

# Highland-Worldwide Sustainability Program

The Highland Worldwide Group of Companies understands that our impact as a company goes far beyond the moving business. There is a responsibility to address environment, social and economic challenges in the way we operate. The aim of the Highland-Worldwide Group of Companies' Sustainability Program is to implement processes, practices, and policies that will lead to beneficial results for us as a business, the environment, our employees, and our community.

To achieve our sustainability goals, Highland-Worldwide has developed a corporate sustainability program based on the follow three main areas: Environmental, Social, and Governance. Highland-Worldwide expects the same commitment from its partners, suppliers, agents and subcontractors.

## **I. Environment**

Highland-Worldwide aims to provide customers with the best possible service while remaining conscious of the impact on the environment and taking every effort to minimize our carbon footprint.

Environmental issues and concerns, relevant to our industry, are of continuing interest to the HWW Group and subject to ongoing adjustments and changes to ensure National and International safeguards are understood and compliant.

Our industry is a large user of cardboard and paper products, particularly in respect to international relocations, when packing and wrapping materials invariably are not reusable and cannot be returned. Our current packing containers are constructed of plain 'kraft' cardboard, and wrapping paper is unbleached newsprint. Overseas paper pads are generally three (3) ply and are again made of kraft paper. We cannot completely discontinue the use of poly/plastic wrap in protecting fragile and delicate items; the same can be said for 'bubble wrap'. However, we absolutely will not consider the use of 'foam chips' in any of our packaging and discourage its use from our suppliers.

We cannot operate in our industry without trucks, of various sizes and capacity. We can however, ensure that our vehicles are operating in the most efficient manner when relevant to environmental concerns, including; Catalytic converters to reduce hydro carbons and carbon monoxide, clean diesel fuel to reduce sulphur emissions and conversions to propane fuel, for local vehicles, to achieve all of the above. Batteries in trucks and on forklift equipment are recycled through distributors, used and old tires are also recycled, and new tires are purchased with consideration to expected miles/kms of service and construction. Oils and some cleaning agents/chemicals are hazardous items, which we cannot avoid. These items can be recycled, and we ensure they are safely collected and stored in leak proof containers, prior to re-cycling pick up.

The majority of office waste products can be divided and sorted. Paper products are disposed of in recycling bags/containers for regular pick up. Waste and garbage is placed into plastic bags suitable for incineration. Cartridges are exchanged when expired. Glass and plastic containers all can be returned and recycled under Provincial and Municipal programs.

In-bound materials are sorted and, whenever possible, re-used either domestically or for future overseas moves. Reusable cartons not only reduce environmental waste, but they also provide small sources of revenue and reduce costs associated with new materials. Packing paper, providing it is suitable, can also be utilized in this way. Crates and crating materials, i.e. wood products, are usually reusable but if not are sorted for incineration. Wood products for external, out-bound shipments must comply with the Canadian Wood Packaging Certificate Program with all product recorded as to type and volume used per shipment.

Continued concern and monitoring of our overall environmental policies is essential to its effectiveness. All management and staff are reminded of the responsibilities we have to our community and the world at large, in planning, implementing and measuring the goals we have in achieving maximum efficiencies in our 'green' objectives.

## **II. Social**

The Social pillar of our Sustainability program relates to practices that promote the health, safety and wellbeing of employees, customers and communities where Highland-Worldwide operates.

Our commitments and policies deal with:

- Health, Safety and Wellbeing
- Diversity, Equity and Inclusion
- Employee engagement, Fair & Respectful treatment
- Learning & Development opportunities
- Community engagement

### **Health, safety and mental well being**

Health, safety and mental well being of our employees are a top priority for Highland-Worldwide.

Employees that can work in safe circumstances and who are physical and mentally healthy are a huge benefit to the company.

Our commitment to safety starts from within. We aim to eliminate all workplace injuries and ensure that everyone leaves work in the same condition as they arrived. All tools and materials will be questioned and tested in function of the health and safety of the people who will be working with it.

Highland-Worldwide's Health and Safety Committee perform routine inspections and meets regularly to review health and safety issues in the workplace. A representative from Highland-Worldwide

management is represented on the Health and Safety Committee and is responsible for ensuring the committee's recommendations are addressed. Highland-Worldwide also encourages feedback from employees to innovate on how to keep staff, suppliers, assignees, and clients safe in different situations and locations.

Highland-Worldwide also recognizes that mental well-being plays a significant role in someone's health and aims to address cases of workplace pressures that contribute to mental health issues. Highland-Worldwide also understands that not all mental health issues are work-related and as such aims to create a supportive environment where employees can get the help, either internal or external they need. Additionally, Highland-Worldwide maintains a zero-tolerance policy towards violence and harassment in the workplace as outlined in Highland-Worldwide Group of Companies Harassment and Violence prevention policy.

### **Diversity, Equity and Inclusion Initiatives**

Highland-Worldwide is committed to a discrimination-free workplace and neither condones nor tolerates practices that discriminate any person employed or seeking employment on the basis of race, religion, national origin, sex, sexual orientation or physical disabilities. Harassment and violence in the workplace will not be tolerated. Please see appendix H for the official policy of the 'Group'.

### **Employee engagement**

When employees are highly engaged, the flow-on benefits are enormous: people are happier, more productive, less likely to be absent, less likely to leave the company, and more likely to work hard as a part of a team. As such, employee engagement has an important role to play in a company's overall success. It has strong links to levels of job satisfaction and employee morale.

There are several factors that drive employee engagement and can affect whether or not you will retain your most valuable employees. Highland-Worldwide improves engagement levels by implementing initiatives in the following areas:

#### **1. A well-done onboarding and training process**

An employee's introduction to the company is integral to their success. Highland-Worldwide maintains a robust training and on-boarding process to ensure that employees are provided clear goals and expectations as well as the training and skills to achieve them.

#### **2. Workplace culture**

The culture of a workplace will have a huge impact on employee engagement. Highland-Worldwide ensures a welcoming workplace where everyone is kind, inclusive, respectful and courteous and everyone works together well as a team.

#### **3. Provision of work tools that make tasks easier**

The technology and other systems used in the workplace can affect engagement of employees. When you use outdated systems or the tools you are using are cumbersome and require too many

unnecessary steps to accomplish a task, this can lead to frustration and then disengagement. Tools that help employees work better and collaborate with their peers will help improve morale.

#### 4. Good internal communication

Clear communication is a fundamental part of any successful workplace. Highland-Worldwide understands that employees need clear, concise, relevant and timely information so that they can do their jobs well. Without good communication there can be confusion, lack of direction, mistakes, loss of productivity and resentment at being kept in the dark. As a family company, Highland-Worldwide values good and direct internal communication, where there is a direct line between the management and the employees.

#### **Learning and development opportunities**

Learning and development is a crucial component for cultivating positive company culture. It puts the employee first, making personal growth and innovation a priority. Learning and development also helps with recruiting and employee retention.

Transworld offers employees access to development opportunities in two ways.

First, Highland-Worldwide offers internal employee training and development programs, giving workers the ability to upgrade their skill set and potentially advance. This applies to both office and warehouse staff.

Secondly, Highland-Worldwide offers both office and warehouse staff opportunities in cooperation with external partners, such as FIDI and IAM, acknowledged driving and forklift schools Transworld facilities in any way for its employees to follow such external courses, which contribute to the employees' development within the company.

#### **Community engagement**

As a business enterprise, over and above the core of our business activities, we have a further responsibility towards society and the environment within which we develop our business activities.

For these reasons, Highland-Worldwide has engaged in a number of local business and charitable endeavors.

Highland-Worldwide is a member of the Delta Chamber of Commerce, a local business development association with the goal of fostering a sustainable and local business community.

Highland-Worldwide has also sponsored local charitable initiatives such as the CIBC Run For the Cure, MS Society and Atira Women's Resource Society. Highland-World has also sponsored employees who have participated in charitable causes such as The Ride to Conquer Cancer and Pink Shirt Day.

### **III. Governance**

Principles of Sustainability, as set out above, need to be put in practice through good governance. Procedures therefore need to be put in place to make sure that a long-term positive impact and sustainability changes are created at a gradual and financially stable rate.

Highland-Worldwide has made a distinction between the two types of practices that can lead to our achieving sustainability goal. The first is short term actions which are often generated by a change of

behavior of individuals or by gains created by small investments The second is long term goals, which require considerable investments and/or technical adaptations.

Short term actions are changes that can be made on an individual or local level and include amongst others: working by paperless files where possible, switching off appliances at the end of the work day, recycling materials where possible, driving economically. These short term actions are determined and implemented in a cooperative process with employees and management. Any employee is encouraged to suggest practices or policies that can improve the overall efficiency and sustainability of the company and management will be responsible for implementing achievable suggestions.

Long term goals on sustainability are determined by Highland-Worldwide's management. As these long term goals often require significant investment a full review must be taken before decisions are made and implemented. Long term goals may include investments in infrastructure (offices, warehouse) as well as in vehicles (reduction of CO2 emission).

Management will conduct an annual review of our sustainability practices, processes and achievements, as well as address any outstanding issues related to sustainability management. The results of the review will be communicated to employees via email and publication to the warehouse staff.

The principles set out above will also be communicated to our suppliers, agents, subcontractors, accounts and clients by e-mail, through a link to the relevant pages on our website in the standard signature of all employees. Highland-Worldwide's sustainability program will be part of the SLA, which is part of our contract with all our subcontractors and agents. Doing business with Highland-Worldwide will mean subscribing to our Sustainability Program.