

Corporate Sustainability Policy

ARCA International has an obligation to operate our business sustainably—to our employees, our communities, our customers, and the environment. Our management is responsible for enabling employees to contribute to our environmental objectives and for implementing this policy.

We strive to deliver a quality moving experience for our customers while ensuring minimal environmental impact with our equipment, supplies, and facilities.

Our approach to business is guided by commitments to the following principles: Leadership, Inclusivity, Transparency, Integrity, Stewardship, and Continuous Improvement.

At ARCA International, we conduct business that creates long-term growth by investing in three main strategies: Environmental, Social, and Governance.

Action Statement

Operating our business sustainably has been a core value at ARCA International from its inception. This commitment is embedded in the Corporate Social Responsibility statement and our sustainability guiding principles below:

- Creating healthy, collaborative, and innovative work environments
- Reducing operational costs and increasing productivity through thoughtful resource conservation and waste reduction
- Driving profit responsibly
- Fostering a culture of involvement in sustainability through employee education and engagement
- Enabling our customers to become more sustainable through selection of service options to meet their needs in the most sustainable way possible

Environmental

Goals to reduce environmental impact

- Will only use service partners committed to limiting their environmental impact.
- Mandate converting formerly paper-based processes to electronic, with a goal of 95% paperless operations by 2024.
- Partner with our suppliers to operate sustainably, reduce waste, and develop environmentally sustainable products and services for our day-to-day activities.
- Measure our annual carbon emissions from day-to-day activities and implement strategies to reduce them.
- Invest in cleaner, more efficient equipment that meets the standards of CARB (California Air Resource Act) and the EPA
- Route Optimization of crews to avoid excessive fuel consumption
- Conserving fuel and reducing pollutants in the air by using the IdleAire system in our trucks
- Reach our goal of running our facilities with 100% Renewable Energy (RE) by 2035 through a sound strategy of:
 - Energy efficiency excellence.

- On-site renewable energy when it makes economic sense.
- Only biodegradable soaps are used in closed vehicle wash systems.
- Maintain solid waste diversion for our operations at a rate of 90% or more through a combination of waste reduction, composting, reusing, and responsible recycling for all sites, as feasible.
- Recycle cardboard, newsprint, and paper, as well as engine oil, fluids, tires, and batteries.
- Travel: Avoid unnecessary travel using instant messaging, video and audio conferencing, telephone, and email. Use low-impact transport for travel to and from work and travel for business. For example, we use public transport to attend meetings and offer a Cycle Scheme to encourage staff to cycle to work or to carpool.
- Educate and engage employees on sustainability at home, work, and throughout their communities through a combination of employee communications, learning sessions, and hands-on opportunities.
- Ensure accurate climate risk assessment, such as the Task Force on Climate-related Financial Disclosure (TCFD) guidance, as well as environmental compliance and reporting transparency through a combination of self- and third-party audits and certifications.
- Support E-waste recycling of computers, cell phones, television, and other electronic components.
- Invest heavily in technology - using the most up to date technology to increase efficiency and reduce waste (paper, time or fuel)
 - Onsite digital estimates
 - Electronic Inventory
 - Mobile Technology

Social

In addition to the external environment, ARCA International also promotes a healthy and safe work environment for its employees, with emphasis on fair labor practices, respect for individual rights, community initiatives, and educational programs.

The overall health, safety and well-being of employees:

- Provide a safe and productive work environment. Alcohol and drug abuse threaten the health and safety of employees and the security of our equipment and facilities. For these reasons, the Organization is committed to eliminating drug or alcohol use and abuse in the workplace and maintaining a drug-free workplace.
- The Organization prohibits smoking on all Organization premises to provide and maintain a safe and healthy work environment for all employees. This policy applies to cigarettes, pipes, cigars, smokeless tobacco, similar items, and electronic cigarettes or vaping products
- Each employee must conduct all tasks safely and efficiently, complying with all local, state, and federal safety and health regulations and program standards and with any unique safety concerns for use in a particular area or with a client.
 - Cell phone use while driving
 - Accidents & Injury Reporting
 - Annual Safety Training for office and warehouse employees
- Provide healthy workspaces for our employees through sustainable renovations, construction, operations, and certification whenever possible.

Diversity, Equity and Inclusion Initiatives:

DEI has been and will continue to be increasingly important to Ace Relocation. We believe that embracing diversity in all its forms, fostering equity, and creating an inclusive environment is not only the right thing to do but also crucial for our success as a company. By valuing diverse perspectives, experiences, and backgrounds, we cultivate a richer and more innovative work culture. Promoting equity ensures that everyone has fair opportunities for growth and development within our organization. Additionally, fostering an inclusive environment where all individuals feel valued and respected contributes to a stronger sense of belonging and teamwork. Embracing DEI isn't just a checkbox for us; it's a commitment to nurturing a workplace where every individual can thrive and contribute their best.

- Cultural Ambassador Program: This program promotes an engaged and connected employee culture by bringing our values to life through thoughtful, celebratory events and volunteer activities while championing diversity and inclusion.
- The committee is responsible for contributing ideas and organizing and executing social, volunteer, and educational events for the organization. Additionally, it's an avenue for participating members to enhance their project management and leadership skills and a networking opportunity.
- The Culture Ambassadors are responsible for organizing and executing company events, wellness initiatives, DE&I, volunteer activities, lunch and learns (if applicable), and collaboration branches.
- DEI (Diversity, Equity, and Inclusion) Calendar—The Ambassadors maintain a monthly calendar that emphasizes a specific subject. Activities are centered around varying topics (e.g., Women's History, Military Appreciation, NICU Awareness, to name a few) to raise awareness and provide an opportunity for employee socialization.

Employee engagement, fair & respectful treatment:

ARCA International provides equal employment opportunities for all applicants and employees. The Organization does not unlawfully discriminate on the basis of actual or perceived race (including hair texture and natural hairstyles or length), color, religion, religious creed (including religious dress and religious grooming practices), sex (including pregnancy, perceived pregnancy, childbirth, breastfeeding, or related medical conditions), gender, gender identity (including transgender identity, status and transitioning), gender expression and sex stereotyping, national origin, ancestry, citizenship, age, physical or mental disability, legally protected medical condition or information (including genetic information), family care or medical leave status, military caregiver status, military status, veteran status, marital status, domestic partner status, sexual orientation, status as a victim of domestic violence, sexual assault or stalking, enrollment in a public assistance program, engaging in protected communications regarding employee wages, requesting a reasonable accommodation on the basis of disability or bona fide religious belief or practice, or any other basis protected by local, state, or federal laws

- We have a Zero Tolerance Policy, meaning The Organization does not tolerate and prohibits discrimination, harassment, or retaliation of or against job applicants, contractors, interns, volunteers, or employees

Learning & Development Opportunities:

- Encourages all associates to seek ways to improve their job performance and gain new or better job-related skills through training, continuing education, seminars, additional certifications, or other opportunities relevant to their job
- Current Training offerings
 - Compliance: ongoing for ALL employees to ensure we meet the industry code of conduct, policies, and business needs. This includes annual compliance (employees and leaders), IT, annual safety (regular employees and safety-sensitive), company car and frequent travel, reasonable suspicion (for leaders), and annual leadership training.
 - Onboarding: Onboarding applies to New Hires and Promoted Employees.
 - Leader Onboarding: Onboarding applies to all new hires and Promoted Leaders.
 - Best Practice Learning Sessions: These sessions will be held bi-monthly and cover various best practice topics to help streamline processes for our leaders.
 - CX Foundational Training: Customer Experience Training is intended for new Coordinators, Admins, and leadership of the CX Department. This class provides the foundational tools and information needed for the new hire to continue to build on to be proficient in their role
 - Leadership Development: These sessions are intended for company leaders. These sessions are to share best practices, hone new skills, and provide tools to keep our leaders motivated and equipped to continue to lead and develop their teams
 - Soft Skill Development: These sessions are for all personnel and vary in topics to develop employees' soft skills. It's recommended that employees register for courses applicable to their development needs.
 - Individual Coaching Sessions: These sessions are by employee, leader, or HR request for one-on-one coaching of an identified growth opportunity for the employee.
 - Team Coaching Sessions: These sessions are by employee, leader, or HR request for team
 - DEI: Diversity, equity, and inclusion is a conceptual framework that promotes the fair treatment and full participation of all people, especially in the workplace, including populations who have historically been under-represented or subject to discrimination because of their background, identity, disability, etc.
 - Future Training Initiatives:
 - Executive Leadership
 - Future Leaders Programming
 - Succession Planning
 - Mentorship Program
 - Train the Trainer

Community Engagement initiatives:

ARCA International supports local communities to achieve sustainable outcomes and deepening relationships between the local community and our organization. The Events Committee on the Cultural Ambassador team organizes many of these efforts. Examples include local fundraisers and food drives to our nationwide Breast Cancer Awareness and Soldier's Angels programs.

We partner with Move for Hunger and participate in at least one major food drive annually.

Employees are encouraged to participate at any level and improve the communities within which they live and work. Information is made available to all employees via the intranet, monthly newsletters from the HR Department, and publications posted at local branches.

Governance:

Corporate Sustainability requires formal management and planning at the top levels.

Continuous improvement of our sustainability metrics throughout the entire operation is required to ensure transparency and accountability.

Monitoring and Review: The organization will monitor the progress and continue to train and educate on this policy.

Training and Awareness: Provide sustainability training to employees and raise awareness about sustainability issues and best practices.

Internal Communication: Provide updates on sustainability initiatives via meetings, newsletters, and the intranet.

External Communication: Engage with external stakeholders, clients, and the supply chain through various channels, including social media, website updates, and community events.

We report the results of our sustainability program to employees, executive management, and other stakeholders minimally once per fiscal year.

Self-assessments on compliance with our sustainability program will be performed once per fiscal year.

We aim to create long-term value for our stakeholders and contribute positively to the environment and society.