

1 Leverage Operating Excellence to Mitigate Climate Change

DESCRIPTIONS

Driving Parameters – Monitor driver performance using onboard technology to decrease our fuel usage.

Payload Optimization – Monitor payload per trip and ensure that we are maximizing payload to decrease overall trips.

Backhaul Utilization – Perform the same amount of work, while decreasing our carbon footprint.

ACTION ITEMS

Track emissions through business intelligence.

Provide clear and concise reports to our customers.

Undertake annual tailpipe emissions testing.

Reporting on climate change using international frameworks.

2 Promote and Practice Sustainable Resource Management

DESCRIPTIONS

Work with our industry leading partners to assist them in reaching their resource related goals through full resource utilization.

Collaborate with local, provincial, and federal governing bodies to promote sustainable practices in forestry.

ACTION ITEMS

Partner with industry and schools to educate our youth on the industry effects of climate change.

Use full forest utilization techniques to enhance the value of our forests.

Work with resource partners on climate change initiatives.

3 Optimize and Innovate Sustainably

DESCRIPTIONS

Invest in sustainability initiatives that support our employees, hiring process, technology department, and the reduction of our environmental footprint.

ACTION ITEMS

Invest a percentage of annual profits into our innovation department each year in order to grow our business.

Continue to try new things in order to help our customers meet their goals.

Be cutting edge and willing to try innovative solutions.

Lead the way in internal BI and AI transportation development.

Join governing bodies and follow best practice guidelines in the developing of rules and regulations that promote innovation.

4 Embrace Social Responsibility

DESCRIPTIONS

Understand that our people, from driver to CEO, define our company and in order to embrace social responsibility, we need to ensure all employees are pushing in the same direction.

ACTION ITEMS

Respond directly to employee concerns through the employee engagement surveys.

Work with human resources and industry partners to decrease turnover and vacancies within trucking.

Decrease recordable injury rates year over year.

Leverage Arrow's reach in the communities we serve to assist in philanthropic initiatives.

Invest in our people.

5 Enhance Stakeholder Engagement

DESCRIPTIONS

Increase stakeholders understanding of the importance of sustainability from both an environmental and financial perspective by defining success as a company by the success of all our stakeholders.

ACTION ITEMS

Continue to develop indigenous partnerships, with a focus on "life on land".

Communicate sustainability goals to all Arrow employees to increase everyone's understanding of the importance of sustainability.

6 Always Do the Right Thing

DESCRIPTIONS

Always follow our policies on corporate responsibility and the environment.

Be proud of the work you do!

ACTION ITEMS

Ensure all employees read and are aware of our corporate philosophies.

Incorporate appropriate and transparent decision-making processes to empower employees, while still hedging risk.

As a family-owned business, we will always do what is right for the Arrow Family, who in turn will always push us to do what is right for our customers.