



Corporate Social Responsibility Report (CSR)

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Chairman Message

From humble beginnings 60 years ago, The Manitoulin Group of Companies (Manitoulin) was built on hard work, integrity, and a strong desire to succeed – values that remain today.



Throughout this era, the transportation industry has endured many changes that saw the industry evolve towards greener operational methods and tighter legislation, all changes that drove businesses to adapt. Manitoulin has found ways to embrace these changes while providing our customers with first-class service. Today, Manitoulin is integral to customers' daily operations. Decisions are centered on building lasting relationships and earning a level of trust that comes from years of industry experience. These are achieved through innovative technologies, consistent training, and improved efficiencies at every stage of our operations. Manitoulin also embraces a larger responsibility to society and the communities around the world. To be first-class means evolving to be a more environmentally conscious corporate citizen.

Manitoulin has always prioritized the environment, whether through the registered environmental management system, ongoing investment in our assets and technology, participating in federal and provincial associations, or reporting to important environmental agencies, including EPA SmartWay. Manitoulin Transport is proud to be issuing our first annual Corporate Social Responsibility report to showcase all our progress transparently. We want to reduce our greenhouse gasses (GHGs) and have a broader environmental impact with every shipment.

The success of Manitoulin and our customers is a credit to our global reach, technological superiority, and equipment quality; our performance and on-time delivery spurred Manitoulin's evolution from a once modest trucking company to Canada's largest privately held transportation company. Manitoulin is accountable to customers, employees, families, and communities. Through these reports, continued performance improvements in all areas of the environment, society, and governance can be highlighted and communicated effectively.

Sincerely,

Gord Smith,
Chairman
Manitoulin Group of Companies

About Us



With the acquisition of Hills Transport in 1960, Doug Smith started a small trucking business in Gore Bay, Ontario, and renamed it Manitoulin Transport. Focused on providing reliable transportation services to the local community, the company steadily gained a reputation for its commitment to customer satisfaction and the safe delivery of goods.

As Manitoulin Transport gained momentum, it recognized the need to expand its reach. Over the years, the company strategically acquired several carriers, establishing a broader network and turning Manitoulin from a regional player to a national freight carrier.

Embracing innovation has been a hallmark of the company's journey. The integration of advanced logistics and tracking systems has improved operational efficiency and positioned the company as a leader in the industry.

Manitoulin Transport's journey from a small-town trucking company to a major player in the freight industry with more than 85 terminals nationwide and access to over 300 U.S. service centers, is a testament to its resilience, adaptability, and commitment to excellence. With a rich history and a forward-looking approach, Manitoulin continues to shape the future of transportation, connecting businesses and communities across North America.

Recognizing the potential for growth beyond transportation, the Manitoulin Group of Companies continues to strategically diversify its portfolio by acquiring businesses that complement its core services. These services include warehousing, customs brokerage, crating, and international freight forwarding. This diversification positions Manitoulin as a comprehensive supply chain solution provider.

Beyond its operational success, Manitoulin Transport remains deeply committed to the communities it serves. The company actively engages in philanthropy, supporting local initiatives and contributing to charitable causes. This commitment to community welfare reflects Manitoulin's belief in responsible corporate citizenship.

Manitoulin Transport has long recognized the importance of sustainability in the transportation sector. This commitment to sustainability aligns with Manitoulin's broader mission to contribute positively to the industry and the environment.

Recent Accolades

Manitoulin Transport is grateful for the numerous awards and accolades that acknowledge our ongoing efforts in customer service, innovation, safety, and operations. Here are a few of the awards we have received.



2024 National Northbridge Transportation Safety Award

This award recognizes Manitoulin Transport's unwavering commitment to safety excellence. We had exceptional performance in several key areas: minimal collisions per million miles, proactive industry involvement, and a comprehensive, company-wide commitment to safety.



Ontario 2024 Northbridge Transportation Safety Award

Manitoulin Transport received the esteemed 2024 Northbridge Insurance Transportation Safety Award. This recognition underscores our steadfast dedication to upholding the highest standards of safety practices and operational excellence in the transportation sector.



#1 LTL Carrier in Canada by Mastio & Company

Manitoulin Transport ranked No. 1 in Mastio & Company's 2023 edition of the Canadian national less-than-truckload customer value and loyalty study. The industry-wide study ranked Manitoulin Transport as the top carrier out of 360 carriers according to key decision makers in the industry.



Shippers Choice Award by Inside Logistics

Manitoulin Transport, renowned for its commitment to excellence and unwavering dedication to customer satisfaction, stood out among its competitors. This recognition not only underscores Manitoulin's unparalleled performance but also highlights its ability to consistently exceed customer expectations.



Key ESG Topics

At Manitoulin Transport, Corporate Social Responsibility (CSR) extends beyond its terminals and offices. The program covers Manitoulin's active participation in the industry, communities, and the environment. The company is deeply committed to CSR initiatives, given its impact on society, both the present and future generations. The program aims to bring about lasting change and improvements that will have a profound effect on communities across Canada.

Our team prioritizes:

- Engaging, respecting, and supporting the communities and cultures with which we work
- Supporting human rights and equality
- Safety of people
- Protection of the environment
- Conducting business in a socially responsible and ethical manner

Environmental



Manitoulin Transport has benefitted from the implementation of three ISO-registered management systems. The requirements for standardization and continual improvement are common across all ISO Standards and have helped Manitoulin Transport become one of the premium carriers in the industry. The Quality (ISO 9001:2015) and Information Security (ISO 27002:2022) Management Systems have been updated to include references to climate change. However, the ISO 14001:2015 Environmental Management System is focused entirely on the environment and how the company can improve environmental performance.

Manitoulin Transport was the first LTL carrier in Canada to achieve ISO 14001 registration for the environmental management system and has maintained certification for over ten consecutive years. The current Standard requires a comprehensive approach to environmental management focusing on risk mitigation and continual improvement.

By adhering to this Standard, Manitoulin Transport ensures proactive measures are taken to minimize its environmental footprint, comply with relevant legal requirements, and achieve its environmental objectives. The framework encompasses various aspects, from resource usage and waste management to monitoring environmental performance and involving stakeholders in environmental commitments.

This proactive approach to environmental management results in tangible benefits, such as reduced waste, energy conservation, and cost savings.

All environmental aspects are identified, and compliance is reviewed to ensure Manitoulin Transport can meet the evolving needs of its customers and the communities in which it operates.

The Standards also require setting, achieving, and continually improving environmental objectives. Manitoulin Transport continues to lead the industry in Canada.

To meet these objectives, Manitoulin Transport has developed, implemented, and maintained numerous processes, including measuring and monitoring fuel consumption, enhanced telematic and aerodynamic systems on trucks and trailers, and procedures to improve load factor with the latest cubing and dimensioner technologies while reducing the number of empty miles across the network.

Head office initiatives to reduce paper use by over 60% resulted in identifying opportunities to streamline administrative tasks while improving efficiency.

As the future rapidly approaches, the company will shift from fuel consumption and monitoring various emissions to focusing on decarbonization using strategies consistent with the Carbon Disclosure Project (CDP) and the Global Logistics Emissions Council (GLEC).





The Manitoulin Transport Environmental Committee maintains the environmental management system, which includes senior management representation for governance, finance, operations, maintenance, properties, sustainability, and integration with quality and information security management systems.



Manitoulin Transport's Environmental Policy

Manitoulin Transport, as a transportation solutions provider, is committed to protecting the environment and continually improving our environmental performance.

We shall:

-  Minimize the adverse environmental impact of all activities, including those at our head office, operations, and maintenance, wherever possible.
-  Reduce vehicle emissions and improve recycling and waste management, which not only supports our commitment to prevention of pollutions but also our commitment to continual improvement.
-  Comply with all relevant and applicable legal requirements and any other requirements to which we subscribe.
-  Set and review environmental objectives and targets annually at our management review meetings, in order to meet our commitment to continual improvement of our environmental management system to enhance environmental performance.

Employees

Sustained by its 60 years of experience, Manitoulin developed the transportation knowledge that is relied on and trusted by clients in various industries. We can achieve this because of our people. We proudly offer our teams the following:

- Competitive Wages
- Comprehensive Benefits Program
- Profit-Sharing Opportunities
- Fast-Paced Environments
- Rewarding Careers
- Opportunities for Growth and Advancement



We're committed to continuous learning. The LEAD (Leadership, Excellence and Development) Program is a year-long training program designed to foster leadership skills and provide a wealth of experience in the transportation industry. Employees will spend time in various departments, participate in ride-a-longs, build their leadership skills, and learn the complexities of the transportation and logistics industry. This program is specifically designed to lead participants toward management roles.

We operate all over North America and always strive to attract, train, promote, and retain the best.

Diversity

Manitoulin provides its services through an organizational structure reflective of the multicultural society in which it operates. As a business practice, it treats all individuals, organizations, corporations, and governments with respect and dignity.

Manitoulin exercises a positive work environment where ideas and open dialogue are encouraged. It's a business entity where no one is discriminated against because of race, sex, nationality, disability, sexual orientation, age, or religion.

Safety

Manitoulin Transport prioritizes safety in all aspects of its operations. The company adheres to a robust safety culture and implements safety standards that meet industry regulations.

Manitoulin Transport is committed to ensuring that all work performed for the company or on its behalf is conducted legally, efficiently, and safely.

The Company is committed to:

- Providing a safe and healthy workplace free of unsafe conditions and hazards;
- Maintaining and operating all equipment in a manner consistent with our objectives of ensuring a safe and effective workplace;
- Requiring and demanding the use of safe working practices and methods at all times; and
- Developing a workforce and partners that are safety conscious while working towards eliminating personal and environmental hazards.

Comprehensive Safety Programs

Manitoulin Transport's safety programs address every aspect of its operations, from fleet maintenance and driver training to workplace safety protocols. Manitoulin Transport uses the most up-to-date safety technologies and best practices to ensure consistent safety across its operations.

Driver Training and Certification

Drivers undergo ongoing training, a cornerstone of Manitoulin's safety culture. All drivers undergo an initial training program that covers defensive driving techniques, hazard identification, and emergency response procedures. Drivers are also regularly recertified and participate in continuous education on new safety protocols, vehicle technology, and industry regulations. Additionally, Manitoulin Transport uses in-cab technology to monitor driver behavior, providing real-time feedback to ensure safe driving practices are consistently maintained.

Fleet Maintenance and Inspection

The company operates a modern fleet of vehicles, regularly maintained and inspected to ensure they meet or exceed safety standards. Each vehicle is subjected to a detailed pre-trip inspection before hitting the road, with ongoing maintenance schedules to detect and address potential issues before they become safety concerns. This proactive approach helps minimize the risk of mechanical failure and ensures the fleet's reliability.

Compliance with Regulatory Standards

Manitoulin Transport fully complies with all national and international transportation safety regulations, including those set by the Canadian Motor Vehicle Safety Standards (CMVSS), the Federal Motor Carrier Safety Administration (FMCSA), and other relevant industry bodies. The company's safety protocols are designed to meet and exceed regulatory requirements, and regular audits and inspections ensure continuous compliance.

Safety Culture and Incident Reporting

At Manitoulin Transport, health and safety are integrated into our everyday practices. We prioritize training programs that empower our drivers to understand and embrace safety protocols, making safety an integral part of their daily routines. The company fosters a culture of active engagement by encouraging open communication about safety concerns and incident reporting, including near misses. We emphasize a sense of ownership by involving team members in safety committees, where they can contribute ideas for improvement and participate in decision-making processes. This collaborative approach not only enhances safety standards but also instills a shared responsibility among all employees, ensuring that health and safety is at the forefront of our operations.

Philanthropy

At Manitoulin Transport, our commitment to making a positive impact extends beyond the roads we travel. We recognize the importance of giving back to the communities we serve, and our charity initiatives are at the heart of this commitment. As a leading transportation company, we believe in leveraging our resources to create meaningful change. Here are some of the charities we support.



Manitoulin Transport's Operation Mani-Claus

Manitoulin Transport's Operation Mani-Claus is a testament to our unwavering commitment to community well-being. This annual initiative is a heartfelt endeavour to give back to local charities and communities across our network of terminals.



Trucks for Change

Manitoulin Transport is proud to partner with Trucks For Change, which assists charities in transporting and distributing donated food and materials to communities across Canada. Together, we are committed to making a lasting impact in the lives of Canadian families, one delivery at a time.



Water First Education and Training

Water First Education and Training is dedicated to empowering Indigenous communities through water science education and training. Manitoulin Transport's partnership is crucial in supporting Water First's mission.



Turtle Pond Wildlife Centre

Turtle Pond Wildlife Centre provides hope for injured and orphaned wildlife, providing essential care and rehabilitation. Partnerships with organizations like Manitoulin Transport support the centre's mission enabling Turtle Pond Wildlife Centre to continue its crucial work of rescuing, rehabilitating, and releasing native species back into their natural habitats.



Earth Rangers: The Kids Conservation

Manitoulin Transport supports the School Assembly and the Missions program. With the support of the School Assembly Program, Earth Rangers visited elementary schools. Manitoulin Transport also supported the Shoreline Saver Mission nationally, which educates children on the impact of pollution surrounding aquatic wildlife.



The House of Kin – Sudbury ON

The House of Kin in Sudbury, Ontario, stands as a beacon of support for individuals and families navigating medical treatment away from home. Manitoulin Transport's annual contributions play a pivotal role in ensuring the House of Kin continues to offer a warm, comforting environment to its residents.



Manitoulin Streams Rehabilitation & Enhancement Project

The Manitoulin Streams Rehabilitation and Enhancement Project embodies a commitment to preserving the ecological integrity of waterways in the Manitoulin Island region. Manitoulin Transport proudly contributes donations that fuel conservation efforts.



Nature Conservancy of Canada (NCC)

The Nature Conservancy of Canada (NCC) is a leading force in the protection of natural habitats across the country. Manitoulin Transport helps provide vital support for land conservation projects, habitat restoration efforts, and species preservation initiatives.



Ontario Wildlife Rescue

Ontario Wildlife Rescue, a non-profit federal corporation and registered charity, works with over 50 Wildlife Rescue centres across the province. These centres rescue, rehabilitate and release animals back into the wild.

GOVERNANCE

Ethics and Transparency

Manitoulin is committed to maintaining the highest standards of integrity within its corporate governance practices, which are applied throughout the company and in all business transactions. Ethical business practices are crucial to the company's operational foundation and fundamental to its continued success. Manitoulin conducts all aspects of its business honestly and ethically.

Policies covered in the Manitoulin Employee Handbook apply to all workers providing products and/or services to our company. Workers are considered to be all working for us, whether directly employed, subcontracted, or employed by another agency. Manitoulin monitors its suppliers to ensure their adherence to our environmental and social responsibility commitments, including:

- Anti-Corruption
- Conflict of Interest
- Corporate Computer Hardware and Software
- Discrimination, Harassment, and Violence
- Environmental, Health and Safety Laws
- Equal Employment Opportunity
- Freedom of Association
- Information Systems
- Modern Slavery, Labour and Human Rights
- Use of Security Forces



VISION

- To be the #1 choice in Canada for transportation solutions—around the block, around the country, and around the world.

MISSION

- To create value by delivering innovative transportation solutions.

VALUES

- Excellence
- Superior Customer Experience
- Profit and Growth
- Integrity
- Safety
- Environmental Stewardship

QUALITY POLICY

- Manitoulin Transport, as a transportation solutions provider, is committed to meeting or exceeding the needs of our customers as well as complying with any other applicable requirements.
- To support our commitment to continually improve the effectiveness of our quality management system, we set quality objectives annually at our Management Review meeting that are consistent with our strategic plan.

QUALITY OBJECTIVES

- On-time delivery
- Damage-free delivery
- Reduce claims
- Improve customer satisfaction
- Reduce billing errors



Commitment to Quality

ISO 9001:2015 Certification

Providing World Class Service and a Continuous Quality Improvement Program is a vital component of our corporate culture. We ensure this by establishing, measuring, and reviewing our quality objectives.

We have a long history of quality initiatives designed to improve customer satisfaction. Several of these initiatives focus on consistently providing on-time delivery and damage-free service to our clients. Training occurs initially through the company orientation program and then through ongoing training based on procedures manuals developed for all key operations activities.

Every aspect of our operations, including on-time performance, linehaul departures, arrival times, and damage frequency, is measured and tracked to confirm compliance with our rigorous standards. Every terminal in our system takes pride in contributing to our goal of continually improving our operating performance and the level of service we provide our customers.

Manitoulin Transport's Head Offices and Maintenance Facilities in Gore Bay, Toronto, and Edmonton are registered to the current ISO 9001:2015 Quality Management System Standard. For over 25 years, we have consistently demonstrated the ability to provide quality services that meet customer needs while complying with applicable regulatory standards.

Our progressive philosophy continues to enhance customer satisfaction and improve processes to meet the challenges of our dynamic environment.



Commitment to Information Security

ISO 27001:2022 Certification

Manitoulin Transport demonstrates its commitment to information security by maintaining a registered Information Security Management System (ISMS) in accordance with ISO 27001:2022.



Enhanced Security Measures: We have implemented best practices and controls to safeguard our information assets, reducing the risk of data breaches and security incidents.



Continuous Improvement: The certification process involves a thorough review of our policies and procedures, and we are committed to ongoing improvements to adapt to emerging threats and technologies.



Increased Trust: Our customers and partners will have greater confidence in our ability to protect their information, reinforcing our reputation as a trustworthy and reliable organization.





About this Report

This report provides an overview of Manitoulin Transport's Corporate Social Responsibility (CSR) efforts and achievements for the year 2024. It highlights our commitment to sustainable business practices, environmental stewardship, social equity, and ethical governance. As a responsible corporate citizen, we are dedicated to making a positive impact on the communities we serve, the environment, and society as a whole.

Manitoulin Transport strives to maintain transparency and accountability in all our CSR activities.

We are proud of the progress we have made and remain committed to continuous improvement, ensuring that our business practices not only drive financial success but also contribute meaningfully to the well-being of the planet and society.