

One Team: Delivering the Future

This report summarizes Purolator's key 2022 sustainability accomplishments as we progress as One Team towards meeting our strategic objectives to empower our people, deliver for our planet and help our neighbours.

For further information on our efforts, see:

[Purolator's Sustainability Webpage](#)

[Purolator's 2022 Sustainability Report](#)

[Purolator's 2022 GRI Index and SASB Index](#)

The Purolator logo, featuring a stylized icon of two slanted parallel lines followed by the word "Purolator" in a bold, italicized sans-serif font.

Empowering Our People

2022 ACCOMPLISHMENTS

Health, Safety and Wellness

- Developed a new safety strategy to build on and augment our core safety programs
- Reduced lost-time injury frequency rate by 42 per cent compared to our 2019 baseline
- Introduced Purolator Health, a new program focused on providing health and wellness resources and support that meet the needs of our geographically diverse teams



- Launched our mental health strategy with a focus on improving the knowledge base of our workforce and building confidence to communicate about mental health and reduce mental health stigma
- Offered Mental Health First Aid training to targeted, high-needs groups
- Introduced a Workplace Mental Health Leadership certificate program, the first university-certified program of its kind, developed in collaboration with Queen's University and TELUS Health
- Introduced monthly "Ask Your Chief Medical Director" chats with employees

Diversity, Equity and Inclusion (DEI)

- Refreshed our DEI strategy and aligned on priorities to help us achieve our DEI vision
- Expanded our Diverse Talent Matters development program to provide talent support and networking to empower our employees who identify in equity-seeking groups



- Introduced DEI Fundamentals training to advocate for and promote greater awareness, and communicate its importance to the organization's success
- Grew our DEI Regional Council network by adding nearly 100 new members and increased participation by 66 per cent
- Launched Purolator's *Driving Diversity, Equity and Inclusion* newsletter
- Celebrated employee diversity through events including Black History Month, International Women's Day, Pride Month, National Indigenous Peoples Day and International Day of Persons with Disabilities



180,000 hours
of training delivered through
e-learning kiosks across 187 locations.



44%
of non-unionized new hires
in 2022 were women.



18,000+
hours of mental health training
completed since 2019.

Delivering for Our Planet

2022 ACCOMPLISHMENTS

Net-Zero by 2050

- Launched two Urban Quick Stop mini hubs in Toronto that operate five e-bikes to deliver packages to surrounding areas, eliminating more than 99 per cent of last-mile delivery emissions
- Developed our 2030 fleet decarbonization roadmap to help us achieve our emissions reduction goals and 60 per cent electrification of our last-mile delivery vehicles
- Signed a commitment letter with the Science Based Targets initiative (SBTi) to establish 2030 science-based emissions reduction goals
- Expanded our GHG emissions inventory to include additional Scope 3 emission categories, including purchased goods and services and capital goods
- Completed third-party verification of our expanded 2022 GHG emissions inventory and reverified our 2021 and 2020 emissions
- Reduced total emissions per dollar revenue by 22 per cent and our total emissions per package by five per cent compared to our 2020 baseline
- Procured 95 all-electric vehicles, including the Ford E-Transit™, Motiv Power Systems EPIC4 and BrightDrop Zevo 600 models

Greening Our Operations

- Expanded our LED retrofit program to more than 70 of our terminals across Canada and installed more than 200 new HVAC units across our network
- Purchased renewable energy certificates (RECs) to offset emissions from non-renewable electricity use in our operations in Alberta, Nova Scotia and Saskatchewan
- Launched our new recycling program at 14 sites across Canada with enhanced recycling services and equipment, improved bins, signage and training
- Reduced landfill waste by 670 tonnes and recycled more than 4,000 tonnes of cardboard, plastic and wood pallets
- Opened Purolator's \$330 million, 430,000 sq. ft. state-of-the-art National Hub, built to meet the [Toronto Green Standard](#)
- Implemented several new pick-up and drop-off solutions, which brings us closer to our goal of 75 per cent of all Canadians within a three-kilometre radius of a Purolator shipping access point



\$1B

expected investment in fleet electrification and decarbonization by 2030, the largest network investment in Purolator's history.



43%

reduction in Scope 2 emissions compared to our 2020 baseline.



22%

increase in overall landfill diversion rate in 2022 alone.

2030 Goals

Our Ambition Is to Be the Greenest Courier in Canada

At Purolator, we recognize our responsibility to manage the impacts of our operations on the environment and the imperative to address climate change. We have set science-based targets, which include reducing our absolute Scope 1 and Scope 2 emissions by 42 per cent by 2030 to help us achieve our goal of net-zero emissions by 2050. Our continuous improvement efforts across our business include making strategic investments to increase our energy efficiency, decrease our GHG emissions and reduce waste.

Reduce our absolute Scope 1 and Scope 2 emissions by

42%

(2020 baseline)

Electrify

60%

of our last-mile delivery vehicles

Reduce emissions from electricity by

100%

through the use of renewable sources

Procure renewable energy certificates (RECs) to offset electricity use from our facilities. Explore opportunities to install on-site renewables.

Invest in alternative-fuel vehicles including all-electric cargo vans, step-vans and straight trucks.

Divert

70%

of non-hazardous waste from landfill

Invest in low-carbon technologies and solutions such as e-bikes and Urban Quick Stop mini hubs.

Design and build our facilities to reduce energy consumption.

Switch to renewable fuels for our heavy-duty vehicles (e.g., renewable diesel).

Minimize landfill waste and maximize recycling in our operations.

Helping Our Neighbours

2022 ACCOMPLISHMENTS

Purolator Tackle Hunger

- Hosted 191 employee-led Purolator Tackle Hunger® fundraising events in communities across Canada
- Collected over 1.9 million pounds of food, equating to nearly two million meals for Canadians struggling with food insecurity
- Partnered with the Canadian Football League (CFL) to collect over 400,000 pounds of food in partnership with nine CFL teams and the Grey Cup
- Provided in-kind shipping support equivalent to over \$450,000 to our CFL and charitable foundation partners in support of Purolator Tackle Hunger
- Held eight community Red Bag Campaigns from coast to coast, collecting over 85,000 pounds of food for Canadian families at risk of going hungry
- Partnered with the Breakfast Club of Canada and collected over 4,000 boxes of cereal in support of school nutrition programs across the country
- Launched Volunteer @ Purolator, an employee engagement portal that facilitates and tracks volunteering opportunities and requests for donations and sponsorships

Helping Small Businesses Go the Extra Mile

- Awarded more than \$100,000 in grant prizes, including cash awards, marketing support and free shipping, to four deserving Canadian small businesses through the True North Small Business Grant Contest



- Introduced Pay It Forward funding grants of \$5,000 for each of the True North grant winners to share with a cause or organization of their choice
- Worked with 13 talented emerging artists from across the country for Purolator's limited-edition holiday box designs, which featured a QR code for donations to 13 provincial and territory food banks across Canada



191

employee-led fundraising events held across Canada.



20M lbs+

of food delivered to food banks across Canada since the inception of the Purolator Tackle Hunger program nearly 20 years ago.



\$52,000

donated to the Canadian Red Cross in support of its Ukraine Humanitarian Crisis Appeal.