

PEOPLES SERVICES, INC.

Connecting communities with the resources of the world

2017 SUSTAINABILITY REPORT



PEOPLES SERVICES, INC.



Table of Contents

<u>Section</u>	<u>Page</u>
1.0 Letter from CEO	2
1.1 About This Report	3
1.2 PSI at a Glance	3
1.3 About Peoples Services	4
1.4 Awards and Recognition	4
1.5 Governance	5
1.6 Goals	5
1.7 Progress Towards Strategic Targets	6
2.0 Employees and Communities	7
2.1 Community Commitments	7
2.2 Employee Relations	9
2.3 Safety Performance	11
3.0 Environmental Stewardship	12
3.1 EcoVadis Rating	13
3.2 Energy Star – Portfolio Manager Score	14
3.3 Energy Performance	15
3.4 Emissions Performance	15
3.5 Recycling & Waste Management	15
3.6 Management Systems	16
4.0 Closing	17

1.0 Letter from CEO

Doug Sibila, President & CEO of Peoples Services, Inc.



As a business, we know that sustainability efforts are themselves only sustainable when they help a company grow and prosper. We may not have all the answers, all the access or the most experience but we believe that, in a world of significant challenges and even more significant opportunities, we must work side by side with our employees, customers, industry partners, non-governmental organizations, regulatory agencies and others in the local communities.

We are looking at ways to build purpose into leadership and talent development across the company. We recognize business opportunities that help our company grow while supporting the communities we proudly serve. We aim to expand and improve our relationships with customers and suppliers by working together toward solving their supply chain challenges, which in turn helps us all.

Meeting ambitious goals is always challenging work, and progress in some areas has been slower than we would like. For example, we had hoped to reduce waste to landfill by 50 percent by 2020. Although we have made great strides to date, we have reached eighteen percent. One hurdle here has been the rapidly decreasing global demand for industrial recyclables.

National labor trends show high competition for talent, and an increasing need for employees to be adaptable, continuous learners, who are comfortable interacting with all levels within an organization. We aim to develop growth opportunities for employees and to cultivate stronger, healthier, safer communities. Our success relies on talented, creative and resourceful employees who strive to do their best in a challenging, fast-paced environment. To bring out the best in our people, we offer resources that support career growth, health and wellbeing, and safety, as well as competitive pay and benefits.

Despite the challenges, PSI has made progress in a number of areas including expanding our food-grade business to include more cold storage, adding a transportation depot at one of our South Carolina locations, and upgrading our warehouse management system. We continuously look to improve every aspect of our business, using sustainability to support our efforts to build long-term value.

Since 1914, sustainable business practices have served Peoples Services well, and these will remain our focus for not only the next year but also the next century. This commitment was highlighted two years ago in our first Sustainability Report. This year, we are pleased to provide another update on our progress.

1.1 About This Report

In this report, where we can, we report on all Peoples Services sustainability initiatives. We used the Global Reporting Initiative's (GRI) G4 reporting guidelines as the foundation for writing our Sustainability Report. The mission of the GRI is to promote international harmonization in the reporting of relevant and credible corporate environmental, social and economic performance information to enhance responsible decision-making. All measurements in this report reflect our culture, quality of management and impact on natural resources. This is the third published Sustainability Report for Peoples Services, Inc.'s operations. Data in this report covers the period from January 1, 2017, through December 31, 2017. Financial information is given in U.S. dollars. The GRI has not verified the contents of this report, nor does it take a position on the reliability of the data reported herein.

1.2 PSI at a Glance

2017 Company Statistics

FOUNDED	1914
HEADQUARTERS	Canton, Ohio
WEB ADDRESS	http://www.peopleservices.com
CEO	Doug Sibila
2017 REVENUE	\$72 Mil
EMPLOYEES	552 Regular Status, 146 Temporary Associates
PRIMARY SERVICES	Warehousing and Transportation
VALUE-ADDED SERVICES	Reverse Logistics, Kitting, Specialized Packaging, Milling, Blending, and Transloading to/from Railcar or Bulk Tanker
FACILITIES	36 facilities in 6 states, 6.5 Million Square Feet



1.3 About Peoples Services

Peoples Services is a third-party logistics service provider that specializes in handling commodities from chemicals and plastics to food-grade and consumer goods. Services include transloading bulk material from rail to bulk pneumatic tank trucks, drumming, packaging, repacking services, e-commerce fulfillment, inventory management, and transportation. We own our fleet and offer on-site transportation logistics and management services.

Peoples Services is committed to going beyond logistics for a better solution. With over 100 years of experience and business excellence, we provide supply chain management by solving our customers' distribution challenge, while reducing costs. We strive to provide a safe, comfortable working environment for our valued employees.



1.4 Awards and Recognition

In 2017, PSI received several notable awards. Because many of these awards include an intensive review process, we consider them a good indication of how we are doing in serving our employees, customers, and local communities.

- Smart Business Customer Service Award – 24 organizations who have demonstrated a commitment to superior customer service in the Northeast Ohio region.
- Smart Business Cascade Capital Corporation Business Growth Award Honoree – businesses recognized as one of the fastest growing companies in sales or employment located in the Ohio counties of Summit, Medina, Stark, Portage, Wayne, Ashland, and Holmes.
- Smart Business Longevity Award Honoree – 44 companies built on timeless values and principles that set the stage for generations of economic achievement in the Northeast Ohio region.
- Smart Business Corporate College Smart 50 – Northeast Ohio's Smart 50 awards celebrate the area's top executives. Doug Sibila was selected as one of the Smart 50.
- Stark County Safety Council 100% Prevention of Accidents and Injuries in Workplace – Award for going an entire year without any lost-time injury or illness.

1.5 Governance

Doing the right thing has been our guiding principle for how we run the business. Integrity, reliability, and trust are the cornerstones of PSI since we were founded in 1914. We run our business in a manner that creates and sustains a financially secure company, which takes its social and environmental impacts seriously.

We believe that good governance practices contribute to better results for our clients. Our objective is to maintain corporate governance principles, policies, and practices that support management and the Board of Directors accountability. These are in the best interest of the Company and our clients, and they are consistent with the Company's Purpose, Values, and Principles.

1.6 Goals

Our desire to concentrate our efforts on our most significant value chain impacts is reflected in our 2020 goals for more sustainable management of energy, waste, and our community engagement. We strive to focus our sustainability reporting and our efforts on the most material issues. Additionally, we are working toward continuously improving our data and data collection processes for our non-financial performance indicators. Our sustainability report is one way we communicate progress against our sustainability goals and key performance indicators. The 2020 targets were established after reviewing our 2014 baseline year performance. In 2017, our focus areas remain the same:

- **PEOPLE** – As a good corporate citizen, we have a long history of giving back to those in need. We do this through the Helping Hands employee program, supporting local charities like the Halo Foundation, and participating in community-specific programs. We strive to help those in need to strengthen our communities through volunteer opportunities.
- **PLANET** – We continue our focus reducing waste sent to landfills. By 2020, our goal is to decrease the amount of post-consumer waste sent to a landfill by 50%. We are exploring partnerships with multiple customers to help us better understand how we can recover greater value from post-consumer waste and ultimately help eliminate solid waste to landfills.
- **PROFIT** – Focus on our energy usage drives us to look for substitutes for petroleum driven equipment, new renewable material for supplies, and energy conservation strategies within our facilities. By 2020, the goal is to reduce our energy usage by 30% allowing the previous spend on energy to be used in other areas of the Company.

1.7 Progress towards Strategic Targets

Action Area	Goal	2017 Progress
Employer of Choice	We aim to become the most attractive employer in the regions we operate. We strive to achieve long-term success through the excellent performance of a top team of over 500 employees.	Added Teladoc service to healthcare plan for employees who elected the company-funded health insurance. Allowing employees 24/7/365 on-demand access to a national network of U.S. board-certified doctors who can advise and resolve many medical issues by phone conference. The added services reduce the need and cost to use an urgent care and emergency room facility.
		Conducted annual employee engagement survey to identify needs of our teams and operations. Established action items for the strategic group to tackle employee concerns. 2017 survey results showed 8.8% improvement from 2016. Moving from a score of 3.64 to 3.96 on a scale from 1 to 5.
		A referral bonus was implemented to help combat driver turnover. Similar to the Warehouse referral bonus program.
Sustainable Operations	Managing our operations through sustainable processes and standardized technology to allow for continued excellence in all our operations	Successfully upgraded Warehouse Management System (WMS) from Synapse 2.5 to Synapse 2.7 the most current version that provides additional WMS functionality. These additions include an upgrade in WebSynapse for our clients to view real-time status updates, Web RF, and a more connected Test & Production environment. Updated WMS servers with increased capacity to accommodate the upgraded Synapse WMS.
		Installed PeopleNet units in all tractors to meet e-log requirement ahead of the deadline. Networked PeopleNet with our transportation billing program, BOLT to allow automated data gathering and reduce lag time between delivery and invoicing.
		Implemented a customized EDI solution for one of our top 5 clients allowing data to be relayed and received faster and with greater accuracy.
Business Growth	Expanding business opportunities beyond traditional services will allow increased financial growth towards our 2020 revenue targets.	During Q4 of 2017, an acquisition was completed for a facility located in Winston-Salem, NC. The 78,000 Sq. Ft. food-grade operation caters to clients needing products refrigerated or frozen during storage creating more business growth opportunities in the food industry.
		Renovated the rail siding at the Columbus, OH facility to accommodate an increased volume. The change was initiated to assist one of our top 5 clients whose production had been negatively impacted due to Hurricane Harvey.
		In 2017, our largest facility located in Parkersburg, WV purchased adjoining property to allow a facility expansion in the future. Additionally, the operation expanded their packaging capabilities with the additions of a new mill, new packaging line, and bagger.

2.0 Employees and Communities

Our Priorities

Our social responsibility priorities include supporting education and social projects near the locations we operate. However, we also offer rapid support to the victims of natural disasters and promote volunteerism by our employees. The following fundamental principles underpin our choice of social responsibility projects:

- The projects are in line with Peoples Services principles and address a particular local or regional issue.
- The projects work directly with individuals involved in the projects on the ground.
- Project management is based locally and overseen by local units.

2.1 Community Commitments

We are committed to the areas in which our locations are based: a sustainable environment that is pleasant to live in gives an area the edge in the competition for business, boosts local employees' quality of life, and makes us more attractive as an employer. This is why, for example, Peoples Services supports regional growth initiatives in areas including education, health, energy, and transport, alongside a broad range of measures to promote business.

Educational Aide

Assisting educational programs in the regions we proudly operate is a high priority for Peoples Services. In the Canton, Ohio area, the Allen Elementary School was selected because the school has 345 students where 90% of the students are below the poverty line. Collaborating with the Allen School principal, we were able to collect school supplies to help reduce the financial burden low-income areas experience. Additionally, Peoples Services adopted a family during the holiday season to bring joy to their home during the season of giving.

Another school who received assistance was Fairplains Elementary School located in Parkersburg, West Virginia. Fairplains has 220 students where 84% of the students are low income. Peoples Services purchased a new sign for the front of the school. Like the Allen Elementary school, school supplies were collected and donated to Fairplains Elementary. Our commitment to local engagement ensures we have a direct connection to maintaining a healthy and vibrant community for years to come.

Going Above and Beyond

The Cleveland, Ohio operation was awarded the Going the Extra Mile Award for their exceptional service they provided the Wreaths Across America organization (WAA). Each December, the WAA coordinates wreath-laying ceremonies to remember and honor our veterans and to teach the younger generations the value of freedom. Services were

conducted at Arlington National Cemetery, as well as over 1,200 additional locations in the US, at sea, and abroad. Several volunteers, family members of the veterans, and the WAA staff all participate in placing the wreaths on the graves' of the men and women who served in the military. Executing a large-scale project successfully like the National Wreaths Across America Day requires all parties to meet their deadlines and be prepared for any potential challenges. The Cleveland operation was ready, but when delivery to their facility was delayed potentially jeopardizing on-time delivery, the operations team along with Peoples Services trucking coordinated the rush deliveries.

Disaster Relief

The back-to-back hurricanes that struck Houston-Galveston in August and then Florida-Carolinas in September left many people without housing, food, and clothing. Peoples Services sent semi-trucks filled with emergency supplies donated by our caring employees, supportive food-grade customers, and generous Peoples Services management. Supplies were delivered to the Red Cross to support its work in the regions affected by hurricanes Harvey and Irma.

Company Donations

Over the 2017 reporting year, Peoples Services donated a total of \$21,954. Financial donations are granted only to organizations recognized to be non-profit or are authorized by special provisions to accept donations. Donating and sponsoring are essential parts of our corporate identity that reflect our desire to fulfill our corporate social responsibility goals.

In addition to monetary donations, Peoples has provided storage space for short-term use and transportation to non-profit organizations. Collection drives are held at different locations as well. In 2017, our Columbus, OH location collected for the Toys for Tots group while our Parkersburg, WV site collected for the local Humane Society.

Employee Donations

Peoples Services' Helping Hands Program allows employees to donate through payroll deductions. Each facility participating in the Helping Hands program selects a charity that will receive all the donated funds collected. In 2017, seven charities received donations totaling \$6,217.

The charities selected in 2017 were:

- Alzheimer's Association
- American Heart Association
- Local Food Bank
- Marion-Franklin Civic Association
- Salvation Army
- St. Jude Children's Research Hospital
- Wounded Warrior Project

2.2 Employee Relations

Attracting and retaining a skilled and motivated workforce is essential to our success. We offer competitive compensation and benefits packages, invest in the development of our people, and promote skill development and life-long learning opportunities.

Employee Stock Ownership Program

PSI has had a focus on employee ownership since the inception of the Employee Stock Ownership Program (ESOP). As of January 1, 1986, qualifying employees, retirees and founding family members retain 19.5% of the company's stock. Therefore, we have a long history of focus on shareowner interest. We believe that our employee-owner philosophy has been and will continue to be a critical factor contributing to the success of our company. In 1986, we began awarding a percentage of profits to our employees to foster a partnership culture and ensure everyone in the program would have means to help fund their retirement. Annually a contribution is distributed to each qualifying associate's ESOP account. PSI stock valuation is reported annually.

Wellness

Peoples Services feels health and safety are more than just occupational. Monthly health topics are communicated to each location that aim to help individuals and their loved ones. To encourage healthy lifestyles, each facility receives communications regarding health topics and preventative options available to them monthly and through the quarterly newsletter. Topics covered include quit-smoking programs, heart health, and the importance of health screenings.

Employee Engagement Survey

Started in 2016, we conduct an annual employee survey. The survey is a voluntary and anonymous way for employees to communicate their opinions and concerns. The objectives of the employee survey are:

- Help create a positive, customer-focused workforce
- Identify areas of interest so that improvements may be made
- Provide feedback to management on employee relations issues
- Assist the organization to achieve its strategic goal to be the Employer of Choice

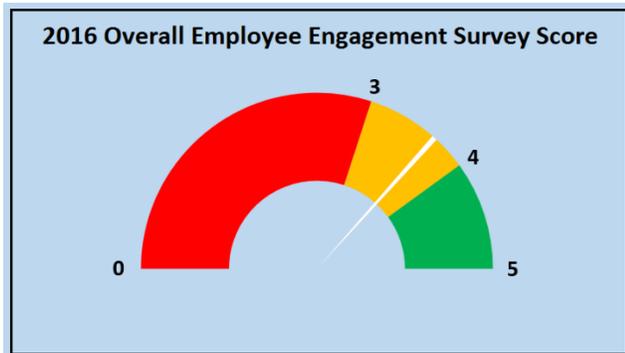
In 2017, the survey was administered, with 35% of employees participating. This was an 11% decrease in responses from the prior year. Our goal is to increase the response percentage to above 50%.

Initiatives:

- Increase communication about the employee survey
- Leverage technology to administer the survey

- Efficiently respond each year to concerns identified in the survey

Survey results showed an 8.8% improvement moving from 3.64 to 3.96 in 2016 and 2017, respectively.



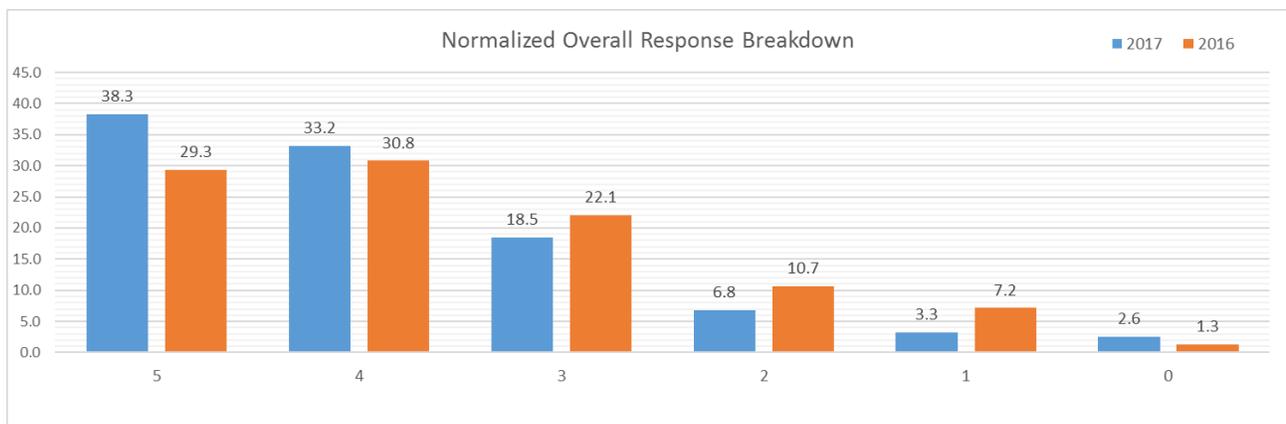
Employee Feedback

Information from the employee survey helps us identify issues that need attention as well as where we excel.

Strengths: Team members know what is expected of them and who to go to if questions arise. Employees feel they are in a position that matches their talents and interests.

Needs Attention: Team members want more recognition for their excellent work and wish to know how they could improve.

Overall, every category improved by a minimum of 3% from the 2016 scores. Most improved with a 13.8% increase from prior year was that employees know when they are doing a good job because their direct supervisor provides feedback on a regular basis.



Retention

Our goal is to maintain a full-time workforce retention rate at no less than 85%. In 2017, the retention rate was 72%, which was a 2% decrease from the 2016 retention rate. In 2018, there will be a continued focus on improving our retention rate and moving closer to our strategic goal of becoming the employer of choice.

Attrition, acquisitions and market conditions will cause our retention level to fluctuate. Keeping retention at no less than 85% perpetuates institutional knowledge while also allowing for a steady influx of new talent and ideas. We provide regular performance and career development reviews to 80 percent of our employees. The remaining workers are covered by collective bargaining agreements, so they do not receive this type of career review.

Total Employees

	FULL-TIME	PART-TIME	STUDENTS/ INTERNS	TEMPORARY EMPLOYEES	TOTAL
Female	127	2	3	34	166
Male	411	4	5	112	532
Total	538	6	8	146	698

Initiatives:

- Focus on career development opportunities and promotion-from-within philosophy
- Offer training and education opportunities
- Respond to annual employee survey feedback
- Provide competitive compensation and benefits

2.3 Safety Performance

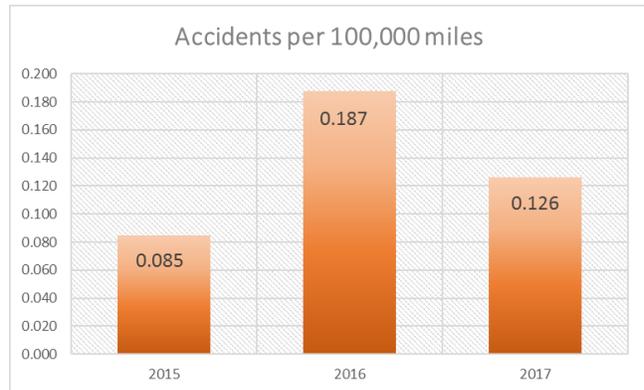
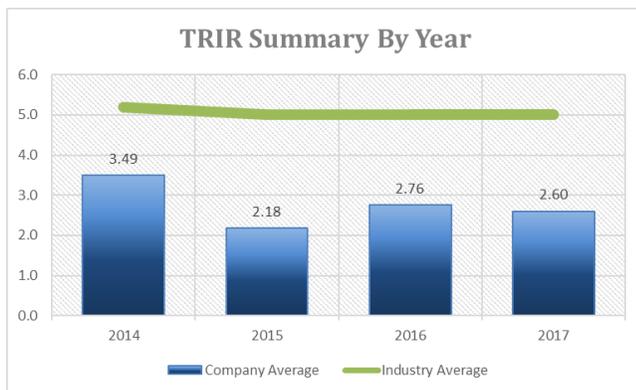
An organization cannot be sustainable without protecting the safety, health, and welfare of their employees. OSHA states, "Sustainability is not just about what is done, but how it gets done." Maintaining safe, healthy, and efficient operations is essential and is a top priority for Peoples Services. Whether a location experiences a volume spike or drivers have to travel through less than ideal weather conditions, there is no reason to bypass safe work habits. Different methods are used to reinforce safe work habits, which include but not limited to regular training, video monitoring, and weekly expected behavior discussions. Below are a few highlights from our Safety focus.



Starting in 2007, four of our Akron, OH locations and our Navarre, OH location have participated in OSHA's Safety & Health Achievement Recognition Program (SHARP). The program recognizes employers who operate with an exemplary injury and illness prevention program. Holding a SHARP certification sets us apart from others and tells our clients that worksite safety and health is a priority. Through acquisitions and new business,

Peoples Services has grown from a small business classification to medium size according to OSHA rules. Since our operation size has changed, we cannot certify any more locations. Nevertheless, we continue to hold worksite safety and health our priorities.

- Company’s Total Recordable Injury Rate (TRIR) is well below the industry average of 5.0 with a 2.6 for 2017. The TRIR is calculated by multiplying the number of recordable cases by 200,000, and then dividing that number by the total labor hours worked for the company.



- Accidents per 100K miles have decreased from 2016 rate because of fewer vehicle accidents in 2017. The accident rate uses all incidents regardless of which party was at fault and only company-owned vehicles.
- Received the Loss Prevention Award from Stark County Safety Council.
- Continued Safety training at all our sites included: HAZCOM, Emergency Action Plans, Bloodborne Pathogens, Behavior Based Safety, and Active Shooter.

3.0 Environmental Stewardship

Guiding Principles for Peoples Services Environmental Stewardship:

- Compliance with Environmental Requirements – Peoples Services will comply with all applicable federal, state, and local environmental laws, statutes, regulations and other environmental requirements.
- Environmentally Responsible Facilities Operations – Peoples Services will assess environmental implications in the operation of their facilities and surrounding grounds.
- Minimize Hazardous Waste and Toxic Materials – Peoples Services will maintain policies and processes for the safe and efficient use, tracking, storage, and disposal of hazardous and toxic material as prescribed by Responsible Care Management System.
- Pollution Prevention – Peoples Services will minimize industrial waste generation where possible and the potential release of pollutants into the environment through recycling,

and proper disposal of waste that adheres to regulatory guidelines and Responsible Care Management System procedures.

- Conservation of Energy, Water, and Other Resources – Peoples Services will reduce resource consumption by eliminating wasteful practices and promoting efficient use of the resources. This will be done by evaluating and implementing feasible and practical conservation measures in existing and new buildings.

Ongoing Facility Initiatives:

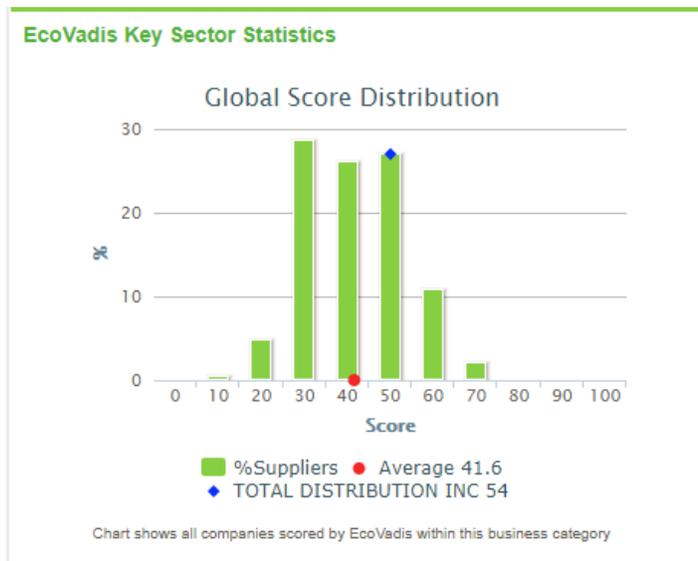
- Energy-efficient lighting upgrade program (LED bulbs)
- Installing backflow devices to prevent contaminants from entering waterways
- Dock door seals to prevent the infiltration of outside air in cooler climate
- Motion sensors for areas in the warehouse with low activity to reduce wasteful use of energy
- Programmable thermostats
- Energy-efficient lifts and charging stations

3.1 EcoVadis Rating

EcoVadis is a third-party global rating system built on international corporate sustainability ratings including Global Reporting Initiative (GRI), the United Nations Global Compact, and the ISO 26000. Companies are evaluated on their environmental, social, ethical, and supply chain practices. Peoples Services is assessed every two years. In 2017, Peoples Services received a score of 54, which is a 13% improvement from 2015 score.



For the business category Warehousing and Storage, Peoples Services scored above the global average, 41.6, with a score of 54.



CSR Categories	2015	2017	% Change
Environment	50	60	20%
Labor Practices	60	60	0%
Fair Business Practices	30	50	67%
Sustainable Procurement	30	30	0%
Overall Score	48	54	13%

We improved in the Environment and Fair Business Practices categories.

Chart courtesy of EcoVadis Category Risk Profile

3.2 Energy Star - Portfolio Manager Scores

Property Name	Square Footage	City	State	Energy Star Score
TWI Mogadore	387,104	Mogadore	OH	100
TWI Gilchrist	288,000	Akron	OH	100
TWI Home Ave	137,000	Akron	OH	100
CWO Saginaw	298,306	Saginaw	MI	99
CWO Midland	205,560	Midland	MI	99
Crown Cleveland	230,000	Cleveland	OH	98
PCS Navarre	162,000	Navarre	OH	98
TDI Fremont (5)	900,000	Fremont	OH	96
PCS Parkersburg	1,100,000	Parkersburg	WV	94
TWI Marvo (9)	469,592	Akron	OH	92
TDI Charlotte	245,000	Charlotte	NC	90
TDI Norfolk	150,000	Norfolk	VA	90
PCS Massillon	100,000	Massillon	OH	88
TDI Nitro	150,000	Nitro	WV	87
TDI Dayton	149,550	Vandalia	OH	87
TDI Salem	163,000	Salem	VA	84
TWI Columbus	409,000	Columbus	OH	82
TWI Van Epps	40,304	Brooklyn Hts	OH	78
TDI Canton	129,424	Canton	OH	72
TWI Lockbourne	220,000	Columbus	OH	N/A
TDI Winston-Salem	78,000	Winston-Salem	NC	N/A

The ENERGY STAR Score is a measure of how well a location performs compared to properties of similar hours, workers, climate, and size.

The 1 – 100 scales are set that 1 represents the worst energy performance for a location and 100 represents the best performance of a facility. A score of 50 indicates that a building is performing at the national average, considering their size, location, and operating parameters. A score of 75 means that the property is running in the 75th percentile and may be eligible to earn an Energy Star Certification.

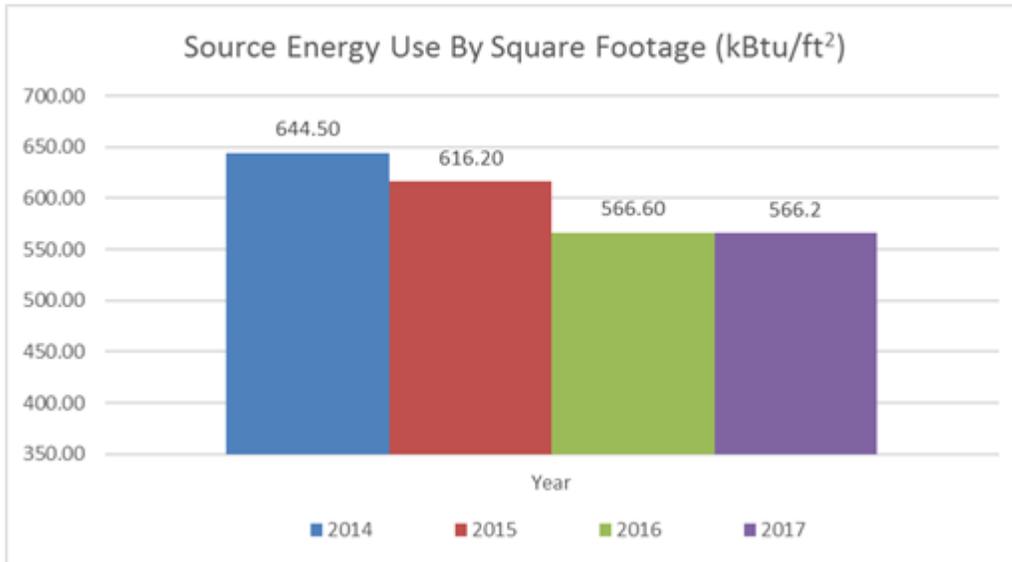
(#) Quantity of buildings at location

Data Source: U.S. Department of Energy Portfolio Manager, Energy Star Statement of Energy Performance 2017.

Following is an overview of emissions reduction strategies:

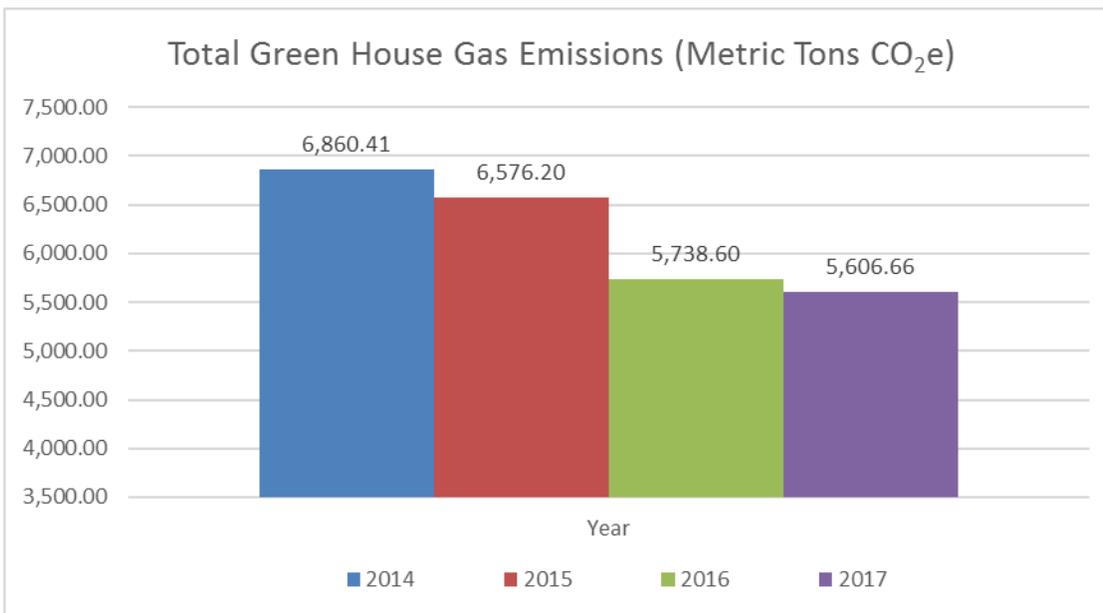
- Increase fuel efficiency of vehicles and propane lifts
- Focus on energy conservation in facilities
- Implement operational technologies that improve efficiency and reduce miles driven

3.3 Energy Performance



12.15%
Energy
Reduction

3.4 Emissions Performance



18.28%
Reduction in
GHG Emissions

3.5 Recycling and Waste Management

As a third-party business, we have few options for reducing packaging and shipping materials coming into our facilities. We are contributing to a more sustainable world by reducing waste ending up in landfills and increasing our recycling and reuse processes. More and more of our clients are reaching out to their service providers to understand the environmental footprint of their complete supply chain. We enjoy collaborating with our clients to develop more sustainable methods of disposing the excess packaging removed from their products.

Initiatives:

- Installation of baler units at our Columbus, OH, and Akron, OH locations for baling recyclable material.
- Installation of compactor at our Charlotte, NC location to be used in conjunction with an industrial recycling program.

To date, we have recycled an additional 116,300 pounds of material that previously would have been sent to landfills. That weight equals 25% of our baseline weight of 465,414 pounds. Early in 2017, China changed legislation, which reduced how much recyclable goods the country would take causing a significant strain on U.S. industrial recyclers. With fewer industrial recyclers available finding alternative destinations for the products to be recycled has been challenging. Regardless, Peoples Services will continue searching for other industrial recyclers to process our waste.

3.6 Management Systems

63% of all our facilities are ISO 9001 certified and are Responsible Care Management System certified by the American Chemistry Council. Following ISO and the American Chemistry Council ensures quality management, safe and secure operational performance. 60% of our Fremont, OH food-grade facilities are American Institute of Baking (AIB) certified with the purpose to maintain a superior level of food safety and hygiene.

RCMS and ISO 9001 Certified Locations

Akron, OH (3)	Massillon, OH	Nitro, WV	Simpsonville, SC
Canton, OH	Midland, MI	Norfolk, VA	Vandalia, OH
Charlotte, NC	Mogadore, OH	Parkersburg, WV	
Cleveland, OH (1)	Moncks Corner, SC	Saginaw, MI	
Columbus, OH (2)	Navarre, OH	Salem, VA	

AIB Certified Locations

Fremont, OH (3)

Initiatives:

- Complete certification transition from ISO 9001:2008 to ISO 9001:2015
- Prepare Winston-Salem, NC facility for AIB certification
- Upgrade PeopleNet units to portable versions to reduce the need for paper copies of shipping documents

4.0 Closing

We see success as creating value for our customers and stakeholders and leading the logistics industry with effective and lasting solutions to environmental and social sustainability challenges.

We believe our actions are more important than just words, which are why we operate in a manner that promotes environmental and social sustainability. With a continued focus on sustainability efforts that benefit our business and growth plans, we are confident we will further progress over the coming years.

Feedback

Preparing this report is a valuable opportunity for us to assess the impact and improve upon our financial, environmental and social growth and performance. We welcome your opinion and perspective by writing or emailing us:

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