



Service, Safety, and the Environment

Our people make the difference.

You expect a lot from your freight carrier, and our people are ready to deliver.

When choosing your freight carrier, you expect high standards, excellent quality control, and innovative solutions. What helps set Clark Freightways apart in this competitive and high-cost industry is the teamwork, enthusiasm, and professionalism of our team. We expect a lot from our people, and they deliver with initiative, self-confidence, and creativity.

To ensure we always provide you with the best service possible, we go to great lengths to train and develop our team, putting all new employees through one of the most extensive orientation and training programs in the industry. We maintain detailed job descriptions and tailor our training programs for all positions, with regular reviews and improvements as needed. After completing training, all new employees are tested on basic principles and comprehension. Anyone who fails to achieve the expected level of competency repeats the training program to reach that level.

Our training program includes Occupational Health and Safety orientation, warehouse procedures, pickup and delivery procedures, company policies and procedures, Standard Operating Procedures and Best Practices, Safe Work procedures, and the Early and Safe Return-to-Work Program.



Six strategic safety priorities:

- Communication and awareness throughout the organization;
- Reporting and investigation of all injuries, incidents, and near-misses to develop corrective action plans;
- Application of the Early and Safe Return-to-Work Program;
- Standardized and comprehensive training and orientation;
- Proactive identification and elimination of hazards;
- Emergency preparedness planning.



Health and Safety are our priority

There are no shortcuts to safety.

At Clark, we don't just give lip service to health and safety compliance. We take it seriously enough to hold all senior managers and supervisors accountable during their annual performance reviews. But our commitment doesn't end there. All of our people share the same responsibility to create a safe work environment. And keeping our people safe doesn't just benefit them. By working safely, we keep our costs down, allowing us to pass the savings on to our customers.

Every employee receives exhaustive training and orientation in safety through our Occupational Health and Safety (OH&S) program, one of the most comprehensive in the industry. The OH&S program covers safety rules, hazard identification and reporting, accident and incident reporting, emergency preparedness, safe work procedures, personal protective equipment, machinery/equipment training and certification, and first aid. This program meets or exceeds all requirements of the Certificate

of Recognition (COR) Program as implemented by the Trucking Safety Council of BC (TSCBC) in partnership with WorkSafeBC.

Clark Freightways is proud to be the first BC-based carrier to earn COR certification for our commitment to health and safety. The COR Program recognizes and awards companies that develop and implement sustainable health and safety programs that meet and exceed industry safety requirements, as verified by a comprehensive independent safety audit.

We thoroughly investigate accidents and incidents to find out the root causes and apply preventative measures. In the unfortunate event that an employee is injured, we use a proactive Early and Safe Return-to-Work (RTW) program that ensures the employee receives all necessary care to return to work as quickly and safely as possible.



Fuel conservation helps the environment and saves on costs

We're actively working to reduce our carbon footprint.

We share our customers' concerns about the environment and have led the industry with green initiatives. One of the ways we help reduce our carbon footprint is by cutting fuel usage throughout our fleet, thereby decreasing our greenhouse gas (GHG) emissions. Clark Freightways is committed to continual research, investment, and implementation of fuel conservation solutions that work to reduce our carbon footprint.

As an early adopter of new fuel-efficient technologies, we participated in Transport Canada's ecoFreight Demonstration Project and the Green Fleets BC enviroTruck initiative. We've continued our commitment to the environment by putting into practice green policies throughout our fleet such as the use of

speed restrictions, zero idling, and drag-reducing devices. Using our advanced Transportation Management System, we're able to dispatch our pickup and delivery fleet by the fastest, most efficient routes possible using GPS technology. We've also implemented driver training and incentives to promote fuel saving.

Thanks to these strategies, we're able to set more reasonable fuel surcharges to cover unpredictable fluctuations in diesel fuel prices. Since fuel is a high operating cost for motor carriers, saving fuel helps reduce costs. And by actively practicing fuel conservation, we're able to pass our savings on to you.

