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ENVIRONMENTAL SOCIAL GOVERNANCE REPORT

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ABOUT ARRIVE

Arrive Logistics is a leading multimodal transportation company founded in 2014. In 2023, we managed approximately \$2 billion in annual freight spend, leveraging an ever-expanding network of more than 70,000 carriers to deliver unique capacity solutions for over 6,000 shippers across various industries. These efforts showcase our commitment to our mission, “We Deliver, So You Can.” and earned Arrive 15 carrier service awards from enterprise shippers in 2023. We employ a diverse team of 1,900 people in eight locations: Austin, Texas (headquarters); Chicago, IL; San Antonio, TX; Tampa, FL; Phoenix, AZ; Columbus, OH; Toronto, ON (Canada); and Guadalajara, JAL (Mexico).

OUR MISSION:

We Deliver, So You Can.

OUR VISION:

We are on a relentless pursuit to deliver an unparalleled freight experience by pushing the limits of what is possible.

OUR VALUES:

We are committed to cultivating strong relationships.

We work with precision and attention to detail, seeing projects through from start to finish.

We relentlessly pursue perfection, working with grit and tenacity as we face “impossible” issues head-on.



OUR COMMITMENT

As ESG plays an increasingly important role in the transportation industry, Arrive remains relentlessly committed to continuously improving our policies, procedures, and overall performance to meet the needs of our customers, employees, shareholders, and the planet. We recognize that we do not have all the answers, but believe the most significant impact will ultimately come from industry-wide collaboration and best practice sharing. Thus, in addition to furthering the efforts outlined in this report, we look forward to working alongside our partners to maximize our collective impact and drive the industry forward on these critical issues.

PURPOSE OF THIS DOCUMENT

As a leading logistics services provider, we recognize our role in the supply chain and are dedicated to operating in ways that deliver results for our transportation partners at the highest level while making a positive impact on the environment, our team, and the communities where we work and live. This Environmental, Social, and Governance (ESG) report provides an overview of the efforts that bring our commitment to responsible and sustainable operations to life. We welcome any questions, feedback, and suggestions about the information covered below.



ENVIRONMENTAL

Understanding how an organization of our size and scale can impact the environment, we implement several eco-friendly initiatives to make our offices more efficient and less wasteful. From a customer-facing standpoint, we utilize our proprietary technology platform, **ARRIVEnow**, to reduce greenhouse gas emissions and waste for our transportation partners. For our employees, we are committed to growth via sustainable business practices and environmentally friendly workspaces and offices. We are continuously learning about and investing in additional ways to improve our efforts and strengthen our impact over time as we move toward a more sustainable future.

COMBATING CLIMATE CHANGE BY MITIGATING EMISSIONS

According to the [EPA](#), transportation produces 27% of the total greenhouse Gases (GHG) in the U.S. — more than any other sector. Of that, 26% comes from the medium- and heavy-duty trucks typically used for over-the-road shipping, making these modes the second largest contributors to GHG emissions in the transportation space. That's why the sustainability solutions we offer shippers and carriers start with reducing the distances trucks travel empty between loads, known as deadhead or empty miles.

2022-2023 DEADHEAD REDUCTION RESULTS

The ARRIVE*now* technology platform is critical to our deadhead reduction efforts. Powered by unparalleled data science and machine learning, the proprietary load-matching algorithm built into the platform ensures shipments travel on trucks running the most efficient routes possible, drastically reducing deadhead and, in turn, emissions. Load-matching technology is also an essential part of our Private Fleet¹ and Committed Capacity² programs, which are designed to reduce deadhead and the resulting emissions.

- In total, these programs helped keep 123 million pounds of CO₂ emissions from entering the atmosphere in 2023 alone.
- On average, 26% of private fleet miles are deadhead; for loads booked through ARRIVE*now*, just 13% are deadhead.
- On average, 17% of carrier miles are deadhead; for loads booked through ARRIVE*now*, just 11.3% are deadhead.

We are committed to investing in ongoing technology development and operational efforts while maintaining a healthy spread for our customers. The impact of these emissions reduction efforts will only improve over time.

ECOVADIS BRONZE RATING FOR SUSTAINABILITY

EcoVadis is a global platform that provides sustainability ratings for supply chain service providers to streamline the procurement process for sustainability-focused businesses. The company's flagship solution, EcoVadis Ratings, is used by over 1000 sustainable procurement programs globally and has been applied to over 100,000 companies across 200+ industries in 175+ countries.

In 2023, Arrive received a bronze rating based on an assessment of our policies, actions and results, as well as inputs from third-party professionals and external stakeholders. The methodology covers seven management indicators, across 21 sustainability criteria, in four themes: Environment, Labor & Human Rights, Ethics, and Sustainable Procurement. It is based on leading standards such as GRI, UNGC, and ISO 26000, and it is supervised by an international scientific committee.

¹Private Fleet:

An in-house truck fleet operation owned and operated by a shipper/parent organization whose primary business is not trucking, such as retail or manufacturing. Our program identifies and fills backhauls for these fleets to minimize empty mileage and CO₂ emissions.

²Committed Capacity:

A means by which carrier/lane commitments are inputted and positioned within our internal system for the purpose of visibility and auto-tendering. This helps to maximize coverage and minimize empty miles within a carrier's network.

*Results based on internal data as of year-end 2023, and current modeling as of 2024.

SMARTWAY PARTNERSHIP

The EPA's SmartWay program helps businesses advance supply chain sustainability by measuring, benchmarking, and improving freight transportation efficiency. First launched in 2004, this voluntary public-private program provides several benefits for Arrive and our transportation partners, including:

- A comprehensive and well-recognized system for tracking, documenting, and sharing information about fuel use and freight emissions across supply chains.
- Support in identifying and selecting more efficient freight carriers, transport modes, equipment, and operational strategies to improve supply chain sustainability and lower costs from goods movement.
- Reducing freight transportation-related emissions by accelerating the use of advanced fuel-saving technologies.
- Positions Arrive alongside other program members, including significant transportation industry associations, environmental groups, state and local governments, international agencies, and the corporate community.
- Support for global energy security and offsetting environmental risk for companies and countries.

CORPORATE SUSTAINABILITY

As we've grown, so has our geographic footprint. In 2023, Arrive opened offices in Tampa, FL; Phoenix, AZ; Columbus, OH; and Toronto, ON (Canada). Though having offices in multiple locations is essential to our business model, we recognize that these spaces can produce significant waste and are committed to ensuring they operate as efficiently and sustainably as possible. Below is a summary of our sustainable office environment initiatives to date.

Recycling Programs

We participate in corporate recycling programs to responsibly dispose of traditional materials like paper, plastic, and even exceptions like old furniture and e-waste, such as IT peripherals, monitors, computers, and more.

Machines donated or recycled:

- 5 MACS to a local Austin children's coding bootcamp.
- 50 Mini PCs to Austin FreeNet, an organization that helps underprivileged and less privileged people access technology.
- 487 Mini PCs were recycled through a local Austin company.



SOCIAL

Arrive can only be successful if our team members feel motivated, supported, connected, and fulfilled in their employment with us. To that end, we invest heavily in their experience and well-being. From providing fair compensation and meaningful benefits to world-class training and professional development opportunities, we are committed to the ongoing development of our award-winning company culture and workplace.

TOTAL REWARDS: EQUAL PAY, BENEFITS, AND OPPORTUNITY FOR EVERY EMPLOYEE

Arrive's compensation philosophy is aligned with our company culture to ensure plans are administered in a manner that is consistent, transparent, equitable, and free from discrimination. We follow these principles:

- Create a compensation program that supports the company's mission and values.
- Attract, motivate, and retain talented employees who drive the company's success.
- Construct competitive practices to determine the current market value of a position based on the skills, knowledge, competencies, and experience required.
- Balance human capital needs with the organization's ability to pay and maintain fiscal responsibility.

We proactively perform internal equity reviews on a semi-annual basis to ensure any potential wage gaps are immediately addressed.

EMPLOYEE WELLNESS AND WELL-BEING BENEFITS

In addition to fair and competitive compensation practices, Arrive offers comprehensive and cost-effective benefits that support the well-being of our employees and their families. Our plans offer flexibility and choice based on their individual needs. Benefits programs are reassessed and benchmarked annually against similar employers in our industry and across different industries to ensure they are equitable and free from discrimination. The following is a summary of the benefits available to employees:

- **Insurance**
Arrive offers two medical plans, two dental plans, and vision insurance. Employees also have access to income protection through life and AD&D insurance, disability programs, voluntary accident, critical illness, and hospital indemnity programs.
- **Savings**
We offer several opportunities for employees to save for the future or pay for medical expenses with pre-tax dollars. Arrive offers a 401(k) plan and will match employee contributions. In addition, we offer a Health Savings Account and Flexible Spending Accounts to meet the diverse needs of our employees.
- **Work From Home Flexibility**
Though we encourage all employees to work in the office to support and strengthen a sense of community, many teams offer flexible hybrid work-from-home schedules.
- **Gym Discounts**
Employees have access to on-site gyms where available, and discounts to Gold's Gym, Lifetime Fitness, and CorePower Yoga.
- **ClassPass**
We provide team members with a subsidized membership offering access to wellness and beauty, massage therapy, cryotherapy, meditation, and more.
- **Sanvelo**
Employees have free access to the Sanvelo mental telehealth app, which uses the clinically backed principles of Cognitive Behavioral Therapy (CBT) and mindfulness meditation to help users with anxiety, depression, and stress.
- **Rally**
Employees have free access to the Rally website and mobile app that help them learn simple ways to take care of themselves — from being more active to building healthier eating habits.
- **Employee Assistance Program (EAP)**
We provide employees and their dependents with an Employee Assistance Program at no cost. The EAP offers phone or online sessions to assist with personal and work-life issues. Experienced consultants are available 24/7 for support, guidance, and resources to help employees navigate relationship problems, workplace conflicts and changes, parenting and family issues, stress, anxiety and depression, eldercare support, and legal and financial concerns.
- **Pet Insurance**
For employees with furry family members, Arrive offers pet insurance.
- **Additional Benefits**
Arrive also offers additional benefits such as Legal Shield services, identity theft coverage, and discount programs available through TicketsatWork.

PROFESSIONAL DEVELOPMENT

We are committed to providing every employee with access to resources that empower them to grow in their career with Arrive and beyond. From specialized certification training and leadership development programs to one-on-one mentoring and free access to LinkedIn Learning, we are proud to provide tools that enable personal and professional growth opportunities.

Sales Training and Certification Programs

Focused training and certification programs offer individuals the opportunity to study with accredited experts to broaden and deepen their industry knowledge and earn the certifications necessary to sell specialized services.

Arrive offers five certifications for team members working with specialty freight:

- Cross-Border (Canada)
- Cross-Border (Mexico)
- Drayage
- LTL
- Temp Controlled

External Certifications:

- CAPM
- DASM
- LSSGB

LEADERSHIP GROWTH PROGRAMS

We believe the future leaders of Arrive already work within our walls, so this suite of development and growth programs gives motivated individuals the training and tools necessary to accelerate their careers. The Arrive Leadership Academy offers development programs based on core competencies to support and train current and future Arrive leaders, including:

- **Leadership Explore:** Designed to introduce team members to leadership principles and competencies for awareness and exposure to leadership career paths.
- **Leadership Launch:** Designed to support new managers in building foundational leadership skills to successfully transition from individual contributors to people leaders.
- **Leadership Rise:** A developmental program designed to upskill current people leaders at Arrive. Participants will deepen their proficiency in each of the leadership competencies and build relationships with other leaders across the organization.

Self-Directed Professional Development through Workday Learning:

- Bi-weekly LinkedIn Learning highlighted courses for company-wide professional development.
- Three learning paths for Business Development Representatives at different levels as part of a professional development program for team members seeking promotions.
- Custom onboarding sequences upon request for the Product Team, Marketing Team, Employee Success Team, Claims Team, and more.

DIVERSITY, EQUITY, INCLUSION, AND BELONGING

Arrive is committed to cultivating a company culture rooted in diversity, equity, inclusion, and belonging, as we co-create a workplace environment in which every member of our community feels seen, heard, and valued.

We invest heavily in programming that supports understanding and connection among team members and remain diligent about identifying and resolving any disparities or inequalities within the organization. In 2023, Arrive was named a Top Company for Women to Work for in Transportation by the Women in Trucking Association for the second consecutive year and a Top Workplace for Diversity, Equity & Inclusion Practices by Top Workplaces.

Employee Resource Groups (ERGs)

Employee Resource Groups at Arrive Logistics are voluntary, employee-led groups focused on building community, providing support, and contributing to personal and professional development in the workplace. Establishing and maintaining strong Employee Resource Groups is one of the many ways Arrive works toward providing a diverse and inclusive workplace for all. We are committed to empowering and supporting ERGs to reach their individual goals and create the lasting impact they envision. In 2023, internal and external communication campaigns about ERGs helped drive engagement and growth, resulting in the founding of six new groups.



BLACK LOGISTICS GROUP

Members: 89

Mission: To exhort and empower black employees to stand for equality and inclusion in the workplace and the logistics industry.

Initiatives: Speaker Series, Walk N' Talk, Happy Hours.



PRISMS: LGBTQ+

Members: 178

Mission: To create a community that champions a safe and inclusive work environment within Arrive for the LGBTQ community, creating an educational and informative discussion on Queerness at Arrive.

Initiatives: Ya Love To See It Program, Happy Hour, Speaker Series, LinkedIn Learning Contest.



WOMEN IN LOGISTICS

Members: 204

Mission: Women in Logistics aims to foster a climate of inclusion and empowerment for women in the logistics industry. We strive to be a resource, provide growth/development opportunities, and create a sense of belonging for all women at Arrive in order to make an impact on our community and develop personally and professionally.

Initiatives: Speaker Series, Happy Hours, Women's History Month.



EMERGING PROFESSIONALS

Members: 101

Mission: To champion excellence and growth with a special focus on engaging and retaining all new talent at Arrive. We aim to provide service and time to local businesses, charities, and parks and give our members unique ways to sharpen their skills.

Initiatives: Networking Events, Leadership Programs.



SALUTE: VETERANS & MILITARY MEMBERS ERG

Members: 37

Mission: Connecting veterans to share their common experiences and challenges in order to further Arrive's understanding of their capabilities and to provide information and best practices for recruiting veterans.

Initiatives: Veteran's Day/Memorial Day Month long-events, Networking Opportunities.



UNIDOS

Members: 205

Mission: Connecting Hispanic/LatinX employees of Arrive Logistics to share their experiences and challenges and provide best practices for recruiting more diverse applicants, ultimately leading to a more inclusive environment.

Initiatives: Happy Hours, Hispanic Heritage Month Events, Speaker Series.

WORKPLACE AWARDS

Arrive received many culture and workplace excellence awards in 2023. Each represents our commitment to cultivating a strong employee community and supportive environment where everyone can thrive.



COMMUNITY IMPACT

Volunteer and Service Events

Arrive and our team members proudly supported the following organizations through community service projects on behalf of the company:

- Dell Children’s Hospital
- Open Books
- Central Texas Food Bank
- Greater Chicago Depository
- Feeding Tampa Bay
- San Antonio Food Bank
- ReStore Austin
- Wreaths Across America

Community Crisis Response

When crisis strikes the communities call home, we offer support in several ways. In 2023, we supported the following organizations:

- Center for Disaster Philanthropy
- Employee Emergency Relief Fund
- International Red Cross
- Southeast US Storms

2023 ARRIVE PHILANTHROPIC DONATIONS

In addition to volunteer and service efforts, we proudly donated nearly \$75,000 in monetary gifts to many organizations, including:





GOVERNANCE

Arrive is committed to maintaining transparent and effective governance standards. From the systems, processes, and principles that guide operations to best practices around management, decision making, and stakeholder accountability, we are diligent about adhering to all relevant laws and regulations, as well as implementing internal controls and transparency measures to ensure that our actions remain aligned with our values. To that end, we have established several committees dedicated to governance oversight.

AUDIT AND FINANCE COMMITTEE

- Provides independent oversight of accounting and financial reporting processes and audits financial statements and internal controls.
- Oversees, reviews, and recommends to the Board for approval updates to our code of business conduct and ethics and provides ongoing compliance oversight.
- Oversees and reviews with management enterprise our risk management framework and practices, including risks related to cybersecurity and disaster recovery.
- Authorizes and reviews valuations of Arrive or its equity units.
- We encourage feedback from employees across the business and have many different channels, including, but not limited to, an anonymous hotline and email. This feedback goes directly to the Arrive Legal team, and is reported to the Audit Committee.

COMPENSATION COMMITTEE

- Reviews and makes recommendations to the Board regarding performance and equity-based compensation for executive-level team members.
- Reviews and recommends to the Board for approval the employment, termination, or change in title, role or responsibilities of executive-level team members.
- Reviews and approves changes to Arrive-sponsored employee health and retirement plans, as well as any significant changes to Arrive's commission plans.



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SO YOU CAN.**