PEOPLES SERVICES, INC.

2024 Sustainability Report

ABOUT OUR REPORT

This is Peoples Services (PSI) 8th annual sustainability report covering activities and data for 2024. Unless otherwise stated in the report, all information and data regard activities undertaken from January 1, 2024, through December 31, 2024. This report covers all PSI member companies, including Central Warehouse Operations, Crown Warehousing and Logistics, Peoples Cartage, and Total Distribution, Inc.

Report Overview

This report is prepared in accordance with the Global Reporting Initiative (GRI) Standards (Core). The information in this report is the same as in previous publications, with no changes or corrections. For any inquiries regarding this or previous reports, please contact Kate Livingstone, Manager of Sustainability, at sustainability@peoplesservices.com.

A message from the CEO

GRI 102-14

Doug Sibila
President and CEO

2024 HIGHLIGHTS

110
YEARS IN BUSINESS

8.2
MILLION FT² OF DEDICATED & PUBLIC STORAGE

115
FLEET TRUCKS

$160
MILLION IN NET SALES

75
FACILITY LOCATIONS

As we reflect on 2024, it is truly remarkable to consider the journey Peoples Services has taken over the past 110 years. From our humble beginnings as a family business to becoming a trusted leader in the logistics and warehousing industry, our commitment to excellence, integrity, and sustainability has remained unwavering.

This past year has been one of extraordinary growth and transformation. With three acquisitions in a single year, we have expanded our capabilities and reach, strengthening our ability to serve customers with efficiency and innovation. At the same time, we successfully completed a major Warehouse Management System (WMS) upgrade–an investment that enhances our operational precision and positions us for continued success in the years ahead.

Sustainability remains at the heart of our mission. As we navigate growth and modernization, we remain focused on minimizing our environmental impact and advancing responsible business practices. Whether through smarter resource management, technological enhancements, or fostering a culture of sustainability across our operations, we are committed to making a meaningful difference.

Looking ahead, we embrace the future with optimism, knowing that our strong foundation and values will continue to guide us. Thank you to our associates, partners, and stakeholders for your dedication and trust–together, we are shaping a resilient and sustainable path forward.

Best Regards,

Doug Sibila
President & CEO of Peoples Services, Inc.

A message from the COO

GRI 102-14

At Peoples Services, Inc., we're leveraging the full power of our employees, customers, and network of partners to help mitigate the impact of environmental change, help others achieve their sustainability goals, and to improve the lives of people everywhere through the execution of our sustainability strategy. Following are highlights of the progress we've made:

- We've made reductions in our carbon footprint by decreasing greenhouse emissions in our operations, lowering our total energy consumed, and lowering our total water consumed.
- We've continued to build a culture that keeps our people and our values at the center of all we do, driving important improvements in employee safety and engagement, and strengthening our values-driven culture.
- We continue to be transparent in reporting on our progress, voluntarily providing extensive details in this report and holding ourselves accountable for our progress.

For us, adhering to our core values allows us to achieve our purpose of going beyond logistics for a better solution and world:

- PRIDE in all we do.
- RESPECT people and foster positive long-term relationships.
- INTEGRITY and HONESTY - do the right thing.
- DO WHAT IT TAKES - no work is beneath us.
- EXCELLENCE - do it right the first time and think long-term.

I am proud of our team and our accomplishments as we march toward our 2030 sustainability targets!

Darin R. Haines

Darin Haines
Chief Operating Officer

About Our Company

Peoples Services, Inc. (PSI) has grown since purchasing its first truck 110 years ago in Northeast Ohio. Today, PSI is a multi-brand logistics company with 75 locations, of which 77 percent operate as public warehouses. Our 1,029 associates work across 9 states with our headquarters located in Canton, OH. During 2024, we generated more than $160 million in net sales.

PSI Corporate Office, Canton, OH

Industrial Packaging

Products
Steel, fiber and plastic drums, IBC totes, bulk bags, small plastic bottles, and reconditioned containers.

Services
Filling, logistics, warehousing, and transportation.

End Uses
Chemicals, paints, pigments, food, beverage, lubricants, industrial coatings, and agricultural.

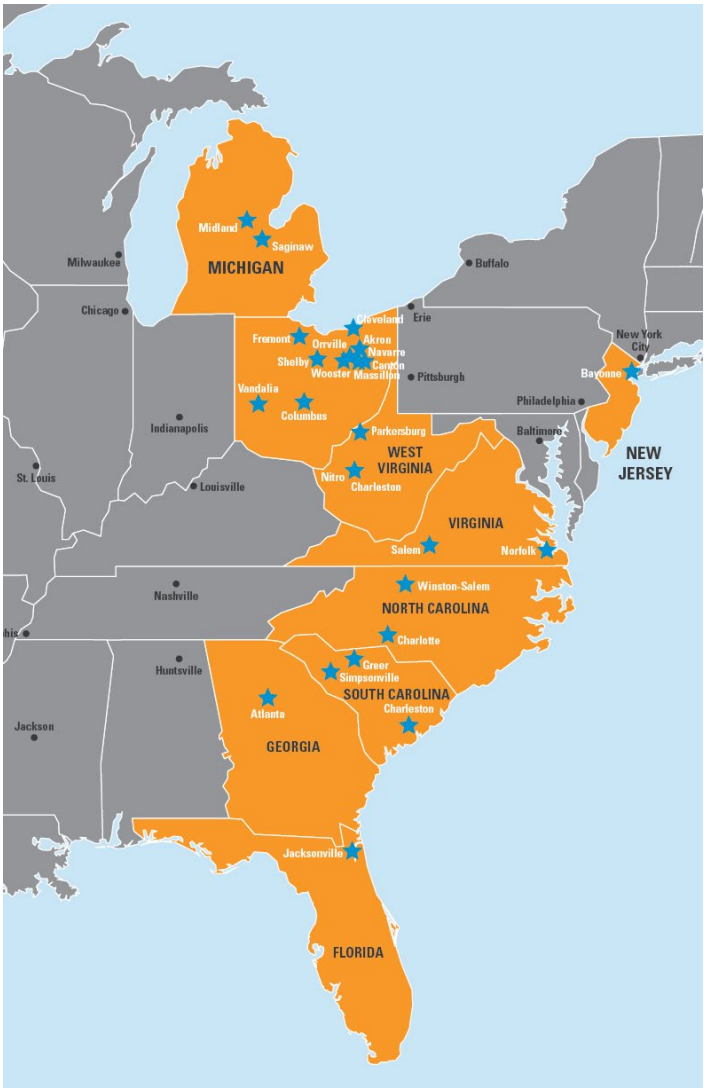
Products, Services & Customer Segments

GRI 102-1 - 102-8, 102-10, 102-25, 102-32, 102-41, 103-2, 103-3, 405-1

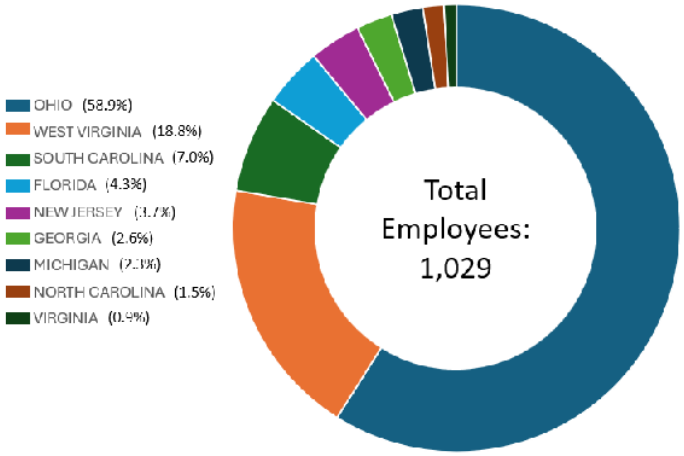
PSI provides a complete range of logistics solutions to meet our customers' diverse needs. Our services include transloading bulk materials, warehousing, inventory management, freight brokerage, co-packing, drumming, and e-commerce fulfillment. Using brokerage services or our company-owned fleet, we connect businesses to global supply chains efficiently and sustainably. For a complete description of our products and services, please visit our website www.totaldistributon.com.

Our primary activities are focused on delivering logistics services tailored to our customers' operational needs. We apply best practices in supply chain management to maximize resources while minimizing environmental impact, emphasizing transparency and accountability. Our customers range from small/medium organizations to large-scale enterprises in industries such as chemicals, automotive, consumer goods, and technology products. This enables PSI to deliver value along our customers' supply chain at several stages.

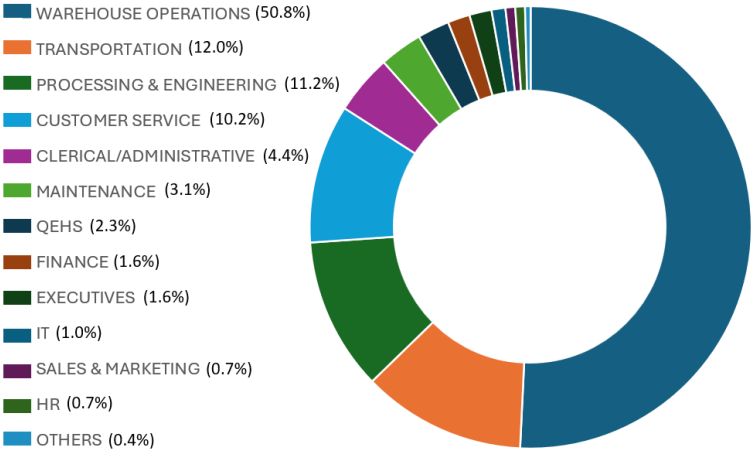
Our workforce is the foundation of our success. By aligning our workforce initiatives with our sustainability goals, we enhance our ability to adapt and succeed in a fast-changing global economy.



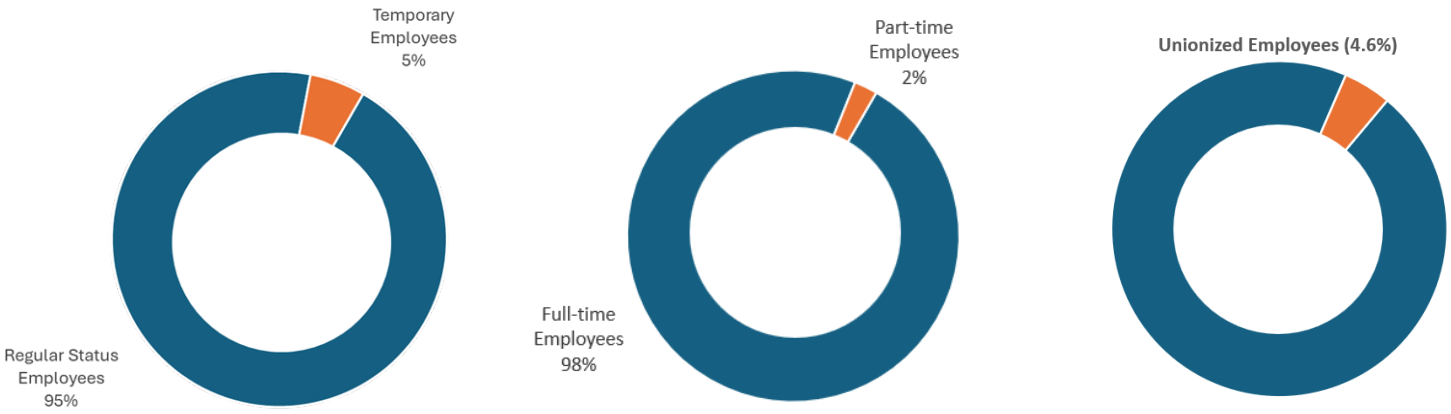
Employees by State



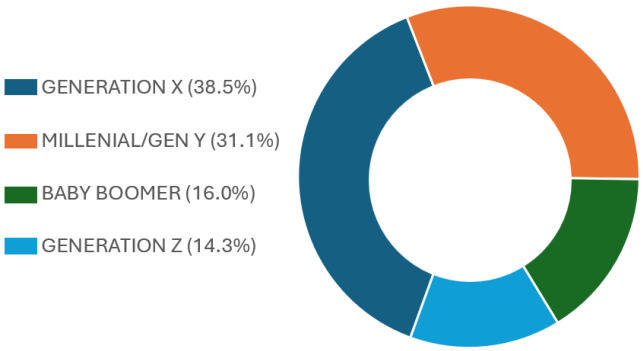
Employees by Role



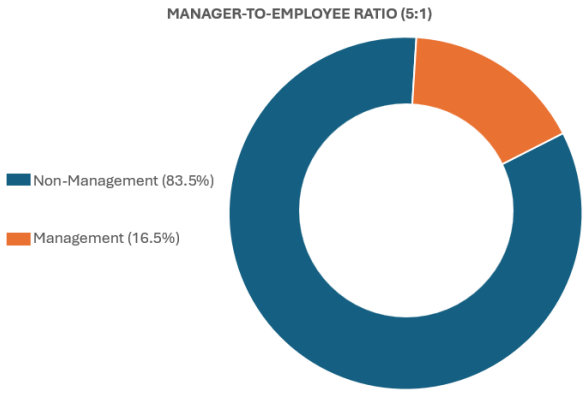
Workforce Composition



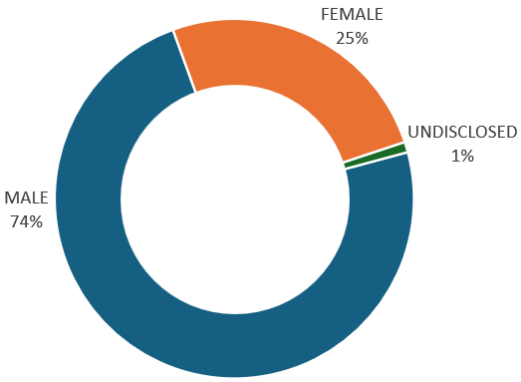
Workforce by Age



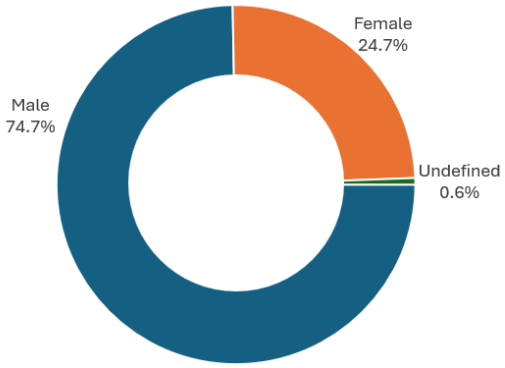
Manager-to-Employee Ratio



Workforce by Gender

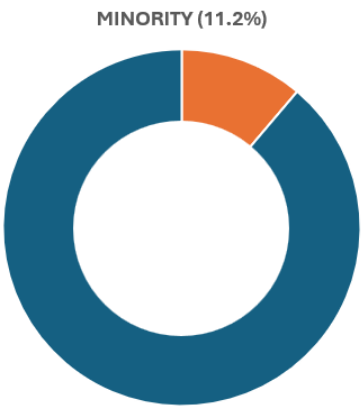


Management by Gender



Workforce by Race

Management by Race



A message from Sustainability Manager

Kate Livingstone
Sustainability Manager

At Peoples Services, sustainability is more than a goal–it's a responsibility we embrace across our operations. In 2024, we continued to pursue initiatives aimed at reducing our environmental footprint while strengthening our commitment to efficiency and responsible resource management.

One of our key achievements has been a meaningful reduction in energy consumption across our facilities. Through targeted improvements in operational practices and equipment efficiency, we have made strides in lowering our overall energy usage, reinforcing our dedication to conservation and cost-effective sustainability.

However, sustainability is not without its challenges. Diverting waste streams remains complex, requiring innovative solutions and collaboration across multiple stakeholders. While progress has been made, we recognize that waste management is an evolving process–one that demands ongoing refinement and creative approaches to overcome industry-wide difficulties.

We have also focused on improving our data collection efforts to drive impactful changes. Enhanced tracking and analytics empower us to make informed decisions, optimize resource use, and measure the effectiveness of our sustainability initiatives with greater precision. Reliable data is a foundation for accountability, ensuring our efforts translate into measurable and lasting impact.

We remain committed to advancing sustainability in meaningful ways–through operational efficiencies, responsible practices, and continuous improvements. As we move forward, we will continue to adapt and innovate, ensuring that sustainability remains an integral part of our business strategy.

Thank you to everyone in the PSI family for helping us create a more sustainable future.

Best Regards,

Kate Livingstone

Kate Livingstone
Manager of Project Management and Sustainability

Governance, Policies & Partnerships

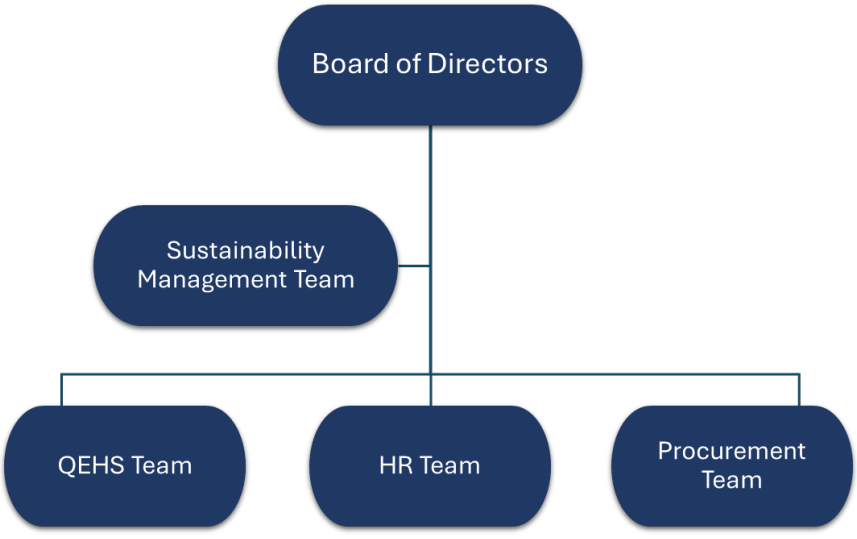
At PSI, our corporate Values have always been the foundation of our company. They govern the way we act, operate, and how we interact with each other, our customers, and the communities we serve. Conducting ourselves with integrity is a cornerstone of our Values. We expect all PSI employees to be honest, accountable, and adhere to the company's expected behaviors and policies.

Good governance is driven by strong and effective leadership. PSI's performance related to our sustainability goals, corporate responsibility strategy, and risk mitigation is overseen by the Company's Board of Directors. It is reported annually to the Board or more often as needed.

Governance

GRI 102-11 – 102-13, 102-18, 102-19, 102-22 – 102-24, 102-26 – 102-28, 102-32, 102-35

To maintain transparency, PSI has established clear reporting procedures, including this annual Sustainability Report, which shows our commitment to open communication with our stakeholders. PSI remains committed to creating value for all stakeholders while promoting supply chain sustainability through the implementation of structured governance standards in our operations.



Corporate Policies

GRI 102-35

We believe behavior influences culture and culture determines performance. The following policies are another way we make clear our expectations and help govern our organization.

Employee Handbook

QEHS Policy

Responsible Sourcing and Supplier Code of Conduct Policy

Supplier Diversity Policy

Sustainable Procurement Policy

Supplier Code of Conduct Policy

Partnerships

GRI 102-12, 102-13

PSI seeks to engage with organizations that share our values to increase the reach of our sustainability efforts. Some of our key partnerships include:

International Warehouse Logistics Association (IWLA)

The International Warehouse Logistics Association (IWLA) is a trade association representing warehouse-based third-party logistics (3PL) providers across North America. Annually, PSI sends associates who demonstrate professionalism and interest in advancement to the IWLA leadership training program.

American Chemistry Council (ACC)

The ACC was instrumental in PSI adopting Responsible Care as the management system used in all our facilities that handle and store chemical products. PSI is one of three warehouse operations that hold a certification in the Responsible Care Management System.

Alliance of Chemical Distributors (ACD)

The ACD promotes Responsible Distribution, ensuring that chemical handling, storage, and transportation meet high safety and sustainability standards. Through the ACD, PSI became RC 14001 certified-a major accomplishment for a 3PL.

Ohio Trucking Association (OTA)

The Ohio Trucking Association (OTA) is a comprehensive trade agency with the goal of making the trucking industry in Ohio more operationally efficient, profitable, and relevant.

Accreditations & Awards

Accreditations

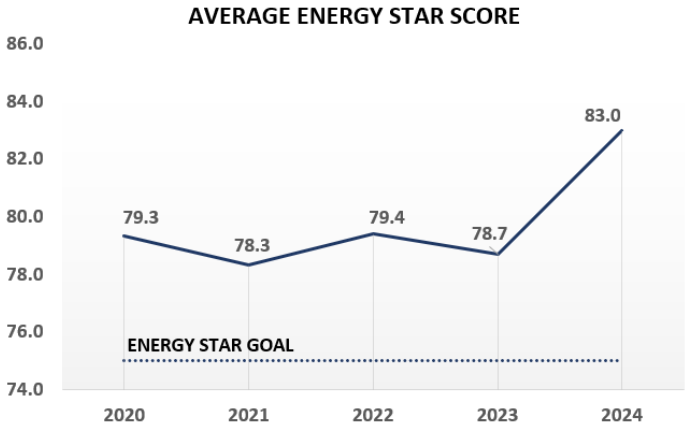
EcoVadis

PSI has been rated by EcoVadis since 2017

- 2024 – 63 Score
- 2023 – 62 Score
- 2022 – 58 Score
- 2021 – 58 Score
- 2019 – 54 Score
- 2017 – 54 Score

Energy Star

PSI has used the EPA's EnergyStar Portfolio Manager system since 2015 to track and measure energy, water consumption, and emissions across our facilities. We are committed to energy efficiency, as 52% of our sites cut their energy use by 10% or more in 2024. 81.5% of facilities scored an impressive EnergyStar grade above 75, whereas only 70.4% achieved that score in 2023. We are committed to sustainable energy management. These results underscore our dedication to sustainable energy management and our ongoing efforts to exceed industry standards. Note: these numbers do not include data from the recently acquired operations.



Awards

Women in Supply Chain

For the past five years, Food Logistics and Supply & Demand Chain Executive Magazines have honored and celebrated female leaders who have helped shape the supply chain industry.

2024

- Patricia Chance, Charlotte, NC
- Pam Franks, Akron, OH
- Tammy Yeager, Fremont, OH

2023

- Melissa Granados Garcia, Fremont, OH
- Sherrie Tapia, Jacksonville, FL

2022

- Liz Butler, Akron, OH
- Debbie Poore, Simpsonville, SC
- Kim Pugh, Nitro, WV

2021

- Jackie Wuolukka, Saginaw, MI
- Lisa Eickmeyer, Vandalia, OH

2020

- Tammy Steinman, Massillon, OH
- Candy Kline, Akron, OH

Cascade Capital Corporation Business Growth

The Cascade Capital Corporation Business Growth Award recognizes businesses in Northeast Ohio that have achieved significant growth in sales or employment over the past five years.

- 2024, Honoree
- 2023, Honoree
- 2022, Honoree
- 2021, Best Story
- 2019, Employee Growth
- 2018, Best Overall Story
- 2017, Highest Sales Growth

Smart Business Magazine

The Smart Business Magazine Family Business Achievement Award recognizes successful family-owned businesses that demonstrate growth, innovation, and commitment to future generations. Eligible businesses must be privately held and have at least two family members involved in operations.

- 2024
- 2023
- 2022
- 2021
- 2019

Social Responsibility

While our operations stretch across nine states and include global clients, we still think of ourselves as a local business. We care deeply about the communities where we live and work, and we're committed to helping them thrive both now and in the future. That's why we support a wide range of events, programs, and organizations that reflect the diversity and unique needs of the people we serve.

Community Giving

GRI 413-1

As a family-owned company, we consider our team of over 1,000 associates part of the extended PSI family. Supporting our communities is an important part of who we are. Throughout the U.S., we contribute to a variety of causes and events that align with our values. When choosing where to give, we focus on organizations that are recognized nonprofits or meet special criteria for donations. In 2024, PSI donated approximately $135,200 to support these efforts.

Habitat for Humanity

PSI has supported Habitat for Humanity and their mission to support affordable housing for a family in need for several years. By investing in housing projects with Habitat for Humanity, we're helping create safe, stable places for families to thrive.

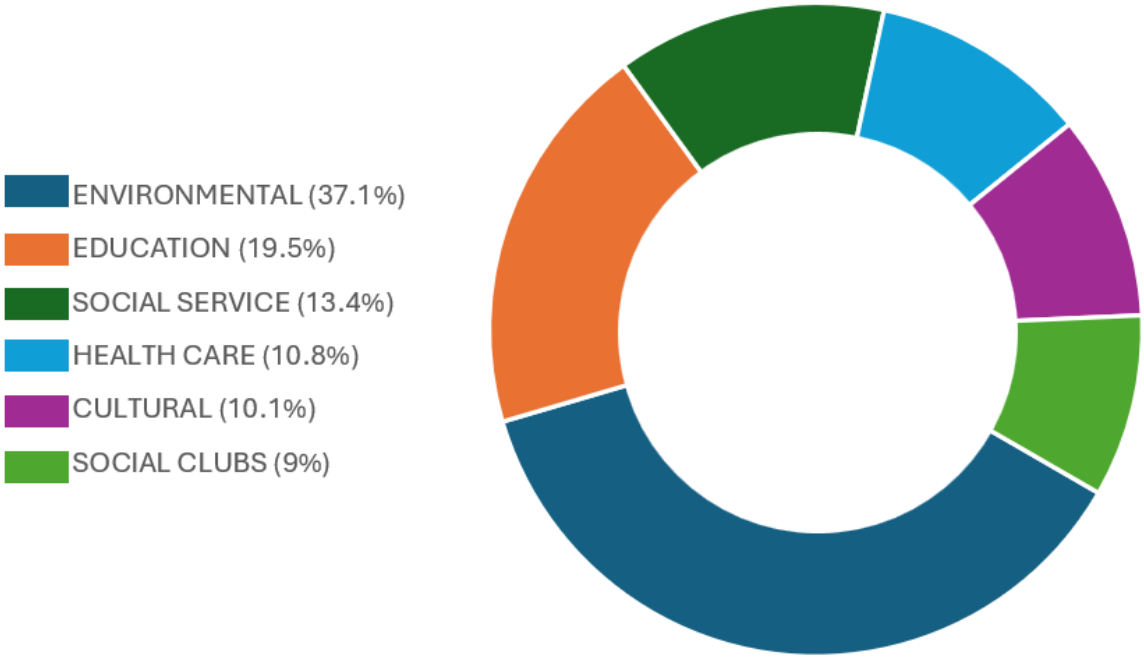
Toussaint River Watershed Conservancy

In 2024, $50,000 was donated to the Toussaint River Watershed Conservancy to support their work protecting freshwater in northwest Ohio. The donation helps fund efforts like improving water quality, restoring natural habitats, and providing community education. It's one way we're supporting the local environment and the communities we're proud to be a part of.

Helping Schools in Need

Four schools located in high poverty areas were selected to receive donations in the form of backpacks filled with essential supplies. Schools in Ohio, West Virginia, South Carolina, and Florida were selected based on need and community impact, with the goal of helping students start the school year prepared and confident. Each backpack included age-appropriate items such as notebooks, pencils, crayons, and folders–providing tools that support learning and ease the financial burden on families. This initiative reflects PSI's ongoing commitment to investing in education and creating opportunities for students to succeed, regardless of their circumstances.

2024 CHARITABLE CONTRIBUTIONS BREAKDOWN



Employee Giving

In 2024, employees of PSI donated to the Helping Hands Program; an employee lead charitable donation program where those who participate can contribute through payroll deductions. Each operation participating in the Helping Hands program selects the charitable organization. In addition to the organizations selected in 2024, a location can select an individual experiencing financial hardship. One location chose to help a fellow associate that has been financially impacted from unforeseen personal hardship. The goal of the Helping Hands program is to empower associates to contribute to their local communities.

Educational Assistance

PSI provides financial support to full-time regular status employees pursuing a certificate, license, or degree in an approved field from an accredited vocational or educational institute. Providing work-related professional development at no or low cost to employees provides a win-win for PSI. It assists in enhancing our employees' skills and prepares them for potential future management positions. By supporting our employees' career goals, we reduce the risk of losing good talent, which improves our retention rate. In the competitive logistics industry, retention is essential now more than ever.

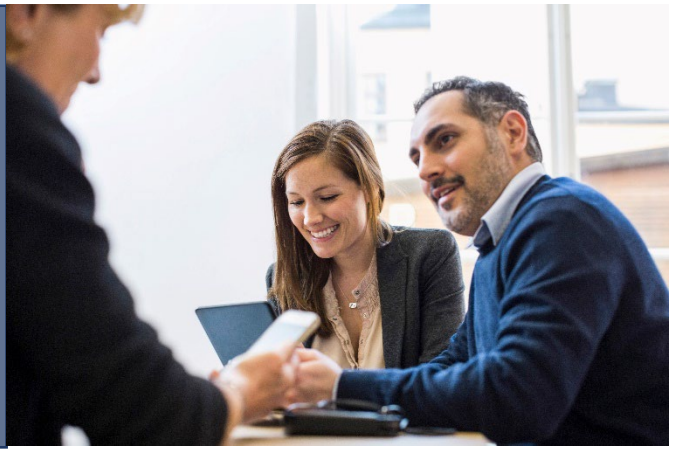
RJS Family Foundation Scholarship

The RJS Scholarship Fund is a competitive, merit-based scholarship program designed to help eligible employees afford the cost of accredited post-secondary education for their dependent children. Scholarship participants are selected based on their financial need, prior academic record, demonstrated leadership, and participation in school and community activities, honors, work experiences, statements of educational and career goals, and letters of recommendation. In 2024, five young adults were recipients of the RJS Family Foundation scholarship. An independent scholarship committee reviewed all scholarship applications to select the five individuals.

The winners in 2024:

- $10,000: Nathan Depuy – Wittenburg University
- $10,000: Angel Nimonso – Stark State College/Kent State University
- $ 5,000: Cassandra DeMichael – The Ohio State University
- $ 5,000: Sydney Peterson – Catawba College
- $ 5,000: Taylor Peterson – Tiffin University

Stakeholder Engagement & Materiality

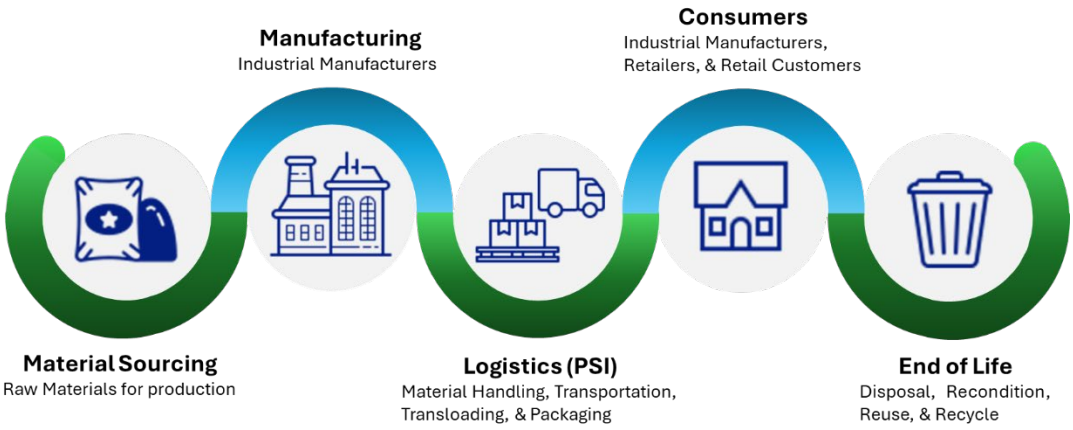


Stakeholder Engagement & Materiality

GRI 101-1, 102-9, 102-20, 102-21, 102-29, 102-31, 102-33, 102-34, 102-36, 102-37, 102-40, 102-42 – 102-44, 102-47, 103-1

PSI is making progress in our sustainability strategy, and we recognize that our approach is always evolving. In 2024, we enhanced the sustainability programs that make our company efficient, improved the management of our material topics, and engaged internal and external stakeholders on sustainability. Our 2024 GRI-aligned report highlights our accomplishments and progress toward our long-term sustainability goals.

Value Chain



PSI recognizes the importance of sustainable value chain management in addressing economic, environmental, and social impacts across our operations. Our value chain extends from sourcing raw materials to delivering products to our customers, encompassing suppliers, operations, and downstream stakeholders.

We continually review and address the impacts of our value chain. Currently we are working to:

- Achieve a 20% reduction in GHG emissions in our operations and fleet by 2030.
- Ensure 100% of suppliers sign our new Responsible Sourcing and Code of Conduct Policy by 2027.
- Strengthen partnerships with local suppliers, aiming for 30% of procurement to come from community-based vendors by 2030.

Our value chain needs to not only support operational excellence but also contribute to our sustainability goals.

Materiality Assessment Process

GRI 101-1

The 2024 materiality assessment identified and prioritized sustainability topics, engaged key stakeholders and informed our sustainability strategies, reporting, and communications. The assessment was conducted in accordance with the best practices for material topic identification and stakeholder engagement. We identified potential material topics for our business using various sources including business reviews, industry sources, peer sustainability reports, and sustainability thought leadership. Interviews and surveys with PSI leadership and external stakeholders were conducted, which informed us of prioritization of our most material topics.

Material Topics

GRI 102-47

Our materiality assessment process validated key topics that shape our sustainability strategies, targets, and reporting.

Material Topic	Stakeholders Engaged & Concerns Raised			
	PSI Board of Directors & Leaders	Customers	Society/ Community	Environment
Types of Engagement	Daily interactions, bi-annual managers meeting, materiality assessment survey	Daily interactions, quarterly business review meetings, materiality assessment survey	Community engagement (face-to-face meetings), community service events	
Valuing our People				
Health & Safety	X	X		
Human Rights & Fair Labor Practices	X	X		
Addressing Risk				
Ethics & Compliance	X	X		
Risk Management & Security	X	X	X	
Business Continuity & Succession Planning	X	X		
Building Customer Relationship				
Quality Control	X	X		
Customer Service Excellence	X	X		
Protecting Our Future				
Responsible Care Management System	X	X	X	
Ensuring Financial Strength				
Ensuring Financial Strength	X	X		

Business Strategy

Purpose & Vision

GRI 205-1, 205-2

In 2024, we formally updated our strategic goal – by the end of 2027, we will achieve annual sales of $300M by becoming a data-driven sales and marketing organization that drives organic growth. Our strategic goal provides a foundation for bringing our purpose to life, keeping in mind the long-term future of our business and our values.

Quality Control

Establishing quality control standards to meet customer expectations with every order and every delivery.

Highlights

- In 2024, PSI had 12 sites audited as part of the combined ISO 9001: 2015 and Responsible Care Management System (RCMS: 2013). No non-compliance items were found.
- Quality control is non-negotiable for our customers, so we work continuously to improve service quality and generate lasting improvements. Our success depends on the capacity to reliably deliver high quality, accurate services that fulfill customer expectations.
- In 2024, the certification process for RC 14001 was initiated. The certification process should be completed by the end of the first quarter of 2025 making PSI the only third-party logistics company to hold an RC 14001 certification.

Why Quality Control Matters

Quality control is a cornerstone of sustainable distribution, ensuring product integrity, regulatory compliance, and environmental stewardship. Using management systems for process standards and advanced tracking systems for traceability, we minimize waste, reduce inefficiencies, and uphold safety standards. Consistent quality assurance protects customers, preserves resources, and reinforces trust in supply chains. A strong commitment to quality control allows us to support ethical practices while driving operational excellence.

Governance

The Vice President of Operations (VPOs) maintains oversight of the quality control strategy, which consists of three regional levels, North, Central and Southern region. While the Vice President of Transportation oversees the quality control strategy for all the transportation operations. The VPOs support all business units and facilities alignment to the PSI quality control strategy and achieve quality goals efficiently.

To uphold consistency and best practices, PSI integrates industry-leading management systems into its operations. Warehouse operations that house chemical products adhere to Responsible Care Management Systems, reinforcing environmental responsibility, safety, and process optimization. Food-grade operations adhere to AIB International standards for hygiene protocols, product integrity, and compliance with regulatory requirements. Transportation operations employ advanced tracking systems and operational controls to monitor efficiency, minimize waste, and route optimization.

Through strategic quality control governance, PSI fosters a culture of accountability, continuous improvement, and responsible resource management. By leveraging strong leadership and robust management systems, we strengthen our sustainability efforts, reduce environmental impact, and enhance our reliability throughout our distribution network.

Goals, Progress & Performance

2025 Goal:

RC 14001 certification

Every delivery and shipment contents are inspected to see if they match our customers' requirements and the documentation provided by the carrier is part of our quality control process, focusing on integrity and compliance specifications. In 2024, 43 percent of PSI's 72 eligible warehouse operations were certified in ISO 9001 standards for quality management. Operations managers provide monthly performance updates to CEO, COO, regional vice presidents and general managers to ensure transparency and accountability.

In 2024, we initiated the certification process to become the only third-party logistics company to be RC 14001 certified. Looking ahead to 2025, we will complete the RC 14001 certification and will concentrate on merging the management systems from recently acquired businesses to the PSI systems to align process and procedures expectations.

Waste Management

Why Waste Matters

GRI 301-1 - 301-3, 306-1 - 306-5

At PSI, the nature of our operations results in a substantial volume of packaging materials entering our warehouses. While we have limited control over the materials received, we are committed to taking responsibility for their proper disposal and minimizing their environmental impact. To achieve this, we have implemented comprehensive waste management practices, including recycling pallets, cardboard, metals, and plastics.

Governance

PSI maintains active oversight of waste management practices across all facilities, guided by our QEHS team to ensure full regulatory compliance and the implementation of industry best practices. Our associates play a vital role in advancing waste reduction efforts, consistently supporting and promoting sustainable workplace behaviors. Through ongoing engagement and structured awareness initiatives, we foster a culture of continuous improvement in environmental stewardship throughout our operations.

Goals, Progress & Performance

2030 Goal:

> Add technological tools and refine our operational procedures to create paperless operations.

Using industrial recyclers is one part of how we reduce the trash being sent to landfills. Another way we look to lower landfill waste is to look for opportunities to reuse materials in good condition but are no longer needed. Repurposing discarded packaging material is not only environmentally beneficial but economically smart.

While we have made significant strides, challenges persist with difficult-to-divert waste streams. Specifically, the primary waste streams within our pigment operations have traditionally ended up in landfills, creating diversion challenges. Aligned with our 2025 and 2030 goals, we are actively pursuing innovative solutions and engaging in discussions with external partners to explore viable diversion options for this type of waste.

Water

Highlights

- We recognize our responsibility to safeguard water resources as a critical component of a sustainable future. Through the strategic placement of spill kits across our operations and routine employee training on spill prevention and response protocols, we actively work to prevent contamination of public waterways and sewer systems.
- We continue to dedicate resources and invest in ongoing improvements to ensure water is responsibly used, carefully monitored, and protected for future generations.

Why Water Matters

GRI 303-1, 303-2, 303-3, 303-4, 303-5

PSI takes a proactive stance in responsibly managing water resources, aiming to mitigate negative impacts with water withdrawals, discharges and stormwater runoff. We seek opportunities to contribute to positive outcomes for the environment and for communities with whom we share a water source. Our commitment extends to reducing water usage and elevating water quality across our organization, particularly in water-intensive operations at our liquid packaging sites. In our efforts to enhance water quality, we ensure that water discharged from our facilities undergoes thorough treatment, whether on site or by a trusted third party. This treatment strictly adheres to all relevant regulations, ensuring that the discharged water meets high standards of health and safety for wildlife and the local communities. Recognizing water as a precious resource, PSI pledges to safeguard it for the benefit of future generations.

Governance

Our commitment to water conservation and efficiency is outlined in our QEHS Policy. Across all PSI facilities, we proactively oversee water usage, enlisting our QEHS team to ensure regulatory compliance and implement optimal practices in water management. Within our environmental structure we maintain a robust compliance management system with dedicated support. PSI champions and empowers local management teams to improve water efficiency, enhance water quality, minimize impact on local water sources and reduce associated costs. Our approach extends to maintaining water discharge in strict compliance with individually allocated water permits.

At PSI, we place a strong emphasis on effective stormwater practices within our operations due to their low water usage. It is required that each operation has strict adherence to safety standards, and they are empowered to identify continuous improvement opportunities.

Goals, Progress & Performance

Most of our water consumption occurs at our packaging and processing locations. We continuously streamline our environmental data dashboards, aiming for a more comprehensive understanding and effective management of our water, effluents and energy data. This effort enables us to consistently discover and leverage efficiency opportunities.

Responsible Care® Management System

Demonstrating our commitment to regulatory and compliance.

Why Responsible Care Management System Matters

GRI 303-1, 303-2, 303-3, 303-4, 303-5

The Responsible Care® Management System plays a crucial role in ensuring that our environmental, health, safety, and security practices align with the highest industry standards. As a logistics provider with deep ties to the chemical industry, we recognize the importance of responsible stewardship in handling, transporting, and storing materials safely and sustainably.

Responsible Care® provides a structured framework for continuous improvement, guiding us in reducing our environmental footprint, enhancing workplace safety, and strengthening compliance. Through this system, we proactively manage risks, optimize energy efficiency, and implement best practices that reinforce responsible operations. It also enables us to collaborate more effectively with industry partners, regulators, and communities to ensure transparency and accountability in our sustainability efforts.

By adhering to the principles of Responsible Care®, Peoples Services upholds its values of integrity and environmental responsibility. It is not simply a compliance requirement, it is a strategic advantage that allows us to remain resilient, forward-thinking, and committed to sustainable growth. As we continue to expand and evolve, Responsible Care® will remain an essential pillar in our approach to ethical and sustainable business operations.

Governance

Our commitment to Responsible Care® is grounded in strong governance practices, which ensure that environmental, health, safety, and security (EHS&S) principles are thoroughly embedded into our business operations. Our QEHS team and operations leadership work collaboratively to uphold Responsible Care® standards, performance assessments, and risk evaluations. Throughout our organization, we employ a variety of tools and processes tailored to specific business needs. Guided by consistent principles, our RCMS certification undergoes regular audits by internal and external parties to verify strict compliance with all regulations at our facilities.

We regularly collaborate with stakeholders, partners with industry groups, regulators, and sustainability experts to maintain transparency and accountability. Our participation in the Responsible Care® initiative reinforces our dedication to operational excellence, helping us build resilience, minimize risks, and drive meaningful improvements across our facilities.

Goals, Progress & Performance

2025 Goal:

- Transition from RCMS to RC 14001.
- Migrate recently acquired locations to RC 14001.

EHS Training

Our QEHS team provides associates with regular training throughout the year. These compliance training events include:

- Universal Waste Training
- Spill Prevention, Control, and Containment Refresher Training
- Hazardous Waste and Emergency Refresher Training
- U.S. Department of Transportation Hazmat Shipping 3-year Training
- Legal Requirement Training

Ethics & Compliance

Highlights

- We remain focused on supporting seamless integration and ensuring our acquired businesses align with PSI strategies.

Why Ethics & Compliance Matter

GRI 102-16, 102-17

For us, ethics and compliance are the foundation of our business integrity. As a family-owned company with a legacy spanning 110 years, we recognize that trust–both within our organization and with our stakeholders–is earned through responsible actions and an unwavering commitment to ethical standards. Compliance is not just about meeting regulations; it is about fostering a culture of accountability, transparency, and respect. From sustainability initiatives to operational excellence, we hold ourselves to the highest standards to ensure that our business practices remain responsible, fair, and aligned with our core values. Upholding these principles strengthens our ability to serve customers, support our associates, and contribute meaningfully to the communities where we operate.

Governance

A cross-functional team from Human Resources, Finance and Legal collectively manages, reviews and implements each policy. To ensure our policies remain practical and current, we routinely update them by incorporating best practices and responding to evolving risks and regulations. Policies are reinforced through audits and training administered to all associates at the management level and above.

We aim to foster an environment of transparency. Associates can confidentially report ethics concerns through our 24/7 HR Hotline. We communicate hotline information through our code of conduct, which we include in orientation training and have posted on our electronic message boards in every facility. External stakeholders can submit concerns through our company website, email and phone us, and we maintain a strict no retaliation policy.

Annually, we are audited by an external auditing firm to ensure compliance with regulatory requirements and established policies. In 2024, PSI had 12 auditable entities. Each facility also undergoes risk-based audits at least once every five years. Audit locations are selected through discussions and approval by

executive leadership and reported ethics concerns. As our business expands and we drive the PSI approach, we remain committed to enhancing our internal control and audit capabilities.

Goals, Progress & Performance

2025 Goal:

- Revamp Responsible Sourcing and Supplier Code of Conduct policy by end of FY25.
- All suppliers to sign revamped Responsible Sourcing and Supplier Code of Conduct policy by end of FY26.

2030 Goals:

- Provide online training on business ethics to 100 percent of associates with access to computers by the end of FY30.

PSI is committed to continuously improving our policies and training methods. We track associate's training to ensure all our associates understand our expectations. Given the recent acquisition of three new businesses, we have focused our efforts on supporting seamless integration and ensuring alignment with PSI standards. In 2025, we created an integration team to develop a formalized integration process document, we emphasize the importance of establishing policies and completing necessary training for our new associates.

At PSI locations, we ensure that all product and service information align with industry regulations and customer expectations. As a third-party logistics provider, we handle products owned by our customers, maintaining accurate labeling and documentation to support compliance, safety, and transparency. Our commitment to clear handling guidelines and service communication helps safeguard product integrity while reinforcing trust with our partners.

We follow GS1 labeling standards, ensuring barcodes, tracking information, and product details meet global supply chain requirements. Export controls, safety data sheets, and warning statements based on product origin and destination dictate regulatory adherence. Additionally, some customers have specific labeling requirements to maintain company branding, handling instructions, and compliance disclosures.

Risk Management & Security

Highlights

- Successfully navigated operational risks related to three acquisitions in a single year, ensuring seamless integration and continuity.
- In 2024, PSI did not receive any substantial complaints concerning breaches of customer privacy or leaks, thefts or losses of customer data.
- All systems users complete cyber security training monthly. Multi-Factor Authentication (MFA) is deployed throughout the organization for added security.
- All end-user devices are managed through a Mobile Device Management (MDM) system to centralize controls and enable enhanced data security, compliance, adherence, and operational efficiency.
- Strengthened environmental risk mitigation strategies, leading to improved energy efficiency and data collection practices to support sustainability initiatives.
- In 2024, we conducted a mock exercise related to workplace violence and how we should respond to minimize the interruption to operations after such adverse circumstances.

Why Risk Management Matters

GRI 102-30, 410-1, 418-1

Effective risk management safeguards our business, associates, and stakeholders while reinforcing our commitment to responsible corporate governance. By identifying and addressing risks related to compliance, sustainability, operational efficiency, and supply chain resilience, we enhance trust and reliability within the industry. A strong risk management framework ensures that PSI remains adaptable and forward-thinking in a rapidly evolving logistics landscape.

PSI is responsible for protecting our people and the products and data we are trusted with. We are committed to physical security and cyber security, all critical to protecting our assets. Physical security includes ensuring the safety of our associates and facilities. Cyber

security defends PSI's and our customers' information resources from digital attacks. Product security protects our customers' products throughout the supply chain, including shipping and transport. While internal technology and technology-enabled communication creates efficiencies that enhance our reliability and bolster customer satisfaction, it also can create additional cyber risks or vulnerabilities. We continue to incorporate best practices to improve our ability to protect internal and external information.

Governance

PSI employs a structured risk governance model, overseen by key leadership and operational teams. Risk assessments and mitigation strategies are embedded within our corporate policies, ensuring that all business decisions align with our long-term sustainability and compliance goals. Our executive team, alongside QEHS and HR leads, regularly reviews emerging risks to uphold regulatory requirements and maintain ethical business practices.

Cyber security is a shared responsibility across the entire organization, led by our Director of Information Technology, who provides weekly updates to the executive team and updates quarterly to the Board of Directors. In addition, PSI's Information Technology (IT) team periodically tests all associates. PSI's cyber training program continues to meet PSI's needs and aligns with industry best practices.

Goals, Progress & Performance

PSI remains focused on continuously improving risk management practices through data-driven decision-making and enhanced compliance measures. Our efforts to reduce operational risks have been strengthened by enhanced data collection systems, which provide greater transparency and improved risk monitoring across our operations. Through the implementation of energy reduction initiatives, we have lowered operational vulnerabilities related to resource consumption, ensuring a more sustainable approach to resource management. Additionally, we have developed advanced training programs for associates that reinforce compliance standards and increase awareness of risk mitigation strategies, helping our workforce stay prepared for potential challenges.

PSI's oversight of physical security, cyber security and product security continues to be key to protecting our people, data, assets and customers' products. Our ability to improve our internal technology and technology-enabled communications with customers requires effective security measures to demonstrate our reliability and bolster customer satisfaction.

Our risk management efforts have contributed to stronger governance compliance, ensuring continued safety, efficiency, and sustainability in all aspects of our operations. The successful integration of new acquisitions demonstrates the effectiveness of our approach, allowing us to maintain stability and enhance business continuity. Furthermore, ongoing technological investments–including the WMS upgrade–support long-term operational resilience by increasing efficiency and reducing potential system disruptions. These collective advancements ensure that Peoples Services remains prepared for future challenges while strengthening our commitment to responsible and sustainable growth.

Business Continuity

Highlights

- Our business continuity efforts ensure we deliver on our vision of excellent customer service by consistently providing the highest quality and services at every PSI location, even under shifting business conditions, and supply chain challenges or following a natural disaster.
- Our workforce is critical to ensuring business success, and we recognize the risks associated with labor disputes to business continuity. Senior leadership plays an active role in developing positive labor relations with union leaders and members at sites operating under bargaining agreements.

Why Business Continuity Matters

GRI 303-2, 402-1

Business continuity is essential to maintaining operational resilience, protecting stakeholders, and ensuring long-term sustainability. As a logistics provider navigating complex supply chains and evolving industry demands, we recognize that disruptions–whether from natural disasters, economic shifts, or technological challenges–can significantly impact our ability to serve customers and support associates.

A robust business continuity strategy ensures we can adapt, recover, and thrive in the face of uncertainty. By integrating risk management, contingency planning, and proactive investments in infrastructure, we safeguard our operations against potential disruptions while strengthening trust with our partners. Our commitment to continuity supports supply chain reliability, workforce stability, and environmental sustainability, ensuring that our business remains aligned with long-term sustainability goals.

As we continue to expand and evolve, PSI remains focused on resilient growth, balancing innovation with preparedness to maintain operational excellence. Business continuity is not just about responding to challenges but about ensuring that sustainability remains a core pillar of our future success.

Governance

Our QEHS, IT, and operations teams provide leadership oversight and establish protocols for crisis response, supply chain resilience, and infrastructure protection. Regular assessments, scenario planning,

and investment in business continuity strategies ensure our preparedness for potential disruptions, including economic shifts, natural disasters, and technological challenges.

Our governance framework prioritizes collaboration and transparency, engaging stakeholders–including regulatory bodies, industry partners, and internal teams–to align business continuity efforts with broader sustainability objectives. By maintaining robust reporting structures, compliance audits, and continuous refinement of best practices, we integrate business continuity into its long-term strategy, reinforcing financial stability and operational strength.

Goals, Progress & Performance

2025 Goals:

- We remain focused on enhancing business continuity strategies through advanced risk assessments, technology-driven resilience planning, and strengthened supply chain oversight. By integrating these initiatives, we ensure that our operations continue to run smoothly while maintaining long-term sustainability.

Throughout 2024, our commitment to business continuity remained strong, with no service interruptions or natural disasters impacting our operations or transportation teams. This stability is a direct result of strategic contingency planning, supply chain coordination, and investments in operational infrastructure, reinforcing our ability to adapt to potential risks without disruption.

Succession planning emerged as a concern in this year's employee engagement survey, with several associates expressing concern about the upcoming retirement of experienced leaders. As a company committed to long-term sustainability and business continuity, we recognize the importance of proactive talent development and knowledge transfer. In response, we are taking deliberate steps to strengthen our leadership pipeline by identifying high-potential associates, expanding mentorship opportunities, and formalizing transition plans for key roles. These efforts ensure that institutional knowledge is preserved and that we remain resilient and future ready as our organization continues to grow and evolve.

Human Rights & Fair Labor Practices

Highlights

- PSI's commitment to upholding human rights and fair labor practices is aligned with nationally recognized frameworks such as the Fair Labor Standards Act, Equal Employment Opportunity Commission, Occupational Safety and Health Administration, and International Labor Organization.

Why Human Rights & Fair Labor Practices Matter

GRI 303-1, 303-2, 303-3, 303-4, 303-5

Our commitment to upholding human rights and fair labor practices establishes a framework for treating our teams fairly, in alignment with the ethical business conduct expectations outlined in our Employee Handbook and our Strategic Values. By prioritizing human rights and fair labor practices, we ensure an environment of respect, dignity and equality for associates, helping us attract top talent and increase job satisfaction and engagement. We also commit to paying fair wages and providing safe and equitable working conditions. We extend this commitment beyond our organization, striving to collaborate with business partners and responsible supply partners who share our values, instilling customer confidence in our sourcing and labor practices.

Governance

PSI's commitment to upholding human rights and fair labor practices is aligned with recognized frameworks such as the Fair Labor Standards Act (FLSA), Family and Medical Leave Act (FMLA), and the National Labor Relations Act (NLRA). We recognize that the potential for impacts on human rights extends beyond our operations, and we aim to uphold these principles throughout our supply chain. Our expectations for respecting human rights and fair labor practices and integrated into several PSI policies to enhance clarity, ensuring a more explicit articulation of our commitments and standards for our organization and partners.

PSI's VP of Human Resources oversees our Human Resources team with support from Senior Management who represent each business unit. We maintain a comprehensive, risk-based program to identify and address human rights and labor risks across all facilities, aligning with our adherence to the

Responsible Care Management System (RCMS). This ensures consistent risk mitigation and the implementation of best-practice measures. Our local Human Resources team aims to protect human rights by conducting risk assessments, verification of age and legal working status and human rights awareness training.

Goals, Progress & Performance

Our commitment to lifelong learning ensures that our workforce remains agile and competitive. We offer a variety of training programs, from technical skill-building to leadership development. On average, employees receive 6.29 hours of training per year, covering areas such as sustainability, safety, cyber-security, and personal growth. Additionally, we have a mentorship program, pairing employees with experienced leaders to foster knowledge-sharing and career growth.

Retention & Engagement

Retention and Engagement are vital to building a stable and motivated workforce. Our comprehensive benefits program includes competitive compensation, health and wellness initiatives, and opportunities for career progression. Our annual engagement survey revealed a 3.98 satisfaction rate out of 5 with the company culture, reflecting our ongoing efforts to create a supportive and inclusive environment.

Health & Safety

Highlights

- In 2024, we focused on assessing and beginning to lay the foundation on integrating the three acquisitions into the PSI Safety and Quality policies. As with any acquisition there is a merging of policies, procedures, and expectations. Our most valuable asset is our people and keeping our associates safe and healthy is a fundamental priority.
- The Total Recordable Incident Rate (TRIR) is a key metric we use to monitor safety trends compared to the industry average.

Why Health & Safety Matter

GRI 403-1, 403-2, 403-4, 403-4, 403-6, 403-7, 403-8, 403-9, 403-10

At PSI, health and safety are fundamental to our operations, ensuring the well-being of our associates, customers, and communities. A strong safety culture protects individuals and strengthens business continuity, operational efficiency, and long-term sustainability.

Prioritizing workplace safety, risk mitigation, and employee wellness allows PSI to maintain a resilient and productive workforce while reducing incidents that could disrupt operations. Through comprehensive safety training, regulatory compliance, and proactive hazard prevention, we create an environment where associates can confidently perform their best.

Health and safety investments enhance workforce engagement, reinforce stakeholder trust, and align with PSI's commitment to responsible and ethical business practices. By fostering a workplace that values safety, PSI drives sustainability forward, ensuring lasting success for its people and communities.

Governance

Oversight is led by our QEHS (Quality, Environmental, Health, and Safety) team and operations leadership, who enforce policies, conduct risk assessments, and implement the best practices that align with industry regulations. We continuously strengthen workplace protections and hazard prevention strategies through regular audits, structured training programs, and safety performance evaluations.

Transparency and accountability are key components of our governance model. We prioritize stakeholder collaboration, engaging associates, regulatory agencies, and industry partners to enhance health and safety protocols. Maintaining comprehensive reporting mechanisms and continuous policy improvements ensures a culture where safety is ingrained in everyday operations.

Goals, Progress & Performance

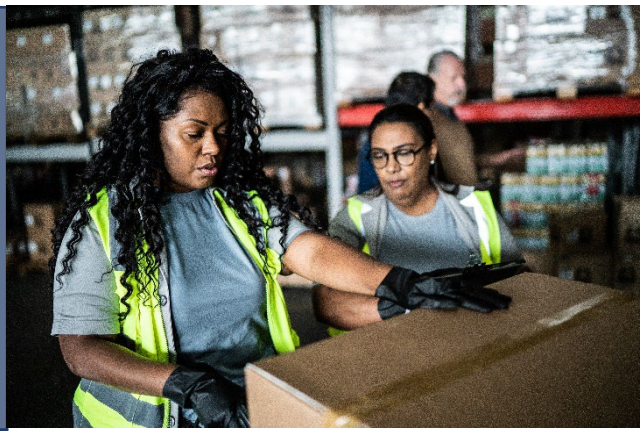
2025 Goals:

- Move the recently acquired and legacy sites into one comprehensive system. In doing so we can push the same policies, procedures, and expectations to all locations.
- Transition from the American Chemistry Council's RCMS to Alliance of Chemical Distribution RC14001 management system.

In 2024, we completed the application process to become RC14001 certified. We estimate the certification process will be successfully completed by the end of the first quarter of 2025.

With over 70 locations we must understand our geographical footprint as well as the various types of industries we serve. Our Emergency Management Protocols are reflective of both. We train our team members to not only respond to incidents, but how to identify and correct them before they become an incident.

Merit, Fairness & Equality



Highlights

- Our people-focused culture is built on merit, fairness, and equality, fostering belonging and collaboration. By embracing diverse perspectives, skills, and backgrounds, we strengthen our organization and our communities.
- Annually we conduct an employee engagement survey to measure workplace satisfaction, collaboration, and overall organizational culture. In 2024, the survey results showed a 4. 7 percent increase above the average rating for the past nine years.

Why Merit, Fairness & Equality Matter

GRI 405-1, 405-2

Merit, fairness, and equality are essential to fostering a workplace where individuals can thrive, contribute meaningfully, and advance based on their skills and dedication. A merit-based approach ensures that opportunities, promotions, and recognition are grounded in competence and effort rather than favoritism, strengthening leadership pipelines and organizational effectiveness. Fairness in decision-making promotes trust by ensuring that policies, compensation, and career advancement are transparent and equitable, allowing employees to feel valued and supported. Equality, which upholds equal access to opportunities and resources, enables diversity to flourish, driving innovation, collaboration, and problem-solving across teams.

Together, these principles create an inclusive and resilient workforce that enhances internal culture and reinforces stakeholder confidence, industry reputation, and long-term sustainability. By integrating merit, fairness, and equality into its business model, Peoples Services continues to build a strong, ethical foundation that supports its employees, partners, and communities.

Governance

Merit, fairness, and equality are embedded in our corporate policies, leadership practices, and decision-making processes, promoting equitable employee opportunities. Through data-driven performance evaluations, career development programs, and unbiased hiring practices, we ensure that promotions, recognition, and advancement are rooted in merit rather than favoritism.

Our commitment to fairness also extends to stakeholder engagement, ensuring suppliers, partners, and community members experience equitable treatment within our business ecosystem. Through continuous policy refinement, training programs, and transparent reporting, PSI integrates merit, fairness, and equality into its long-term sustainability strategy, building a resilient and responsible organization.

Goals, Progress & Performance

2025 Goal:

- Continue to fully integrate the most recently acquired businesses into the PSI policies and procedures.

At PSI, fostering a workplace built on merit, fairness and equality is central to our long-term sustainability and operational success. We remain committed to ensuring that every associate has access to equitable opportunities, transparent policies, and a culture of respect that empowers growth and collaboration.

For the past nine years we have conducted an annual employee engagement survey. We use SurveyMonkey for our annual employee engagement survey, leveraging its user-friendly interface and robust analytical tools to gather meaningful insights from associates. SurveyMonkey's platform enables secure and anonymous responses, ensuring employees feel comfortable providing honest feedback. Using SurveyMonkey, PSI enhances transparency, strengthens workplace culture, and ensures employee feedback directly informs decision-making and long-term organizational goals.

Performance & Profitable Growth

Highlights

- We earned a record $160 million in net sales, representing a 26.6 percent increase from 2023.
- Using Tableau for data visualization has significantly improved data availability, enabling our operations to respond to shifting trends.
- In 2024, we completed the acquisition of Swafford Warehousing/Transportation, D+S Distribution/ILS Transportation, and REO Processing.

Why Financial Performance & Profitable Growth Matter

GRI 201-1, 201-2, 201-3, 201-4

Financial success is fundamental for our business, and we prioritize ensuring financial strength as one of our business strategies. Better financial performance significantly impacts associates by providing stability, increasing engagement and improving morale, opportunities and compensation. Sustainability is integrated into our operations as we recognize the opportunities it presents to strengthen sales, improve operational efficiency, mitigate risks, reduce costs and increase value for our stakeholders. By prioritizing sustainability, we contribute to positive environmental and social impacts and enhance our long-term economic resilience, creating value for the company and our stakeholders.

Governance

PSI's Board of Directors is responsible for overseeing and directing management in the long-term interest of our stockholders. The Board regularly monitors our operational execution and financial performance and discusses improvements and changes when appropriate. Execution of our strategic plans, including financial performance and profitable growth, is also overseen by the Board.

Goals, Progress & Performance

2025 Goals:

- 8 percent increase in net income and 16 percent EBITDA

Strong financial performance is the foundation of long-term business resilience. Through focused strategic investments and operational excellence, we achieved a 26.6% increase in net income in 2024, reinforcing stability and positioning the company for continued growth. This financial success reflects efficiency in logistics, supply chain optimization, and enhanced service capabilities, allowing us to build a more adaptable and competitive business model.

In 2025, we aim to sustain this momentum with an 8% increase in net income, ensuring the capacity to invest in sustainable infrastructure, workforce development, and operational innovation. Additionally, we are targeting 16% EBITDA growth, reflecting our dedication to cost management, resource efficiency, and strategic investments in logistics technologies–critical factors for maintaining profitability and longevity.

A financially healthy business is better equipped to navigate market fluctuations, expand service offerings, and reinforce corporate responsibility. By aligning strong fiscal performance with governance, environmental stewardship, and workforce investment, PSI continues to secure its future while delivering lasting value to associates, partners, and communities.

Sustainability Goals

Our sustainability goals are holistic in scope and represent targets for all of PSI's business units, facilities, and stakeholders.

Economic Growth:

- 2030 Goal: Achieve 10% Revenue growth year over year.
- Since 2019, PSI has consistently increased over the prior year an average of 24%.

TRIR Incident Rate:

- 2030 Goal: Have a TRIR 50% under industry average.
- In 2024, we once again hit the target of having a TRIR 50% under industry average.

Certification:

- 2030 Goal: ISO 14001 / ISO 45001
- In 2024, we began to transition from RCMS to RC 14001. The certification process started and will conclude in the first quarter of 2025.

EcoVadis Rating:

- 2030 Goal: Achieve gold rating in EcoVadis
- EcoVadis rating in 2024 was 63, bronze rating; a slight increase from our 2023 rating of 62.

Emissions Intensity:

- 2030 Goal: Reduce emissions by 20%
- Since 2019, emissions have reduced by 9%.

Responsible Consumption:

- 2030 Goal: Reduce the dependency on paper in our operations to have paperless operations.
- 2024-2025, operations teams added asset tracking technology reducing the dependency on paper forms for asset management.

Performance Dashboard

Environmental Data

ENERGY

GRI 302-1, 302-4

Energy Usage per KWh/(000) ft.^{2}

CATEGORY	DISCLOSURE		2022	2023	2024
Total Energy Consumed in Facilities	GRI 302-1, GRI 302-4	Central Warehouse	18.8	15.0	27.0
		Peoples Cartage	64.7	104.6	59.5
		Total Distribution	1,885.3	608.5	1,363.1
		Terminal Warehouse	284.8	491.8	779.9
		Total	**2,253.5**	**1,219.9**	**2,229.6**

Excludes locations where energy consumption data is controlled by property owner (1 Akron, OH, 1 Simpsonville, SC, 1 Charleston, SC location) and acquired locations

FUEL

GRI 302-1

Fuel Consumption per GAL

CATEGORY	DISCLOSURE		2022	2023	2024
Fuel Consumption	GRI-302-1	Propane Cylinders	27,098	25,004	24,252
		LPG Gallons	214,074	197,531	191,593
		Diesel Truck Miles	3,849,739	3,594,264	4,538,287
		Diesel Gallons	633,671	575,392	735,589

EMISSIONS (THOUSANDS OF METRIC TONS OF CO_2 EQUIVALENT)

GRI 305-1, 305-2, 305-3, 305-4, 305-5

GHG Emissions per MT CO_2e

CATEGORY	DISCLOSURE		2022	2023	2024
Greenhouse Gas Emissions for Scope 1, 2, & 3	GRI 305-1, GRI 305-2, GRI 305-4, GRI 305-5	Scope 1	14,020	12,876	14,327
		Scope 2	5,518	5,089	5,597
		Scope 3	4,822	6,556	5,696
		Total GHG Emissions	**24,360**	**24,521**	**25,621**

SCOPE 3 EMISSIONS (THOUSANDS OF METRIC TONS OF CO_2 EQUIVALENT)

Scope 3 GHG Emissions per MT Co2e Breakdown

CATEGORY	DISCLOSURE		2022	2023	2024
Greenhouse Gas Emissions for Scope 3	GRI-305-1	Employee Commuting	278	278	556
		Business Travel: Cars	250	223	264
		Business Travel: Air	4,294	6,055	4,876
		Total GHG Emissions	**4,822**	**6,556**	**5,696**

WATER

GRI 303-3, 303-4

Water Consumption per KGAL

CATEGORY	DISCLOSURE		2022	2023	2024
Total Water Consumed in Facilities	GRI 303-3, GRI 303-4	Central Warehouse	48.0	80.4	57.8
		Peoples Cartage	1,339.6	1,366.8	7,163.0
		Total Distribution	5,279.6	35,270.2	18,303.7
		Terminal Warehouse	3,910.4	4,408.7	19,713.3
		Total	**10,577.6**	**41,126.1**	**45,237.8**

Excludes locations where water consumption data is controlled by property owner (2 Akron, OH, 1 Columbus, OH,& 1 Fremont, OH location)

Social Data

EMPLOYMENT TYPE BY GENERATION

GRI 2-7, 2-8, 405-1

CATEGORY	DISCLOSURE	KPI	2022	2023	2024
Number of Employees by Generation Groups	GRI 405-1	Generation Z	181	170	139
		Millenial (Gen Y)	162	173	303
		Generation X	257	268	375
		Baby Boomer	117	109	156
		Silent Generation	1	1	1
		Total	**718**	**721**	**974**

EMPLOYMENT TYPE BY GENDER

GRI 2-7, 2-8, 405-1

CATEGORY	DISCLOSURE	KPI	2022	2023	2024
Total Number of Employees by Gender	GRI 405-1	Male	437	444	717
		Female	147	145	248
		Undefined	134	132	9
		Total	**718**	**721**	**974**
Leadership Gender Diversity	GRI 405-1	Male	94	112	127
		Female	29	32	42
		Undefined	1	1	1
		Total	**124**	**145**	**170**

RACE AND ETHNICITY

CATEGORY	DISCLOSURE	KPI	2022	2023	2024
Employee Racial Diversity	GRI 405-1	Minority			268
		Non-Minority			706
		Total			**974**
Leadership Racial Diversity	GRI 405-1	Minority	17	18	19
		Non-Minority	107	127	151
		Total	**124**	**145**	**170**

WAGES BY GENDER

GRI 401-1

CATEGORY	DISCLOSURE	KPI	2022	2023	2024
Pay Ratio (Base Salary Men/Women)	GRI 405-2	Management	$1.01 / $1.00	$1.04 / $1.00	$1.07 / $1.00
		Non-Management	$1.01 / $1.00	$1.04 / $1.00	$1.00 / $1.00

Occupational Health & Safety

CATEGORY	DISCLOSURE	KPI	2022	2023	2024
Warehouse Incident Rates	GRI 403-2	TRIR	2.09	1.79	3.49
		DAWC	1.11	1.49	1.45

TRIR: Total Recordable Incident rate (Number of Incidents X 200,000 / Total Number of Hours

DAWC: Days Away from Work Case

EMPLOYEE ATTRITION

GRI 401-1

CATEGORY	DISCLOSURE	KPI	2022	2023	2024
Turnover by Age Group (Number of Employees & Rate)	GRI 401-1	Generation Z	366	296	52
		Millenial (Gen Y)	69	69	77
		Generation X	63	63	84
		Baby Boomer	23	25	32
		Total	**528**	**461**	**245**
Length of Employment Prior to Separation	GRI 401-1	< 90 days	261	214	72
		< 12 months	176	150	76
		1 - 4 years	67	66	61
		5 - 9 years	14	18	27
		10+ years	10	13	9
		Total	**528**	**461**	**245**
Turnover by Gender (Number of Employees & Rate)	GRI 401-1	Male	121	143	176
		Female	62	35	68
		Undefined	340	283	1
		Total	**523**	**461**	**245**

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102-16	Values, principles, standards and norms of behavior	29	Human Rights & Fair Labor Practices	
102-17	Mechanisms for advice and concerns about ethics	29	Human Rights & Fair Labor Practices	
GRI 102: General Disclosures - Governance				
102-18	Governance structure	7	Governance, Policies & Partnerships	
102-19	Delegating authority	7	Governance, Policies & Partnerships	
102-20	Executive-level responsibility for economic, environmental and social topics	10	Stakeholder Engagement & Materiality	
102-21	Consulting stakeholders on economic, environmental and social topics	10	Stakeholder Engagement & Materiality	
102-22	Composition of the highest governance body and its committees	7	Governance, Policies & Partnerships	
102-23	Chair of the highest governance body	7	Governance, Policies & Partnerships	
102-24	Nominating and selecting the highest governance body	7	Governance, Policies & Partnerships	
102-25	Conflicts of interest	3	About our Company	
102-26	Role of highest governance body in setting purpose, values and strategy	7	Governance, Policies & Partnerships	
102-27	Collective knowledge of highest governance body	7	Governance, Policies & Partnerships	
102-28	Evaluating the highest governance body's performance	7	Governance, Policies & Partnerships	
102-29	Identifying and managing economic, environmental and social impacts	10	Stakeholder Engagement & Materiality	
102-30	Effectiveness of risk management processes	23	Risk Management	
102-31	Review of economic, environmental and social topics	10	Stakeholder Engagement & Materiality	
102-32	Highest governance body's role in sustainability reporting	1, 3, 7	About Our Report, About Our Company, Governance, Policies & Partnerships	
102-33	Communicating critical concerns	10	Stakeholder Engagement & Materiality	
102-34	Nature and total number of critical concerns	10	Stakeholder Engagement & Materiality	
102-35	Remuneration policies	7	Governance, Policies & Partnerships	
102-36	Process for determining remuneration	10	Stakeholder Engagement & Materiality	
102-37	Stakeholders' involvement in remuneration	10	Stakeholder Engagement & Materiality	
102-38	Annual total compensation ratio	40	Performance Dashboard	

GRI 102: General Disclosures - Stakeholder Engagement				
102-40	List of stakeholder groups	10	Stakeholder Engagement & Materiality	
102-41	Collective bargaining agreements	3	About our Company	
102-42	Identifying and selecting stakeholders	10	Stakeholder Engagement & Materiality	
102-43	Approach to stakeholder engagement	10	Stakeholder Engagement & Materiality	
102-44	Key topics and concerns raised	10	Stakeholder Engagement & Materiality	
GRI 102: General Disclosures - Reporting Practice				
102-45	Entities included in the consolidated financial statements	36	Financial Performance & Profitable Growth	
102-46	Defining report content and topic boundaries	1	About our Report	
102-47	List of material topics	10	Stakeholder Engagement & Materiality	
102-48	Restatements of information	1	About our Report	
102-49	Changes in reporting	1	About our Report	
102-50	Reporting period	1	About our Report	
102-51	Date of most recent report	1	About our Report	
102-52	Reporting cycle	1	About our Report	
102-53	Contact point for questions regarding the report	1	About our Report	
102-54	Claims of reporting in accordance with the GRI standards	1	About our Report	
102-55	GRI content index		GRI Content Index	
102-56	External assurance			Currently the Sustainability Report is not reviewed by an external entity
GRI 103: Management Approach 2024				
103-1	Explanation of the material topic and its Boundary	10	Stakeholder Engagement & Materiality	
103-2	The management approach and its components	3	About our Company	
103-3	Evaluation of the management approach	3	About our Company	
GRI 201: Economic Performance 2024				
201-1	Direct economic value generated and distributed	36	Financial Performance & Profitable Growth	
201-2	Financial implications and other risks and opportunities due to climate change	36	Financial Performance & Profitable Growth	
201-3	Defined benefit plan obligations and other retirement plans	36	Financial Performance & Profitable Growth	
201-4	Financial assistance received from government			Not applicable
GRI 202: Market Presence 2024				
202-1	Ratios of standard entry level wage by gender compared to local minimum wage	29	Human Rights & Fair Labor Practices	
202-2	Proportion of senior management hired from the local community	29	Human Rights & Fair Labor Practices	
GRI 203: Indirect Economic Impacts 2024				
203-1	Infrastructure investments and services supported	36	Financial Performance & Profitable Growth	
203-2	Significant indirect economic impacts	36	Financial Performance & Profitable Growth	
GRI 204: Procurement Practices 2024				
204-1	Proportion of spending on local suppliers			
GRI 205: Anti-Corruption 2024				
205-1	Operations assessed for risks related to corruption	13	Business Strategy	
205-2	Communication and training about anti-corruption policies and procedures	13	Business Strategy	
205-3	Confirmed incidents of corruption and actions taken			None
GRI 206: Anti-competitive Behavior 2024				
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices			Not applicable
GRI 301: Materials 2024				
301-1	Materials used by weight or volume			
301-2	Recycled input materials used			
301-3	Reclaimed products and their packaging materials			
GRI 302: Energy 2024				
302-1	Energy consumption within the organization	40	Performance Dashboard	
302-2	Energy consumption outside of the organization	40	Performance Dashboard	
302-3	Energy intensity	40	Performance Dashboard	
302-4	Reduction of energy consumption	40	Performance Dashboard	
302-5	Reductions in energy requirements of products and services	40	Performance Dashboard	
GRI 303: Water and Effluents 2024				
303-1	Interactions with water as a shared resource	17	Water	
303-2	Management of water discharge-related impacts	17	Water	
303-3	Water withdrawal	17	Water	
303-4	Water discharge	17	Water	
303-5	Water consumption	40	Performance Dashboard	

GRI 304: Biodiversity 2024				
304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas			We do not operate in regions with High Biodiverstiy Values
304-2	Significant impacts of activities, products, and services on biodiversity			We do not operate in regions with High Biodiverstiy Values
304-3	Habitats protected or restored			We do not operate in regions with High Biodiverstiy Values
304-4	IUCN Red List species and national conservation list species with habitats in areas affected by operations			We do not operate in regions with High Biodiverstiy Values
GRI 305: Emissions 2024				
305-1	Direct (Scope 1) GHG emissions	40	Performance Dashboard	
305-2	Energy indirect (Scope 2) GHG emissions	40	Performance Dashboard	
305-3	Other indirect (Scope 3) GHG emissions	40	Performance Dashboard	
305-4	GHG emissions intensity	40	Performance Dashboard	
305-5	Reduction of GHG emissions	40	Performance Dashboard	
305-6	Emissions of ozone-depleting substances (ODS)			Not tracked
305-7	Nitrogen oxides (NOX), sulfur oxides (SOX) and other significant air emissions			Not tracked
GRI 306: Waste 2024				
306-1	Waste generation and significant waste-related impacts	16	Waste Management	
306-2	Management of significant waste-related impacts	16	Waste Management	
306-3	Waste generated	16	Waste Management	
306-4	Waste diverted from disposal	16	Waste Management	
306-5	Waste directed to disposal	16	Waste Management	
GRI 307: Environmental Compliance 2024				
307-1	Non-compliance with environmental laws and regulations			No non-compliance reported
GRI 308: Supplier Environmental Assessment 2024				
308-1	New suppliers that were screened using environmental criteria			Supplier screening not currently tracked.
308-2	Negative environmental impacts in the supply chain and actions taken			No negative environmental reported
GRI 401: Employment 2024				
401-1	New Employee hires and employee turnover	40	Performance Dashboard	
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	29	Human Rights & Fair Labor Practices	
401-3	Parental leave			Maternity leave is covered under FMLA regulation.
GRI 402: Labor/Management Relations 2024				
402-1	Minimum notice periods regarding operational changes			Minimum notice periods are determined by collective bargaining agreements.
GRI 403: Occupational Health and Safety 2024				
403-1	Occupational health and safety management system	33, 19	Health & Safety, Responsible Care Management System	
403-2	Hazard Identification, risk assessment, and incident investigation	33, 23	Health & Safety, Risk Management	
403-3	Occupational health services	33	Health & Safety	
403-4	Worker participation, consultation, and communication on occupational health and safety	33	Health & Safety	
403-5	Worker training on occupational health and safety	33	Health & Safety	
403-6	Promotion of worker health	33	Health & Safety	
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	33	Health & Safety	
403-8	Workers covered by an occupational health and safety management system	33	Health & Safety	
403-9	Work-related injuries	33	Health & Safety	
403-10	Work-related ill health	33	Health & Safety	
GRI 404: Training & Education				
404-1	Average hours of training per year per employee	29	Human Rights & Fair Labor Practices	
404-2	Programs for upgrading employee skills and transition assistance programs	29	Human Rights & Fair Labor Practices	
404-3	Percentage of employees receiving regular performance and career development reviews		81.5% of associates receive an annual performance review and development plan	

GRI 405: Diversity and Equal Opportunity				
405-1	Diversity of governance bodies and employees	3	About our Company	
405-2	Ratio of basic salary and remuneration of women to men	40	Performance Dashboard	
GRI 406: Non-discrimination 2024				
406-1	Incidents of discrimination and corrective actions taken	35	Merit, Fairness, & Equality	
GRI 407: Freedom of Association and Collective Bargaining 2024				
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	29	Human Rights & Fair Labor Practices	
GRI 408: Child Labor 2024				
408-1	Operations and suppliers at significant risk for incidents of child labor	29	Human Rights & Fair Labor Practices	
GRI 409: Forced or Compulsory Labor 2024				
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	29	Human Rights & Fair Labor Practices	
GRI 410: Security Practices 2024				
410-1	Security personnel trained in human rights policies or procedures			Not applicable
GRI 411: Rights of Indigenous Peoples 2024				
411-1	Incidents of violations involving rights of indigenous peoples			None
GRI 412: Human Rights Assessment 2024				
412-1	Operations that have been subject to human rights reviews or impact assessments			None
412-2	Employee training on human rights policies or procedures	29	Human Rights & Fair Labor Practices	
412-3	Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening			Not applicable
GRI 413: Local Communities 2024				
413-1	Operations with local community engagement, impact assessments and development programs	10	Social Responsbility	
GRI 414: Supplier Social Assessment 2024				
414-1	New suppliers that were screened using social criteria			New suppliers screened not tracked currently.
414-2	Negative social impacts in the supply chain and actions taken			No social impacts reported
GRI 415: Public Policy 2024				
415-1	Political contributions			No poitical contributions
GRI 416: Customer Health and Safety 2024				
416-1	Assessment of the health and safety impacts of product and service categories	33	Health & Safety	
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services			No non-compliance reported
GRI 417: Marketing and Labeling 2024				
417-1	Requirements for product and service information and labeling	21	Ethics & Compliance	
417-2	Incidents of non-compliance concerning product and service information and labeling			No non-compliance reported
417-3	Incidents of non-compliance concerning marketing communications			No non-compliance reported
GRI 418: Customer Privacy 2024				
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data			No complaints received
GRI 419: Socioeconomic Compliance 2024				
419-1	Non-compliance with laws and regulations in the social and economic area			No non-compliance reported