

## Pacific Northwest Transportation Services

### Sustainability Policy

Pacific Northwest Transportation Services is dedicated to contributing in a positive way to its environment, and as such, is constantly working to provide the highest quality, most fuel efficient and environmentally friendly transportation options. Concern for the environment has led us to adopt a broader sustainability agenda as we strive to contribute to the economic, environmental, and social progress of our surrounding areas. We follow and promote sustainability practices to reduce our environmental footprint in all aspects of our business.

#### Our Sustainability Policy

With newer, technologically advanced transportation, PNWTS provides a sustainable option to a growing industry while reducing air and noise emissions in the community.

Our Sustainability Policy is based upon the following principles:

- To comply with, and exceed where possible, all applicable national and local legislation, regulations, and codes of practice.
- To integrate sustainability considerations into all our business decisions.
- To ensure that all staff are fully aware of our Sustainability Policy and are committed to implementing and improving it.
- To minimize the impact of all our office and fleet operation activities.
- To make clients and suppliers aware of our sustainability commitments and encourage them to adopt sound sustainable management practices.
- To review, annually report, and to continually strive to improve our sustainability performance.
- To ensure accountability and transparency in our sustainability performance.

#### Our Values

Our Policy identifies core values and areas of sustainable practices throughout our business operations.

#### Community

PNWTS is dedicated to giving back to the communities where we live and work. Fostering a culture of community service, we seek out opportunities to engage and build strong relationships with residents, businesses, and local area groups alike.

#### Compliance

PNWTS is compliant with all health, safety, environmental, and labour laws and standards across our operations. Our company is committed to applying the highest standards of honesty and integrity and we operate according to our corporate values.

## People

PNWTS compensates all employees, whether full-time or part-time, with a wage equal or greater than the living wage in our communities. Our company respects and promotes human rights as described in the United Nations Declaration of Human Rights, and we work with suppliers that do the same. We are committed to the Health and Safety of our employees, customers, suppliers, and other stakeholders.

PNWTS understands that people have mobility needs and as such may be dependent on wheelchairs, scooters, or other mobility aides. PNWTS provides accessible vehicles that are available to clients with special needs.

## Social

- PNWTS is proud to launch the Employee Volunteer Policy which offered paid volunteer time to all PNWTS employees. This encourages many PNWTS employees to volunteer in their local communities and support company-wide charitable initiatives.
- PNWTS is proud to make annual donations to local environmental or community-related charities and non-profits.
- Environmental sustainability is incorporated into our hiring processes, employee orientations, and training programs by significantly reducing the use of paper.
- PNWTS Environmental values, sustainability goals and actions are posted on the website.
- PNWTS offers Employee Health and Wellness Programs.
- PNWTS offers employee benefits for all full-time staff.

## Anti-Corruption

PNWTS is committed to applying the highest standards of honesty and integrity consistently across our operations. We conduct our business according to our corporate Legal and Ethical Code of Conduct and we are committed to preventing corruption and bribery in all forms and do not tolerate it in those who do business with us.

## Environment

Our company is environmentally sensitive both locally and globally. We recognize our potential effect on the environment and seek to minimize these impacts through pollution prevention, protection of biodiversity and ecosystems, waste reduction and minimization of our consumption of resources.

At PNWTS our staff has gone that extra mile to ensure that our company is recognized for their efforts in the areas of environmental excellence and societal contributions. PNWTS is proud to be recognized as a leader in the Vancouver Island Green Business Collective – Transportation & Trades and as of July 2020, PNWTS is certified Carbon Neutral. In 2023, PNWTS became the first ground transportation company in North America to earn BCorp certification. The “B” in BCorp stands for “benefit for all” and we have committed to the highest standards of transparency, accountability, social and environmental performance.

## Sustainability Management

PNWTS considers sustainability as part of our culture and guiding principles.

PNWTS has appointed a Sustainability Manager, who actively oversees the implementation of this policy and the action plan, and regularly communicates with colleagues and management on the effect of the implemented policies and actions, the status of the objectives, and formulates recommendations for the next steps. Tasks include:

- Working with management and staff to coordinate sustainability reporting and certification.
- Ensuring our Sustainability Policy is communicated, both internally and externally, and understood by all employees, customers, and suppliers.
- Overseeing our sustainability action plan development and working with colleagues to ensure implementation and adherence to all policies.
- Improving sustainability of product offerings and supply chain, and reaching out to suppliers, requesting them to follow PNWTS' sustainability standards.
- Reporting regularly to management relative to PNWTS' sustainability progress and challenges.

### Access to the Policy

The corporate sustainability policy is accessible to all employees, suppliers, stakeholders, customers, and the public through our website. All employees are expected to read and adhere to all policies. For any questions regarding our sustainability policy or actions, please contact us at [info@pnwts.com](mailto:info@pnwts.com).

### Action Planning

PNWTS has a sustainability action plan with clear targets, actions, measures, responsibilities, and time planning. Action plans are developed on an annual basis, with input from management and employees. Our action plans, along with our progress, will be communicated to all staff on an annual basis.

### Monitoring

PNWTS holds regular meetings with management and staff. As such, sustainability is a regular item for discussion as we continue to monitor and evaluate the implementation of the sustainability policy and action plans. Key updates and decisions made during the meeting are documented, communicated, and revised.

### Corrective Measures

In the event we identify any discrepancies between planned targets and actions, such as delays or obstacles, items are discussed in detail with the management team. As an outcome, measures are identified to overcome, if possible, to achieve the desired result. If required, an alternative plan is developed and will be communicated accordingly.

If we identify that the target or action item cannot be achieved for reasons beyond our

control, the action item will be a) identified as a future opportunity or b) it will be replaced with an appropriate alternative solution.

## Supply Chain Management

PNWTS gives preference to products and services that have been produced with respect for people and the environment, and we utilize reusable, recycled materials where available and whenever possible, responsibly managing waste.

Wherever possible, PNWTS works with local suppliers, customers, stakeholders, and other partners that put the same emphasis and value on sustainability as we do.

## Sustainable Purchasing Principles

PNWTS endeavors to make procurement decisions that embody our commitment to sustainability as outlined below:

- We ask our suppliers to source all products locally whenever possible and to supply us with Fairtrade products/goods to ensure the producer follows fair business practices including transparency and adherence to law, human rights and economic/social equity, as well as environmental and animal protection.
- We strive to purchase extensively used items in bulk to reduce the amount of packaging materials.
- Consideration is given when purchasing products to ensure that items are biodegradable and/or disposed of ethically and environmentally and recycled.
- We ask that our employees and suppliers purchase on our behalf, products that are free of toxic or polluting materials and chemicals. Purchases should be obtained from recycled, plantation, salvaged, or renewable resources.
- PNWTS will purchase energy-efficient products and materials by checking the energy rating and efficiency.
- We are committed to the use of renewable energy and the reduction of fossil fuels.

### *Specifically:*

- ✓ We have moved to sugar paper and recyclable materials for all paper products wherever possible.
- ✓ No plastic food and beverage products are purchased for staff or customers. We use Fair Trade or local producer beverage products whenever possible.
- ✓ Wherever possible, all cleaning products must be eco-friendly including vehicle washing products.
- ✓ We have implemented a Sustainable Purchasing Policy for office equipment such as printers, photocopiers, and office furniture.
- ✓ PNWTS uses retreaded tires wherever possible.
- ✓ We have a purchasing policy in place for fleet additions that gives preference to low-emission vehicles.
- ✓ We have been utilizing renewable diesel for our fleet in 2024. The hydrogen retrofit program is undergoing. We will not stop exploring methods to minimize emissions till we achieve working toward zero emissions by 2030.

We encourage our suppliers, partners, employees and stakeholders to undertake responsible tourism practices; and to work diligently toward adhering and adopting the [United Nations Sustainability Goals](#).

## Sustainability in our Operations

### Building and Operations

- Windows are double-paned or draft-proofed and outdoor entrances and exits have been draft-sealed.
- All thermostats are set to 16°C when space is unoccupied (manual or automated).
- "Lights Off" signage is posted at light switches.
- At least 75% of our bulb lighting is LED and 100% of tube lighting is T5/T8 fluorescent.
- Computers and monitors are to be turned off in the evenings and on weekends (when not in use).
- At least 80% of our workstations have laptops or ENERGY STAR®/TCO Certified computers and monitors.

### Waste

- PNWTS has implemented paperless systems wherever possible including invoices, client files, pay stubs, memos, utility bills, bank statements, receipts, driver logs, and quotes. Administrative files are to be scanned and converted to a paperless system.
- All printers must be set to double-sided and whenever possible, both sides of the paper should be used before being recycled.
- All products (glass, paper, cardboard, etc.) must be placed in appropriate recycling bins.
- Reusable dishware is provided for staff and visitors in place of disposable cups, plates, cutlery, etc. Employees are asked to bring their reusable dishware.
- All soft plastics (shrink wrap, plastic bags etc.) must be recycled in bins as labelled.
- All Styrofoam™ packaging must be reused or recycled wherever possible.
- PNWTS recycles as many 'hard-to-recycle items' as possible including pallets, batteries, electronics, lightbulbs etc.
- PNWTS makes use of recycled parts, wherever possible, for fleet repairs and upgrades.
- All food waste is reproduced into natural fertilizer for employees to bring home by the Lomi Machine.

### Water

- All faucets employ  $\leq 6.0$  LpM aerators.
- All toilets are  $\leq 6.0$  LpF,  $\leq 1.9$  LpF.
- Water used in vehicle washing has been measurably reduced significantly by the purchase and use of our Washbots system.

### Transportation

- Designated bicycle parking is provided for staff and clients. We encourage

employees to use their bicycles for transportation to and from our offices whenever possible.

- PNWTS has a 'No Idling' Policy in place. 3-minute idling must always be adhered to.
- PNWTS keeps a record of each coach KPL/MPG and gives preference to the most efficient vehicles wherever possible.
- PNWTS has worked to improve our route planning to assist in reducing driving time and emissions. All drivers should adhere to designated routes.
- We have a purchasing policy in place for fleet additions that gives preference to low-emission vehicles.
- Spill prevention kits are on site and in all vehicles. All drivers are trained to ensure how to handle and treat spills.

### Climate Action

- Emissions are measured and reduction plans and targets are set by our environmental auditor, Synergy Enterprises and will be communicated to staff. PNWTS is proud to show a reduction in emissions over the past 3 years.
- We have put a policy in place to repair air conditioning units when leaks and frequent top-ups of refrigerants persist.

Revision	Date	Originator
1.0	Oct 2020	Dale Ryan
2.0	April 2024	Isabella Lai