includes an implementation plan, a hazard identification and assessment methodology, and a hazard identification and assessment including ergonomics-related hazards, preventive measures, employee training and Hazard Prevention Program evaluation. The scope of the procedure applies to Purolator employees, facilities and workplaces.</p> <p>Purolator has a Workplace Injury & Hazardous Occurrence Reporting Procedure to ensure employees receive proper treatment for injuries in the course of their work and to ensure accidents are reported and investigated to prevent recurrence.</p>
403-3	Occupational health services	This information is currently unavailable. As this information becomes available, Purolator will consider disclosing it in future reporting.
403-4	Worker participation, consultation and communication on occupational health and safety	Purolator acknowledges its responsibility to protect employees from occupational injury and illness, and this responsibility will take precedence over operating objectives. We commit to consulting with workers and encouraging their participation in the initiatives of the H&S Policy Committee and respective Workplace Health and Safety Committees. By involving workers in the development of our health and safety policies and procedures, we will work together to create a workplace that is physically and psychologically safe.
403-5	Worker training on occupational health and safety	<p>Purolator has several policies and procedures related to worker training. These include vehicle safety, personal protective equipment, motor vehicle backing, the Personal Safety Intervention Program and many more.</p> <p>2021 Sustainability Report, Health and Safety, pages 25–27</p>
403-6	Promotion of worker health	<p>Purolator has a Healthy Workplace Policy and is committed to developing and sustaining a healthy workplace, which includes the physical, psychological and social environment in addition to personal health practices. A healthy workplace requires company-wide participation, and it is a responsibility shared between employees and employer. At Purolator, all employees are encouraged to exercise control of their own health and to participate in programs and initiatives available to them.</p> <p>2021 Sustainability Report, Health and Safety, pages 25–27</p>
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationship	<p>Purolator has a Health and Safety Action Management Procedure. The objective of this procedure is to detail the process for managing H&S Actions, including findings and actions resulting from any Purolator H&S non-conformance, non-compliance or Opportunity for Improvement (OFI).</p> <p>2021 Sustainability Report, Health and Safety, pages 25–27</p>
403-8	Workers covered by an occupational health and safety management system	<p>100% of our employees and contractors are covered under the occupational health and safety (OH&S) management system. Purolator’s OH&S management system is internally and externally audited.</p> <p>Purolator has a procedure to outline the process to be used for any external OH&S audits, including any third party audits. The scope of this procedure applies to any external H&S audit which Purolator arranges to have conducted. The scope will also require the external methodology used by any external auditor to be consistent with ISO 19011 – Guidelines for Auditing Management Systems.</p>
403-9	Work-related injuries	<p>The lost-time injury frequency rate (LTIFR) is calculated as: the number of lost-time illnesses and injuries * 200,000 hours/the total number of hours worked by employees. LTIFR measures how many lost-time incidents have occurred year to date, measured as a frequency. This includes lost-time injuries. Contractor data and fatalities are excluded from this metric because they are currently unavailable. We will be reviewing disclosure requirements to address this on a yearly basis as we work with our internal stakeholders to capture and track this data. The motor vehicle collision frequency rate is based on number of collisions per 100,000 kilometres driven.</p> <p>2021 Sustainability Report, Health and Safety, pages 25–27</p> <p>2021 Sustainability Report, ESG Performance, page 51</p>

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Training and Education		
103	Management approach	Purolator is committed to the growth and development of all employees through investment in internal and external development activities that align with individual and organizational objectives. In line with our Diversity & Inclusion Principles, we are committed to providing fair access to training opportunities for all eligible employees. We support a continuous learning culture and encourage employees to commit to their self-development and continuous improvement. Purolator is committed to offering training and development opportunities to all Purolator employees. Specific requirements for internal and external training are identified within the respective sections of our Training and Development Policy, which is listed on our internal website and is available to employees. 2021 Sustainability Report , Employee Experience, pages 22–23
404-1	Average hours of training per year per employee	12 hours per employee. This information is currently unavailable by employee gender or level.
404-2	Programs for upgrading employee skills and transition assistance programs	Across the country, we have 16 learning and development centres of excellence and hundreds of e-learning kiosks, for timely and consistent training of our front-line employees. Other high-profile programs include Lean Six Sigma continuous improvement training, a mentorship program and a leadership development program. 2021 Sustainability Report , Employee Experience, pages 22–23
404-3	Percentage of employees receiving regular performance and career development reviews	100% of our employees receive a mid-year and annual performance and career development review.
Diversity and Equal Opportunity		
103	Management approach	Purolator is committed to employment equity along with diversity and inclusion. This means pursuing employment equity compliance requirements and making every effort to move beyond reasonable progress by recognizing and addressing barriers experienced by a variety of groups including, but not limited to, members of designated groups such as women, Indigenous peoples, persons with disabilities, visible minorities, the LBGTQ2S community and newcomers to Canada. As part of this commitment, Purolator complies with required initiatives governed by the <i>Canadian Employment Equity Act</i> . Purolator also has an Employment Equity and Diversity Policy that is provided to our employees. 2021 Sustainability Report , Diversity, Equity and Inclusion, pages 28–32
405-1	Diversity of governance bodies and employees	2021 Sustainability Report , ESG Performance, page 50
Freedom of Association and Collective Bargaining		
103	Management approach	Purolator bargains in good faith with our union partners. We communicate regularly with our employees in joint national committee and field meetings. The number of employees covered by collective agreements is reported in the Canada Post Corporation's Annual Report. Our three bargaining agents are Teamsters, Public Service Alliance of Canada and Unifor. Teamsters represents employees in operations as well as certain clerical and administrative employees. Public Service Alliance of Canada represents clerical and administrative employees in the province of British Columbia. Unifor represents clerical and administrative employees in the province of Quebec. Purolator has several HR policies applicable to our unionized employees. These include policies related to leaves of absence, short-and long-term disability, retirement, and savings and benefits. 2021 Canada Post Annual Report , Management's Discussion and Analysis, Capabilities, Our Employees, Purolator Segment, page 28
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	We are not currently aware of any operations or suppliers in which the right to freedom of association and collective bargaining may be deemed a significant risk.
Customer Privacy		
103	Management approach	Our privacy program includes regular reviews of our policies, procedures, employee training, data management and privacy risk mitigation practices. 2021 Sustainability Report , Governance: Ethics and Integrity, page 12
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Information regarding customer privacy breaches is currently unavailable. We will be reviewing disclosure requirements to address this on a yearly basis as we work with our internal stakeholders to capture and track this data.

SASB Index

SASB Indicator	Topic-Specific Disclosure	Accounting Metric	2021 Disclosure
Greenhouse Gas Emissions			
TR-AF-110a.1	Gross global Scope 1 emissions	CO ₂ e (tonnes)	146,759
TR-AF-110a.2	Discussion of long-term and short-term strategy or plan to manage Scope 1 emissions, emissions reduction targets, and an analysis of performance against those targets	Discussion and analysis	2021 Sustainability Report , Climate Change and GHG Emissions, page 34
TR-AF-110a.3	Total fuel consumption – road transport		
	Conventional fuel (gas, diesel, propane)	% Ground fuel by type	100%
	Natural gas	% Ground fuel by type	0%
	Renewable fuel	% Ground fuel by type	0%
	Total fuel consumption – air transport		
	Conventional jet fuel	% Ground fuel by type	100%
	Alternative fuel	% Ground fuel by type	0%
	Sustainable fuel	% Ground fuel by type	0%
Labour Practices			
TR-AF-310a.1	Percentage of drivers classified as independent contractors	Percentage (%)	8.1%
Employee Health and Safety			
TR-AF-320a.1	Total recordable incident rate	Rate	12.97
Supply Chain Management			
TR-AF-430a.1	Percentage of carriers with BASIC percentiles above the FMCSA intervention threshold	Percentage (%)	BASIC percentiles (FMCSA) are not applicable to Purolator's operations.
TR-AF-430a.2	Total greenhouse gas (GHG) footprint across transport modes	CO ₂ e (tonnes)	365,927
	Scope 1	CO ₂ e (tonnes)	127,773
	Air	CO ₂ e (tonnes)	0
	Ground	CO ₂ e (tonnes)	127,773
	Rail	CO ₂ e (tonnes)	0
	Ocean	CO ₂ e (tonnes)	0

SASB Indicator	Topic-Specific Disclosure	Accounting Metric	2021 Disclosure
Supply Chain Management			
TR-AF-430a.2	Scope 3	CO ₂ e (tonnes)	238,153
	Air	CO ₂ e (tonnes)	74,493
	Ground	CO ₂ e (tonnes)	163,143
	Rail	CO ₂ e (tonnes)	517
	Ocean	CO ₂ e (tonnes)	0
Accident and Safety Management			
TR-AF-540a.1	Description of implementation and outcomes of a Safety Management System	Discussion and analysis	2021 Sustainability Report , Health and Safety, page 25
TR-AF-540a.2	Number of aviation accidents	Number	Not applicable. Purolator does not operate its own aircraft.
TR-AF-540a.3	Number of road accidents and incidents	Number	1,676
TR-AF-540a.4	Safety Measurement System BASIC percentiles for:	Percentile	BASIC percentiles (FMCSA) are not applicable to Purolator's operations.
	Unsafe driving	Percentile	
	Hours-of-service compliance	Percentile	
	Driver fitness	Percentile	
	Controlled substances/alcohol	Percentile	
	Vehicle maintenance	Percentile	
	Hazardous materials compliance	Percentile	
Activity Metrics			
TR-AF-000.C	Number of employees	Number	14,504
	Number of truck drivers	Number	7,544