



## 2023 Sustainability Report



# ConGlobal

Protecting Our Planet:



# 2023

## A Call to Environmental Action

As experts in terminal operations, we acknowledge our responsibility to embrace sustainability in the supply chain swiftly and earnestly. ConGlobal recognizes the importance of adhering to science-based targets in our journey toward sustainability in our operations, and we are committed to taking meaningful, practical steps toward decarbonization.



# The Future of Our Environment: Building a Greener World

In 2024, we will continue our work to thoroughly audit and assess our emissions footprint across all facets of our operations. This comprehensive analysis will inform the development of a detailed roadmap outlining the steps we will take to lower our carbon footprint. Our approach will be characterized by ambition and pragmatism, ensuring our commitments are robust and achievable.

The outlook for the transportation industry indicates continued growth in the years ahead. Therefore, it is incumbent upon us to collectively and purposefully accelerate improvements in environmental sustainability. Our actions today are not merely for the benefit of the current generation but are also a legacy for those who will inherit the communities in which we operate. We at ConGlobal remain steadfast in our dedication to fostering a sustainable future for all.



**Brant Ring**  
CEO

# ConGlobal's Business Model

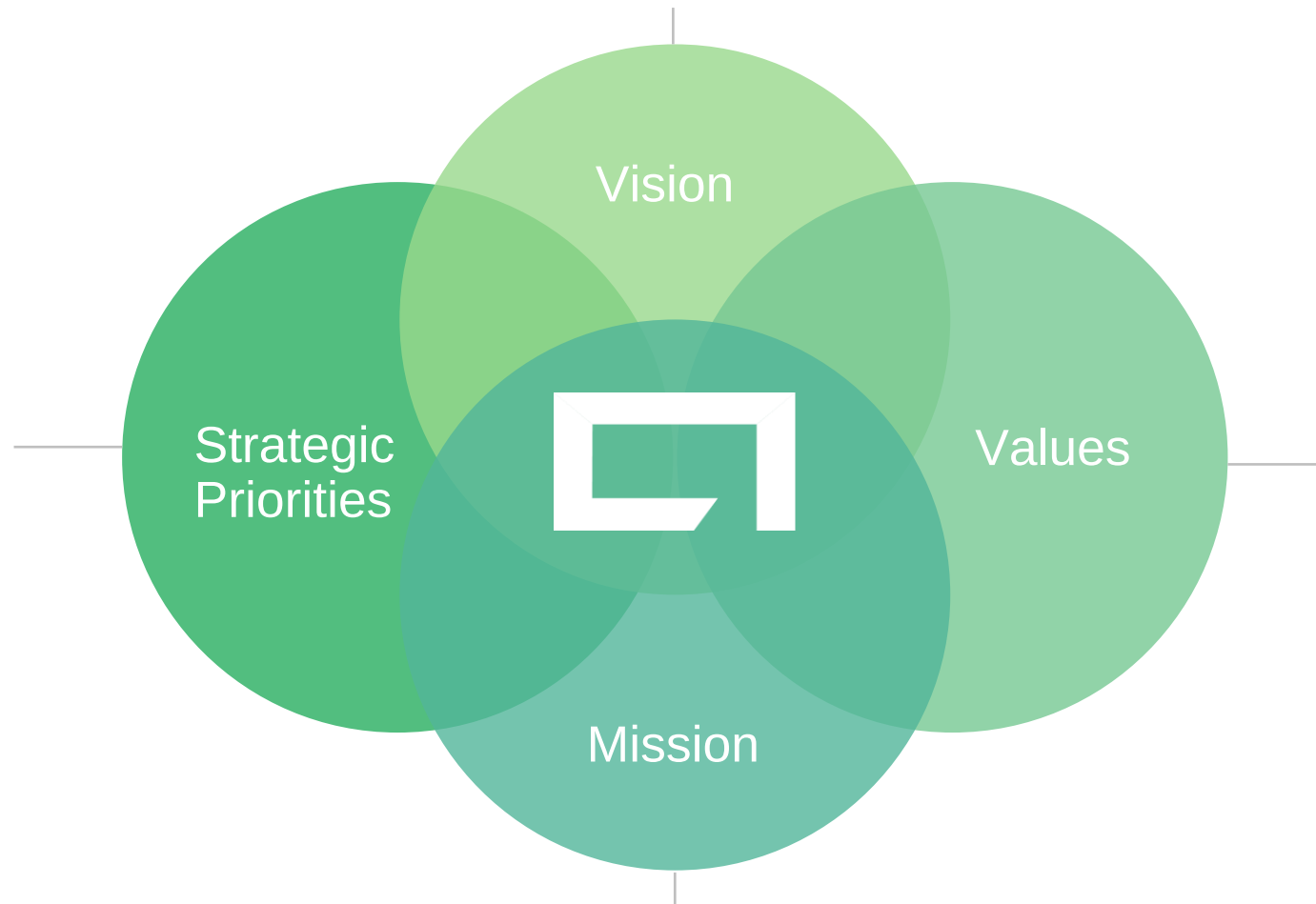
Our vision is to be the world's go-to experts in terminal operations.

**Culture:** Protect, train, and challenge our team; unleash their skills and talents.

**Customers:** Know our customers' business, operations, and needs; be nimble and create solutions.

**Cost:** Always pursue the lowest-cost way to effectively run the business.

**Capabilities:** Improve the way we work and customer solutions we offer; innovate.



Our mission is to take care of each other, our customers, and our business.

**Zero Harm:** We do our work in a way that will not harm people, products, equipment, or the environment and communities we serve.

**Service Quality:** We set high standards for performance and deliver a remarkable customer experience.

**Teamwork:** We embrace differences, celebrate authenticity, and partner with each other and those we serve.

**Integrity:** We do what we say we will do. We do the right things, the right way, for the right reasons.

**Human Ingenuity:** We are a learning organization that uses our expertise to build lasting solutions and capabilities.

# Our Mission

**At ConGlobal, our mission is more than just words on paper; it's the cornerstone of everything we do.**

We believe in the power of community and responsibility, and our mission reflects this ethos: to take care of each other, our customers, and our business. This guiding principle informs every decision we make and underscores our commitment to fostering a culture of care, collaboration, and excellence.

**Taking care of each other** means more than just ensuring the well-being of our colleagues; it's about fostering a supportive and inclusive environment where every individual can thrive and contribute to our collective success. By prioritizing the health, safety, and professional development of our team members, we cultivate a workplace where everyone feels valued, respected, and empowered to reach their full potential.

Our commitment to **taking care of our customers** is at the heart of everything we do. We understand that our success is intrinsically linked to the success of our customers, and we go above and beyond to deliver exceptional service and support at every touchpoint. By listening to their needs, anticipating challenges, and providing innovative solutions, we forge enduring partnerships built on trust, reliability, and mutual benefit.

Equally essential to our mission is **taking care of our business**. We recognize that sustainable growth and profitability are essential to fulfilling our obligations to our stakeholders and driving long-term value creation. By maintaining a sharp focus on operational excellence, financial stewardship, and strategic innovation, we ensure the resilience and vitality of our business, positioning us for sustained success in an ever-evolving marketplace.

# Our Vision

**Our vision is  
ambitious: to  
be the world's  
go-to experts  
in terminal  
operations.**

As industry leaders, we aspire to set the standard for excellence in every aspect of terminal operations, from efficiency and safety to sustainability and innovation. By leveraging our expertise, experience, and passion for continuous improvement, we aim to surpass expectations and redefine what's possible in terminal operations.

Central to our vision is a relentless pursuit of excellence in everything we do. Whether it's optimizing processes, investing in cutting-edge technology, or cultivating top-tier talent, we strive for excellence in every aspect of our operations. By setting the bar high and continuously raising it, we inspire others to follow suit and contribute to the advancement of our industry as a whole.

As we chart our course towards realizing our vision, we remain guided by our core values of Zero Harm, service quality, teamwork, integrity, and human ingenuity. By staying true to these principles and embracing new challenges with enthusiasm and determination, we are confident that we will achieve our goal of becoming the world's preeminent experts in terminal operations, delivering unparalleled value to our customers, our team members, and our stakeholders.

# Zero Harm

## Upholding Our Commitment to Safety and Sustainability

At ConGlobal, safety and sustainability are not just priorities; they are fundamental values that guide our every action. Our Zero Harm initiative embodies our unwavering commitment to ensuring the well-being of our employees, protecting the environment, and safeguarding the communities in which we operate. Zero Harm means zero injuries, zero environmental incidents, and zero damage incidents. It's a bold aspiration that underscores our dedication to excellence in safety, environmental stewardship, and social responsibility.

### Safety First, Always

The cornerstone of our Zero Harm initiative is our relentless focus on safety. We believe that every employee has the right to return home safely at the end of each day, and we spare no effort in ensuring a safe and secure work environment for all employees and customers on site. Through comprehensive training programs, rigorous safety protocols, and ongoing risk assessments, we empower our team members to identify hazards, mitigate risks, and prioritize safety in everything they do. By fostering a culture of vigilance, accountability, and continuous improvement, we strive to achieve our goal of zero injuries, protecting the health and well-being of our most valuable asset: our people.

### Protecting Our Environment

In addition to safeguarding our employees, we are deeply committed to protecting the environment. Our Zero Harm initiative extends beyond the walls of our facilities, encompassing a holistic approach to environmental stewardship that seeks to minimize our ecological footprint and preserve natural resources for future generations. Through sustainable practices, innovative technologies, and proactive environmental management, we strive to minimize emissions, conserve energy, and reduce waste across our operations. By embracing our responsibility to the planet, we aim not only to mitigate environmental harm but also to leave a positive legacy of conservation and sustainability.



# ConGlobal Overview

Terminal Experts



## WHO WE ARE

We rebranded to ConGlobal in 2023, but a lot more than just our name has changed. We've integrated as a unit and have expanded our offerings.

## SERVICES

- Container yards
- Intermodal services
- Finished vehicle handling
- Railcar switching
- Drayage
- Equipment maintenance and repair
- Technology








Seattle Depot



# Depot Operations

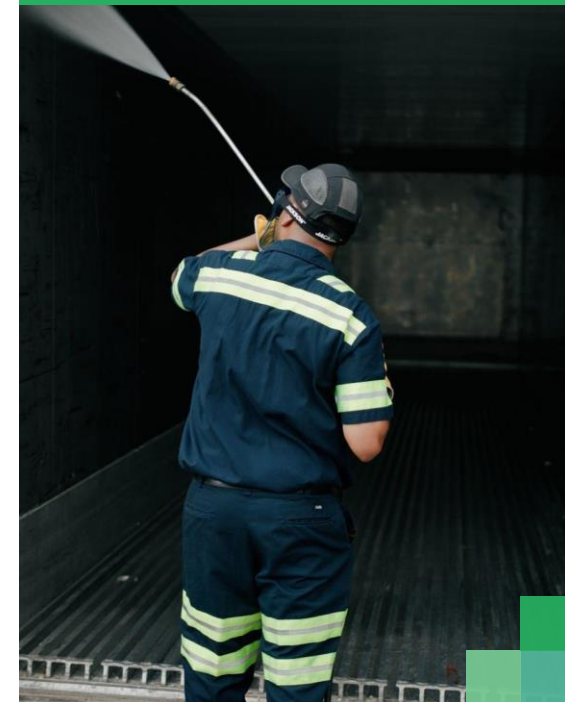
We operate more than 40 depot locations across North and Central America — all located near ports and inland distribution hubs. ConGlobal stores, sells, rents, repairs, and modifies all types of shipping containers.

As one of the industry's only providers of depot services spanning North and Central America, we provide more than 200,000 TEUs of capacity.

- 
-  Equipment sales and leasing
  -  Wheeled and stacked storage
  -  Maintenance and repair
  -  Refrigerated unit repair and maintenance
  -  Container modifications

## IMPACT

Our network touches more than one million units every year.



# Rail & Auto Operations

## A Modernized Portfolio

The size and scale of our network allows us to leverage expertise to offer a modernized portfolio of products and services, giving our customers a competitive advantage.

- Intermodal trailer and container loading and unloading, including LTL and parcel service handling
- Finished vehicle loading and unloading
- Railcar maintenance and repair
- Railcar switching
- Checkpoint operations
- Inventory management
- Terminal operations design
- Warehouse/distribution center operations



# ConGlobal Organizational Workgroups

ConGlobal's workgroups span organizational boundaries to provide the industry's broadest array of terminal services and technology solutions, giving customers unparalleled market reach and coverage.

We've been serving the transportation industry for more than 50 years.

- + ~3,500 employees
- + North American reach, anchored by offices in Fort Worth, TX, Chicago, IL, and Corvallis, OR
- + Latin American presence with operations in Mexico and Costa Rica



Trusted by World-Class Organizations





# ConGlobal Leadership



**Seana  
Fairchild**

*Chief  
Commercial  
Officer*



**Warrick  
Nance**

*VP – Safety &  
Operational  
Excellence*



**Chad  
Bowman**

*Group Vice  
President, Rail  
Operations*



**Brant  
Ring**

*CEO*



**Paul  
Kleppetsch**

*VP – General  
Counsel*



**Holly  
Morgan**

*Chief People  
Officer*



**Jon  
Stevens**

*CFO & Chief  
of Staff*



**Rene  
Etcharren**

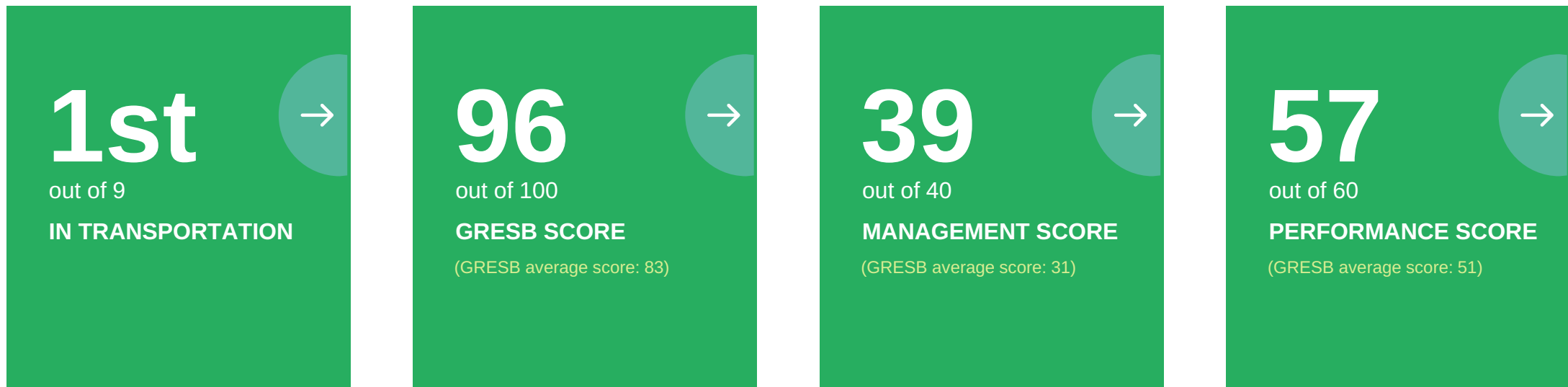
*Group Vice  
President, Depot  
Operations*



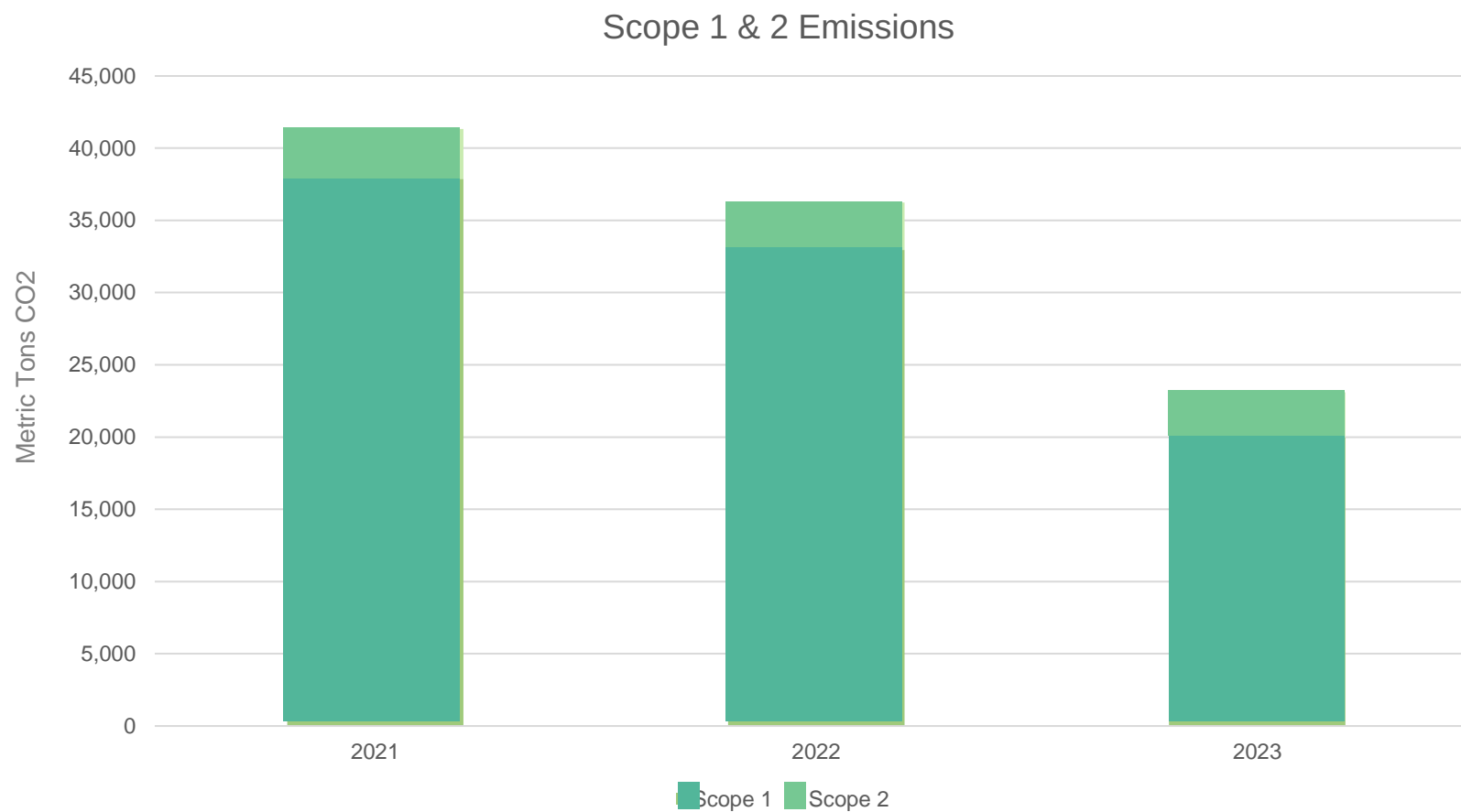
# GRESB

Along with more than 680 other respondents, ConGlobal participates in the annual Global Real Estate Sustainability Benchmark (GRESB) Assessment for transparent and comprehensive ESG reporting.

We are honored to report our 2023 score of 96, a two-point improvement over 2022.



# Greenhouse Gas Emissions



## EMISSIONS REDUCTION

Through a series of energy efficiency policies, we've decreased our Scope 1 emissions tremendously since 2021. Our Idling Reduction Initiative is the main driver of this success, along with our growing EV fleet across the network.

# Environmental Performance

## By the Numbers

In our commitment to environmental stewardship, ConGlobal has continued to assess and enhance our sustainability efforts throughout the year. While our water use saw an increase, we remain steadfast in our dedication to exploring innovative approaches for reclaiming water and implementing water conservation methods across our operations.

Notably, our concerted efforts in reducing fuel consumption yielded significant results, largely attributed to the successful implementation of our No Idling Initiative. Moreover, our proactive stance towards energy efficiency, coupled with increased mindfulness, contributed to a slight decrease in energy usage.

We proudly uphold responsible waste management practices by recycling scrap metal, engaging in general recycling initiatives, and repurposing used oils and coolants. As part of our ongoing commitment to reducing our environmental footprint, we continuously evaluate and improve upon reducing waste generation and recycling practices.

### 2023 Performance

#### SCOPE 1 EMISSIONS

19,972 tCO<sub>2</sub>e emitted

#### SCOPE 2 EMISSIONS

3,116 tCO<sub>2</sub>e emitted

#### WASTE

4,842 tons recycled: scrap metal, general recycling, used oils/coolants

#### WATER

58ML water withdrawn

#### FUEL

1,076,800 gallons of diesel  
213,735 gallons of gasoline

#### ENERGY

4,957,155 kwh of electricity  
938,455 kwh of renewable electricity

# Sustainability Award

## ConGlobal Receives Norfolk Southern Thoroughbred Award for Energy Efficiency



In 2023, Norfolk Southern Railroad awarded ConGlobal a Thoroughbred Sustainability Partner Award for Energy Efficiency for decreasing electrical energy consumption over 10% since our base year of 2019. In 2022, our newly created energy efficiency policy set the course for this achievement: We phased out old fluorescent lights for newer, more energy-efficient LED lights across the network and identified other areas to reduce consumption at our offices.







## **Sustainability Moving Forward: Decarbonization & Electrification**

In 2024, we plan to tackle our decarbonization goals head on. We recognize the urgency of meeting and aligning with science-based targets to curb the worst effects of climate change. We've partnered with Siemens to perform a thorough audit of utility data over the past three years. This will help us establish a concrete baseline we can confidently use as the beginning of our decarbonization endeavors.

As part of our vision, we will evaluate continued fleet electrification and sourcing onsite renewable energy. Our Stockton facility remains the only 100% electrified yard, but over the next few years we anticipate San Bernardino will become fully electrified. In early 2024, our EV fleet will reach 50 units with plans to continue procuring EVs across the network.



## **“Idling Reduction Initiative” Reduces Fuel Use and Energy Consumption**

In 2023 we partnered with TCU students at the Center for Supply Chain Innovation to design our idle time reduction initiative. Through this partnership, we developed our Idling Reduction Initiative Policy, which has served as a cost and fuel savings opportunity for ConGlobal, as well as reducing average daily idling times.

The implementation of our Idling Reduction Initiative, which requires drivers to shut off their vehicles when leaving them for an extended period of time, accounted for a decrease in our energy consumption by reducing fuel use by nearly 900,000 gallons. This has not only resulted in a cost savings, but an overall reduction in our Scope 1 emissions.

As our company expands, we will continue to monitor and implement measures that will help us minimize energy consumption. A strict Idling Reduction Initiative paired with biofuel use in some locations (CA, IL) will help us continue to see positive results even as we grow our business.

# Safety

## We Do Our Best to Take Care of Each Other

Safety is at the core of everything we do at ConGlobal. We prioritize safety through regular safety briefings at the start of each shift and whenever there are changes in our working environment. Additionally, comprehensive employee training underscores our commitment to safety. As our mission reflects, we do our best to take care of each other, and that means ensuring our employees return home in the same shape as when they arrived to work.

We believe proactively identifying exposures and continuous employee training on how to control and eliminate them where possible will safeguard both employees and daily operations.

A green-tinted image of a person in a hard hat and safety vest, looking down. A white arrow points to the right.

### SAFETY BRIEFINGS

at the beginning of every shift.

A green-tinted image of a person in a hard hat and safety vest, looking down. A white arrow points down.

### EMPLOYEE TRAINING

on safety best practices.

A green-tinted image of a person in a hard hat and safety vest, looking down. A white arrow points to the right.

### REVEAL RISK

by identifying top safety exposures.

A green-tinted image of a person in a hard hat and safety vest, looking down. A white arrow points to the right.

### MAKE PLANS

for exposure control at every facility.

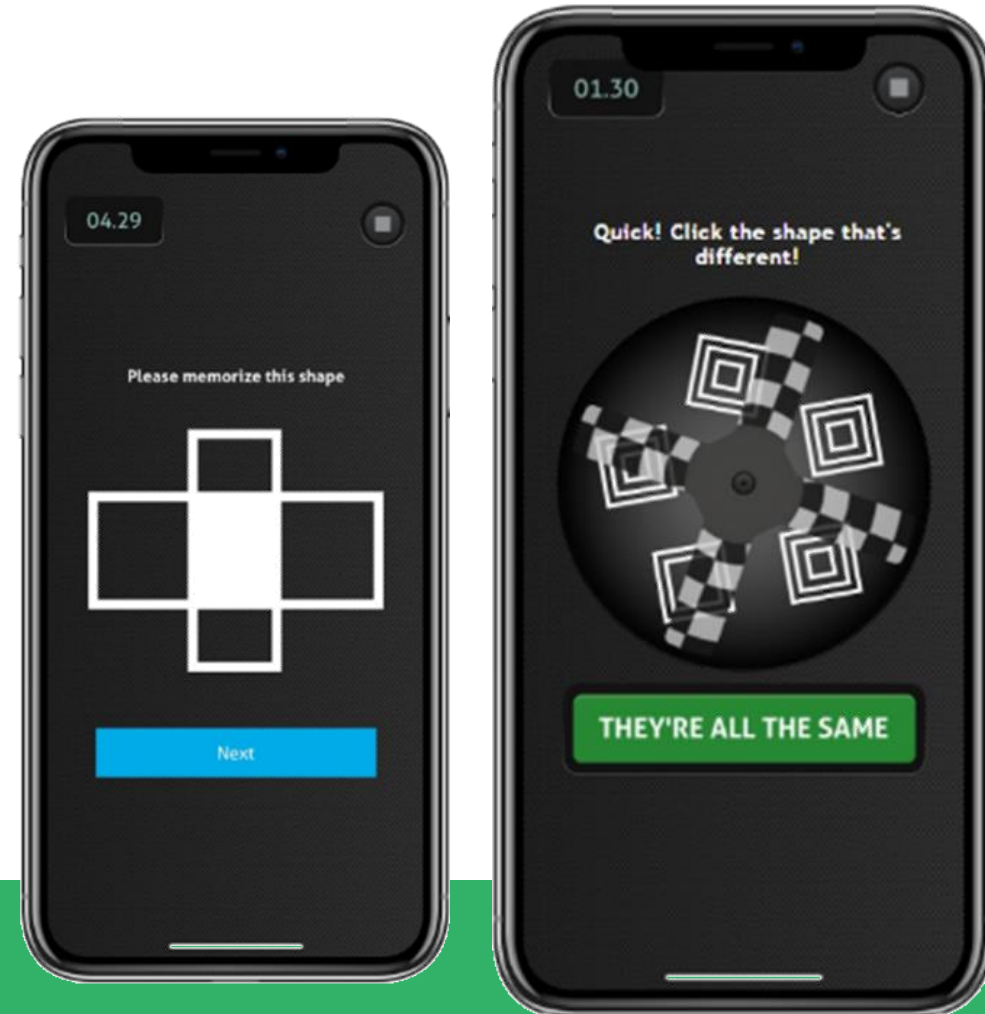
# Predictive Safety

Many of our sites operate around the clock. In these operations, helping our employees manage fatigue-related exposures is a priority.

Last year we partnered with Predictive Safety to pilot AlertMeter, an advanced solution that helps detect employee fatigue.

As our co-workers begin their shifts and work throughout their day, they complete puzzles that are compared to baseline measures. Variances to baseline trigger alerts informing supervisors and managers that employees may be fatigued or otherwise not able to cognitively focus on the work at hand. This alert provides a foundation for supervisors and managers to discuss if and how work can be done safely with employees that may not be properly rested or focused.

Using May to October 2022 as a baseline, May to October 2023 saw a decrease in OSHA recordable incidents from 10 to 5.





# ConGlobal Named One of ‘America’s Greatest Workplaces for Diversity’

In May 2023, *Newsweek* named ConGlobal one of “America’s Greatest Workplaces for Diversity.”

The award honors the top organizations in the U.S. that have successfully cultivated an inclusive workplace for team members, with ConGlobal earning 5 out of 5 stars.

To determine the inaugural list of “America’s Greatest Workplaces for Diversity,” *Newsweek* created a three-part evaluation with market data firm Plant-A Insights Group. The study began by polling HR professionals to determine the drivers that impact employee satisfaction. Considering these drivers, they developed an anonymous online survey targeting all ages and demographics using U.S. Census Data. The defining response was either a direct recommendation for their company or an indirect endorsement for companies they’ve known as an employer.





Plant-A Insights Group and *Newsweek* tempered the survey data with additional research and validation, including reviewing more than 350,000 collected company reviews, diversity initiatives, and overall sentiment.

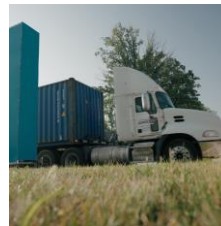
The award recognizes ConGlobal's commitment to fostering diversity, equity, and inclusion. It also builds on our mission to take care of each other, our customers, and our business by supporting our core value of embracing differences, celebrating authenticity, and partnering with each other and those we serve.

# Technology

## Aviro 360

At ConGlobal, sustainability isn't just a goal; it's a commitment woven into the fabric of our operations, guiding every innovation we pursue. Our commitment to sustainability drives us to constantly seek ways to minimize our environmental footprint while maximizing efficiency and safety. With this ethos in mind, we're thrilled to re-introduce Aviro 360, a groundbreaking technology system poised to revolutionize our supply chain and logistics operations.

At the heart of Aviro 360 are two cutting-edge components: [Sight.io](#) and [VeriSpot.io](#). These technologies represent a paradigm shift in how we manage our facilities, streamline processes, and reduce our environmental impact.



## Sight.io: Transforming Facility Access with AI

Sight.io is a game-changer in facility access management. By harnessing the power of artificial intelligence, Sight.io automates the check-in process for drivers, eliminating the need for a gate clerk stationed at all times, including in severe weather. This not only enhances safety for personnel but also significantly reduces emissions by optimizing traffic flow and minimizing idling time.

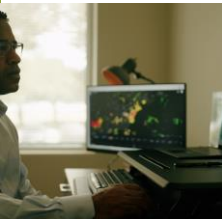
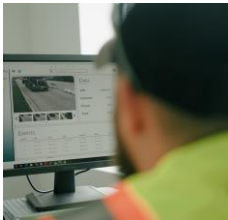
With Sight.io, drivers can seamlessly navigate our facilities, enhancing efficiency while minimizing their environmental footprint. By removing manual checkpoints and streamlining access procedures, we're not only enhancing the efficiency of our operations but also contributing to a cleaner, safer environment.

# Technology

## VeriSpot.io: Revolutionizing Inventory Management

VeriSpot.io represents the pinnacle of innovation in inventory management. This state-of-the-art camera system, installed atop yard trucks traversing our facilities, autonomously conducts real-time inventory checks as it moves. By leveraging advanced imaging technology, VeriSpot.io eliminates the need for multiple drivers dedicated solely to inventory tasks, drastically reducing labor requirements and associated emissions.

By seamlessly integrating VeriSpot.io into our operations, we're not only streamlining inventory management but also reducing our environmental impact. The efficiency gains achieved through automated inventory checks translate into tangible reductions in fuel consumption and emissions, furthering our commitment to sustainability.



## Driving Toward a Sustainable Future

With Aviro 360, ConGlobal is at the forefront of sustainable innovation in the supply chain and logistics industry. By harnessing the power of Sight.io and VeriSpot.io, we're not only enhancing operational efficiency and safety but also minimizing our environmental footprint. As we continue to invest in cutting-edge technologies and sustainable practices, we remain steadfast in our commitment to building a more resilient and environmentally responsible future for generations to come.



# Investor Transparency

At the core of effective sustainability and responsibility strategies lie meaningful stakeholder engagements and partnerships. At ConGlobal, we prioritize understanding the perspectives of various stakeholder groups on Environmental, Social, and Governance (ESG) matters. This approach allows us to align our business strategy with our sustainability goals. We adopt a comprehensive approach, implementing initiatives that address all three pillars of ESG simultaneously.

ConGlobal places significant emphasis on engaging with shareholders and other investors. We are committed to transparent and fair communication, ensuring that stakeholders receive timely and accurate information through various channels, including disclosures, meetings, and briefings. Our investor relations policy, coupled with regular reporting, underscores our dedication to transparency and fairness in all interactions with individual and institutional investors.

In our efforts to maintain strong relations with investors, we regularly communicate financial results and provide insights into our business strategies. Additionally, we offer opportunities for investors to visit our operations and gain firsthand understanding of our activities.



# ConGlobal Governance

## Working Environment Policy

ConGlobal workplaces are characterized as a safe and stimulating working environment that promotes good attendance, cooperation, and motivated employees.

Our leaders have ultimate responsibility for the working environment at ConGlobal. However, everyone at the workplace has personal responsibility for their health, working environment, and cooperation to ensure a pleasant working environment and an excellent corporate climate.

To achieve this culture, we will:

- Systematically review and evaluate the ConGlobal working environment.
- Set objectives each year for our ecological programs, including placing measures in the budget process.
- Invest in the continuous development for managers and employees around environmental issues.

## Equality and Diversity Policy

Employment is based upon abilities, qualifications, attitude, and job-related factors. Every qualified employee and applicant has the same opportunity for hiring, training, placement, promotion, compensation, demotion, termination, and benefits without regard to race, color, religion, sex, gender, national origin, pregnancy, ancestry, citizenship, genetic information (including of a family member), veteran or military status, physical or mental disability, age, sexual orientation, gender identity, medical condition, marital status, ethnicity, or any other classification protected by applicable local, state, or federal law.

## Quality Policy

ConGobal develops and provides multimodal, industrial, terminal services that satisfy quality, efficiency, and simplicity market demands.

Excellent service is achieved by:

- Being customer obsessed, honing our core business while transforming and developing new services.
- Fostering inclusion in our quality programs.
- Encouraging a continuous improvement mindset — we amplify our success when we do it together.
- Recognizing the value our employees bring to ConGlobal.
- Having a bias for action by taking ownership and seizing opportunities.

## Environmental Policy

ConGlobal is committed to environmental leadership in all business activities. ConGlobal is architected to provide a safe, healthy workplace while protecting the environment, conserving natural resources, and being a good global citizen. Our approach to managing Environmental Health and Safety is defined in the ConGlobal Zero Harm Commitment (see page 7).

Leadership is responsible for establishing the overall Environmental Policy for the company, ensuring adherence, and reviewing each business unit's performance.

# ConGlobal Governance

Strategic Sourcing is responsible for selecting vendors and suppliers that comply with ConGlobal practices.

Each ConGlobal location is responsible for ensuring our employees and contractors follow all operational processes/procedures.

We believe in being remarkably transparent. By sharing our policies openly, we can achieve a healthy and safe environment.

## We are committed to:

- Being safety-focused. Our mission is to take care of each other, our customers, and our business. We commit to providing adequate training and the proper safety and emergency equipment.
- Being an ethical, environmental partner in the communities where we operate and correcting conditions that endanger health, safety, or the environment.
- Conserving natural resources by adopting pollution prevention practices.
- Maintaining and improving operations and technologies to minimize health and safety risks, waste, and other pollution.
- Using energy responsibly throughout our business, including creating an energy policy that emphasizes energy conservation, improving energy efficiency, and pursuing renewable energies over non-renewable options.
- Participating in efforts that improve environmental protection and understanding.
- Sharing appropriate pollution prevention technology, knowledge, and methods.
- Promoting economically feasible and environmentally sound habitat protection objectives in cooperation with public and governmental agencies.
- Adhering to stringent Federal and State requirements no matter where we do business, exceeding expectations when possible.
- Promptly reporting all non-compliance issues according to applicable governmental reporting requirements, evaluating causes of non-compliance and implementing corrective actions.
- Reviewing environmental regulations for compliance.
- Establishing training and communications around environmental laws and regulations to ensure employees are aware and compliant.
- Promptly correcting any practice or condition not in compliance with this policy.

# ConGlobal Governance

## Safety Policy

The ConGlobal mission is to take care of each other, our customers, and our business. We operate in complex, industrial environments, making us passionate about creating a world where safety is at the center. We orient everything we do around a Zero Harm approach.

## Zero Harm Commitment

ConGlobal is striving to achieve the goal of “Zero Harm” across our operations — meaning zero injuries, zero environmental incidents, and zero damage incidents.

We will succeed in achieving Zero Harm with the following practices:

- Everyone is part of the Safety Process.
- Employees are required to participate and comply with the Safety Program.
- Keep safety at the center.
- Provide sufficient resources for safety programs, including setting and monitoring objectives for continual improvement.

Leadership is responsible for establishing the overall Safety Policy for the company, encouraging adherence, and reviewing the performance of each business unit.

All ConGlobal locations are responsible for executing the safety objectives and ensuring compliance with all operational processes/procedures.

## ConGlobal’s Safety Pillars

We have established a set of General Safety Principles developed from the analysis of injuries and damage incidents across ConGlobal’s lines of business.

**1. Fit for Duty** — Our employees are courteous, professional, and organized. We never start work without being rested, healthy, and ready. Each employee has dressed appropriately — this includes wearing appropriate PPE — and notifies the operational lead manager if they become fatigued or feel ill at work. We never work under the influence or while using any personal electronic devices.

**2. Climbing and Walking** — Our employees are aware of their surroundings and use four points of contact when mounting and dismounting equipment. We never mount or dismount on moving equipment and use extreme care in adverse conditions.



# ConGlobal Governance

**3. Equipment Operations** — All employees are properly trained and qualified when work begins. We always wear a seat belt, follow the speed limit, and practice defensive driving techniques. Before operating equipment, we perform required inspections.

**4. Pinch & Crush Points** — We never place ourselves or a body part in an unprotected pinch point. We stay clear of equipment movements and ensure pedestrians or other mobile units are not in the red zone. Our eyes are always on task, and we use proper techniques to adjust/correct improperly positioned equipment.

**5. Track & Movement Protection** — We always verify track status FIRST and follow local guidelines. We never work on an unprotected or live track. We are alert to changing track conditions and keep PUC/foul lines clear.

**6. Securement** — We always ensure all equipment connections are secure (king pin, couplings, bridge plates). We control speeds and follow established procedures to prevent the unintended movement of equipment.

**7. Emergency Response** — Our employees follow all company and customer procedures. We report all incidents immediately to supervisors and abide by all life-saving processes (CPR, AED, First Aid and Emergency Response Plans).



# Independent Verification

## ASAE 3000 External Review of 2023 Sustainability Report and Related Relevant Data and Documents

**Scope:** ConGlobal (international services) covering operations and services at the 32 Scope 2 locations where ConGlobal has site management responsibilities. For fuel use and management, all 58 locations were included.

**Sustainability Report Standard:** GRESB Reporting Framework based on GRI Sustainability Reporting Guidelines – 2023. There are several Business Entity types, and ConGlobal best fits the Infrastructure Entity type.

**Review Report Standard:** ASAE 3000 – International Standard on Assurance Engagements (ASAE) 3000 (Revised June 2017).

**Description of Control Framework:** There are several international sustainability professional reporting frameworks that provide guidance and training. GRESB and CISSP guidance programs are commonly used and have established acceptance. ConGlobal has been using the GRESB framework for guidance in reporting and assessing their progress in their sustainability program for five years. GRESB is closely aligned with the GRI sustainability reporting framework.

Sustainability frameworks include three major sections. These areas of organizational sustainability cover the broad scope of management and operation functions that need to be continually managed and improved with the goal of sustaining organizations while lessening their negative impacts. ConGlobal supports the following three major goals:

- **Governance:** Active involvement by management, informed management with goals to improve the organization's long-term viability, foster reliable and engaged staff, and become a responsible community member.
- **Environmental:** Plans and operational methods to provide the least negative impact on greenhouse gases, water and air quality, and reduce incoming resource usage and waste production.
- **Social:** Valuing and supporting staff, customers, general community, and working to enhance the working environment to create a safer, more supportive and productive place of work.

# Independent Verification

## Review Part 1 - Corporate Management Alignment with ESG Framework

### Leadership Commitment to ESG Initiatives:

Over the last seven years, ConGlobal has established business improvement initiatives independent of their sustainability reporting program. They include:

1. A continuous program to reduce GHG emissions and fuel usage
2. Green energy and green locomotion evaluations of applicability and value added. 50 EV units are now in the fleet.
3. The Zero Harm Commitment and related Decarbonization Commitment continue to be enhanced and applied.
4. The use of AlertMeter for determining employee awareness at start of shift to improve overall safety.
5. Adoption of Safety Pillars for at-work behaviors to improve safety.
6. Exposure Control Plans to identify and manage risks on site.
7. ESG, ethical and social compliance, and work injury and accident reduction and reporting initiatives.
8. Idling Reduction Policy for terminal equipment was implemented in 2023 with a large reduction in fuel consumption.
9. Adoption of Sight.io and VeriSpot.io technology for depot site traffic management.
10. Initiated external review with Siemens for an independent review of all sustainability data evidence.

These efforts show a broad-based commitment to responsible business management that is key to the development and adoption of a successful ESG sustainability program and reporting capability.

### Risk Management Matrix:

The sustainability of the entity depends on addressing risks to the continued operation of the organization. These risks can originate internally from management decisions and communication, and externally from value chain partners, other stakeholders, competitors, and environmental events and conditions.

The sustainability risks for the organization must be identified, researched, and ranked to provide the necessary platform to build and implement the most effective sustainable solutions. ConGlobal's senior management and corporate Board plans, actions, and reports are aligned with addressing these risks. The organization has adopted seven risk management evaluation and reporting standards including ISO9001, SA800 and ISO1400. Participation in adoption of and reporting on these standards provides evidence of alignment to ESG requirements. In the past seven years, ConGlobal has shown recognition of their existing sustainability risks and has initiated proactive programs to begin to address those risks.

Programs and actions to identify the materiality of sustainability risks and publicly report management of those risks was presented in the Leadership LE1 and LE2 sections of the ConGlobal Sustainability portal.

Related ESG policies and their scope and materiality were provided in the P01-P03 sections of the Portal. They covered the expected business functions and commitments and show fundamental acceptance of the roles and areas required.

The related Reporting and Stakeholders standards and requirements sections of the portal (RP1-RP2 and SE1-SE3.2) documented the commitment to the GRI standards, incident management and stakeholder management requirements.

# Independent Verification

**Procedures and Controls (Performance section of report):** GRESB's reporting framework has established 12 Performance Categories and 20 measurement areas within those categories (represented by the three-character symbols listed below as 2 alpha characters and 1 numeric character) that provide evidence of the operational ESG goals and actions when considered and adopted for reporting of the organization's sustainability status and progress. ConGlobal has provided descriptions of their operations, resource use, emissions levels analyses and results for most Performance areas, or provided explanations of why the performance area is not applicable to ConGlobal. I have reviewed and reported on all the sections with reported evidence.

**Review Part 2 - Results of Independent Review of Performance Actions:** The 20 performance areas and ConGlobal's responses are described and evaluated below.

## Performance 1 – Implementation

IM1 – Environmental section was filled out with the expected areas of concern. Details are presented in the other environmental sections. Emphasis was placed on energy sources and usage (LED adoption), greenhouse gas emissions (replacing tier 1-3 engines with EVs), hazardous waste reduction and mitigation (California CERS permits), and the Net Zero program started in 2017 (EVs and LEDs). Net Zero data is being audited by Siemens to verify the baseline of the program.

IM2 – Social section presented a broad set of social initiatives that have been implemented, reduce potential bias and to enable employee, customer, and value chain partners to participate in improving operational procedures and sustainable initiatives. Health and Safety actions are highlighted in the Zero Harm Commitment.

IM3 – Governance actions include the security actions necessary for protecting corporate assets. Dual authentication was adopted for privileged users.

## Performance 2 – OI1 – Output & Impact

ConGlobal first completed this section with minimal data reported in this 2023 report.

## Performance 3 – EN1 – Energy

I reviewed the underlying completed spreadsheets for fuel, electricity, and natural gas for completeness and accuracy of the calculations and for applicability and completeness against the GRESB guidance documentation. The natural gas and non-renewable electricity analyses represent the heating and lighting expenditures for the corporate office and the network of operational sites. The aggregation of these numbers across all sites was re-performed in this independent review; site-level calculations were not. The data and contributions within this Energy Performance section are consistent with the size of the organization and the logistics business. The report included areas where green energy is being realized and many other areas that represent opportunities for improvement in efficient energy usage. The biggest change was lowering the diesel and motor gasoline usage due to the No Idling Initiative at the depot locations.



# Independent Verification

## Performance 4 – GH1 - Green House Gas Emissions

ConGlobal used the Greenhouse Gas Protocol ([ghgprotocol.org](http://ghgprotocol.org)) approach to evaluate this. The organization provides tools and formulae to convert fuel and energy usage into the related emissions. Those tools and calculations were accurately applied in the tables in this Performance section. Within the tables, I sampled the calculation functions in cells to find their source cell references were appropriate.

The biggest change was lowering the greenhouse gas emissions through much lower diesel and motor gasoline usage due to the No Idling Initiative at the depot locations.

## Performance 5 – AP1 - Air Pollution

Air pollution calculations were based on the EPA reference noted in the greenhouse gas emission calculation table above, used to source the Emission Factor for different emission calculations. The inputs derived from ConGlobal operations and financial data used in the Energy and GHG sections were also used to calculate the air pollution levels. The data and calculations were reviewed and determined to be consistent across all three sections.

## Performance 6 – WT1 & WT2 Water

Water usage across operation locations is a low-volume impact environmental factor. Water is used to clean the insides of shipping containers and to wash down site surfaces. Corporate office water use is also very low and within expectations. Office water use is making increased adoption of water filters. Total water usage was double the 2023 target of 28 megaliters. Most of the usage was associated with shipping container scrub downs and is hard to estimate. I did not review the usage data to confirm usage and quantity, as it was considered insignificant; the water was not hazardous and was sent to local water treatment systems for treatment.

## Performance 7 – WS1 – Waste

Waste is defined as on-site discarded, reusable, or not-reusable, non-hazardous material that is repurposed or declared end-of-life. The relatively small amount of waste seems within expectations for a service organization. The total amount of waste has not changed much between 2022 and 2023 (9.7% reduction). Recycled waste accounted for 92.5% of all waste. Trends to recover more waste are continued in the 2025 targets. These small waste disposal numbers seem feasible given that ConGlobal is a logistics service business with no significant physical output. No further review was performed.

## Performance 8 – BD1 - Biodiversity and Habitat

Based on discussions and review of the locations provided in this report, the depot and rail yard physical locations are not near any highly fragile biological sites. Many of the sites are fenced to prevent unauthorized human access, which reduces access by animals. It is a policy of the firm to attempt to safely remove wildlife that comes onto the work sites. The ConGlobal impact in the Performance 8 area is low. No further review was performed.

# Independent Verification

## Performance 9 – HS1 – HS4 - Health and Safety

HS1 – Health & Safety: employees. The numbers reported for hours worked were slightly lower and injuries were 2% higher than those in 2022. Inquires during review of the 2023 report results for safety controls and training confirmed the low numbers of reported injuries, which were 13 below the plan number for 2023. This is a High Relevance Performance area.

Through inquiry and review of human resources policies, I learned that ConGlobal has a well-defined Health and Safety program, supported by the Zero Harm policy and related procedures including the new AlertMeter and Safety Pillars. In addition, safety training is required annually for all employees. Contractors must go through the same safety training when first going onsite. The causes of the injuries should continue to be reviewed to determine if there are common causal factors or other focus areas that can be used to update safety practices and policies and to enhance current training programs. No further review was performed.

## Performance 10 – EM1 & EM2 – Employees

Based on inquiry and inspection, I determined that ConGlobal has numerous programs to manage and support employees, including training available to all personnel, based on role, and the standard application of the diversity, fair family leave, and bereavement policies. A satisfaction survey was given to help identify any inconsistencies with employee benefits. No further independent review was performed.

## Performance 11 – CU1 – Customers

Based on inquiry, I learned that ConGlobal has a customer satisfaction program that surveys customers and allows them to report complaints and positive feedback. Responses were received in 2023 and evaluated to consider how to improve customer service. No independent review was performed.

## Performance 12 – CA1 & CA2 - Certifications & Awards

I reviewed the contents of this section for scope and content. ConGlobal has been previously recognized by a broad range of organizations for corporate accomplishments and management has achieved a solid level of business training. New awards for 2023 included the Norfolk Southern Energy Efficiency Award.

## Opinion:

Based on the inspections, reperformance of calculations, reviews, and discussions performed for this external review, I have concluded that the sustainability report and the related supporting documentation and calculations are accurate and provide evidence that ConGlobal's sustainability report and program are actively providing assurance that ConGlobal meets the GRESB thresholds of reliable and sustainable business operations for Infrastructure entities. The report and the related sustainability program have been adopted broadly and supported by actions throughout the organization.