

Peoples Services, Inc.

2025

# Sustainability Report



# ABOUT OUR REPORT

This is the 10<sup>th</sup> annual sustainability report from Peoples Services, Inc. (PSI) - covering activities and data for 2025. Unless otherwise stated in the report, all information and data pertain to activities occurring from January 1<sup>st</sup>, 2025, through December 31<sup>st</sup>, 2025. This report covers all PSI member companies.

## Report Overview

This report is prepared in accordance with the Global Reporting Initiative (GRI) Standards (Core). The information in this report follows the same guidelines as in previous publications. This report is issued as REV 0 with no changes or corrections for 2025. For any inquiries regarding this or previous reports, please contact Hoss Youssefi Director of Innovation, Transformation & Quality at [Hoss.Youssefi@TotalDistribution.com](mailto:Hoss.Youssefi@TotalDistribution.com)





## A message from the CEO

GRI 102-14



**Doug Sibila, CEO**

As we reflect on 2025, it is truly remarkable to consider the journey Peoples Services, Inc. has taken over the past 111 years. From our humble beginnings as a local cartage company 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 the recent acquisitions and the subsequent integration of the facilities, we have expanded our capabilities and reach, strengthening our ability to serve customers with efficiency and innovation. The PSI portfolio now includes services such as milling, processing, and light assembly capabilities. In parallel with broadening our service portfolio, 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. In 2026, Peoples Services, Inc. will now be rebranded as Total Distribution Solutions, Inc. This is to focus the vision for PSI even more - becoming the preferred Third-Party Logistics provider to our industry, markets served, stakeholders, and partners. A big “Thank you” to our associates, partners, and stakeholders for your dedication and trust. Together, we at Peoples Services, Inc. are shaping a resilient and sustainable path forward for all our stakeholders.

Best Regards,

Doug Sibila  
CEO of Peoples Services, Inc.





## A message from the President and COO

GRI 102-14



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

- We have 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 have continued to build a culture that keeps our people and our values at the center of all we do. This culture is driving important improvements in employee safety and engagement, and strengthening our core purpose of delivering value added solutions to our logistics partners.
- 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 Haines**  
**President & COO**



# About Our Company

Peoples Services, Inc (PSI) has grown since purchasing its first truck 111 years ago in Northeast Ohio. Today, PSI is a multi-brand logistics company with 59 locations. Our greater than 900 associates work across 8 states with our headquarters located in Canton, OH. During 2025, we generated more than \$180 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, beverages, lubricants, industrial coatings, and agriculture.

## 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, light assembly, & 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.totaldistribution.com](http://www.totaldistribution.com).

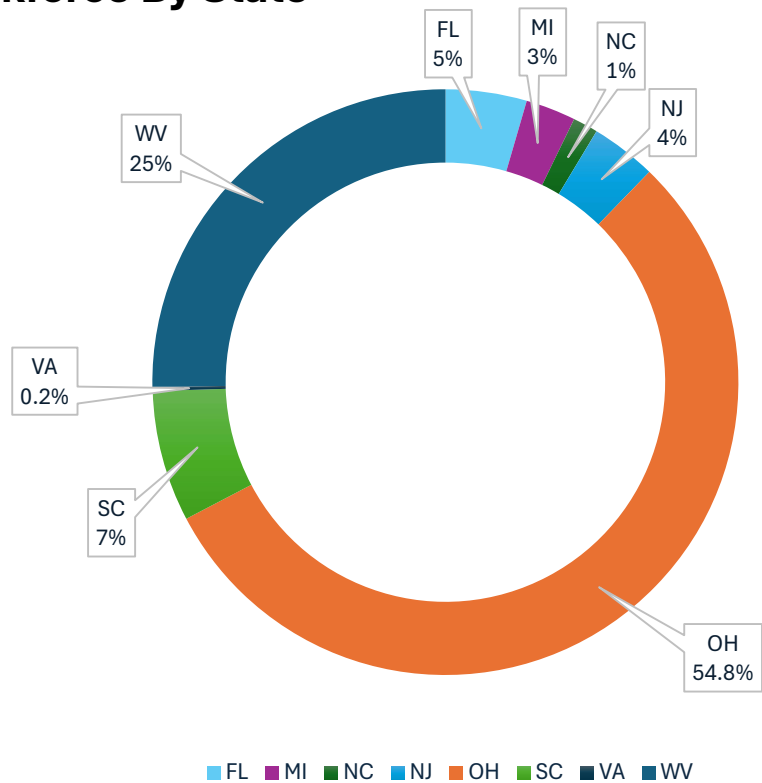
Our primary activities are focused on delivering logistics services tailored to our customers' operational needs. We apply best practices in supply chain management to maximize resources while minimizing environmental impact and emphasizing transparency and accountability. Our customers range from small organizations to large-scale enterprises in industries such as chemicals, automotive, consumer goods, and technology products. Our diverse customer base 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.

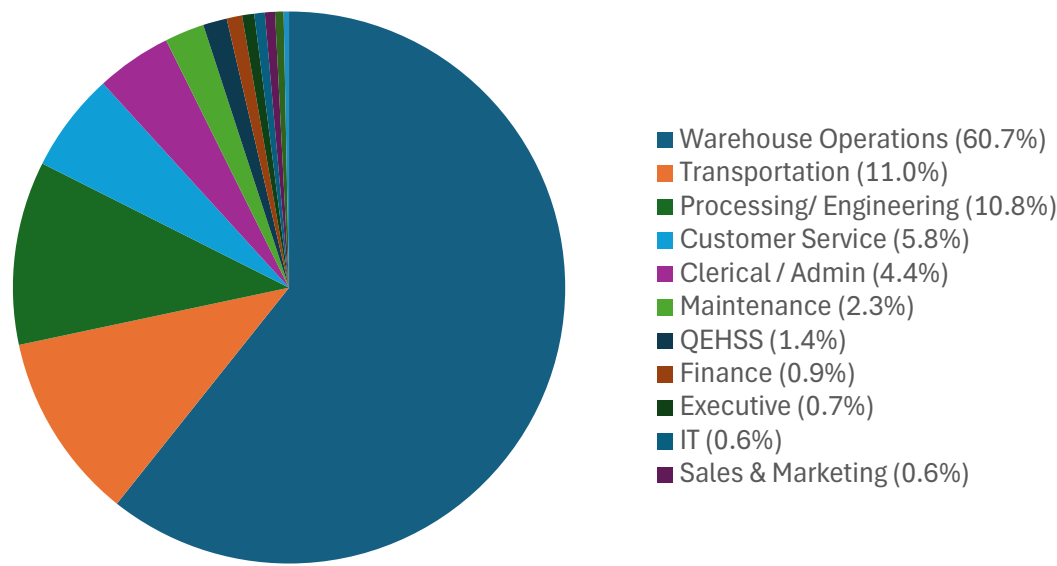


Workforce Composition

**Workforce By State**

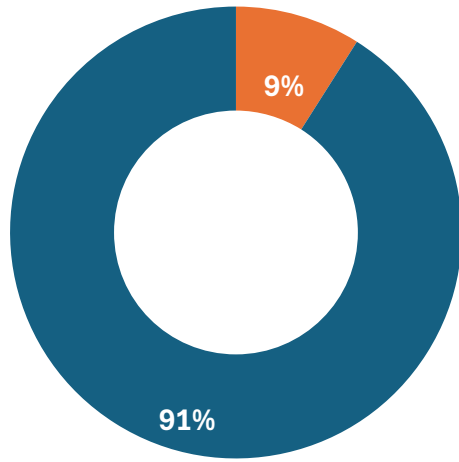


**Employees by Role**



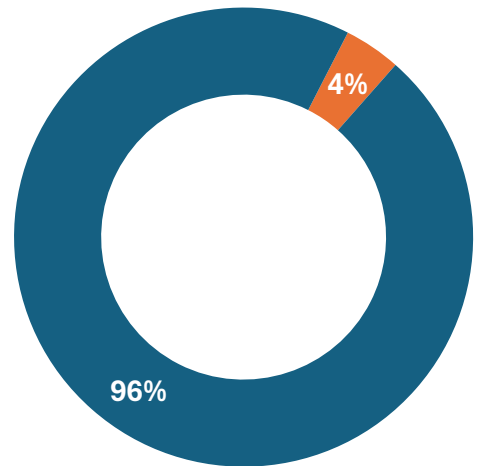


### Unionized Employees



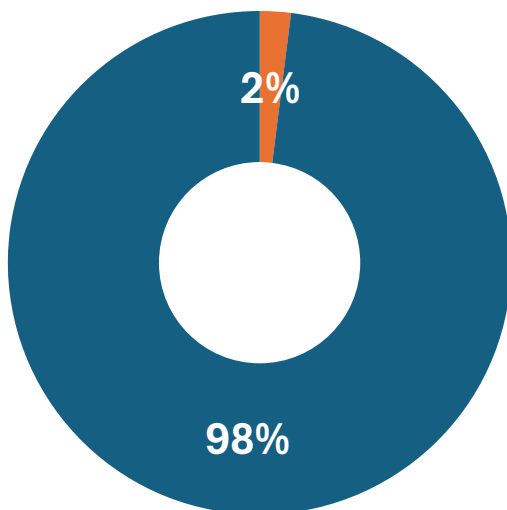
■ Union ■ Nonunion

### Military Veterans



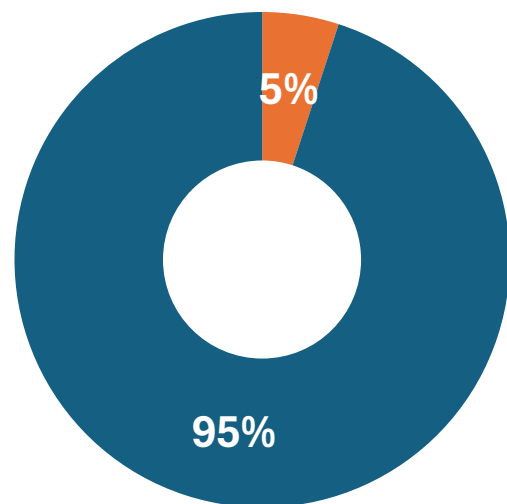
■ Military Veteran ■ Nonmilitary

### Employee Status: Full-time vs. Part-time



■ Part-time Employees  
■ Full-time Employees

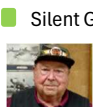
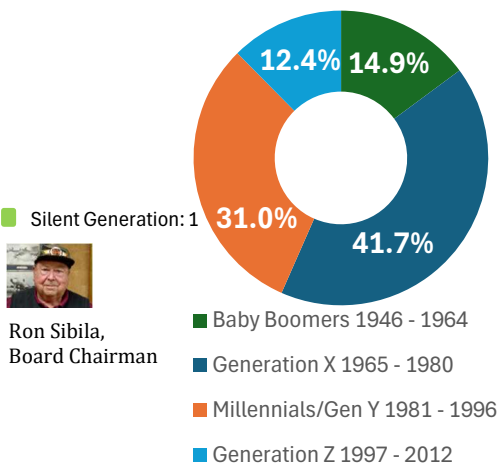
### Employee Status: Regular vs. Temporary



■ Temporary ■ Regular Status

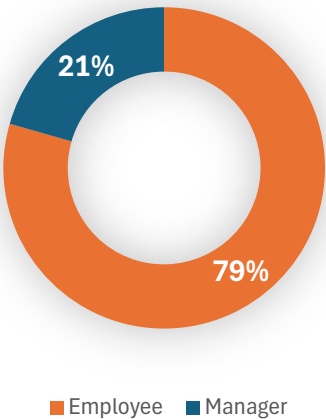


Workforce Generation

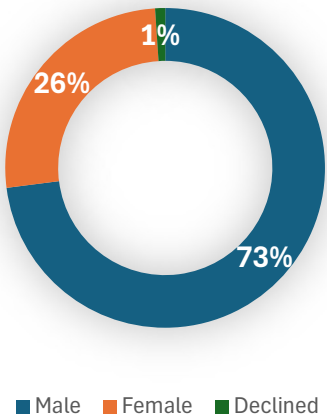


Ron Sibila,  
Board Chairman

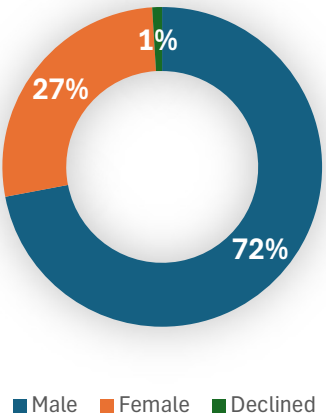
Manager to Employee



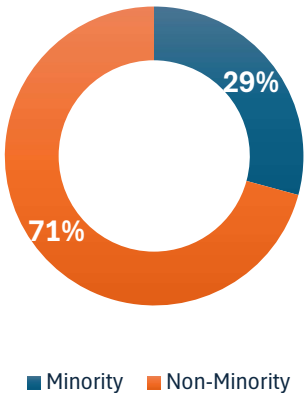
Workforce by Gender %



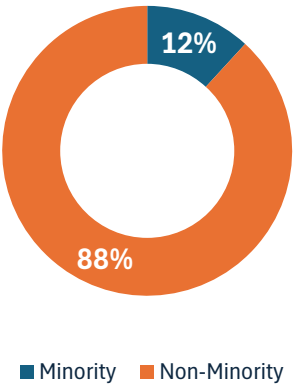
Management by Gender %



Workforce by Race



Management by Race





## A message from the Sustainability Team



### **Pictured**

**Hoss Youssefi Director  
of Innovation,  
Transformation, &  
Quality**

**Ashley Conley  
Accounting Supervisor**

At Peoples Services, Inc. sustainability is more than a goal—it is a responsibility we embrace across our operations. In 2025, 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 data driven decisions.

Which then allows us to 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, continuous improvements, and developing awareness at all facilities to the importance of Sustainability. As we move forward, we will continue to adapt and innovate, ensuring that sustainability remains an integral part of our business strategy.

We would like to take a moment to thank Ms. Kate Livingstone for her leadership in developing Sustainability Practices at PSI. Through her vision and dedication, sustainability at PSI has grown into a program recognized at a world-class level, earning third-party accreditation through the EcoVadis platform.

As this work continues to evolve, sustainability at PSI has become a shared responsibility supported by a core group of leaders who are carrying forward the initiatives originally spearheaded by Kate.

Today, the leaders responsible for advancing sustainability efforts across Peoples Services, Inc. include Suzi Drushel, Ashley Conley, Hoss Youssefi and Shannon Whetsell.

We would like to thank everyone in the PSI team for creating a more sustainable future.

Ashley Conley

Hoss Youssefi

Suzi Drushel

Shannon Whetsell



# Governance, Policies & Partnerships

At PSI, our Core 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.

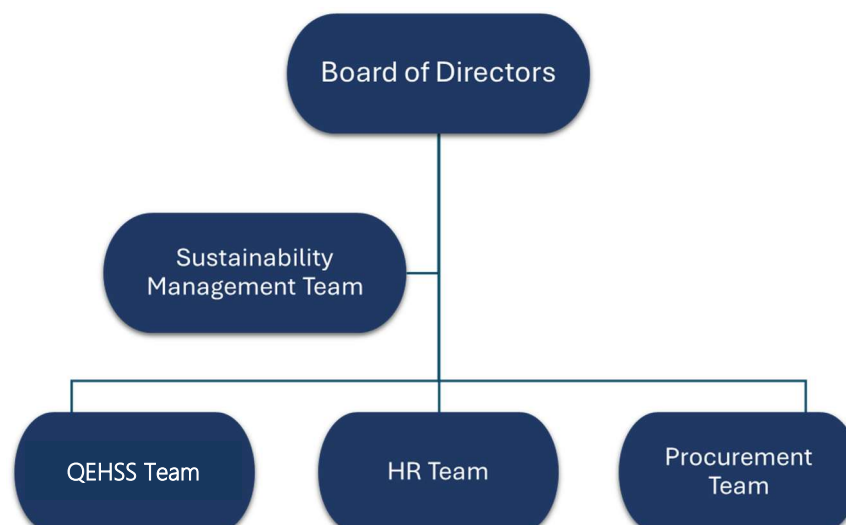
Good governance is driven by strong and effective leadership. PSI's performance related to our sustainability goals, corporate responsibility strategy, and risk mitigation is overseen by the Company's Board of Directors. It is reported annually to the Board or more often as needed.



## 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. PSI also utilizes two outside advisory board members for Governance and Compliance. These advisory board members are present for strategic planning meetings for PSI as well as the annual managers' meeting.





## Corporate Policies

GRI 102-35

We believe behavior influences culture and culture determines performance. The below list highlights ways PSI makes clear our expectations and helps govern our organization.

Employee Handbook

Supplier Diversity Policy

QEHSS Policy

Sustainable Procurement Policy

Responsible Sourcing Policy

Supplier Code of Conduct Policy

## Partnerships and Affiliated Organizations

GRI 102-12, 102-13

PSI seeks to engage with organizations that share our values. These affiliations expand 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 four warehouse operations that hold a certification in the Responsible Care Management System.

### Alliance of Chemical Distributors (ACD)

The ACD promotes responsible distribution of all types of materials. PSI is associated with the ACD and their best practices, ensuring that chemical handling, storage, and transportation meet high safety and sustainability standards. Through the ACD, PSI became the first Third-Party Logistics company to become RC 14001:2023 certified.

### Ohio Trucking Association (OTA)

The Ohio Trucking Association (OTA) is a comprehensive trade agency with the goal of making Ohio's trucking industry more operationally efficient, profitable, relevant, and seeks to continuously enhance visibility on safety initiatives. PSI's involvement in this organization is based on constantly seeking to make our operations more efficient, sustainable, and drive over the road safety programs.



### **American Trucking Association (ATA)**

The American Trucking Association (ATA) is the largest national trade association for the trucking industry. The mission of the ATA is to “develop, advocate, and advance innovative research-based policies that promote highway safety, security, environmental sustainability and profitability.” PSI involvement in this organization at the national level helps ensure we are staying current and engaged with the research-based policies as they are being developed and implemented nationwide for safe transport over the road.

### **Truckers Against Trafficking (TAT)**

The Truckers Against Trafficking (TAT) is an organization with the belief that every trucker can be a crucial ally in the fight against human trafficking. The mission of the TAT is committed to “educate, equip, empower, and mobilize members of key industries and agencies to combat human trafficking”. PSI educates and trains our associates to be aware of the signs of potential human trafficking. PSI’s Transportation Safety Manager is spearheading education and awareness for this TAT organization both inside of PSI and in the local communities we serve.

### **Warehouse Education Resource Council (WERC)**

The Warehouse Education Resource Council (WERC) is a national network of 10 chapters with over 900 distribution, logistics, and fulfillment professionals as active members. The mission of the WERC is to help members and their companies succeed by creating unparalleled learning experiences, networking opportunities and access to research driven industry information. PSI is part of this council to promote and educate our associates on developments in the material handling industry.

### **Ohio Business Roundtable (OBRT)**

The Ohio Business Roundtable (OBRT) is a statewide network that is actively promoting Ohio as an economic engine - driving Ohio’s vitality. The mission of the OBRT is to ensure that Ohio remains an ideal state to live, work, and succeed in. The OBRT is committed to working in a nonpartisan manner with the state government and other public leaders to address current challenges and build a better Ohio. PSI is part of this roundtable to be able to convene with other business leaders in Ohio and steer our company and our industry onto a path of sustainable economic growth.

### **Team NEO (Northeast Ohio)**

Team NEO is a regional 14 county network in Northeast Ohio that is actively promoting and accelerating Ohio as an economic engine - driving Ohio’s growth and job creating. The mission of Team NEO is to highlight the benefits of making Northeast Ohio the place you call home. Team NEO is committed to showcasing why NEO is a worldclass confluence of higher education and available talent, affordable cost of living, and diverse industries, growing all the industries that call NE Ohio home. PSI is part of Team NEO to promote NE Ohio as the best place to be with all the necessary resources for our company to thrive.



### **Stark County Economic Development Board**

The Stark County Economic Development Board is focused on growing and retaining business in our home of Stark County. Stark County Economic Development Board is actively promoting and accelerating Stark County as the premier place to be in NE Ohio. The mission of the Stark County Economic Development Board is simple- to highlight the benefits of making Stark County the place to grow your family, your existing business or to start a new business. PSI is part of the Stark County Economic Development Board as the place to be with all the necessary resources for our company to succeed.

### **Wayne County Economic Development Board**

The Wayne County Economic Development Board is focused on growing and retaining business in PSI's major footprint of Wayne County. PSI retains several warehousing and transportation hubs in the city of Wooster. The Wayne County Economic Development Board is actively promoting and accelerating Wayne as the premier place to be in NE Ohio. The mission of the Wayne County Economic Development Board is simple - to highlight the benefits of making Wayne County the place to grow your family, your existing business or to start a new business. PSI is part of the Wayne County Economic Development Board as the place to be with all the necessary resources for our company to continue to sustainably grow.

### **Sandusky County Economic Development Board**

The Sandusky County Economic Development Board is focused on growing and retaining business in PSI's major footprint of Sandusky County. Sandusky County Economic Development Board is actively promoting and accelerating Sandusky as the premier place to be in Northwest Ohio. The mission of the Sandusky County Economic Development Board is simple to highlight the benefits of making Sandusky County the place to grow your family, your existing business or to start a new business. PSI is part of the Sandusky County Economic Development Board as the place to be with all the necessary resources for our company to continue to sustainably grow.



# Accreditations & Awards



## Accreditations

### EcoVadis

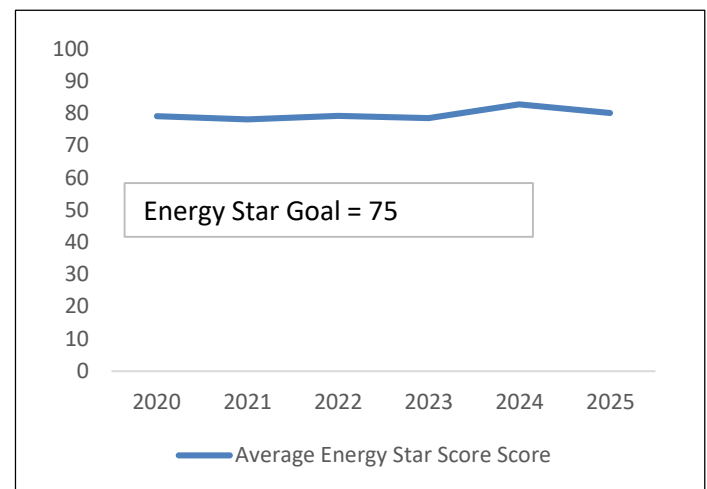
PSI has been rated by EcoVadis since 2017.

- 2025 – 69 Score
- 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 Energy Star Portfolio Manager system since 2015 to track and measure energy, water consumption, and emissions across our facilities. At PSI, 56% of facilities scored an impressive Energy Star grade above 75 – making for the cumulative score for PSI to be 80.3 in 2025. 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. For the 2026 Sustainability Report, the Team will be incorporating these new operations as feasible.





## 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.

#### **2025**

- N.A. (Gap in Submission)

#### **2023**

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

#### **2021**

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

#### **2024**

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

#### **2022**

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

#### **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.

- 2025, Service Best Legacy Employee Growth
- 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.

- 2025
- 2024
- 2023
- 2022
- 2021
- 2019



# Social Responsibility



While our operations stretch across eight 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.

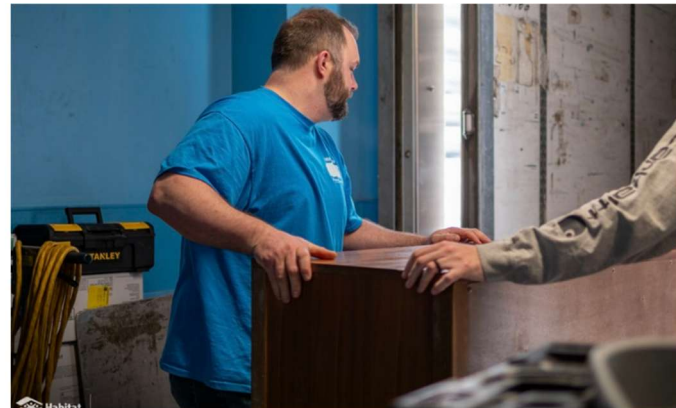
## Community Giving

GRI 413-1

As a family and employee stock owned company (ESOP), we consider our team of over 900 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 2025, PSI donated approximately \$45,000 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 2025, \$60,000 was donated to the Toussaint River Watershed Conservancy to support their work protecting fresh water in Northwest Ohio. The donation helps fund efforts like improving water quality, restoring natural habitats, and providing community education. This is just one way we're supporting the local environment and the communities we're proud to be a part of.

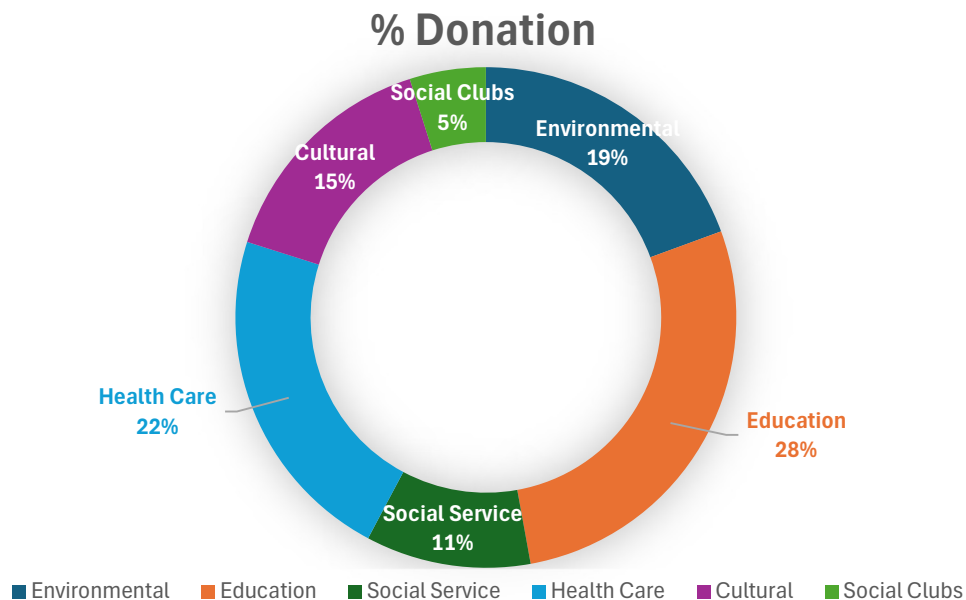


## Helping Schools in Need

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.



## 2025 CHARITABLE CONTRIBUTIONS CATEGORY BREAKDOWN



## 2025 PSI CHARITABLE CONTRIBUTIONS - HIGHLIGHTED CATEGORY RECIPIENTS

Stark Education Partnership, Inc.  
Scouting of America – Buckeye Council

CommQuest

Aultman Health Foundation  
Toussaint River Watershed Conservancy

Canton Palace Theatre



## Employee Giving

In 2025, 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 2025, a location can select an individual experiencing financial hardship. One location chose to help a fellow associate that has been financially impacted from an 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 2025, 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 2025:

- \$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



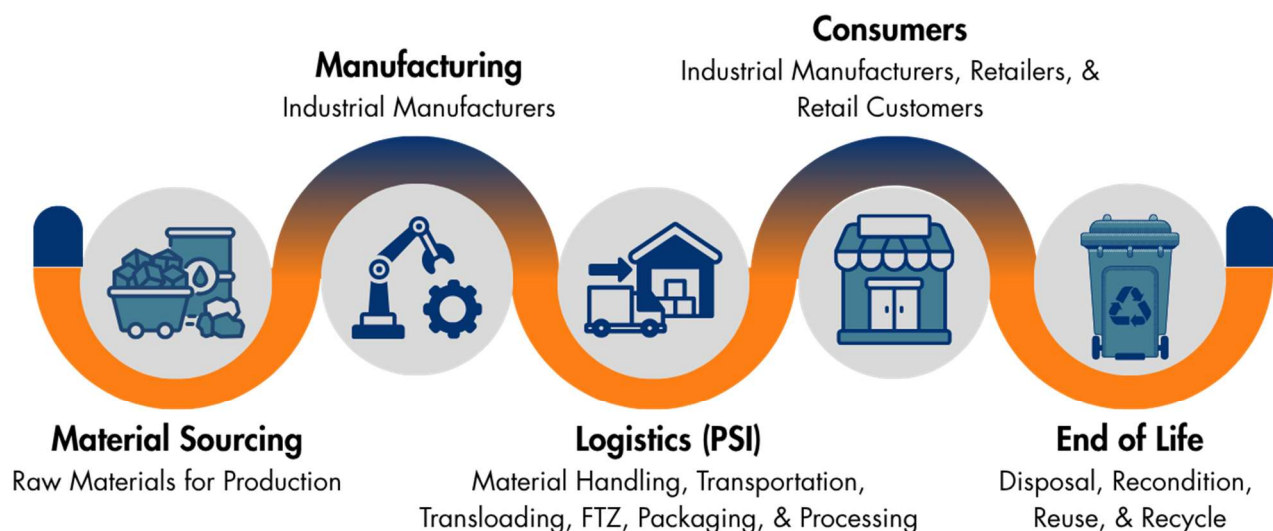
## Stakeholder Engagement & Materiality

*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 2025, 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 2025 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 2030.
- Strengthen partnerships with local suppliers, aiming for 30% of procurement to come from community-based vendors by 2030.

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

## Materiality Assessment Process

GRI 101-1

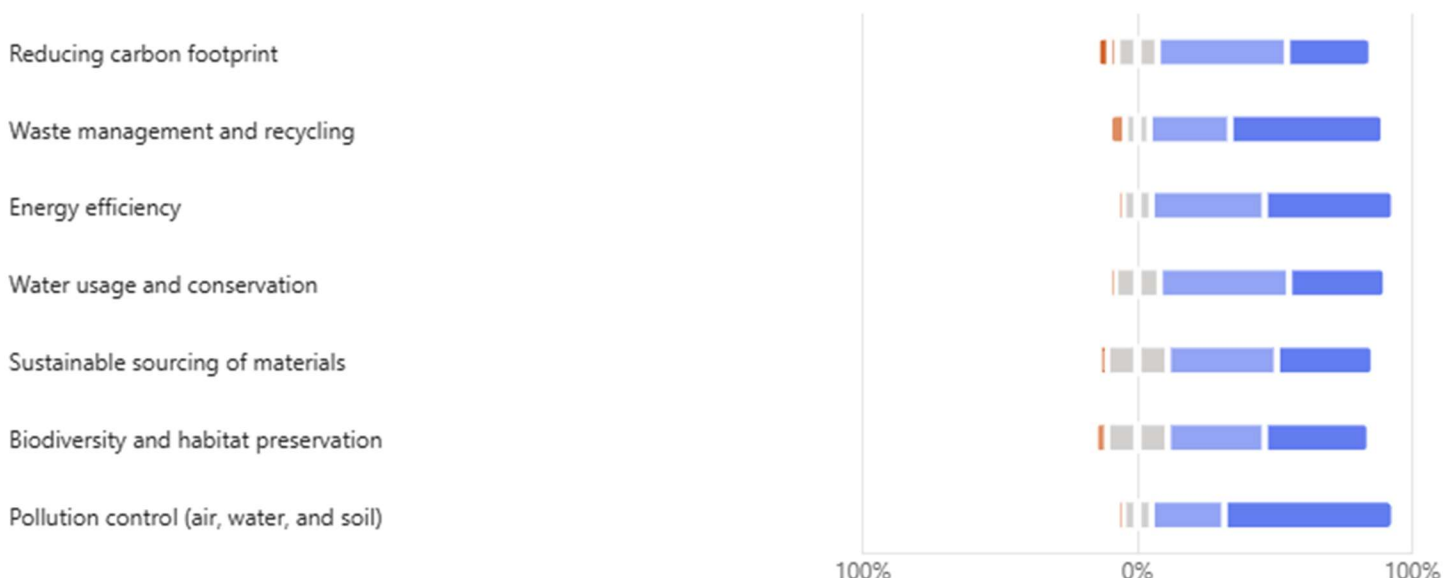
The 2025 materiality assessment identified and prioritized sustainability topics, engaged key stakeholders and informed our sustainability strategies, reporting, and communications. The assessment was conducted in accordance with the best practices for material topic identification and stakeholder engagement. 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.

### 1. Environmental Issues

[More details](#)

How important are the following **Environmental Issues** for our organization's sustainability journey?

● Not Important   ● Slightly Important   ● Neutral   ● Important   ● Very Important





# Material Topics

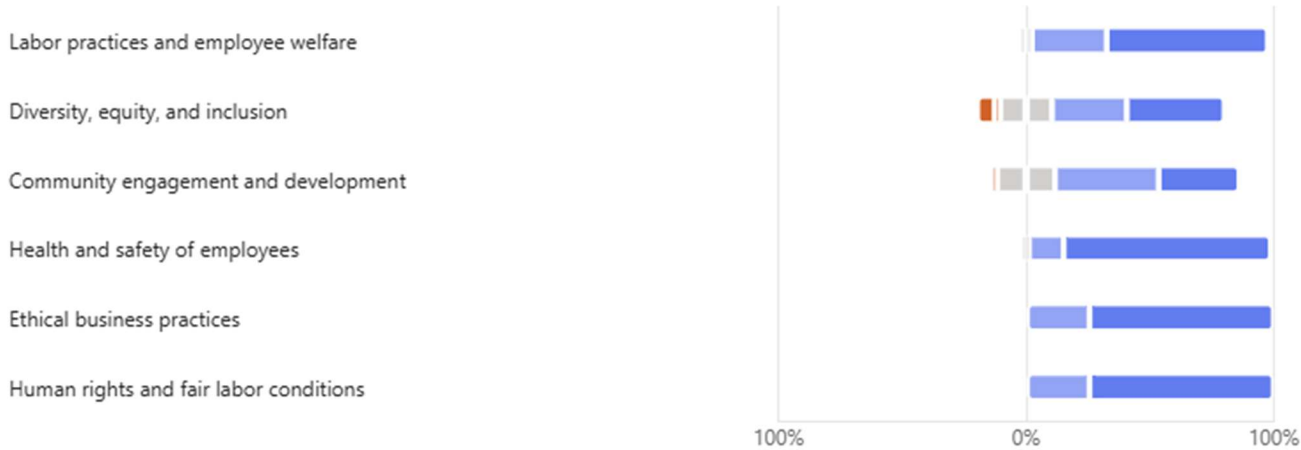
GRI 102-47

## 3. Societal Issues

[More details](#)

How important are the following **Societal Issues** for our organization’s long-term success?

● Not Important   ● Slightly Important   ● Neutral   ● Important   ● Very Important

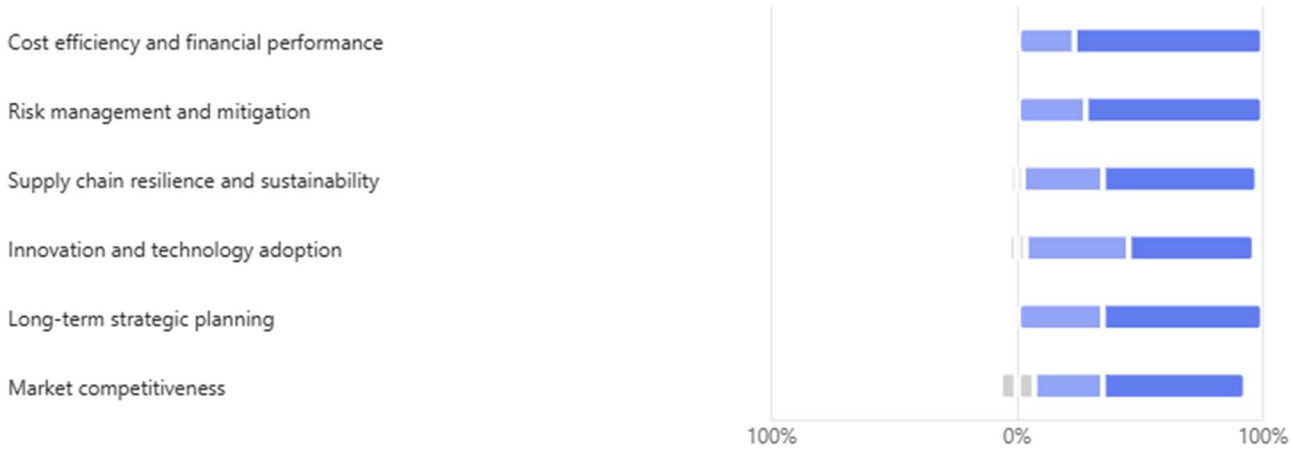


## 5. Economic Issues

[More details](#)

How important are the following **Economic Issues** for our organization’s sustainable growth?

● Not Important   ● Slightly Important   ● Neutral   ● Important   ● Very Important



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 \$300MM 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.



**OUR PURPOSE** Going beyond logistics for a better solution



**OUR VISION** Be the best performing logistics company in the U.S.A.



**OUR STRATEGY MISSIONS**



Ensuring Financial Strength



Building Customer Relationship



Delivering Excellent Customer Service



Protecting Our Future



**WHO WE SERVE** Companies who seek a partner to resolve their multi-faceted logistics challenges



**OUR VALUES** Pride in all we do | Respect People | Integrity & Honesty | Do what it takes | Excellence



# Quality Control

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



## Highlights

- In 2025, PSI had 7 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 deliver high quality, accurate services that fulfill customer expectations.
- In 2025, the certification process for RC 14001 was finalized. The certification makes PSI the only premier asset based 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 Senior Director of Safety, Quality, and Regulatory Compliance maintains oversight of the Quality Control strategy, integration and delivery for the entire PSI organization. A reorganization was carried out in Q4 2025 to have all Quality Functions report into this title and up through the VP of Human Resources. This realignment allows the Quality Functions nested inside of all business units and facilities to have a reporting alignment outside of operations. This reorganization to the PSI quality control strategy will give the organization, internal and external customers the ability to achieve all quality goals.



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. Processing Facilities adhere to ISO-9001 standards, internal and external audits, Transportation operations employ advanced tracking systems and operational controls to monitor efficiency, minimize waste, and promote 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 – achieved.

All 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. 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 premier asset based third-party logistics company to be RC 14001 certified. This goal of RC 14001 was achieved in April of 2025.

### 2026 Goal:

ISO 27001

Information Security Management System Accreditation. This ISO Standard will allow PSI to be aligned with managing risks related to information and cybersecurity. This goal of achieving ISO27001 started in Q1 2025 for PSI.



# 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.

As mentioned in the CEO's section we are undergoing a major integration of our Warehouse Management Systems. This integration will help push the organization towards becoming a paperless operation.

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 and that 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 2027 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 QEHSS Policy. Across all PSI facilities, we proactively oversee water usage, enlisting our QEHSS 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 [RCMS] 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®, PSI 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 quality, environmental, health, safety, and security (QEHSS) principles are thoroughly embedded into our business operations. Our QEHSS 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 – achieved
- Migrate recently acquired locations to RC 14001 – open and underway

### EHS Training

Our QEHSS 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 and employee-owned company with a legacy spanning over 111 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, Information Technology [IT] 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, LinkedIn, and phone. Additionally, 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 2025, PSI had 7 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 FY26.
- 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.

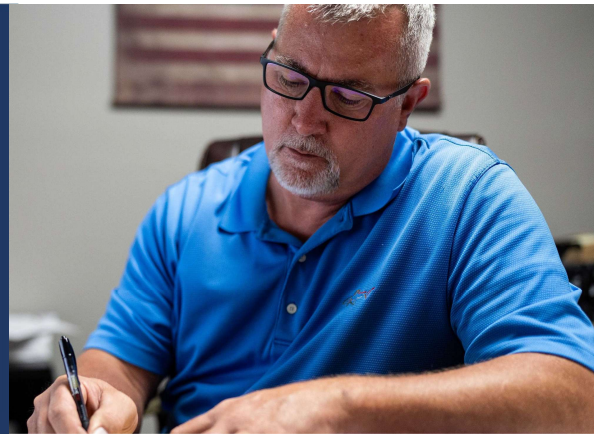
PSI is committed to continuously improving our policies and training methods. We track associate's training to ensure all our associates understand our expectations. Given the recent acquisition and onboarding of three new businesses, we have focused our efforts on supporting seamless integration and 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 all PSI locations, we ensure that all product and service information aligns 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 2025, PSI did not receive any substantial complaints concerning breaches of customer privacy or leaks, thefts or losses of customer data.
- All systems users complete cybersecurity 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 2025, we conducted a mock exercise related to a workplace security breach and how the site should / would respond to the breach. The site passed as no security breach occurred. This allowed us to continue operations and minimize any disruptions to serving our customers.



## 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 entrusted to us. We are committed to physical security and cybersecurity, all critical to protecting our assets. Physical security includes ensuring the safety of our associates and facilities. Cybersecurity 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 create 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 QEHSS and HR leads, regularly reviews emerging risks to uphold regulatory requirements and maintain ethical business practices.

Cybersecurity 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, cybersecurity 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, Inc. remains prepared for future challenges while strengthening our commitment to responsible and sustainable growth.



# Business Continuity & Capital Equipment



## 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 collective bargaining agreements (CBA).

## 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 QEHSS, 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.

#### 2025 Goals, Deliverables, and Capital Equipment Highlights:

PSI Updated the two freezer areas at our Winston-Salem, North Carolina facility to meet continued growing demand for cold storage services.

These two new energy efficient units will continue to satisfy customer demand.

Continued progress towards upgrading Powered Industrial Trucks and Tractor Trailers for optimal output.

## Goals, Progress & Performance

#### Future State - 2030 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 2025, 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 (again) 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 Practice



## 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 employee owners and partners 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 are 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, PSI employees receive 21.25 hours of training per year, covering areas such as sustainability, safety, cybersecurity, site specific activities, 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 4.01 satisfaction rate out of 5 with the company culture, reflecting our ongoing efforts to create a supportive and inclusive environment.

## Employee Stock Ownership Plan

As part of the Human Rights and Fair Labor Practice section, Peoples Services, Inc is highlighting that we are an Employee Stock Ownership Plan company. This allows employees in the company to have a substantial stake in the overall health and sustainability of the company. This commitment that employee owners have in the company is highlighted in the previously discussed Materiality Survey listed above.

When PSI employees answered the Societal Issues in the survey – the issues of Labor Practices and Employee Welfare, Ethical Business Practices and Human Rights as well as Fair Labor Conditions ranked very high on the survey. These are issues that our employee owners can and do directly contribute to ensuring that we place a high value on these areas.

When PSI's employees answered the Economic Issues in the survey – the issues of Financial Performance and Long-Term Planning also ranked very high. Just like the above topics these are issues our employee owners can and do directly contribute to ensuring we place a high value on these topics.



# Health & Safety



## Highlights

- In 2025, we focused on the assimilation of 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.
- PSI's TRIR is 2.46, which is significantly below the industry standard of 4.90.

## 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:

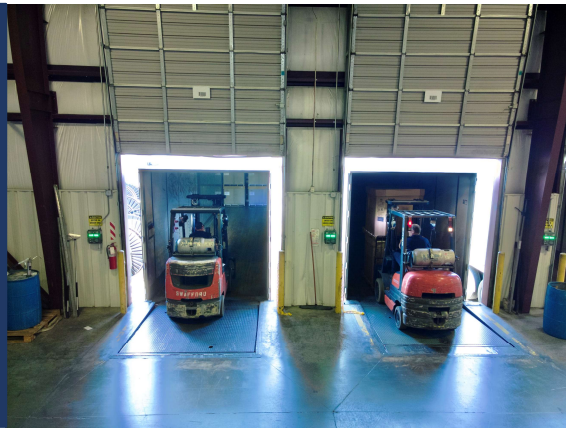
- Continue moving all aspects of the recently acquired and legacy sites into one comprehensive system. In doing so we can leverage the same policies, procedures, and expectations to all locations.
- Completed - Transition from the American Chemistry Council's RCMS to Alliance of Chemical Distribution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

In 2025, we completed the application process to become RC14001 certified.

With 59 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 2025, the survey results showed a 0.75% percent increase above the average rating for the past ten 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, Inc. 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 ten years we have conducted an annual employee engagement survey. We use Microsoft Forms for our annual employee engagement survey, leveraging its user-friendly interface and robust analytical tools to gather meaningful insights from associates. Microsoft Forms platform enables secure and anonymous responses, ensuring employees feel comfortable providing honest feedback. Using Microsoft Forms, PSI enhances transparency, strengthens workplace culture, and ensures employee feedback directly informs decision-making and long-term organizational goals.



# Performance & Profitable Growth



## Highlights

- We delivered a 12.6% increase in net sales from 2024 to 2025.
- Using Tableau for data visualization has significantly improved data availability, enabling our operations to better respond to shifting trends.
- In 2025, we fully integrated the 2024 acquisitions 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 are also overseen by the Board.



## Goals, Progress & Performance

### 2025 Stretch Goals:

- 8 percent increase in net income and 16 percent EBITDA – not achieved

Strong financial performance is the foundation of long-term business resilience. Through focused strategic investments and operational excellence, we achieved an increase of approximately 3.00% in net income in 2025 from 2024, reinforcing stability and positioning the company for continued growth. The company also delivered an EBITDA for the overall business of 9.4%. 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 2026, 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 a 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 PSI 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 20%.

## TRIR Incident Rate:



- 2030 Goal: Continue to have a TRIR 50% under industry average.
- In 2025, we once again hit the target of having a TRIR 50% under industry average.

## Certification:



- 2030 Goal: ISO 27001 / ISO 45001
- In 2025, we finalized the transition from RCMS to RC 14001.

## 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 2019-level 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.
- 2025-2026, 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 KBtu/ft.<sup>2</sup>

| CATEGORY                            | DISCLOSURE           |                        | 2025         |
|-------------------------------------|----------------------|------------------------|--------------|
| Total Energy Consumed in Facilities | GRI 302-1, GRI 302-4 | Central Warehouse      | 20.5         |
|                                     |                      | Peoples Cartage        | 60.3         |
|                                     |                      | Peoples Services, Inc. | 353.2        |
|                                     |                      | <b>Total</b>           | <b>434.0</b> |

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 |                                 | 2025             |
|------------------|------------|---------------------------------|------------------|
| Fuel Consumption | GRI-302-1  | Propane Cylinders / LPG Gallons | 23,728 / 187,488 |
|                  |            | Diesel Truck Miles              | 4,381,047        |
|                  |            | Diesel Gallons                  | 669,496          |

## EMISSIONS (THOUSANDS OF METRIC TONS OF CO<sub>2</sub> EQUIVALENT)

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

#### GHG Emissions per MT CO<sub>2</sub>e

(Scope 1 2025 data gathered from actual warehouse space used)

(Scope 3 2025 data collected from Samsara and our vehicle fleet)

| CATEGORY                                     | DISCLOSURE                                 |                            | 2023          | 2024          | 2025          |
|----------------------------------------------|--------------------------------------------|----------------------------|---------------|---------------|---------------|
| Greenhouse Gas Emissions for Scope 1, 2, & 3 | GRI 305-1, GRI 305-2, GRI 305-4, GRI 305-5 | Scope 1 = Direct           | 12,876        | 14,327        | 3,166         |
|                                              |                                            | Scope 2 = Indirect         | 5,089         | 5,597         | 5,805         |
|                                              |                                            | Scope 3 = Fleet            | NA            | NA            | 7,290         |
|                                              |                                            | <b>Total GHG Emissions</b> | <b>17,965</b> | <b>19,924</b> | <b>16,261</b> |



## WATER

GRI 303-3, 303-4

### Water Consumption per KGAL

| CATEGORY                           | DISCLOSURE           |                        | 2023            | 2024            | 2025            |
|------------------------------------|----------------------|------------------------|-----------------|-----------------|-----------------|
| Total Water Consumed in Facilities | GRI 303-3, GRI 303-4 | Central Warehouse      | 80.4            | 57.8            | 158.2           |
|                                    |                      | Peoples Cartage        | 1,366.8         | 7,163.0         | 605.7           |
|                                    |                      | Peoples Services, Inc. | 39,615.9        | 38,017.0        | 40,340.3        |
|                                    |                      | <b>Total</b>           | <b>41,063.1</b> | <b>45,237.8</b> | <b>41,104.2</b> |

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                | 2023       | 2024       | 2025       |
|------------------------------------------|------------|--------------------|------------|------------|------------|
| Number of Employees by Generation Groups | GRI 405-1  | Generation Z       | 170        | 139        | 119        |
|                                          |            | Millennial (Gen Y) | 173        | 303        | 299        |
|                                          |            | Generation X       | 268        | 375        | 402        |
|                                          |            | Baby Boomer        | 109        | 156        | 142        |
|                                          |            | Silent Generation  | 1          | 1          | 1          |
|                                          |            | <b>Total</b>       | <b>721</b> | <b>974</b> | <b>963</b> |

### EMPLOYMENT TYPE BY GENDER

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

| CATEGORY                            | DISCLOSURE | KPI          | 2023       | 2024       | 2025       |
|-------------------------------------|------------|--------------|------------|------------|------------|
| Total Number of Employees by Gender | GRI 405-1  | Male         | 444        | 717        | 700        |
|                                     |            | Female       | 145        | 248        | 258        |
|                                     |            | Undefined    | 132        | 9          | 5          |
|                                     |            | <b>Total</b> | <b>721</b> | <b>974</b> | <b>963</b> |
| Leadership Gender Diversity         | GRI 405-1  | Male         | 112        | 127        | 143        |
|                                     |            | Female       | 32         | 42         | 54         |
|                                     |            | Undefined    | 1          | 1          | 1          |
|                                     |            | <b>Total</b> | <b>146</b> | <b>170</b> | <b>198</b> |



## RACE AND ETHNICITY

| CATEGORY                    | DISCLOSURE | KPI          | 2023       | 2024       | 2025       |
|-----------------------------|------------|--------------|------------|------------|------------|
| Employee Racial Diversity   | GRI 405-1  | Minority     | NA         | 268        | 281        |
|                             |            | Non-Minority | NA         | 706        | 682        |
|                             |            | <b>Total</b> |            | <b>974</b> | <b>963</b> |
| Leadership Racial Diversity | GRI 405-1  | Minority     | 18         | 19         | 23         |
|                             |            | Non-Minority | 127        | 151        | 175        |
|                             |            | <b>Total</b> | <b>145</b> | <b>170</b> | <b>198</b> |

## WAGES BY GENDER

GRI 401-1

| CATEGORY                          | DISCLOSURE | KPI            | 2023            | 2024            | 2025            |
|-----------------------------------|------------|----------------|-----------------|-----------------|-----------------|
| Pay Ratio (Base Salary Men/Women) | GRI 405-2  | Management     | \$1.04 / \$1.00 | \$1.07 / \$1.00 | \$1.04 / \$1.00 |
|                                   |            | Non-Management | \$1.04 / \$1.00 | \$1.00 / \$1.00 | \$1.02 / \$1.00 |

## EMPLOYEE ATTRITION

GRI 401-1

| CATEGORY                                              | DISCLOSURE | KPI                | 2023       | 2024       | 2025       |
|-------------------------------------------------------|------------|--------------------|------------|------------|------------|
| Turnover by Age Group<br>(Number of Employees & Rate) | GRI 401-1  | Generation Z       | 296        | 52         | 62         |
|                                                       |            | Millennial (Gen Y) | 69         | 77         | 118        |
|                                                       |            | Generation X       | 63         | 84         | 73         |
|                                                       |            | Baby Boomer        | 25         | 32         | 14         |
|                                                       |            | <b>Total</b>       | <b>461</b> | <b>245</b> | <b>267</b> |
| Length of Employment<br>Prior to Separation           | GRI 401-1  | < 90 days          | 214        | 72         | 66         |
|                                                       |            | < 12 months        | 150        | 76         | 120        |
|                                                       |            | 1 - 4 years        | 66         | 61         | 67         |
|                                                       |            | 5 - 9 years        | 18         | 27         | 9          |
|                                                       |            | 10+ years          | 13         | 9          | 5          |
|                                                       |            | <b>Total</b>       | <b>461</b> | <b>245</b> | <b>267</b> |
| Turnover by Gender<br>(Number of Employees & Rate)    | GRI 401-1  | Male               | 143        | 176        | 202        |
|                                                       |            | Female             | 35         | 68         | 61         |
|                                                       |            | Undefined          | 283        | 1          | 4          |
|                                                       |            | <b>Total</b>       | <b>461</b> | <b>245</b> | <b>267</b> |



# GRI Content Index



| GRI Standard                                                 | Description                                                                  | Page     | Section                                                                  | Omission Reason |
|--------------------------------------------------------------|------------------------------------------------------------------------------|----------|--------------------------------------------------------------------------|-----------------|
| <b>Reporting Principles</b>                                  |                                                                              |          |                                                                          |                 |
| 101-1                                                        | Stakeholder & Materiality                                                    | 17       | Stakeholder Engagement & Materiality                                     |                 |
| 101-2                                                        | Reporting Disclosure                                                         | 0        | About our Report                                                         |                 |
| 101-3                                                        | GRI standards statement                                                      | 0        | About our Report                                                         |                 |
| <b>GRI 102: General Disclosures - Organizational Profile</b> |                                                                              |          |                                                                          |                 |
| 102-1                                                        | Name of the organization                                                     | 3        | About our Company                                                        |                 |
| 102-2                                                        | Activities, brands, products, and services                                   | 3        | About our Company                                                        |                 |
| 102-3                                                        | Location of headquarters                                                     | 3        | About our Company                                                        |                 |
| 102-4                                                        | Location of operations                                                       | 4        | About our Company                                                        |                 |
| 102-5                                                        | Ownership and legal form                                                     | 3        | About our Company                                                        |                 |
| 102-6                                                        | Markets served                                                               | 3        | About our Company                                                        |                 |
| 102-7                                                        | Scale of the organization                                                    | 3        | About our Company                                                        |                 |
| 102-8                                                        | Information on employees and other workers                                   | 4        | About our Company                                                        |                 |
| 102-9                                                        | Supply chain                                                                 | 17       | Stakeholder Engagement & Materiality                                     |                 |
| 102-10                                                       | Significant changes to the organization and its supply chain                 | 3        | About our Company                                                        |                 |
| 102-11                                                       | Precautionary principle or approach                                          | 8        | Governance, Policies & Partnerships                                      |                 |
| 102-12                                                       | External initiatives                                                         | 8        | Governance, Policies & Partnerships                                      |                 |
| 102-13                                                       | Membership of associations                                                   | 9-11     | Governance, Policies & Partnerships                                      |                 |
| <b>GRI 102: General Disclosures - Strategy</b>               |                                                                              |          |                                                                          |                 |
| 102-14                                                       | Statement from senior decision-maker                                         | 1-2      | A Message from the CEO, A Message from the COO                           |                 |
| 102-15                                                       | Key impacts, risks, and opportunities                                        | 31-33    | Risk Management                                                          |                 |
| <b>GRI 102: General Disclosures - Ethics and Integrity</b>   |                                                                              |          |                                                                          |                 |
| 102-16                                                       | Values, principles, standards and norms of behavior                          | 36-37    | Human Rights & Fair Labor Practices                                      |                 |
| 102-17                                                       | Mechanisms for advice and concerns about ethics                              | 29-30    | Human Rights & Fair Labor Practices                                      |                 |
| <b>GRI 102: General Disclosures - Governance</b>             |                                                                              |          |                                                                          |                 |
| 102-18                                                       | Governance structure                                                         | 8        | Governance, Policies & Partnerships                                      |                 |
| 102-19                                                       | Delegating authority                                                         | 8        | Governance, Policies & Partnerships                                      |                 |
| 102-20                                                       | Executive-level responsibility for economic, environmental and social topics | 17-20    | Stakeholder Engagement & Materiality                                     |                 |
| 102-21                                                       | Consulting stakeholders on economic, environmental and social topics         | 17-20    | Stakeholder Engagement & Materiality                                     |                 |
| 102-22                                                       | Composition of the highest governance body and its committees                | 8        | Governance, Policies & Partnerships                                      |                 |
| 102-23                                                       | Chair of the highest governance body                                         | 8        | Governance, Policies & Partnerships                                      |                 |
| 102-24                                                       | Nominating and selecting the highest governance body                         | 8        | 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      | 8        | Governance, Policies & Partnerships                                      |                 |
| 102-27                                                       | Collective knowledge of highest governance body                              | 8        | Governance, Policies & Partnerships                                      |                 |
| 102-28                                                       | Evaluating the highest governance body's performance                         | 8        | Governance, Policies & Partnerships                                      |                 |
| 102-29                                                       | Identifying and managing economic, environmental and social impacts          | 17-20    | Stakeholder Engagement & Materiality                                     |                 |
| 102-30                                                       | Effectiveness of risk management processes                                   | 31-33    | Risk Management                                                          |                 |
| 102-31                                                       | Review of economic, environmental and social topics                          | 17-20    | Stakeholder Engagement & Materiality                                     |                 |
| 102-32                                                       | Highest governance body's role in sustainability reporting                   | 1-2, 7-8 | About Our Report, About Our Company, Governance, Policies & Partnerships |                 |
| 102-33                                                       | Communicating critical concerns                                              | 17-20    | Stakeholder Engagement & Materiality                                     |                 |
| 102-34                                                       | Nature and total number of critical concerns                                 | 17-20    | Stakeholder Engagement & Materiality                                     |                 |
| 102-35                                                       | Remuneration policies                                                        | 8        | Governance, Policies & Partnerships                                      |                 |
| 102-36                                                       | Process for determining remuneration                                         | 17-20    | Stakeholder Engagement & Materiality                                     |                 |
| 102-37                                                       | Stakeholders' involvement in remuneration                                    | 17-20    | Stakeholder Engagement & Materiality                                     |                 |
| 102-38                                                       | Annual total compensation ratio                                              | 47       | Performance Dashboard                                                    |                 |



|                                                              |                                                                                 |        |                                           |                                                                           |
|--------------------------------------------------------------|---------------------------------------------------------------------------------|--------|-------------------------------------------|---------------------------------------------------------------------------|
| <b>GRI 102: General Disclosures - Stakeholder Engagement</b> |                                                                                 |        |                                           |                                                                           |
| 102-40                                                       | List of stakeholder groups                                                      | 17-20  | Stakeholder Engagement & Materiality      |                                                                           |
| 102-41                                                       | Collective bargaining agreements                                                | 34-35  | About our Company                         |                                                                           |
| 102-42                                                       | Identifying and selecting stakeholders                                          | 17-20  | Stakeholder Engagement & Materiality      |                                                                           |
| 102-43                                                       | Approach to stakeholder engagement                                              | 17-20  | Stakeholder Engagement & Materiality      |                                                                           |
| 102-44                                                       | Key topics and concerns raised                                                  | 17-20  | Stakeholder Engagement & Materiality      |                                                                           |
| <b>GRI 102: General Disclosures - Reporting Practice</b>     |                                                                                 |        |                                           |                                                                           |
| 102-45                                                       | Entities included in the consolidated financial statements                      | 42-43  | Financial Performance & Profitable Growth |                                                                           |
| 102-46                                                       | Defining report content and topic boundaries                                    | 0      | About our Report                          |                                                                           |
| 102-47                                                       | List of material topics                                                         | 17-20  | Stakeholder Engagement & Materiality      |                                                                           |
| 102-48                                                       | Restatements of information                                                     | 0      | About our Report                          |                                                                           |
| 102-49                                                       | Changes in reporting                                                            | 0      | About our Report                          |                                                                           |
| 102-50                                                       | Reporting period                                                                | 0      | About our Report                          |                                                                           |
| 102-51                                                       | Date of most recent report                                                      | 0      | About our Report                          |                                                                           |
| 102-52                                                       | Reporting cycle                                                                 | 0      | About our Report                          |                                                                           |
| 102-53                                                       | Contact point for questions regarding the report                                | 0      | About our Report                          |                                                                           |
| 102-54                                                       | Claims of reporting in accordance with the GRI standards                        | 0      | About our Report                          |                                                                           |
| 102-55                                                       | GRI content index                                                               | 48-51  | GRI Content Index                         |                                                                           |
| 102-56                                                       | External assurance                                                              |        |                                           | Currently the Sustainability Report is not reviewed by an external entity |
| <b>GRI 103: Management Approach</b>                          |                                                                                 |        |                                           |                                                                           |
| 103-1                                                        | Explanation of the material topic and its Boundary                              | 17-20  | Stakeholder Engagement & Materiality      |                                                                           |
| 103-2                                                        | The management approach and its components                                      | 1-3, 7 | About our Company                         |                                                                           |
| 103-3                                                        | Evaluation of the management approach                                           | 1-3, 7 | About our Company                         |                                                                           |
| <b>GRI 201: Economic Performance</b>                         |                                                                                 |        |                                           |                                                                           |
| 201-1                                                        | Direct economic value generated and distributed                                 | 42-43  | Financial Performance & Profitable Growth |                                                                           |
| 201-2                                                        | Financial implications and other risks and opportunities due to climate change  | 42-43  | Financial Performance & Profitable Growth |                                                                           |
| 201-3                                                        | Defined benefit plan obligations and other retirement plans                     | 42-43  | Financial Performance & Profitable Growth |                                                                           |
| 201-4                                                        | Financial assistance received from government                                   |        |                                           | Not applicable                                                            |
| <b>GRI 202: Market Presence</b>                              |                                                                                 |        |                                           |                                                                           |
| 202-1                                                        | Ratios of standard entry level wage by gender compared to local minimum wage    | 36-37  | Human Rights & Fair Labor Practices       |                                                                           |
| 202-2                                                        | Proportion of senior management hired from the local community                  | 36-37  | Human Rights & Fair Labor Practices       |                                                                           |
| <b>GRI 203: Indirect Economic Impacts</b>                    |                                                                                 |        |                                           |                                                                           |
| 203-1                                                        | Infrastructure investments and services supported                               | 42-43  | Financial Performance & Profitable Growth |                                                                           |
| 203-2                                                        | Significant indirect economic impacts                                           | 42-43  | Financial Performance & Profitable Growth |                                                                           |
| <b>GRI 204: Procurement Practices</b>                        |                                                                                 |        |                                           |                                                                           |
| 204-1                                                        | Proportion of spending on local suppliers                                       |        |                                           |                                                                           |
| <b>GRI 205: Anti-Corruption</b>                              |                                                                                 |        |                                           |                                                                           |
| 205-1                                                        | Operations assessed for risks related to corruption                             | 21     | Business Strategy                         |                                                                           |
| 205-2                                                        | Communication and training about anti-corruption policies and procedures        | 21     | Business Strategy                         |                                                                           |
| 205-3                                                        | Confirmed incidents of corruption and actions taken                             |        |                                           | None                                                                      |
| <b>GRI 206: Anti-competitive Behavior</b>                    |                                                                                 |        |                                           |                                                                           |
| 206-1                                                        | Legal actions for anti-competitive behavior, anti-trust, and monopoly practices |        |                                           | Not applicable                                                            |
| <b>GRI 301: Materials</b>                                    |                                                                                 |        |                                           |                                                                           |
| 301-1                                                        | Materials used by weight or volume                                              |        |                                           |                                                                           |
| 301-2                                                        | Recycled input materials used                                                   |        |                                           |                                                                           |
| 301-3                                                        | Reclaimed products and their packaging materials                                |        |                                           |                                                                           |
| <b>GRI 302: Energy</b>                                       |                                                                                 |        |                                           |                                                                           |
| 302-1                                                        | Energy consumption within the organization                                      | 45     | Performance Dashboard                     |                                                                           |
| 302-2                                                        | Energy consumption outside of the organization                                  | 45     | Performance Dashboard                     |                                                                           |
| 302-3                                                        | Energy intensity                                                                | 45     | Performance Dashboard                     |                                                                           |
| 302-4                                                        | Reduction of energy consumption                                                 | 12, 45 | Performance Dashboard                     |                                                                           |
| 302-5                                                        | Reductions in energy requirements of products and services                      | 12, 45 | Performance Dashboard                     |                                                                           |
| <b>GRI 303: Water and Effluents</b>                          |                                                                                 |        |                                           |                                                                           |
| 303-1                                                        | Interactions with water as a shared resource                                    | 25-26  | Water                                     |                                                                           |
| 303-2                                                        | Management of water discharge-related impacts                                   | 25-26  | Water                                     |                                                                           |
| 303-3                                                        | Water withdrawal                                                                | 25-26  | Water                                     |                                                                           |
| 303-4                                                        | Water discharge                                                                 | 25-26  | Water                                     |                                                                           |
| 303-5                                                        | Water consumption                                                               | 46     | Performance Dashboard                     |                                                                           |



| GRI 304: Biodiversity                      |                                                                                                                                           |              |                                                                               |                                                                            |
|--------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|--------------|-------------------------------------------------------------------------------|----------------------------------------------------------------------------|
| 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 Biodiversity Values                 |
| 304-2                                      | Significant impacts of activities, products, and services on biodiversity                                                                 |              |                                                                               | We do not operate in regions with High Biodiversity Values                 |
| 304-3                                      | Habitats protected or restored                                                                                                            |              |                                                                               | We do not operate in regions with High Biodiversity 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 Biodiversity Values                 |
| GRI 305: Emissions                         |                                                                                                                                           |              |                                                                               |                                                                            |
| 305-1                                      | Direct (Scope 1) GHG emissions                                                                                                            | 45           | Performance Dashboard                                                         |                                                                            |
| 305-2                                      | Energy indirect (Scope 2) GHG emissions                                                                                                   | 45           | Performance Dashboard                                                         |                                                                            |
| 305-3                                      | Other indirect (Scope 3) GHG emissions                                                                                                    | 45           | Performance Dashboard                                                         |                                                                            |
| 305-4                                      | GHG emissions intensity                                                                                                                   | 12, 45       | Performance Dashboard                                                         |                                                                            |
| 305-5                                      | Reduction of GHG emissions                                                                                                                | 12, 45       | 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                             |                                                                                                                                           |              |                                                                               |                                                                            |
| 306-1                                      | Waste generation and significant waste-related impacts                                                                                    | 24           | Waste Management                                                              |                                                                            |
| 306-2                                      | Management of significant waste-related impacts                                                                                           | 24           | Waste Management                                                              |                                                                            |
| 306-3                                      | Waste generated                                                                                                                           | 24           | Waste Management                                                              |                                                                            |
| 306-4                                      | Waste diverted from disposal                                                                                                              | 24           | Waste Management                                                              |                                                                            |
| 306-5                                      | Waste directed to disposal                                                                                                                | 24           | Waste Management                                                              |                                                                            |
| GRI 307: Environmental Compliance          |                                                                                                                                           |              |                                                                               |                                                                            |
| 307-1                                      | Non-compliance with environmental laws and regulations                                                                                    |              |                                                                               | No non-compliance reported                                                 |
| GRI 308: Supplier Environmental Assessment |                                                                                                                                           |              |                                                                               |                                                                            |
| 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                        |                                                                                                                                           |              |                                                                               |                                                                            |
| 401-1                                      | New Employee hires and employee turnover                                                                                                  | 46-47        | Performance Dashboard                                                         |                                                                            |
| 401-2                                      | Benefits provided to full-time employees that are not provided to temporary or part-time employees                                        | 36-37        | Human Rights & Fair Labor Practices                                           |                                                                            |
| 401-3                                      | Parental leave                                                                                                                            |              |                                                                               | Maternity leave is covered under FMLA regulation.                          |
| GRI 402: Labor/Management Relations        |                                                                                                                                           |              |                                                                               |                                                                            |
| 402-1                                      | Minimum notice periods regarding operational changes                                                                                      |              |                                                                               | Minimum notice periods are determined by collective bargaining agreements. |
| GRI 403: Occupational Health and Safety    |                                                                                                                                           |              |                                                                               |                                                                            |
| 403-1                                      | Occupational health and safety management system                                                                                          | 27-28, 38-39 | Health & Safety, Responsible Care Management System                           |                                                                            |
| 403-2                                      | Hazard Identification, risk assessment, and incident investigation                                                                        | 31, 38       | Health & Safety, Risk Management                                              |                                                                            |
| 403-3                                      | Occupational health services                                                                                                              | 38           | Health & Safety                                                               |                                                                            |
| 403-4                                      | Worker participation, consultation, and communication on occupational health and safety                                                   | 38           | Health & Safety                                                               |                                                                            |
| 403-5                                      | Worker training on occupational health and safety                                                                                         | 38           | Health & Safety                                                               |                                                                            |
| 403-6                                      | Promotion of worker health                                                                                                                | 38           | Health & Safety                                                               |                                                                            |
| 403-7                                      | Prevention and mitigation of occupational health and safety impacts directly linked by business relationships                             | 38           | Health & Safety                                                               |                                                                            |
| 403-8                                      | Workers covered by an occupational health and safety management system                                                                    | 38           | Health & Safety                                                               |                                                                            |
| 403-9                                      | Work-related injuries                                                                                                                     | 38           | Health & Safety                                                               |                                                                            |
| 403-10                                     | Work-related ill health                                                                                                                   | 38           | Health & Safety                                                               |                                                                            |
| GRI 404: Training & Education              |                                                                                                                                           |              |                                                                               |                                                                            |
| 404-1                                      | Average hours of training per year per employee                                                                                           | 36           | Human Rights & Fair Labor Practices                                           |                                                                            |
| 404-2                                      | Programs for upgrading employee skills and transition assistance programs                                                                 | 36           | 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 |                                                                            |



|                                                                  |                                                                                                                            |      |                                     |                                               |
|------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|------|-------------------------------------|-----------------------------------------------|
| <b>GRI 405: Diversity and Equal Opportunity</b>                  |                                                                                                                            |      |                                     |                                               |
| 405-1                                                            | Diversity of governance bodies and employees                                                                               | 3, 8 | About our Company                   |                                               |
| 405-2                                                            | Ratio of basic salary and remuneration of women to men                                                                     | 47   | Performance Dashboard               |                                               |
| <b>GRI 406: Non-discrimination</b>                               |                                                                                                                            |      |                                     |                                               |
| 406-1                                                            | Incidents of discrimination and corrective actions taken                                                                   | 40   | Merit, Fairness, & Equality         |                                               |
| <b>GRI 407: Freedom of Association and Collective Bargaining</b> |                                                                                                                            |      |                                     |                                               |
| 407-1                                                            | Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk             | 36   | Human Rights & Fair Labor Practices |                                               |
| <b>GRI 408: Child Labor</b>                                      |                                                                                                                            |      |                                     |                                               |
| 408-1                                                            | Operations and suppliers at significant risk for incidents of child labor                                                  | 36   | Human Rights & Fair Labor Practices |                                               |
| <b>GRI 409: Forced or Compulsory Labor</b>                       |                                                                                                                            |      |                                     |                                               |
| 409-1                                                            | Operations and suppliers at significant risk for incidents of forced or compulsory labor                                   | 36   | Human Rights & Fair Labor Practices |                                               |
| <b>GRI 410: Security Practices</b>                               |                                                                                                                            |      |                                     |                                               |
| 410-1                                                            | Security personnel trained in human rights policies or procedures                                                          |      |                                     | Not applicable                                |
| <b>GRI 411: Rights of Indigenous Peoples</b>                     |                                                                                                                            |      |                                     |                                               |
| 411-1                                                            | Incidents of violations involving rights of indigenous peoples                                                             |      |                                     | None                                          |
| <b>GRI 412: Human Rights Assessment</b>                          |                                                                                                                            |      |                                     |                                               |
| 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                                                                   | 36   | 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                                |
| <b>GRI 413: Local Communities</b>                                |                                                                                                                            |      |                                     |                                               |
| 413-1                                                            | Operations with local community engagement, impact assessments and development programs                                    | 9    | Social Responsibility               |                                               |
| <b>GRI 414: Supplier Social Assessment</b>                       |                                                                                                                            |      |                                     |                                               |
| 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                    |
| <b>GRI 415: Public Policy</b>                                    |                                                                                                                            |      |                                     |                                               |
| 415-1                                                            | Political contributions                                                                                                    |      |                                     | No political contributions                    |
| <b>GRI 416: Customer Health and Safety</b>                       |                                                                                                                            |      |                                     |                                               |
| 416-1                                                            | Assessment of the health and safety impacts of product and service categories                                              | 38   | Health & Safety                     |                                               |
| 416-2                                                            | Incidents of non-compliance concerning the health and safety impacts of products and services                              |      |                                     | No non-compliance reported                    |
| <b>GRI 417: Marketing and Labeling</b>                           |                                                                                                                            |      |                                     |                                               |
| 417-1                                                            | Requirements for product and service information and labeling                                                              | 29   | 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                    |
| <b>GRI 418: Customer Privacy</b>                                 |                                                                                                                            |      |                                     |                                               |
| 418-1                                                            | Substantiated complaints concerning breaches of customer privacy and losses of customer data                               |      |                                     | No complaints received                        |
| <b>GRI 419: Socioeconomic Compliance</b>                         |                                                                                                                            |      |                                     |                                               |
| 419-1                                                            | Non-compliance with laws and regulations in the social and economic area                                                   |      |                                     | No non-compliance reported                    |