

ArcBest

2022 ESG Report

Continuous Innovators | Trusted Collaborators | Determined Problem Solvers

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Table of Contents

| | |
|-----------|-------------------------------------|
| 3 | CEO Letter |
| 4 | About ArcBest |
| 5 | 2022 Highlights |
| 6 | 2022 Awards and Recognitions |
| 8 | Our Approach to ESG |
| 11 | Priority Assessment |
| 12 | ESG Roadmap |
| 13 | ESG Governance |
| 14 | Environment |
| 16 | Equipment |
| 18 | ABF Service Centers |
| 19 | Operations |
| 20 | Greenhouse Gas Emissions |
| 21 | ArcBest Imagine 2022 |
| 22 | Social |
| 24 | Safety |
| 36 | Diversity, Equity and Inclusion |
| 41 | Employee Experience |
| 50 | Customer Experience |
| 51 | Philanthropy |
| 58 | Corporate Governance |
| 62 | Appendix |
| 63 | About this report |
| 64 | Forward-Looking Statement |
| 65 | SASB Index |
| 70 | TCFD Disclosure |

HEART OF 100

1923 ————— CELEBRATING 100 YEARS ————— 2023

CEO Letter

2022 marked another outstanding year for ArcBest. For the first time in company history, we exceeded \$5 billion in annual revenue — demonstrating our commitment to serving customers with excellence and providing customized supply chain solutions to meet their changing needs.

ArcBest is a leader in the industry and a pillar in the communities where we live, work and do business. As we celebrate 100 years of helping to keep the global supply chain moving, we recognize that this century of success was achieved through the hard work of our people and being intentional in everything we do. Our mission to connect and positively impact the world through solving logistics challenges guides us in taking meaningful actions to advance environmental, social and corporate governance (ESG) initiatives.

This report will disclose the exciting ESG milestones we reached in 2022. Most notable is developing and sharing an ESG Roadmap that identifies the areas we aim to focus on and provides more transparency to our stakeholders. By developing this roadmap, we gain momentum in our efforts to set and disclose sustainability targets, including greenhouse gas (GHG) emissions reduction.

You'll also read about several other accomplishments that continue pushing us toward our aspiration of being an industry leader in sustainability and environmental stewardship.

Last year, we disclosed our Scope 1 and Scope 2 greenhouse gas emissions and made progress measuring our Scope 3 GHG emissions. Our direct Scope 1 emissions intensity rate in 2021 was 1,544 grams per mile and in 2022 was 1,540 grams per mile — an approximately 0.25% reduction in Scope 1 emissions in our operations. We also collaborated with a global architecture and engineering consultant to complete a methodology review of our emissions data and benchmark our progress against leading ESG standards and certain relevant voluntary frameworks. Additionally, we continued investing in our less-than-truckload (LTL) carrier ABF Freight® fleet. As a result, we operate one of the newest fleets on the road, helping reduce our emissions while providing a safer and more comfortable experience for our drivers.

We have a long history of innovation at ArcBest, and as you'll see in our ESG Roadmap, technology and innovation are at the center of our progress. Every day, our exceptionally smart and talented people imagine and develop innovations that make our business more sustainable. Last year, we began implementing City Route Optimization technology to make our ABF city pickup and delivery operations more efficient, and we have seen promising results.

We also continued focusing on initiatives that make ArcBest a safer, more enjoyable and inclusive workplace. We established employee resource groups and began working with a company that is helping us identify, recruit and retain professionals on the autism spectrum — all part of our efforts to advance diversity, equity and inclusion. We also updated and implemented several wellness policies, including vacation,

bereavement, maternity and parental leave and caregiver policies, to enhance the employee experience and continue making ArcBest a leading place to work.

ArcBest has always been a company that gives back. To guide where we volunteer and donate, we established three philanthropic pillars — Community, Education and People. Through a formalized giving strategy, we're excited to support the communities and organizations our people care about most in a more intentional way.

Finally, we continued leading with integrity. Earning and maintaining our stakeholders' trust is core to who we are as an organization. We wouldn't be where we are today without our deep, trusted relationships, and we will continue operating responsibly and ethically.

It's encouraging to see the progress we've made since we first began reporting on our ESG efforts, and we look forward to what's to come. With 100 years behind us and a bright future ahead of us, we are confident in who we are and the intentional actions we're taking to positively impact the world and help keep the global supply chain moving.



Judy R. McReynolds
ArcBest chairman, president and CEO

About ArcBest

ArcBest® is a multibillion-dollar integrated logistics company that leverages our technology and full suite of shipping and logistics solutions to meet our customers' supply chain needs. We started in 1923 as a local Arkansas freight hauler, and today, through smart strategic acquisitions, visionary leadership and a mindset focused on the future, we're a publicly traded, global, \$5 billion logistics powerhouse with over 15,000 employees across nearly 250 campuses and service centers.

Our Company Structure

ArcBest offers ground, air and ocean transportation through a variety of capacity providers, including our less-than-truckload (LTL) carrier ABF Freight®, our truckload service MoLo®, and the Panther Premium Logistics® fleet. We also offer household goods moving through U-Pack®. Our tech company, ArcBest Technologies, provides innovative solutions, leading-edge technology and advanced analytics that help support our customers and keep the global supply chain moving.

Solutions and Services

With the ability to optimize, connect and deliver across various modes of transportation, ArcBest serves as a single logistics resource. This integrated approach, combined

with our expertise, helps ensure customers have the right solutions and capacity to get the job done — no matter the shipment size, type of product or speed of delivery.

[Learn more about ArcBest](#)

Our Mission

To connect and positively impact the world through solving logistics challenges.

Our Vision

We'll Find A Way.

2022 Company Profile

- ✓ **\$5 billion+ in 2022 total revenues**
- ✓ **15,000+ employees**
- ✓ **Nearly 250 campuses and service centers**
- ✓ **95,000+ approved contract carriers**
- ✓ **40,000+ owned and operated assets (tractors, trailers, straight trucks, ReloCube containers and other equipment)**

OUR VALUES

Creativity



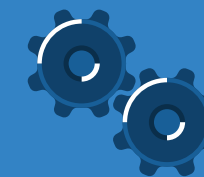
We Create Solutions

Integrity



We Do the Right Thing

Collaboration



We Work Together

Growth



We Grow Our People and Our Business

Excellence



We Exceed Expectations

Wellness



We Embrace Total Health

2022 Highlights

Developed an
ESG ROADMAP

that guides our ongoing approach to
advancing key ESG initiatives

Delivered more than
\$5 BILLION

in annual revenue for the first
time in our history

Signed the U.S. DOT's Transportation Leaders
Against Human Trafficking
TLAHT PLEDGE

to continue the fight against
human trafficking

Purchased

- 2** ELECTRIC CLASS 6 STRAIGHT TRUCKS
- 4** ELECTRIC YARD TRACTORS
- 2** ELECTRIC VEHICLE FORKLIFTS

to pilot throughout our ABF Freight network

Saved
145,000 GALLONS OF DIESEL

in 2022 by reinvesting in the ABF fleet

Became the first in our industry to partner with
INTEGRATE AUTISM EMPLOYMENT ADVISORS

to help advance workplace neurodiversity

Advanced
DEI

by forming ArcBest's DEI Task Force and launching an
official Employee Resource Groups (ERGs) program

Became the first
9X WINNER

of the American Trucking Associations'
(ATA) Excellence in Cargo Claims and Loss
Prevention Award — LTL Division

Established three
PHILANTHROPY PILLARS

to guide our giving and volunteering actions

2022 Awards and Recognitions

Company Awards

- ✓ Selected as a 2023 FreightTech 100 Company by FreightWaves, highlighting the most innovative and disruptive companies across the freight industry
- ✓ Named to the Inbound Logistics' Top 100 Truckers list for the ninth consecutive year, recognizing truckers that are making an impact in the industry through innovation
- ✓ Named a 2022 Top 50 Leading 3PL by Global Trade Magazine, honoring 50 American 3PLs that “are all about their customers”
- ✓ Ranked No. 34 on the Transport Topics Top 100 Logistics list, identifying the 100 largest logistics companies in North America, based on annual gross, revenue that are thriving at solving the world’s transportation challenges
- ✓ Named a 2022 Inbound Logistics G75 Green Supply Chain Partner for the 11th year, recognizing the top 75 companies that are dedicated to developing and implementing best practices that leave a positive footprint on the world
- ✓ Named a 2022 SmartWay High Performer in the multimodal carriers category for the 3rd year, recognizing companies that have achieved significant shipping and freight efficiencies and have met specific criteria for emissions output (ABF Freight)
- ✓ Earned a second EcoVadis Bronze medal, recognizing the sustainability performance in the top half of all companies and industries rated across the world
- ✓ Won a 2022 Quest for Quality award in the Expedited Motor Carriers category (Panther Premium Logistics)
- ✓ Ranked No. 14 on Training *magazine’s* rebranded APEX award, marking the sixth year in a row for ArcBest to be honored and recognizing leading organizations across the U.S. that exhibit peak performance in the areas of employee training and development
- ✓ Won 2022 Comparably awards for Best CEOs for Women, Best Company Compensation, and Best Company Perks & Benefits
- ✓ Recognized by The Financial Times as one of The America’s Fastest-Growing Companies in 2022 (MoLo)
- ✓ Selected for the 2022 Corporate Distinguished Service Award by the National Defense Transportation Association
- ✓ Named a 2022 Forrester Return on Integration (ROI) Honors Winner, honoring leading organizations that made bold decisions to transform their business by integrating marketing, sales and product functions to align business goals and drive growth
- ✓ Ranked 18th in The Commercial Carrier Journal's 2022 list of Top 250 For-Hire Carriers, marking the ninth consecutive year to receive this recognition
- ✓ Recognized as one of the 100 Best Large Companies to Work For in Chicago as part of Built In’s 2022 Best Places to Work For awards (MoLo)
- ✓ Won the American Trucking Associations’ Excellence in Cargo Claims and Loss Prevention Award — the first nine-time winner (ABF Freight)

2022 Awards and Recognitions

Individual Awards



Judy R. McReynolds
ArcBest Chairman, President and CEO

- ✓ Honored as an inductee to the Arkansas Business Hall of Fame class of 2023
- ✓ Named the 2022 Arkansas Business Executive of the Year by Arkansas Business
- ✓ Selected by Arkansas Business as one of Arkansas' 250 Most Influential Leaders
- ✓ Recognized on Forbes 50 Over 50 list
- ✓ Recognized by Gartner, Inc. as a **CEO Talent Champion** during the Gartner® ReimagineHR Conference in Orlando, Florida, in October 2022*
- ✓ Named to Arkansas Money & Politics 2022 C-Suite



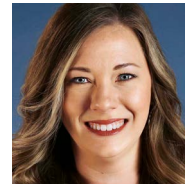
Michael Newcity
Chief Innovation Officer of ArcBest and
President of ArcBest Technologies

- ✓ Selected as a 2022 Northwest Arkansas Business Journal C-Suite Award winner



Christopher Adkins
Vice President of Yield Strategy and Analytics

- ✓ Named to the 2022 Forty under 40 class by the Northwest Arkansas Business Journal



Erica Brigance
Vice President of Data Science

- ✓ Selected as a 2022 Women in Supply Chain award winner by Supply & Demand Chain Executive



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Our Approach to ESG*

We recognize that in providing transportation and logistics services, our business impacts the environment and a large and diverse group of stakeholders. We're focused on operational efficiency to address our customers' needs while simultaneously improving sustainability. Consistent with this focus, we work to more fully integrate ESG considerations into our business strategy.

**We use the terms 'ESG' and 'sustainability' broadly throughout this report and other disclosures to encompass all components of environmental, social and corporate governance.*

Since our official ESG journey began in 2019, we have made progress in several areas, including:

Understanding the ESG issues most important to our industry

Identifying the initiatives most important to our company, stakeholders and industry

Continuing efforts to align our ESG progress to relevant sustainability standards and voluntary frameworks

Reporting ESG data and progress regularly to our stakeholders

Here's a brief overview of our sustainability journey since 1976:

OUR ESG JOURNEY

1976-2016

- Implemented speed limiters for company-owned trucks to conserve fuel (1976)
- Implemented computerized engine shut-offs to reduce idling and conserve fuel (1994)
- Became partner to EPA's SmartWay Program (2006)
- Continued replacing older equipment with new, more fuel-efficient equipment



2020

- Joined UN Global Compact
- Issued first ESG report
- Established internal, multi-disciplinary ESG Committee
- Established Supplier Code of Conduct



2019

- Began reporting to EcoVadis
- Launched Dynamic Pricing designed to reduce empty miles
- Established Stay Safe initiative, focused on ensuring every member of our team gets home safely every day



2021

- Received Bronze medal rating from EcoVadis
- Began trial of electric powered yard tractors and forklifts in a large Distribution Center
- One of 12 carriers who received EPA's SmartWay Excellence Award
 - 5-time winner



2022

- Initial purchase of electric trucks
- Installed solar panels at our Fort Wayne, Indiana, service center
- Publicly disclosed Scope 1 and 2 GHG emissions for first time
- Began working toward alignment with external reporting to SASB and TCFD
- Joined FreightWaves Carbon Working Group
- Hosted an ESG-themed innovation competition
- Established ESG Roadmap based on ESG priority assessment (conducted in 2021)



2023 and Beyond

- Continuing work to enable a more sustainable supply chain with partners like Phantom Auto
- Investing in more efficient equipment to upgrade our fleet with the latest EPA engines and aerodynamics
 - Average age of our road tractors is 21 months; city power units average seven years
- Continuing Facility Enhancement and Growth Roadmap to implement more sustainable practices/features across campuses and service centers

Throughout 2022, we continued building upon our history of responsible stewardship, making progress in several areas:

- ✓ Developed an [ESG Roadmap](#) that outlines our key focus areas for advancing sustainability based on the priority assessment we conducted in 2021
- ✓ Expanded our ESG Committee to include more representation from across the organization
- ✓ Conducted a methodology review of our Scope 1 and Scope 2 GHG emissions inventory and benchmarked our alignment to leading ESG standards and certain relevant voluntary frameworks
- ✓ Hosted an internal ESG-focused innovation competition to facilitate the development and distribution of sustainability ideas to business leaders for further evaluation and potential implementation
- ✓ Continued working to further understand and align our internal calculations and external reporting to the voluntary SASB standards and TCFD framework
- ✓ Reported certain ESG data to external reporting and rating agencies, including CDP, EcoVadis, the United Nations Global Compact (UNGC), S&P Global Corporate Sustainability Assessment, and the Environmental Protection Agency's (EPA) SmartWay® Program

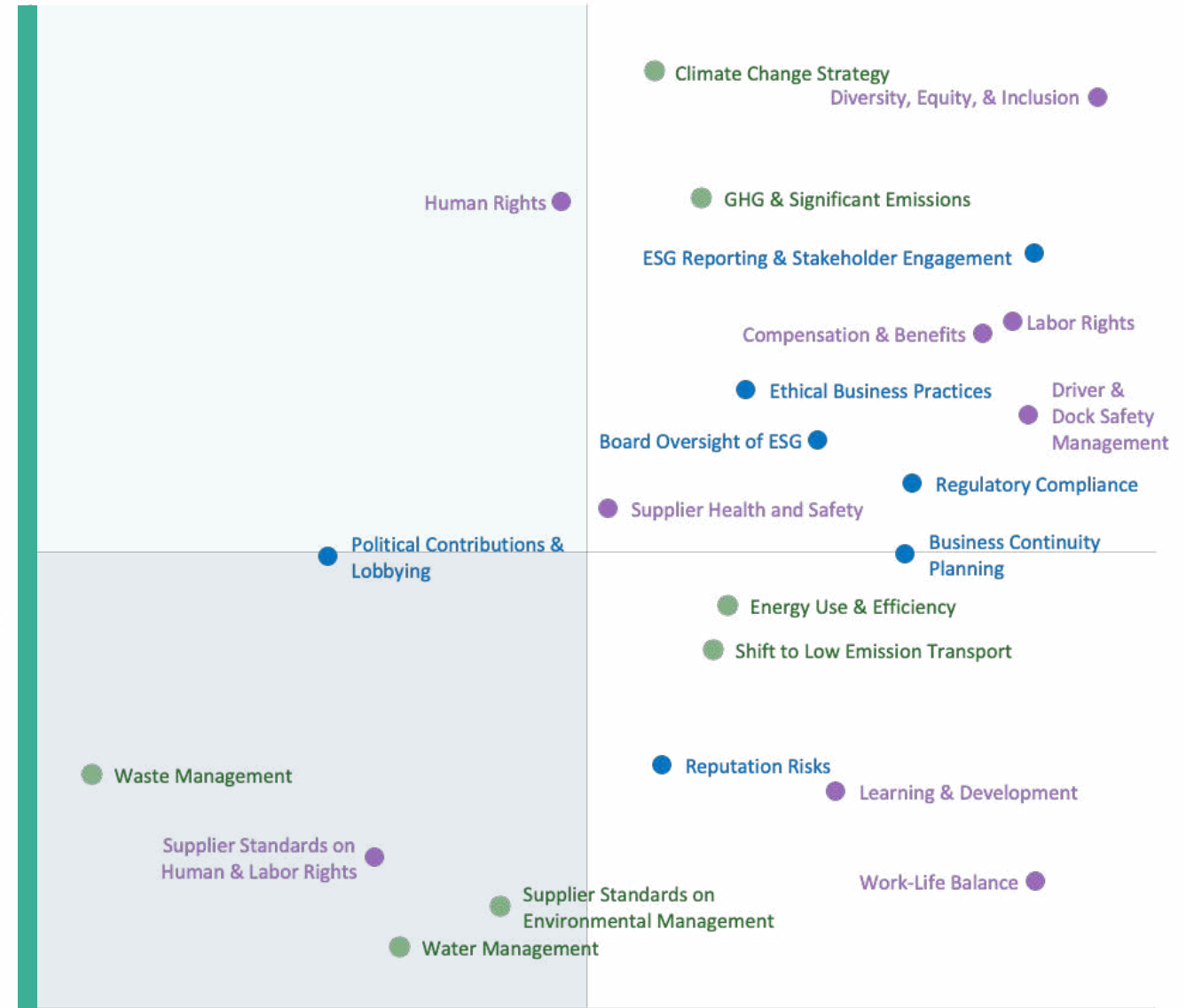


Priority Assessment*

In 2021, we conducted our first-ever priority assessment. We engaged employees, customers, carriers and investors to help identify and understand which ESG topics are most critical to our company, industry and stakeholders. With these results, in 2022, we developed an ESG Roadmap that will help guide our ESG journey moving forward.

*Previously referred to as "materiality assessment"

Importance to Stakeholders



Importance to Business Success

● Environment ● Social ● Governance

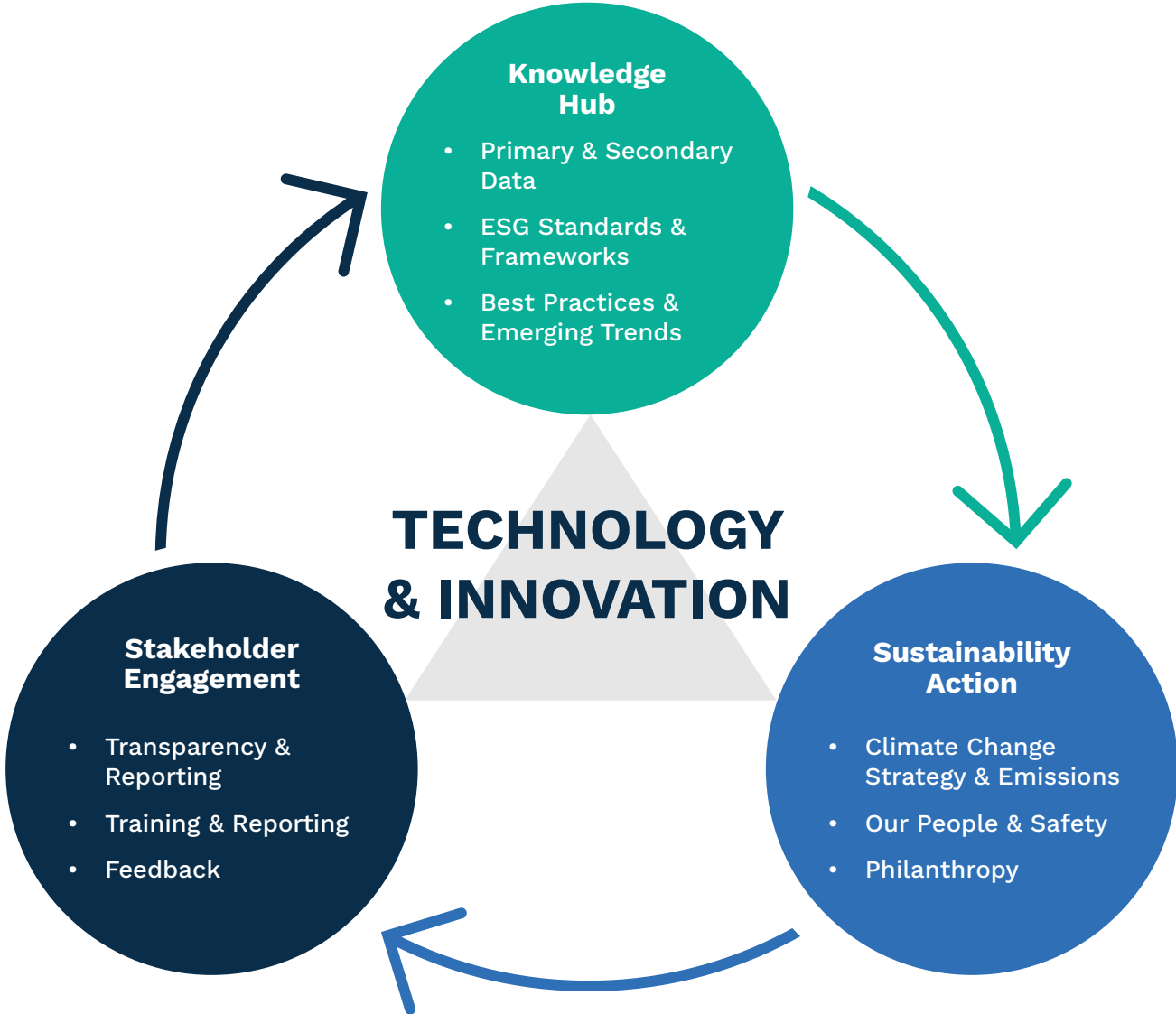
CORPORATE GOVERNANCE

ESG Roadmap

ArcBest’s ESG Roadmap incorporates and connects the elements identified in our priority assessment as most important to our stakeholders, business and industry.

Corporate Governance guides our overall approach. We believe that ESG progress requires well-defined reporting structures and oversight from ArcBest's leadership and Board of Directors, and that it is a result of fair and ethical business decisions. At the center of our ESG performance and progress are Technology and Innovation, which are fundamental to our ESG activity and the driving forces behind any goals we set and progress we make. The three pillars within the roadmap — Knowledge Hub, Sustainability Action and Stakeholder Engagement — are a continuous loop representing interdependence on one another to advance each of the ESG elements identified during our priority assessment.

The roadmap will guide our continued efforts for ESG across the organization, including setting GHG emissions reduction and other sustainability targets in the future and determining the actions we can take to achieve our goals.



ESG Governance Chart

ArcBest’s ESG governance starts at the top with oversight from our Board, the Nominating/Corporate Governance Committee of the Board, the ESG Executive Sponsors and the ESG Committee. From there, ESG extends throughout the organization, where this important work is embedded in our day-to-day operations. The governance chart briefly summarizes each group's responsibilities.

| | |
|---|---|
| <p>Board of Directors</p> | <p>Ultimately responsible for overseeing the company’s strategy and risk management related to ESG matters.</p> |
| <p>Nominating/Corporate Governance Committee of the Board of Directors</p> | <p>Responsible for overseeing the company’s strategy, practices and policies; monitoring emerging trends, best practices and regulatory developments related to ESG matters; and, as appropriate, providing updates and making recommendations to the Board and management.</p> |
| <p>ESG Executive Sponsors Include:</p> <ul style="list-style-type: none"> • Capacity (supplier procurement) • Chief HR Officer • Chief Legal Officer • Customer Experience • Employee Relations and Safety • Investor Relations • Real Estate | <p>Responsible for providing guidance and general management oversight of the ESG Committee.</p> |
| <p>ESG Committee Departments Involved:</p> <ul style="list-style-type: none"> • Carrier Relations • Corporate Accounting • Customer Experience • Employee Experience • Enterprise Sales • Fleet Services • Human Resources, Compliance and Safety • Information Services • Internal Audit • Investor Relations • Legal • Real Estate | <p>Responsible for providing guidance to the company and its Board on matters relating to corporate citizenship, and overseeing and making recommendations concerning the company’s ESG initiatives, policies and practices relating to safety and health, climate and environmental sustainability, social concerns and other public issues.</p> |

Environment

Investing in Sustainability

As an integrated logistics company with equipment, campuses and service centers across North America, and access to an extensive network of capacity providers, ArcBest remains aware of our environmental impact. To reduce our footprint, we proactively research, develop and invest in sustainable ideas, solutions and technologies — all in an effort to help us address and make progress in several areas identified in our 2021 priority assessment, including developing a climate change strategy and measuring and monitoring GHG emissions.

2022 was another year of progress — with a focus on investing in our ABF fleet, improving fuel efficiency, testing electric vehicles, renovating service centers, optimizing our pick-up and delivery routes, and continuing to disclose our Scope 1 and Scope 2 GHG emissions.

Our environmental efforts are ongoing. We are capturing and analyzing data that provide the insights needed to position us to set and disclose meaningful sustainability targets in the future. Following our recently developed ESG Roadmap, we're confident that the actions we're taking to be better stewards of our planet are the right ones, and we are committed to advancing key environmental issues for our business and industry.





Equipment

Since 1976, when we began voluntarily limiting truck speeds to conserve fuel and reduce emissions, we have kept fuel and energy efficiency top of mind when researching and investing in equipment for our ABF operations. We proactively maintain a modern fleet with an average road tractor age of 21 months and city power units averaging seven years. Our new equipment meets the latest EPA engine requirements along with other features designed to improve safety and efficiency, including computerized engine shut-offs, aerodynamic bumpers, hoods and air deflectors, roof and side fairings, low-rolling resistance tires, and auto tire inflation systems.

In 2022, we continued replacing older equipment with tractors, trailers and tires that increase efficiency and provide our drivers with a safer, more comfortable driving experience while also advancing our efforts to reduce the GHG emissions of our fleet.



We purchased:

- ✔ 525 **Mack Anthem**® Class 8 road tractors that feature:
 - An aerodynamic design that can improve fuel efficiency up to 3%
 - LED headlights that use less energy and are 66% brighter for improved visibility
 - Roof fairings with adjustable trim tabs to improve airflow from cab to trailer
 - Single support hood mirrors and covered tow loops that reduce wind resistance
 - Bumper close-out flanges that prevent airflow between the hood and bumper to reduce drag and fuel consumption
 - Hood and fender design that direct airflow over and around the trailer
 - Air dams that reduce turbulence under the vehicle for less drag
- ✔ 550 **Hyundai Translead** road pup trailers that have:
 - Aerodynamic side skirt kits that meet EPA SmartWay® and California Air Resource Board (CARB) requirements to improve fuel efficiency
 - Tire inflation systems to increase fuel savings



Fuel Efficiency Highlight

Reinvesting in the ABF fleet also continues to improve fuel efficiency. While cost reduction has been significant, there has also been positive impact on our environmental footprint.

Fuel economy improved year-over-year by 0.3% from 7.00 mpg in 2021 to 7.02 mpg in 2022

saving approximately
145,000
gallons of diesel

Over the last decade, fuel economy has improved by 7.6% from 6.53 mpg in 2012 to 7.02 mpg in 2022

saving approximately
3.4 MILLION
gallons of diesel

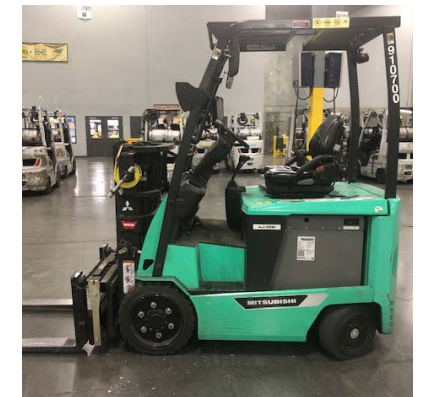


Electric Vehicle Update

In 2022, we continued investing in various electric vehicles (EVs), including straight trucks, forklifts and yard tractors. We are evaluating the impact these EVs could have on our operations, and testing is ongoing to determine where they fit best into our LTL network.

We are piloting the following EVs and will continue to provide updates:

- ✓ Four Orange EV electric yard tractors at three ABF service centers — one in Dallas, Texas; one in Salt Lake City, Utah; and two in San Bernardino, California
- ✓ Two Lion Electric Lion6 Class 6 straight trucks in San Bernardino, California
- ✓ Two Mitsubishi EV forklifts and one HangCha forklift at our Kansas City, Missouri, distribution center





ABF Service Centers

Following our Facility Enhancement and Growth Roadmap, we continue to update and renovate ABF service centers with environmental sustainability and our people in mind. In 2022, we began or completed work on more than 40 ABF Freight service centers, and we have long-term plans in place to renovate every service center in our network.

Upgrades include:

- ✓ **Converting nearly 9,000 lighting fixtures to LED**
- ✓ **Remodeling restrooms with improved toilets and faucets that will reduce water use**
- ✓ **Purchasing office furniture manufactured from sustainable materials**
- ✓ **Updating fixtures, flooring and paint in the restrooms and workspaces to improve safety, appearance and the employee experience**



Solar Panel Update

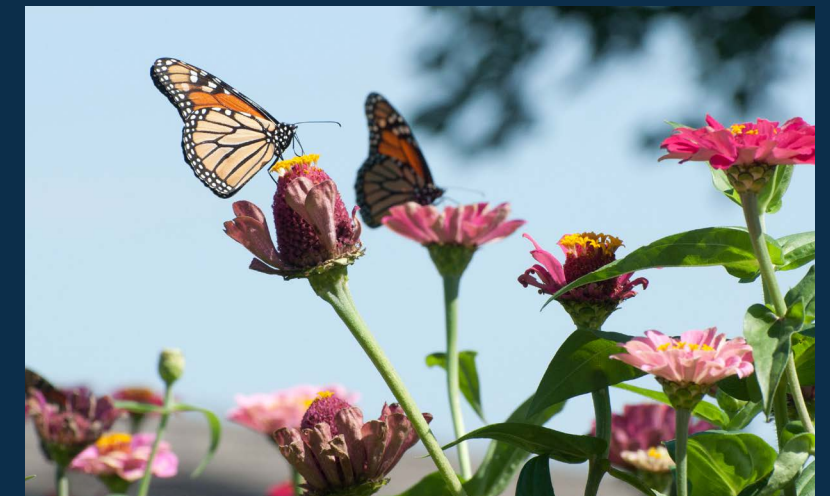
We also completed the installation of solar panels at our Fort Wayne, Indiana, service center. We will begin analyzing the return on investment for this project throughout 2023 and plan to disclose data on energy savings in future reports.



Spotlight:

ArcBest Receives Wildlife Habitat Certifications

In August, our ArcBest headquarters and another Fort Smith, Arkansas campus received Wildlife Habitat Certifications from [The National Wildlife Federation](#). Wildlife habitat gardens are a haven for local birds, butterflies, and other area plants and animals. To be certified, applicants must provide specific elements for wildlife, such as food, water and shelter and must also adopt certain sustainable practices, such as controlling exotic species and limiting water use. Through this recognition, ArcBest is supporting a great program and demonstrating our awareness of the need for a space for biodiversity. To recognize the designation, five Wildlife Habitat signs are on display at our certified campuses.





Operations

Through our ABF Freight LTL network, we own and operate over 40,000 assets out of 239 service centers across North America — and we understand the impact these operations can have on the environment.

One area where we addressed this impact was in our city pickup and delivery operations. When our ArcBest Technologies and Operations teams looked deeply at the data, they identified opportunities to enhance the utilization of our daily capacity while reducing miles driven in our city pickup and delivery operations. To address our environmental impact in this area and serve as a trusted partner to our customers, we built, tested and implemented City Route Optimization (CRO) technology — changing how shipments are routed to ensure every truck is filled to optimal capacity.

Using AI for City Route Optimization

CRO uses artificial intelligence and historical data to create algorithms for optimization to provide the optimal pickup and delivery route structure throughout our entire LTL network. This approach contrasts our previous method, which relied on routing by using software driven by ZIP codes, customer data and legacy knowledge to set the daily route structure.

We began piloting CRO technology in 2021. Testing has shown a positive impact on mile reduction, fuel consumption and our contribution to traffic congestion — lowering the carbon footprint for both ArcBest and our customers. As a result, we

began rolling out Phase 1 of CRO at 79 service centers across the country, which represent 60% of ABF's pickups and deliveries.

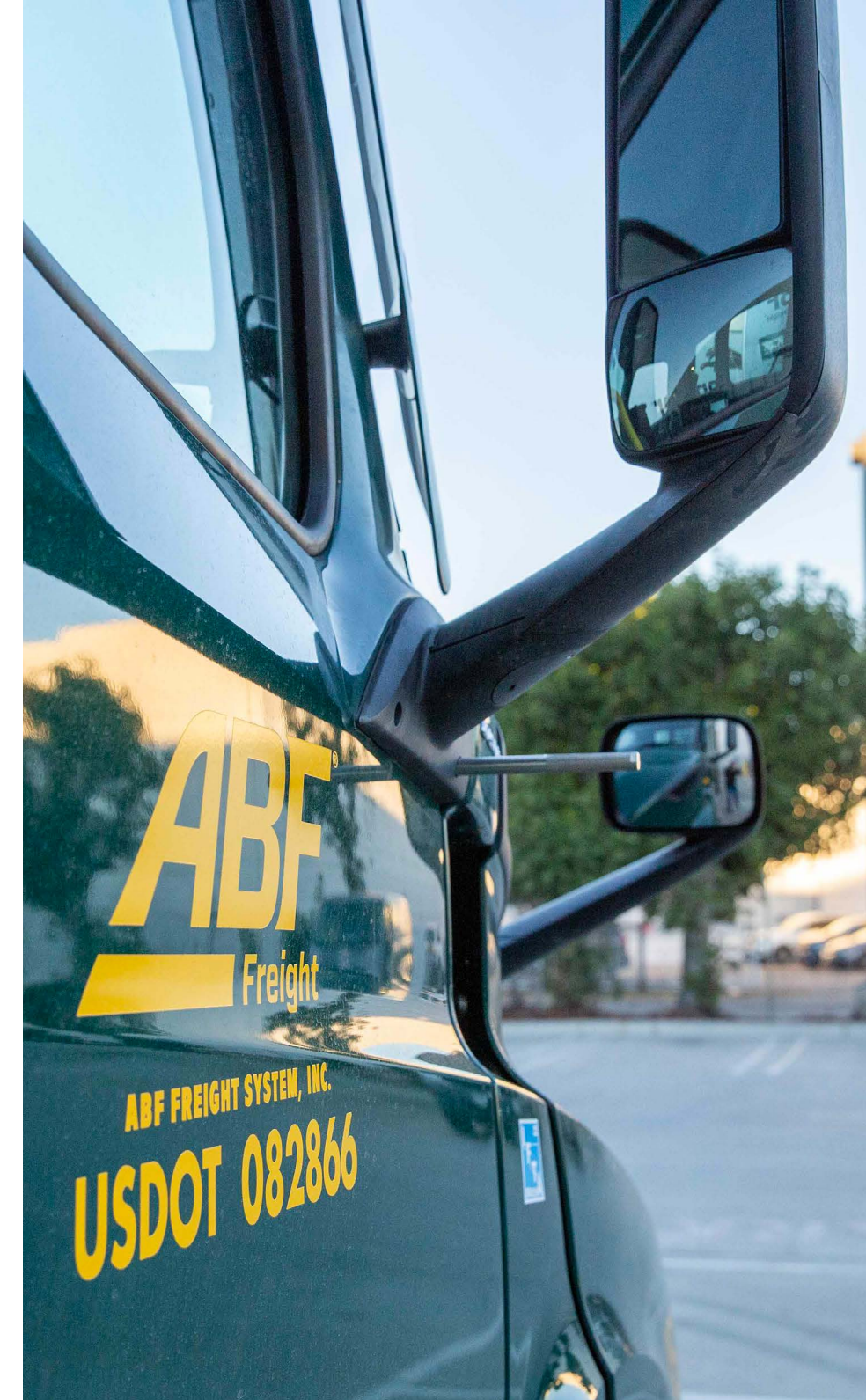
At the locations where we implemented Phase 1, we have recognized a 4% increase in street productivity* and a 48.5% reduction in the use of local cartage agents — and CRO locations in total were 80% more effective in reducing cartage than non-CRO locations. In addition to improved efficiency, optimized routes and improved fleet deployment impact our equipment pools, enabling us to better service both new and existing customers by offering the right capacity at the right time.

Based on these results, we plan to implement CRO at all 239 service centers in early 2023.

Phase 2 of CRO, which includes plans for increased real-time visibility, is projected to also roll out in 2023. The technology and algorithms we've built will consider daily fluctuations in freight levels and freight characteristics, providing an even greater opportunity to optimize routes and further reduce emissions.

We created and implemented CRO in conjunction with Evalueserve — a leading provider of AI-enabled analytics and intelligence solutions that accelerate and scale insights-driven actions. Our ArcBest Technologies team has partnered with Evalueserve on advanced analytics projects for several years, working closely to develop data strategies and implement algorithmic models used in initiatives like CRO.

*Street productivity for ABF Freight city operations is calculated using neutralized, adjusted data to account for the impact of changes in bills per stop (or the number of shipments delivered or picked up per stop).





Greenhouse Gas Emissions

In 2022, through collaboration with ArcBest Technologies, we voluntarily disclosed our Scope 1 and Scope 2 GHG emissions for the first time in company history. We also began developing a methodology to measure and calculate our Scope 3 emissions and have made considerable progress in understanding this category of our emissions. Through this work, we identify where in our business and operations we are making the most impact and are moving toward setting Scope 1 and Scope 2 GHG emissions reduction targets. We also recognize that, given our role in the supply chain, reducing our Scope 1 and 2 GHG emissions will contribute to further reducing the Scope 3 emissions of other entities within our value chain.

We continue working with ArcBest Technologies to collect and analyze our GHG emissions data and will report Scope 3 data after developing an appropriate methodology. We also look forward to sharing more about our GHG emissions management and progress in future updates.

| Gross Global Scope 1 Emissions | Gross Global Scope 2 Emissions |
|---|--|
| 501,593 Metric tons (t) CO ₂ e | 16,364 Metric tons (t) CO ₂ e |





ArcBest Imagine 2022

Each year, ArcBest Technologies hosts the annual ArcBest Imagine innovation competition, bringing employees together from across the company to ideate and present solutions that could enhance business operations. This serves as an opportunity to create new and innovative ideas that can further our strategy while also providing a strong opportunity for employee engagement.

The fourth annual competition took place in October 2022 and focused on ESG — specifically, how to help ArcBest improve our environmental footprint and reduce our industry’s impact. The competition was divided into two categories: business innovation (people, processes and services) and technology innovation (system innovations that required a working prototype to demonstrate).

The competition also included an Idea Sweepstakes — an event held in conjunction with Imagine that encouraged employees to submit an ESG idea without having to participate on a team or present.

The event produced many innovative ideas, including reducing GHG emissions through specific equipment and accessory upgrades, partnering with outside vendors to improve recycling, and using utility data and predictive analytics to help facilitate decisions regarding equipment electrification and solar installation projects. Business leaders are

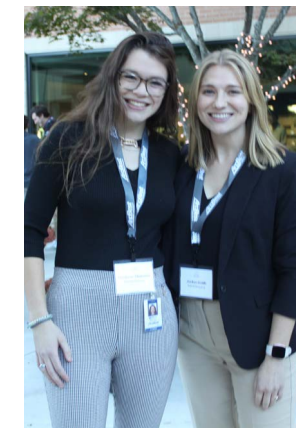
evaluating and exploring several of these projects for potential implementation.

“Sustainability is a core value of mine, so I was excited when the decision was made to go with an ESG-themed event. It has been incredibly inspiring to read through so many amazing ideas and listen to each presentation, all focusing on ways ArcBest can improve our environmental stewardship. We have already begun exploring and incorporating some innovations into our business.”

Rob Seal
ESG program manager and Imagine 2022 judge

“Competing in Imagine was a rewarding experience that I would recommend to anyone interested in participating. My team researched ways to improve fuel economy for our current fleet, which reduces our impact on the environment through lower fuel consumption. It was exciting to hear the innovative ideas of other teams, and I am excited to see ArcBest continue to take steps to reduce our environmental impact.”

Grant Eason
logistics engineer



Social

Prioritizing Our Employees, Customers and Communities

ArcBest aspires to be a leading place to work, a leading transportation and logistics provider, a leading investment opportunity, and a leading partner in the places where we live, work and operate.

To achieve this, we must continuously identify and work to improve the social issues that impact our stakeholders most. This includes creating a safe and inclusive work environment, empowering our employees through positive experiences, career development and robust benefits packages, listening and adapting to our customers' changing needs, and taking meaningful actions to support our communities.

Throughout 2022, we made significant strides in addressing key social issues that may, directly and indirectly, impact ArcBest stakeholders. While we're very pleased with our progress, we continue to strive to make ArcBest a safer, healthier and happier place to work and do business.





Safety

Safety begins with trust. Our office and field employees trust us to provide a safe working environment at our locations. Our drivers trust us to maintain reliable equipment that helps keep them safe when they get behind the wheel. Our customers trust us to deliver their freight on time and intact. All our stakeholders trust us to manage their personal information in secure databases to prevent fraud.

We know trust is earned. Through policies, awareness, training, feedback and compliance, we're committed to gaining our stakeholders' confidence and maintaining the highest standards of safety across our organization.

In 2022, ArcBest continued building a culture of safety by focusing on information security, our facilities, ABF Freight operations and anti-human trafficking partnerships. From 2021 to 2022 our Total Recordable Incident Rate (TRIR) decreased from 7.34 to 6.83 and our fatality rate for Direct Employees is 0.

Information Security Program

Our information systems are an essential infrastructure that we maintain with high levels of security and protection. ArcBest invests in cutting-edge technology and a team of experts to monitor and defend the organization against cyber threats, keeping sensitive information secure.

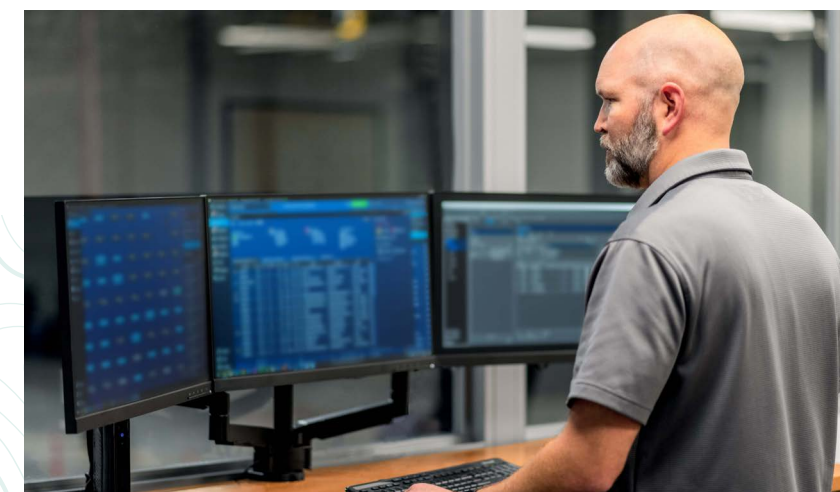
The ArcBest Board of Directors, the Audit Committee of the Board and the Senior Vice President – Chief Innovation Officer of ArcBest and President of ArcBest Technologies – in collaboration with an executive leadership team, are responsible for overseeing the company's Information Security Program, which was established to:

- ✓ **Protect and monitor access to systems and data**
- ✓ **Prepare to withstand a security event and regain full functionality in a timely manner**
- ✓ **Demonstrate the due diligence required for audit and regulatory compliance and to limit legal liability**
- ✓ **Enable the company to operate efficiently and productively while maintaining the confidentiality, integrity and availability of company information, customer information and information systems**

Through this program, we align and assess internal security practices to the National Institute of Standards and Technology's Framework for Improving Critical Infrastructure Cybersecurity (NIST CSF). We also engage with and receive information from several third-party industry standard groups related to cybersecurity, including the National Motor Freight Traffic Association (NMFTA) and the Automotive Information Sharing and Analysis Center (AUTO-ISAC).

In addition, we proactively research, review and implement measures that strengthen our information security approach and instill confidence in employees, customers, business partners and other business relationships.

Learn more about our [Information Security Program](#), including policies, audit, training and certifications.



ArcBest Campuses

Employees, customers, vendors and all other visitors should feel safe and welcome whenever they come to one of our campuses. The ArcBest Safety and Security team leads the safety initiatives at all ArcBest campuses, collaborating with internal and external groups to create awareness, policies and procedures, provide timely notifications in the event of an emergency, conduct training and on-site risk assessments, and ensure compliance.



Campus Safety Updates

- ✓ Continued training company leaders at all ArcBest campuses on fire emergency evacuation procedures
- ✓ Partnered with a security consulting group to conduct on-site assessments at our campuses in Fort Smith, Arkansas, and Chicago, Illinois, to help identify areas where we could enhance security measures (previously conducted at our Medina, Ohio, and Sparks, Nevada, campuses)
- ✓ Partnered with a security consulting group to conduct active shooter and violent incident training at our Sparks, Nevada, campus to train employees on how to properly respond in these types of situations
- ✓ Created an Emergency Action Plan (EAP) training for one of our Fort Smith campuses and distributed it to all employees at that facility; employees are required to review this training annually (we are developing EAP training for other campus locations to be rolled out in 2023)
- ✓ Upgraded our access control systems at several campus locations to enhance campus security
- ✓ Installed new security camera systems at our Chicago, Illinois; Sparks, Nevada; and Medina, Ohio, campuses and at our Fort Smith, Arkansas, airport location

ABF Freight Safety and Security

Since 1923, ABF Freight has been one of the nation's largest and most trusted less-than-truckload carriers. We care about the safety of our employees, customers and the people our drivers share the highways with daily, and we are committed to helping set industry standards for safety.

In 2022, leadership from ABF's Safety and Security department realigned into two separate departments to support our company's needs better.

The ABF Freight Safety department focuses on training and compliance in several key areas — Department of Transportation (DOT) regulations, hours-of-service (HOS) laws, OSHA requirements and hazmat. Our Regional Managers of Safety and Security Team added a 12th member, and the team now reports to the ABF Freight Safety Department. It will continue to monitor and implement safety protocols and procedures for service center activity, equipment inspections, injury and accident investigations, road tests and driver coaching.

The ABF Freight Security department focuses on providing a secure work environment at our 239 ABF Freight service centers, protecting our customers' shipments and company assets, and protecting our customers and company against fraud. The Security team also focuses on providing our service centers with more cutting-edge technology to help protect against theft, vandalism and workplace violence.

ABF Safety Department Updates

The ABF Safety department implemented several initiatives in 2022 to improve safety and efficiency across operations:

- ✓ **Formed a Safety Communications and Support team as a single support center for drivers and other field employees to contact during regular business hours, overnight and on the weekends. This team handles calls and reports related to accidents, hazmat spills, drug and alcohol testing, fatalities and other critical concerns. By having one team dedicated to managing safety communications, we are reducing the time our drivers are delayed and getting our customers' freight moving again quickly and securely.**
- ✓ **Expanded our Safety Innovation and Technology team, giving us additional bandwidth to explore and test safety technology. The team is exploring side-view cameras to help eliminate side-swipe accidents. The team also regularly collaborates with ArcBest Technologies on the company's Smart Trailer Initiative to research products like trailer tracking, door sensors, cargo cameras, backup cameras and other smart features that can help increase the overall safety of our ABF fleet.**
- ✓ **Collaborated with ArcBest Technologies to implement a new hazmat tracking system, enabling the Hazardous Materials team to capture, track and respond to hazardous, nonhazardous, and diesel spills more efficiently. The system will also help us be more proactive**

in identifying locations where spills are more likely to occur, enabling us to develop solutions and prevention training specific to those locations.

- ✓ **Began updating safety training for ABF drivers and other field employees on topics such as forklift use and hazmat compliance. The team is also working with the Learning and Development team to transition ABF safety and security training to our internal learning platform, making it more accessible for service center employees.**



ABF Security Department Updates

The ABF Security department focused on several initiatives throughout 2022, emphasizing researching and testing exterior deterrent solutions at our ABF service centers. After successfully testing two types of deterrent systems, the team installed them at several service centers across the ABF network.

Deterrent Camera Boxes

These boxes can be installed anywhere at our service centers, typically on perimeter fences, utility poles or building structures, and are powered by wind or solar energy. Customizable features include a blue strobe light, LED motion lighting, audible sirens, prerecorded warnings, remote viewing and real-time alerts. If needed, these systems provide quality, high-definition recordings for local law enforcement.



360° Monitoring Platform

The ABF Security department conceptualized and built 360° mobile security towers using decommissioned U-Pack ReloCubes. The entire design and fabrication are completed internally, and once the platforms are on site, installation takes approximately 30 minutes. The platforms are powered by wind or solar energy, and each unit consists of four or five cameras mounted on a 15-foot support pole, providing a 360-degree view of the surroundings. Customizable features include a blue strobe light, LED motion lighting, audible sirens, prerecorded warnings, remote viewing and real-time alerts. This innovative design enables us to reuse ReloCubes, save on costs and create a sustainable surveillance system that we can easily move anywhere in a service center's yard using a forklift.

Safety Spotlight:

Fort Wayne Team Holds Safety Session with State Police

James Lewis, regional safety and security manager, and Jim Ryan, service center manager at Fort Wayne, Indiana, collaborated with two Indiana State Police officers to host a safety information session for 22 ABF drivers. The first half of the meeting consisted of group discussions about Compliance, Safety and Accountability (CSA) scores, hazmat, loading practices and roadside inspections. The second half was spent outside, where officers walked drivers through some practical exercises, including a step-by-step roadside inspection.

ABF Freight Driver Safety Highlights

Our ABF Freight drivers are some of the industry's best, especially regarding safety. Through exceptional work ethic, outstanding character and countless awards, our drivers demonstrate their commitment to safety every day.

2022 Safe Driving Awards

Every year, the company recognizes ABF city and road drivers who achieve safe driving milestones — in 2022, we awarded 309 drivers. Safe driving is recorded as consecutive hours or miles without a preventable accident.

SAFE DRIVING MILESTONES

City Drivers



Bronze Award
(5,000 Consecutive Hours)



Silver Award
(30,000 Consecutive Hours)



Gold Award
(45,000 Consecutive Hours)



Platinum Award
(60,000 Consecutive Hours)

SAFE DRIVING MILESTONES

Road Drivers



One Million Miles



Two Million Miles



Three Million Miles



Four Million Miles

ABF Freight Road and Load Teams

Members of our ABF Freight Road and Load Teams exemplify the highest standards of professionalism and safety, serving as ambassadors for our company and industry. As experts in their field, Road and Load Team members are valuable resources for ABF when considering future training, new procedures and equipment, and ways to improve the overall customer experience.

Road Team

Road Team members are selected for two-year terms and must have a minimum of 10 years of professional driving experience and an exemplary driving record. Local and regional management nominate eligible drivers. A steering committee makes the final selection based on the driver's application and a recorded speech — 13 ABF drivers served on the 2020-2022 Road Team.

Load Team

Load Team members are an elite group of freight-handling professionals chosen for their outstanding performance and leadership, personal integrity, excellent safety records and superior loading skills — 19 ABF drivers served on the 2021-2022 Load Team.

During the 2022 National Truck Driver Appreciation Week (NTDAW), both Road and Load Team members visited ArcBest headquarters and ABF offices in Fort Smith, Arkansas, for a week of training sessions, competitions and celebrations — this was the first year for all members to be together for a combined visit.

The week started with a welcome dinner Monday evening and an opening session Tuesday morning where ArcBest Chairman, President and CEO Judy R. McReynolds and ABF President Seth Runser presented each member with a special plaque. Other activities included touring the Fort Smith campuses, taking part in truck driving and forklift competitions, and participating in informational sessions on safety and security, linehaul operations, engineering quality, fleet services, cargo claims and load compliance.





ABF Truck Driving Championship

A highlight of the ABF Freight Road Team’s visit to Fort Smith was the first-ever ABF Truck Driving Championship (TDC), which provided a fun and friendly way for our drivers to show off their skills. Kirk Weis, an ABF road driver in Albuquerque, New Mexico, and an America’s Road Team Captain, designed the course, and all drivers were welcomed to compete.

The competition consisted of a written exam, pre-trip inspection where drivers looked for defects in the truck such as a key in the ignition, the fire extinguisher exhausted, loose fuel caps and unsecured hazardous materials, and completing the driving course. The driving course also included an egg toss and basketball dunk to make things fun while emphasizing precision.

ABF Truck Driving Championship

Top three winners:



Allen McNeely (driver/salesman at Charlotte, North Carolina)



Matt Meadows (driver/salesman at Charleston, West Virginia)



Teddy Butler (driver/salesman at Atlanta, Georgia, and an America’s Road Team Captain)

“It is an honor to be named the first ABF Road Team TDC Champion! It is awesome to know that I am the first person to get his name on the trophy, considering the guys I was up against.”

**Allen McNeely
driver/salesman**



ABF Forklift Driving Championship

Load Team members had the opportunity to participate in ABF's annual Forklift Driving Championship — a competition for Load Team members to demonstrate their forklift driving skills while also having fun through a series of challenges. Each challenge was timed, and the competitor with the best combined time in all events was named the winner.

ABF Forklift Driving Championship Top three winners:



Michael Villarreal (dock worker at South Chicago, Illinois)



Tony King (dock worker at Little Rock, Arkansas)



Jose Carreno (driver/salesman at Salt Lake City, Utah)

“The forklift competition was a great experience — a lot of good talent and a little stressful at times, but it was a lot of fun. I was honored to be part of it and even happier to win it! It was a great time.”

Michael Villarreal
dock worker

ABF Driver Shoutouts



Tony Spero Receives Neil Darmstadter Professional Excellence Award

Tony Spero — an ABF driver in Stratford, Connecticut, and an America’s Road Team Captain — received the Neil Darmstadter Professional Excellence Award at the 2022 National Truck Driving Championships in Indianapolis, Indiana. This award recognizes professionals with at least seven years of experience at the state and national truck driving championships. Eligible winners are judged based on their attitude, driving record, knowledge, professionalism and skill.

Tony has been with ABF since 1989 and exemplifies all the attributes expected from a professional truck driver. He has been accident-free for 32 years and has more than 70,000 safe driving hours. Tony is the third ABF driver to receive this award.

“When a driver competes in truck driving championships, they strive for a title. The Neil Darmstadter Professional Excellence Award is special because it is given to one driver every year, and you can only receive it once in your lifetime.”

Tony Spero
ABF road driver



Tim Melody Wins Oregon’s Truck Driving Championship

ABF Freight driver and former America’s Road Team Captain Tim Melody competed in the Oregon Trucking Association’s (OTA) 2022 Oregon Truck Driving Championship last June. He won first place in the 3-Axle category and was also the OTA’s Grand Champion. Tim has won numerous other competitions throughout his driving career, including the twin trailers category at the National Truck Driving Championships in 2013. [Read more about Tim’s achievements in this feature from Transport Topics.](#)

2022 Highway Angels

The Truckload Carriers Associations' [Highway Angels program](#) began in 1997 and honors professional truck drivers who show courage and courtesy while driving North America's roadways. In 2022, six ABF Freight drivers received recognition.



Mike Lempka

In January, Mike was walking to his truck when he witnessed a car crash through a fence and hit a flagpole. He and a coworker ran to the crash site and found the driver shaking and unresponsive. A police officer, who had also witnessed the wreck, stopped to help Mike pull the man from his car. The officer performed CPR, and Mike stood by to assist while they waited for an ambulance. The officer contacted Mike later to tell him the driver had survived.



Leslie Ligon

In February, Leslie was traveling on I-10 in Arizona when he noticed personal belongings scattered over the road and suspected an accident. He pulled over and discovered an elderly couple down an embankment off the side of the road. The woman was stuck inside the vehicle, and the couple's cell phone was dead — no emergency services had been contacted. Leslie called 911 and guided the emergency vehicles to the accident scene.



Joe Walker

In May, Joe was traveling east on I-10 in Arizona when he noticed debris on the road. He pulled over and found a car with a driver crashed into a parked vehicle — the driver was unresponsive. Joe called 911 and stayed with the driver until the Arizona Department of Public Safety arrived.



Larry Barnes

In August, Larry was driving on an offramp turnpike in Florida when he noticed an overturned truck in the woods. Larry pulled over, ran to the truck and found the driver trapped in his seatbelt. He carefully cut the seatbelt and helped the driver safely exit the vehicle as emergency services arrived.



Paul Jones

In November, Paul was driving through Connecticut on Route 95 when he saw a car pass him on the left side and crash into a trailer. The vehicle veered into his lane and ran into the woods. Paul stopped to help and called 911. When the driver was pulled from the car, he was unconscious. Paul — a former U.S. Marine — said his medical training kicked in as he revived the driver and filled EMTs in on the situation when they arrived.



Casey Gubert

In December, Casey was driving on State Route 99 in California when he saw a car clip another vehicle, hitting both sides of the guard rail before flipping over into a field. He pulled over and helped the driver by deflating the airbag, cutting the seatbelt and helping the driver get out. Casey stayed on the scene until emergency personnel arrived.



Stay Safe Initiative

The Risk Management team, in collaboration with ABF Safety, continued promoting our Stay Safe initiative, which focuses on ensuring every team member — on campus or in the field — makes it home safely at the end of each shift.

Stay Safe Mission

Promoting a culture of safety so everyone goes home safe.

2022 Stay Safe highlights:

- ✓ Incorporated Stay Safe curriculum into training for our frontline supervisors, service center managers and driver development program participants
- ✓ Presented **120 Stay Safe awards** to drivers who prevented or avoided accidents by using defensive driving and to employees who helped promote safety across the organization
- ✓ Created the Stay Safe Excellence in Driving award, which is presented to ABF Freight drivers who prevent a possible fatality accident or other severe crash — we awarded three ABF drivers in 2022

Target Service Center Program

The Risk Management team also leads our Target Service Center Program, which works with service centers to identify areas for improvement and find solutions, including for reducing injuries. Once the Risk Management team targets a service center, they collaborate with them for one full year, reviewing injury information and traveling on-site to review operations, helping create prevention plans and providing additional education on specific safety issues. Three service centers completed the Target Service Center Program in 2022, resulting in a 52.9% decrease in injuries across those service centers. We have targeted four more service centers that will complete the program in 2023.



Shoutout:

ABF Drivers Earn Stay Safe Excellence in Driving Award

Three ABF drivers — Matt Meadows, Moises Garcia and Wes Wilcox — received the Stay Safe Excellence in Driving award after exhibiting excellent defensive driving skills.

Matt was traveling 19 mph to make a customer delivery when a runner unexpectedly turned and ran directly in front of his truck. Matt quickly swerved left and came to a complete stop, avoiding contact with the man and keeping all parties safe.

Moises was driving 41 mph when he encountered a vehicle improperly traveling in his lane in the opposite direction. Moises reduced his speed and veered to the left, avoiding a head-on collision.

Wes was traveling 52 mph when he noticed a pedestrian unexpectedly moving toward him on the highway. He reduced his speed and moved to the left just as the pedestrian also moved toward the left. Wes reduced his speed even more and drifted back toward the right avoiding contact with the pedestrian.



Human Trafficking

In the ongoing fight against human trafficking, we continue to partner with leading nonprofits like Truckers Against Trafficking (TAT) and Polaris to create awareness and train employees to identify and safely report these crimes.

In 2022, we also signed the U.S. DOT's [Transportation Leaders Against Human Trafficking \(TLAHT\) pledge](#). The U.S. DOT formed the TLAHT initiative in 2012, calling on all transportation industry leaders to join its commitment to educating employees, raising public awareness and measuring collective impact in the ongoing fight against human trafficking.

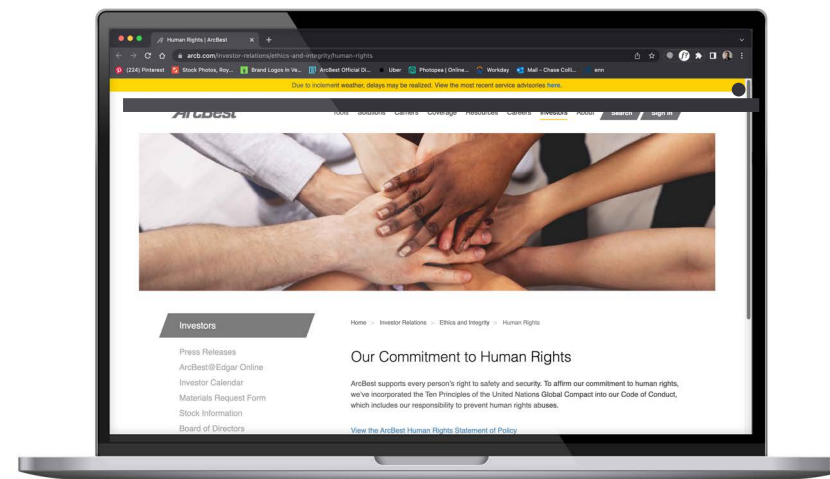
Truckers Against Trafficking

ABF has been a partner of Truckers Against Trafficking since 2016 and a Copper level sponsor since 2017. During our 2022 partnership with [Truckers Against Trafficking](#), we trained 298 union employees, or approximately 2.57% of our total union workforce, on identifying and reporting human trafficking in trucking. As of the end of 2022, we have trained 86.72% of our total union workforce through our partnership with TAT.

Polaris

[Polaris](#) is a leading nonprofit organization dedicated to fighting and ending sex and labor trafficking in North America. We partnered with Polaris in 2019; since then, we have trained thousands of our employees on human trafficking. In 2022, we collaborated with Polaris and a local Fort Smith high school to host a live virtual training session for the faculty and staff. More than 100 educators attended the training to learn historical data on trafficking among teens, how to identify warning signs and how to report a potential trafficking event.

[Learn more about our Polaris partnership.](#)



Spotlight:

ABF Driver Puts TAT Training into Action

In January 2022, Nate McCarty, a road driver in Denver, Colorado, worked with the Wyoming Highway Patrol (WHP) on a media campaign promoting human trafficking awareness. To recognize Human Trafficking Awareness Month, the WHP produced an informative video on the topic and shared it on social media and with several local news channels. The video highlights Truckers Against Trafficking and the critical role commercial truck drivers can play in helping law enforcement apprehend traffickers and recover victims. Nate completed the TAT training in 2015 and has been involved in other media campaigns with the ATA as an America's Road Team captain.

“I’m proud to be part of an industry of 3.5 million drivers that can be the eyes and ears for law enforcement and help make a difference to combat these horrible crimes. We are everywhere, in every part, of every city in this country.”

Nate McCarty
ABF road driver



Diversity, Equity and Inclusion

It's important to us that each of our more than 15,000 employees feel accepted, respected and appreciated. ArcBest is an equal employment opportunity employer — we do not discriminate in hiring, compensation or any other employment practice on the basis of age, gender, nationality, disability, religion, sexual orientation, or any other characteristic protected by law.

Our Corporate Social Responsibility (CSR) team continues to lead ArcBest's diversity, equity and inclusion (DEI) initiatives, working directly with our Chief Human Resources Officer and reporting a quarterly scorecard to ArcBest's Board of Directors. Throughout 2022, we made notable progress in our DEI journey to continue making ArcBest a more diverse and inclusive organization.

We added a 12th member to the DEI Task Force, which now comprises six men and six women, representing various races and ethnicities, tenures, campuses and experiences. This group continues to lead ArcBest's DEI vision by identifying best practices and creating opportunities for meaningful engagement about workplace diversity.

DEI Task Force Mission

To enable a welcoming and accepting environment where everyone respects differences, mindfully engages with each other to form relationships, and has a collective sense of belonging.

Following our three-year DEI strategy roadmap, we also made progress in each of our four key **DEI** areas:



DEI Focus:

Employee Resource Groups

ArcBest's DEI pillar Workplace focuses on creating an environment where employees feel included and have ways to succeed and connect. To help advance this initiative, we launched employee resource groups — voluntary, employee-led groups that help create an open and welcoming space to foster community building for employees' shared identities, experiences or interest in supporting underrepresented talent. Employees can participate in ERGs as either members or allies, and the company sponsors each group through allocated resources.

Two ERGs formed in 2022 — Pride Network and CoNECT (Colleagues Networking and Embracing Community Ties) — with 65 employees participating. Pride Network focuses on creating a positive environment for LGBTQ+ employees and promoting education, visibility and allyship. CoNECT (previously the New Hire Focus Group) provides a welcoming community for new employees who have recently relocated or are looking for support in making new connections.

DEI Events



In July, the DEI Task Force partnered with the former New Hire Focus Group to host ArcBest's first-ever *Belong* — New Hire Inclusion Night. The event was inspired by employee feedback regarding opportunities for networking and connection, along with spaces to highlight and amplify underrepresented experiences at ArcBest. At the event, three employees shared their ArcBest story and provided powerful reminders about the importance of inclusion and belonging in the workplace.



In September, the DEI Task Force hosted a virtual panel discussion celebrating National Hispanic Heritage Month. Four employees participated in the panel, highlighting their ArcBest stories, the panelists' Hispanic heritage and background, and their perspectives on belonging and inclusion.

Spotlight:

Advancing Neurodiversity at ArcBest

In October 2022, ArcBest announced a partnership with [Integrate Autism Employment Advisors](#) — a nonprofit organization that collaborates with companies to identify, recruit and retain professionals on the autism spectrum. According to Integrate, 79% of adults with autism are employed only part-time, while 85% of college-educated adults on the autism spectrum are unemployed or underemployed.

Through this partnership, ArcBest aims to foster a more neuroinclusive workforce by hiring individuals on the autism spectrum — we have set a goal to hire five employees through Integrate in 2023. This partnership also serves as a foundation for us to review and enhance our job descriptions and existing recruiting, interviewing, hiring and retaining processes to ensure they are autism-friendly and supportive of all current and new neurodivergent employees.

After the announcement, employees across the organization provided positive feedback.

Sara Oelke — an ArcBest CX quality analyst who's been with the company for over eight years — has a daughter on the autism spectrum. She describes Addison as full of life with thinking patterns and behaviors that are different, yet they

don't take away from her potential to do great things. For her, ArcBest's partnership with Integrate is a step in the right direction for creating quality employment opportunities for those on the spectrum.

According to Sara, "If you have met one person on the spectrum, you have met just that — one person on the spectrum. It is very broad, and no two people are the same. I am so excited Integrate can help provide resources and education so that we all know more!"

Since the announcement, Sara, as a member of ArcBest's Neuroinclusivity Project Team, has helped develop our neuroinclusive strategy by raising awareness, educating co-workers and interviewing department leaders about positions in their area that individuals on the spectrum could fill. She's hopeful for what this will mean for the future workforce and looks forward to watching the ArcBest-Integrate partnership grow.

"There is a huge untapped talent pool in the neurodivergent community, and statistics show that diverse companies outperform more homogenous ones. Someone has to be the first to create change, and I am so proud to be a part of this company as it does. Addison is only 6 right now, but I cannot wait to see what opportunities are available to her as an adult, as a result of ArcBest trailblazing the path for equity in the workplace."



Neurodiversity

The diversity or variation of cognitive functioning in people. Everyone has a unique brain and therefore different skills, abilities and needs.

[exceptionalindividuals.com](https://www.exceptionalindividuals.com)

Workforce Demographics

| <i>ArcBest</i> | | | | | |
|-------------------------------------|---------------|--------------|---------------|----------------|---------------------|
| Ethnicity and Race | Male | Female | Not Specified | ArcBest Totals | ArcBest Percentages |
| Two or More Races | 193 | 51 | | 244 | 1.56% |
| American Indian or Alaska Native | 96 | 38 | | 134 | 0.85% |
| Asian | 169 | 93 | | 262 | 1.67% |
| Black or African American | 1,855 | 180 | | 2,035 | 12.98% |
| Caucasian | 8,794 | 2,009 | | 10,803 | 68.88% |
| Hispanic or Latino | 1,653 | 244 | 1 | 1,898 | 12.10% |
| Native Hawaiian or Pacific Islander | 48 | 8 | | 56 | 0.36% |
| None Specified | 147 | 65 | 40 | 252 | 1.61% |
| ArcBest Totals * | 12,955 | 2,688 | 41 | 15,684 | |
| ArcBest Percentages | 82.60% | 17.14% | 0.26% | | |

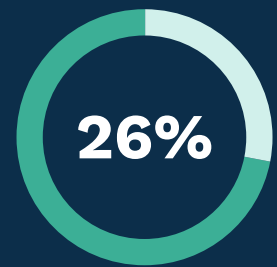
*Employee data is as of December 31, 2022 and includes the employees of FleetNet America, which the company sold on February 28, 2023.

New hires were
61%
 diverse as defined by gender,
 race, ethnicity or veteran status

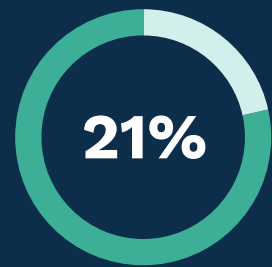
Hired
359
 self-reported veterans across
 the organization in 2022



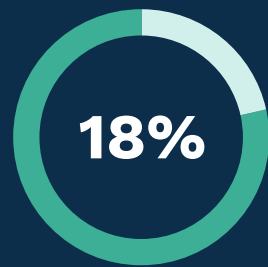
Female Workforce Statistics ¹



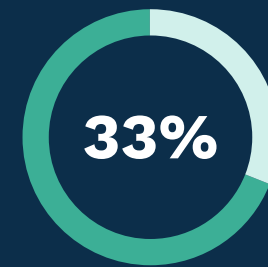
of expedite fleet
 drivers are female



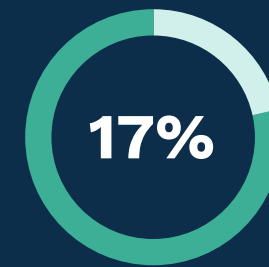
of ArcBest
 supervisors are female ²



of ArcBest executives
 are female ³



of ArcBest Board of
 Directors are female



of ArcBest employees
 are female

¹ Employee data is as of December 31, 2022 and includes the employees of FleetNet America, which the company sold on February 28, 2023

² Supervisor data represents employees with one or more direct reports

³ Executive data represents all vice presidents and above



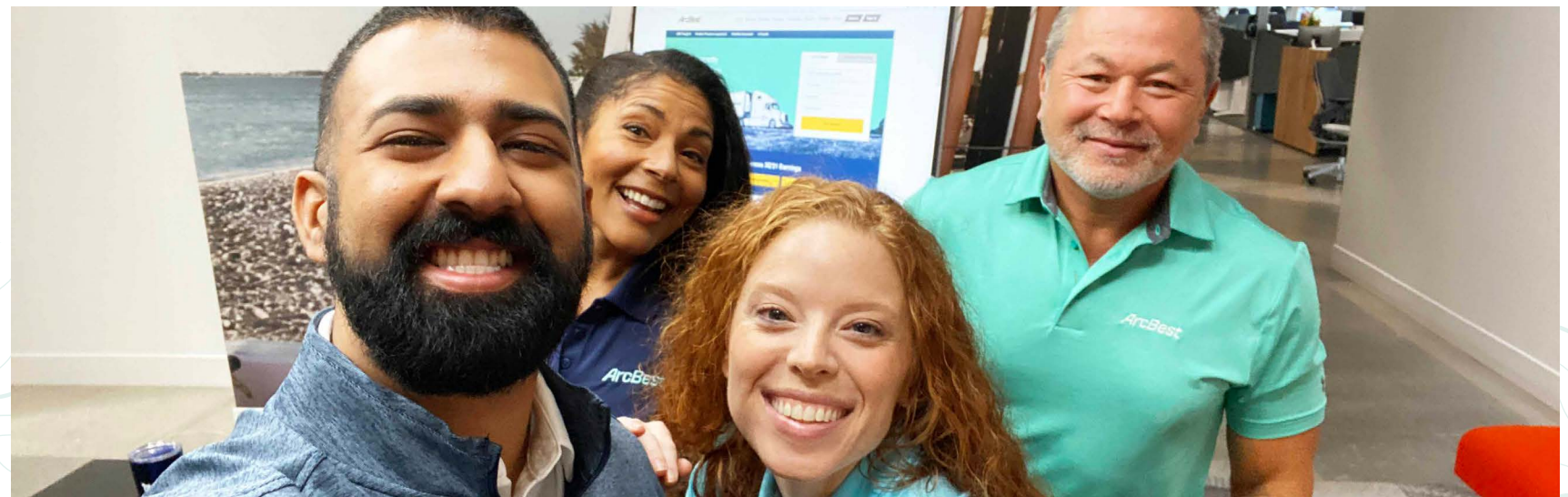
Employee Experience

We celebrate 100 years in business for one reason: our people. Our 15,000+ employees are at the heart of our success, and they're dedicated to making ArcBest a leading, integrated logistics provider that makes it easy to do business. In return, ArcBest is committed to being a leading place to work. We're focused on providing an exceptional employee experience that improves work-life balance, encourages engagement, fosters collaboration, prioritizes wellness and inspires creativity.

Through research and feedback, our Employee Experience team is constantly looking for opportunities to enhance the employee lifecycle — from when a potential candidate engages with a job posting to each moment throughout our employees' journeys.

By listening and understanding our employees' needs, we took action in several ways in 2022:

- ✓ Updated and created **wellness policies** around physical, emotional and financial health
- ✓ Launched a digital creativity suggestion box to make it easier for employees to provide feedback at any time
- ✓ Started an Operations Supervisor Employee Experience focus group that is exploring ways to improve the employee experience at our service centers
- ✓ Distributed welcome boxes to all new hires full of fun company swag
- ✓ Implemented standardized file sharing across the organization, enabling an easier and more efficient way for departments to create and store internal information that employees can access
- ✓ Began piloting a recognition and appreciation platform to give service center leaders a creative and unique way to praise their team members
- ✓ Launched **BenefitHub™** — an employee discounts site where employees can access over 1,000 discounts and cash-back offers in various categories like travel, auto, electronics, apparel, education, entertainment, restaurants, health and wellness and tickets (the average employee can save up to \$4,990 a year using BenefitHub)



Recruiting

We believe our employees are the best in the industry, and we remain committed to attracting and retaining top talent through a strong recruiting strategy. Here are some ways our recruiting team advanced initiatives and engaged potential candidates and new hires last year:



Recruiting Summit

For the first time, the recruiting team hosted a two-day summit at our Little Rock, Arkansas, service center, bringing together recruiters from across the organization. During the two-day event, the group focused on learning more about advancing hiring and attraction efforts and brainstormed how to improve our processes while effectively reducing the time required to hire and onboard new employees.

Internships

More than 40 high school and college students participated in internship opportunities, getting hands-on experience in the transportation and logistics industry. We offer internships in information systems, expedite operations, pricing, legal, benefits, engineering and robotics. Our programs vary from semester to year-long commitments and can often lead to full-time positions.

New Hire Survey

To follow and understand a new employee's experience, we send new hires an optional survey after their first week, 30 days, 90 days and one year. These surveys provide feedback on

where our recruiting and onboarding efforts are succeeding and areas where we could improve. In 2022, we received an over 80% average favorability score across all surveys with 1,299 responses and more than 300 new hires completing all surveys.

Mock Interviews

ArcBest was a corporate sponsor for the University of Arkansas First-Year Engineering Program Student Mock Interview Week. Fifty-one ArcBest volunteers supported the virtual event after attending training with university staff on goals, expectations and the interview process. Each volunteer participated in a half-day session, facilitating up to seven 30-minute interviews — totaling 578 interviews over the week.

ABF Freight Recruiting Initiatives

The ABF Field Recruiting team continued hosting hiring events at our ABF Freight service centers, which enabled candidates to complete applications, participate in interviews, and in many cases, receive a same-day job offer. In 2022, we also provided a mobile healthcare unit at participating locations to help reduce time-to-hire by providing candidates on-site drug screenings and physicals.

2022 ABF Hiring Events Highlights



2022 Recruiting Highlights



**includes full-time union and nonunion employees*

Recruiting Spotlight:

ABF President Seth Runser and Two ABF Drivers Visit the White House

Recruiting drivers to the industry is an ongoing initiative and priority. In April 2022, ABF President Seth Runser and two ABF Drivers and America's Road Team Captains — Teddy Butler and Bob Bramwell — traveled to Washington, D.C., to participate in roundtable discussions at the White House regarding truck driver recruitment through the [Biden-Harris Trucking Action Plan](#). Topics focused on recruiting more women and people of color, retaining drivers through increased wages, improved safety measures and the reduction of wait times during drop-offs and pickups, and reducing barriers drivers face while obtaining a commercial driver's license (CDL).



Development

ArcBest's core value of Growth — we grow our people and our business — is ingrained into our company's culture. Providing employees with the opportunities, tools and resources they need for career development and mobility is critical to creating positive working experiences. Each year, we encourage employees to cultivate their careers through various programs, training and initiatives. 2022 was another successful year for learning and growth, with every nonunion employee participating in at least one training course. Check out these highlights:

Over
48,000
enrollments in our online or instructor-led training courses, with almost 800 unique course titles available

Approximately
80%
of those enrollments were in self-guided online courses

Approximately
20%
of those enrollments were in instructor-led training courses via webinar or in-person

More than
43,000
hours were logged in instructor-led training sessions

Leadership Development

Today's employees are tomorrow's leaders. We engage ArcBest's future leaders through various programs to ensure our business remains positioned for long-term success.

Leadership Academy

The ArcBest Leadership Academy (LA) engages high-potential employees while preparing them for future leadership roles within our organization and within their communities. LA course content focuses on four key areas: self-management, developing others, strategic thinking and decision-making. Following the 2021 program redesign, participants graduate with an enhanced understanding of the ArcBest business strategy and leadership model. Since LA's inception in 2015, nearly 250 employees have graduated — 30 from the 2022 class.

Leadership Series Program

Our Leadership Series Program (LSP) is a multi-session event that guides participants through an in-depth journey of eight critical ArcBest leadership competencies. Employees take part in three two-day sessions and collaborate in person with employees from various departments. The result is a developmental experience that further engages leaders in crucial skills necessary to succeed in their roles. In 2022, we updated the program's content and added a visit to our ABF Little Rock Distribution Center for our Fort Smith-based team members. Since LSP began, we've had over 1,100 participants complete the program — 147 employees in 2022.



Aspiring Leaders Program

The second annual cohort of our Aspiring Leaders Program (ALP) launched in April 2022 and included 75 employees from 39 different departments and 24 cities across the United States. ALP is designed for any employee interested in achieving a leadership role to begin developing critical competencies needed to advance their career. The 2022 cohort had a 72% diversity rating — up 19 percentage points from 2021 — as defined by gender, race, ethnicity or military status.

“When I first heard about the Aspiring Leaders Program, I was intrigued because I'd never participated in anything like it. Having the opportunity to communicate and share ideas with so many people throughout ArcBest has been helpful and satisfying.”

Eric Burney
copywriter

Service Center Development

Service Center employees are often the first and most direct contact customers have with our company. Equipping them with the appropriate training and resources helps them build or improve the skills needed to keep our service center operations running smoothly and create a more positive customer experience.

2022 Service Center Development Updates:

- ✔ 284 employees completed our Driver Development Program, a six-week paid training program to help drivers earn a CDL-A. The program provided more than 150 hours of behind-the-wheel experience and classroom and hands-on instruction. Since the program began in 2015, over 1,000 employees have completed it.
- ✔ 123 operations supervisors received frontline management training, which provided insights into field management, company history and culture, and the ABF Freight network.
- ✔ 40 ABF operations supervisors participated in a new two-week Distribution Center Training Class within a month of being hired. This training combined classroom instruction and hands-on learning, covering leadership, communication, coaching and load-quality topics.
- ✔ 182 employees at our Medina, Ohio, campus completed a course on driver empathy, which provided insights into drivers' challenges.
- ✔ 147 sales team members completed training on how to access, understand and use ESG-related materials to help inform customers about ArcBest's sustainability journey and answer any questions.

Performance Reviews

Performance reviews are essential to employee development, and we encourage all leaders and employees to participate in them each year. In 2022, we enhanced our performance management strategy and moved to a new digital platform to ensure employees receive comprehensive coaching and feedback on job-specific competencies, goals and values-driven behavior. As a result, more than 90% of leaders completed their team members' annual reviews — a 10% increase from 80% in 2021.

Succession Planning

Ensuring the right people are in the right roles and that we are continuously developing employees for career advancement is a critical part of our succession planning strategy. Each year, we invite nonunion employees to complete an internal career profile and participate in a career conversation with their direct leader. Then, leadership across the organization reviews strategic talent data, identifies employees for specific career paths, and develops action plans. Learn more about ArcBest succession planning in our [2023 Proxy Statement](#).

Educational Assistance Program

Through ArcBest's Educational Assistance Program, we reimburse a percentage of the costs associated with higher education courses to help financially support full-time employees pursuing a degree. In 2022, 43 employees completed coursework for bachelor, master or graduate-level degrees and certificates. ArcBest reimbursed over \$260,000 — an average of over \$6,000 per employee.

Spotlight:

ArcBest Forms First Toastmasters Club Called “ToastBest”

In October, ArcBest’s first Toastmaster club, named ‘ToastBest’ formed and ended the year with 27 members. [Toastmasters International](#) is a nonprofit educational organization that teaches public speaking and leadership skills through a worldwide network of more than 14,700 clubs in 144 countries. Participating employees meet weekly and benefit from internal networking opportunities that align with our core values of Growth and Excellence. ArcBest sponsors the club by paying a portion of membership fees.

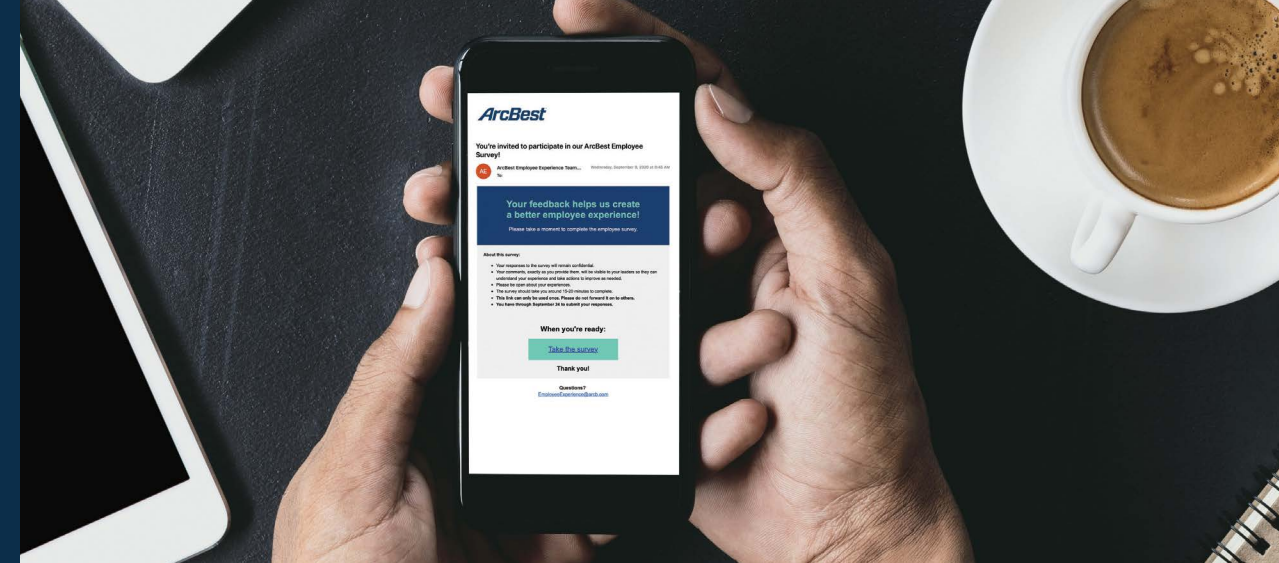
“Extroverts and introverts alike can gain confidence in their communication, speaking and leadership skills while building relationships within the company. This is a member-led club. Employees from all levels in the company are welcome to join.”

Lori Hull
manager, enterprise project management office

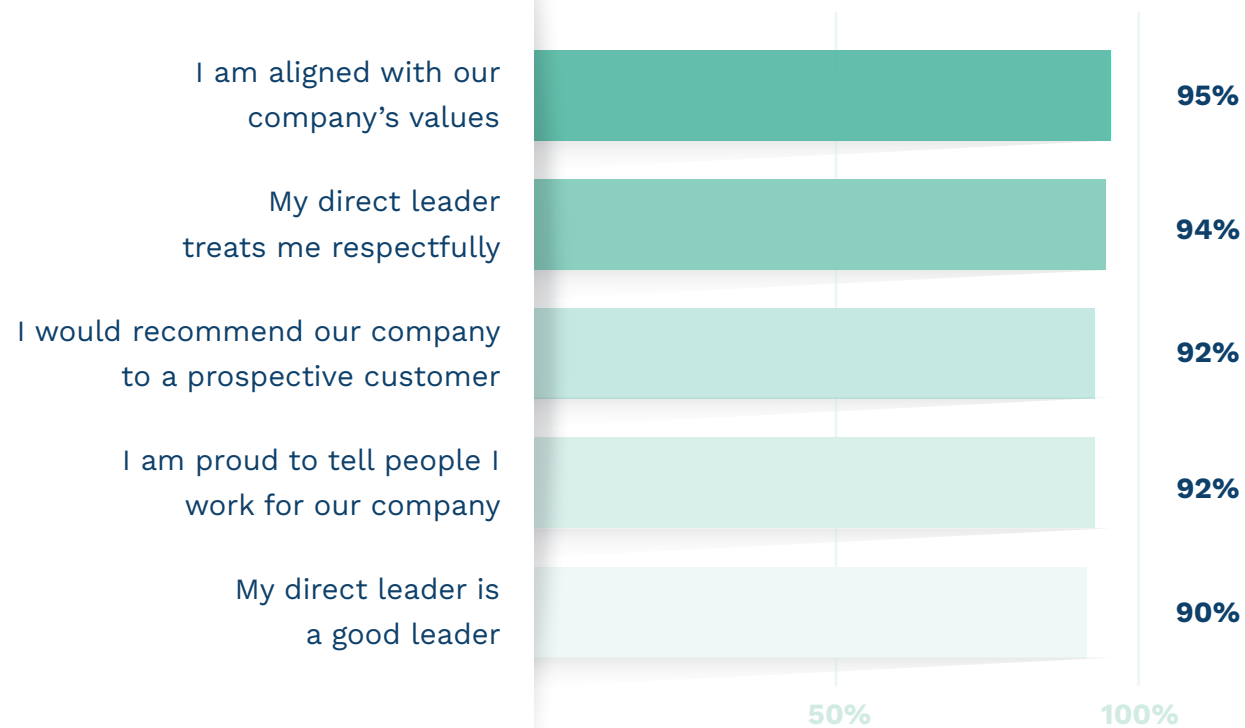


Engagement

We care what our employees say about their overall experience and provide several channels for them to leave feedback. Channels include new hire surveys, a digital suggestion box, the annual pulse survey, initiative-specific surveys and focus groups. Our most-used channel — the annual employee survey — measures both engagement and experience, giving us critical insight into what employees enjoy about ArcBest and areas where we may be able to improve. In 2022, 78% of nonunion and 46% of union employees completed the survey.

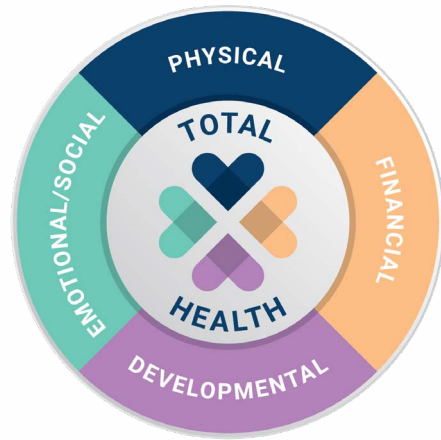


Highest Rated Statements*



Big Moves*





Benefits and Wellness

We encourage employees to live out ArcBest’s core value of Wellness and embrace total health in every aspect of their lives — physically, financially, developmentally and emotionally. When our employees feel their best, they’re better positioned to grow their careers and serve customers with excellence.

In 2022, we added 31 new members to the ArcBest Wellness Champions team for a total of more than 70 Wellness Champions. Wellness Champions help promote our Wellness value across the company and are selected for embracing total health inside and outside the workplace.

Updated and implemented several new wellness policies:*

- ✓ Improved our Vacation Policy to provide more vacation in the first year of employment and to reduce the years of service required for future vacation time; we also transitioned to an accrual method for earning vacation so employees can use their time off as they earn it throughout the year.
- ✓ Removed the 30-day waiting period for eligibility, ensuring employees have access to paid time off for our eight paid holidays as soon as they’re hired.
- ✓ Renamed our personal day to “Floating Holiday” to recognize and support employees’ cultural diversity.
- ✓ Updated our Parental Leave Policy to provide qualified employees three weeks (intermittently or consecutively) of paid leave to care for their new child, whether birth or adoption.
- ✓ Updated our Maternity Leave Policy to provide qualified employees nine weeks of leave — regardless of delivery method — at 100% of their base pay rate for a total of 12 weeks when combined with parental leave.
- ✓ Updated our Bereavement Leave Policy to include pregnancy loss.
- ✓ Created a Caregiver Policy, which provides employees five days of paid leave per 12-month period to care for a parent, child or spouse as defined under the Family Medical Leave Act.

Launched several exciting programs:*

- ✓ [SurgeryPlus](#) provides access to a nationwide network of highly qualified, carefully vetted surgeons for hundreds of non-emergent procedures. Choice Benefits participants can use this service at no extra cost.
- ✓ [FoodSmart™](#) is a free telehealth nutrition program that connects users to registered dietitians to help them reach health goals, manage chronic conditions and eat healthier. Choice Benefits participants can use this service at no extra cost.
- ✓ [Progyny](#) is a leading fertility benefits solution that provides comprehensive care leveraging the latest technologies and treatments, access to a premier network of fertility specialists and personalized emotional support from dedicated patient care advocates. Through Progyny, we hope to provide a healthy, timely and supported family-building journey to members enrolled in the Choice Benefits medical plan.
- ✓ [Maven](#) is an all-in-one digital health platform that supports preconception, parenting and menopause. Members of our Choice Benefits medical plan can book unlimited virtual appointments with providers across more than 30 specialties, including OB-GYNs, mental health specialists and pediatricians.

**These policies and programs are available to nonunion employees*

Wellness Spotlight Stories

Annual Step Challenge

Over 300 teams (consisting of employees and their spouses) competed in last year's Odyssey Leaderboard Challenge, taking over 370 million steps. Participants connect their smartphone or fitness tracker to the Castlight app and compete to see who can take the most steps — the winning team took over 4 million steps! The annual step challenge is a fun way for employees and their families to get active and take part in a friendly competition.

Mental Health Awareness Month

To help support our employees' mental health, we recognized Mental Health Awareness Month in a variety of ways:

- ✔ We collaborated with licensed psychologists and psychiatrists from Doctor On Demand (DOD) and 2nd. MD to host webinars and on-site lunch-and-learns to discuss mental health issues like panic disorders, PTSD, phobias, how to avoid burnout and more.
- ✔ Some members of the ArcBest leadership team, People and Culture team and the ArcBest Wellness Champions wore "RUOK?" t-shirts and buttons throughout the month to help bring awareness to mental health. Participants wore their t-shirts once a week throughout May, making them easy to identify by any employees who wanted to discuss mental health.

- ✔ Our Medina, Ohio, campus created a Renewal Room where employees can go to relax and unwind throughout the day. The room features a woodland theme, soft lighting, room darkening shades, a massage chair, a recliner, a moss wall and a noise machine.



Future of Freight Festival Fun Run

ArcBest partnered with FreightWaves® to host the first-ever Festival Fun Run at the 2022 F3: Future of Freight Festival in Chattanooga, Tennessee. The goal was to enable meaningful engagements to share and amplify the ArcBest story within the community and the logistics industry while promoting our Wellness value. Nearly 60 individuals participated in the three-mile course.

Employees Compete in Reno-Tahoe Odyssey

In June, 11 members of our dedicated and enterprise sales team competed in the Reno-Tahoe Odyssey Relay Run Adventure (RTO) — a 178-mile relay run comprised of 36 legs that average about five miles. This is the fourth time ArcBest employees have competed in the relay, and the 2022 team finished the race in 30 hours and 45 minutes.





Customer Experience

ArcBest is a trusted partner, going beyond what some may recognize as traditional customer care. Our customers' needs and motivations drive our business decisions — the people we hire, how we train, the solutions we offer, the processes we create and the technology we buy or build. To build trusted, collaborative partnerships, we implement initiatives focusing on our customers' needs and experiences to make it easier for them to do business. This includes our cross-functional Customer Obsession Team, our Voice of the Customer Program and our Customer Advisory Board. In 2022, we resolved 375 **customer experience** pain points identified through feedback, including:

- ✓ **Making improvements to reduce call wait times, quickly getting customers the help they need. With changes to the call menu and process, it's 2X faster to reach the appropriate team.**
- ✓ **Implementing an online chat feature that gives customers with an ArcBest account a path to quicker response times when they have questions about tracking, pick-up status, document retrieval, or need to update contact information. Since implementation, we have achieved a customer satisfaction score of 96.9%.**
- ✓ **Improving our customer and vendor visitor experience by instituting welcome collateral, implementing a visitor safety survey and making Wi-Fi access easier.**

Customer Interaction Quality Review

In 2022, we identified areas for improvement and are working to create processes that enhance the customer experience through the review of 92,907 interactions:

52,429
CALLS

23,047
EMAILS

16,546
INVOICES

885
CHATS



Philanthropy

Supporting Communities, Advancing Education and Serving People

For as long as we've been in business, we've made giving back a focus — knowing that when the places where our people live, learn and work are thriving, ArcBest is thriving. To help fulfill our mission to connect and positively impact the world, we established [three philanthropic pillars](#) last November: Community, Education and People. These pillars will guide where ArcBest gives resources, enabling us to make the most significant impact for the causes and charities most important to our people.

"Our philanthropy pillar framework is new, but our commitment to serving those around us goes back decades. Through our Community, Education and People pillars, we are excited to continue sharing our philanthropy story, engaging our employees with the causes they care about, and positively impacting the world."

Karen Barrera-Leon
corporate social responsibility program manager

In 2022, we gave a total of

**\$1 MILLION
TO 156 ORGANIZATIONS**

Community

Our Community pillar focuses on contributing to stronger, healthier places to raise our families and live our lives. Here are some of the ways we served our communities throughout 2022:

United Way of Fort Smith Area and Community Services Clearinghouse

ArcBest has been a Pacesetter company for the [United Way of Fort Smith Area](#)® since 1996, supporting numerous United Way partners, charities and programs through donations and volunteerism. In 2022, through employee giving and a company match, we gave over \$334,000 to the United Way of Fort Smith Area and our employees served at several local organizations, including the [Community Services Clearinghouse](#).

The Clearinghouse is an organization on a mission to alleviate hunger for families and individuals facing emergency situations in five counties in Arkansas (Crawford, Sebastian, Logan, Scott and Franklin) and two in Oklahoma (Leflore and Sequoyah). Last year, more than 160 of our employees volunteered 230 hours with the Clearinghouse and helped raise over \$19,000 for the cause.

"We appreciate ArcBest and its employees' support of our programs. Through monetary donations and volunteerism, we know we can count on you all to help us make a difference in the lives of the families and individuals we serve."

Tami Kuhns
community services clearinghouse



2022 Day of Caring

During the 29th annual United Way Day of Caring, volunteers completed 91 projects to help improve the lives of local citizens and increase awareness of local human service agencies. Over 75 ArcBest employees participated in several projects, including sorting donations for the Salvation Army, making casseroles for Next Step Homeless Services and painting the Lincoln Childcare Center. [Watch a recap](#) to see how our employees got involved.

Alzheimer's Association Fundraisers

In September, ArcBest raised more than \$10,000 for the [Alzheimer's Association](#)® during two separate events — a benefit concert organized by several ArcBest employees featuring former American Idol contestant Ryan Harmon and the annual [Walk to End Alzheimer's](#)®. This is the largest amount ArcBest has collected for the Alzheimer's Association, positioning us as the top fundraiser in the Arkansas River Valley area.

Sock and Soap Drive

Employees at our Fort Smith campuses collected socks, hand soaps, bar soaps and travel-sized hygiene products for the [Next Step Homeless Services](#) organization — a leader in homeless services in the Fort Smith community providing supportive housing, a Day Room and a resource center for homeless individuals. As a result of the items collected (and several employee donations), we filled and delivered 14 packing boxes of supplies.



Hurricane Ian Disaster Relief

On September 28, Hurricane Ian — a Category 4 storm — made landfall on the southwest side of the Florida peninsula, affecting more than 4 million people. To aid disaster relief efforts, ArcBest partnered with one of our customers to donate transportation of three truckloads carrying shelf-stable milk. We delivered these shipments to the [Feeding Tampa Bay](#) organization, helping bring emergency food to the most impacted areas.



ArcBest Family Day and 5K

During ArcBest’s annual family day and 5K event, we raised over \$16,000 for the United Way of Fort Smith Area, [St. Jude’s Children’s Research Hospital](#)®, [Together We Rise](#), [Ronald McDonald House Charities](#)®, [Project Hero](#), [Habitat for Humanity](#)® and [Polaris](#). Along with the 5K, employees and their families enjoyed food, activities, a health fair and the opportunity to adopt a pet.



Toys for Tots

Several leaders from our Medina campus participated in the annual road trip that raises money for Medina County [Toys for Tots](#) by using cargo vans to deliver expedited shipments to customers across the country. This endeavor started in 2020 and has grown from a single cargo van operation into a multi-team competition to see who can raise the most money. During the 2022 road trip, Seth Kaminski and Ed Wadel teamed up, driving 2,056 miles, while David Kessler and Brady Wamsley joined forces, driving 1,829 miles. The teams, with the help of donations from vendor sponsorships and our Medina campus employees, raised over \$25,000 for Toys for Tots, making their campus a national sponsor for this cause.

“This partnership has so many benefits. Not only does it support an incredible cause, but it also gives us a first-hand view of the challenges our customers, shippers and drivers face. It allows us to improve our processes to continue offering best-in-class service. I’m happy I was able to join in on this experience.”

Seth Kaminski
director of enterprise sales

Education

Our Education pillar encompasses our actions to grow our people and invest in local education. Here are some of the ways we supported the current and future workforce this past year:



Educational Match Program

Through the ArcBest Educational Match Program we continue to help further education in the U.S. and provide a secure way for employees to donate to institutions of their choice. Donations can range from \$100 to \$5,000, and ArcBest matches each contribution. In 2022, our employees donated \$61,500, and with the company match, we gave \$123,000 to primary, secondary, two- and four-year colleges and universities.

Partners in Education Programs

We continue participating in mentorship and pen pal programs at several local schools in Fort Smith, Arkansas. Through these partnerships, students build friendships with our employees who provide support and guidance as trusted adults — whether through in-person visits (mentorship program) or written letters (pen pal program). During the 2022-2023 school year, 26 employees mentored high school students, and 33 employees served as mentors and pen pals to elementary students.

Be Pro Be Proud

ABF Freight driver and Arkansas Road Team captain Donnie Pace partnered with the Associated Industries of Arkansas in the **Be Pro Be Proud** initiative — a movement to bring a new generation of pride, progress and professionals to North America's skilled workforce. As part of this initiative, Donnie traveled to Arkansas high schools, teaching students about the truck driving industry and how it's possible to have a successful career path without a college degree.

Women in IT

ArcBest once again sponsored the annual Women in IT Hack the Journey Conference — a one-day virtual event hosted by the University of Arkansas' Walton College of Executive Education and the Department of Information Systems. Thirty-seven ArcBest Technologies employees attended, participating in sessions such as IT Project Management — Myths vs. Reality, Hack the Journey: Product and UX Collaboration and Psychological Safety & Effective Teams. Because the event was virtual, Erica Brigance, vice president of data science, hosted a networking event at our corporate campus, allowing employees to meet and connect with coworkers by watching the sessions together.

Girls Who Code

Eighteen volunteers from ArcBest Technologies led the [Girls Who Code](#) (GWC) Club at Southside High School and Kimmons Middle School for the 2022-2023 school year. GWC works to close the gender gap in technology and instill core values of bravery, sisterhood and activism. Following the GWC curriculum, 32 Southside students participated in projects that involved using HTML, creating coding in Python and exploring cybersecurity and phishing techniques. Using Scratch language, 11 Kimmons students focused on learning basic coding concepts through a colorful drag-and-drop interface. This is the third school year we've partnered with Fort Smith schools to lead Girls Who Code, and we plan to expand the program.



Things That Go Safety Night

Last September, Baron Pennington, road driver in Kansas City, Missouri, showcased ABF equipment at the Things That Go Safety Night in Warsaw, Missouri. Parents as Teachers, a local nonprofit that focuses on the developmental growth of children, sponsored the event. The goal was to encourage community involvement and teach children about different jobs. At the event, Baron explained driving techniques that are less likely to put drivers in dangerous situations and potentially make the roads safer.

Scout Merit Badge Assistance

Bruce Bugg, senior regional manager of safety and security at ABF, helped a Scouts BSA Troop for girls earn their Truck Transportation Merit Badge. In addition to covering the **information needed to achieve the badge**, Bugg highlighted other critical jobs in the transportation industry aside from driving, including information technology, safety, legal and human resources.

Bernie's Book Bank

The MoLo team raised \$1,550 for **Bernie's Book Bank** — a nonprofit that ensures underserved children in the Chicago area receive free, quality books. This amount was enough to purchase 775 books to help transform the educational journey of thousands of children by providing them with the tools needed to become successful readers.



People

Our People pillar lays the foundation for the resources we provide to organizations that support underserved and underfunded groups. We supported a variety of causes through volunteering and fundraising in 2022:



Project Hero

The 2021 Leadership Academy class spent 2022 fundraising for **Project Hero** — a national nonprofit organization dedicated to helping veterans and first responders affected by PTSD, TBI and injury achieve rehabilitation, recovery and resilience in their daily lives and increasing awareness to combat the national mental health emergency posed by PTSD and TBI through cycling. Throughout the year, this class of leaders led various efforts and campaigns across the organization to raise \$41,500.

Alongside our Leadership Academy fundraisers, U-Pack donated 12 ReloCubes to help transport bikes to several Project Hero rides across the country.

“Our organization relies heavily on hosting events. However, with that comes all the logistics of getting needed equipment and adaptive bikes to and from various locations nationwide. That is where we have had the incredible honor of using U-Pack. We know all our supplies are safe and the seamless process of getting them from one event to another is one less thing to worry about.”

Hannah Smith
project hero event manager

Special Olympics

MoLo teams in Nashville and Chicago supported the **Special Olympics** by keeping score at sporting events and taking the polar plunge. During their polar plunge challenges, the Nashville team raised more than \$2,400, and the Chicago team raised \$1,000.

Safety Drive for a Cure

In March, six ABF drivers participated in the **Safety Drive for a Cure** — a truck driving competition raising money for the Pediatric Brain Tumor Foundation while promoting safe driving. The 2022 event raised more than \$19,000. ABF has sponsored the Safety Drive for a Cure since 2015, and this past year, we sponsored the Twin Class and supplied a set of twin trailers and a 5-axle day cab. The competition included a driving course, written test and vehicle inspection.

Veterans Day Celebration

On Veterans Day, ABF team members at our South Chicago, Illinois, and Dayton, Ohio, service centers celebrated by donating \$74,000 to local veteran organizations. South Chicago raised \$40,000 (company match included), split evenly between two organizations — the Canaryville Veterans Riders Association (CVRA), a local motorcyclist group that supports

causes close to veterans, law enforcement and firefighters, and the Point Man Project Foundation, whose mission is caring for those who served. Dayton raised \$34,000 (company match included) for the Fisher House Foundation, a local organization that provides support and lodging for military families while their loved ones receive medical treatment.



STEAM Expo

Last November, two ABF drivers participated in the Girl Scouts STEAM (Science-Technology-Engineering-Arts-Mathematics) expo at the Arkansas Air and Military Museum. During the Touch-A-Truck activity, more than 200 Girl Scouts from Arkansas, Oklahoma and Texas had the opportunity to explore an ABF pup trailer, sit in the cab and pull the air horn.

Operation Stand Down

Operation Stand Down — an event organized by the [International College of Dentists](#) and the Arkansas Mission of Mercy — aids veterans who are no longer on active duty and have limited dental benefits. During the event, veterans received routine dental care that can help alleviate pain and treat acute problems. ArcBest donated \$5,000 to help purchase disposable items such as gloves, masks, patient bibs, needles and anesthesia. One hundred twenty-eight veterans received treatment at six locations.

Down Syndrome Connection of Northwest Arkansas

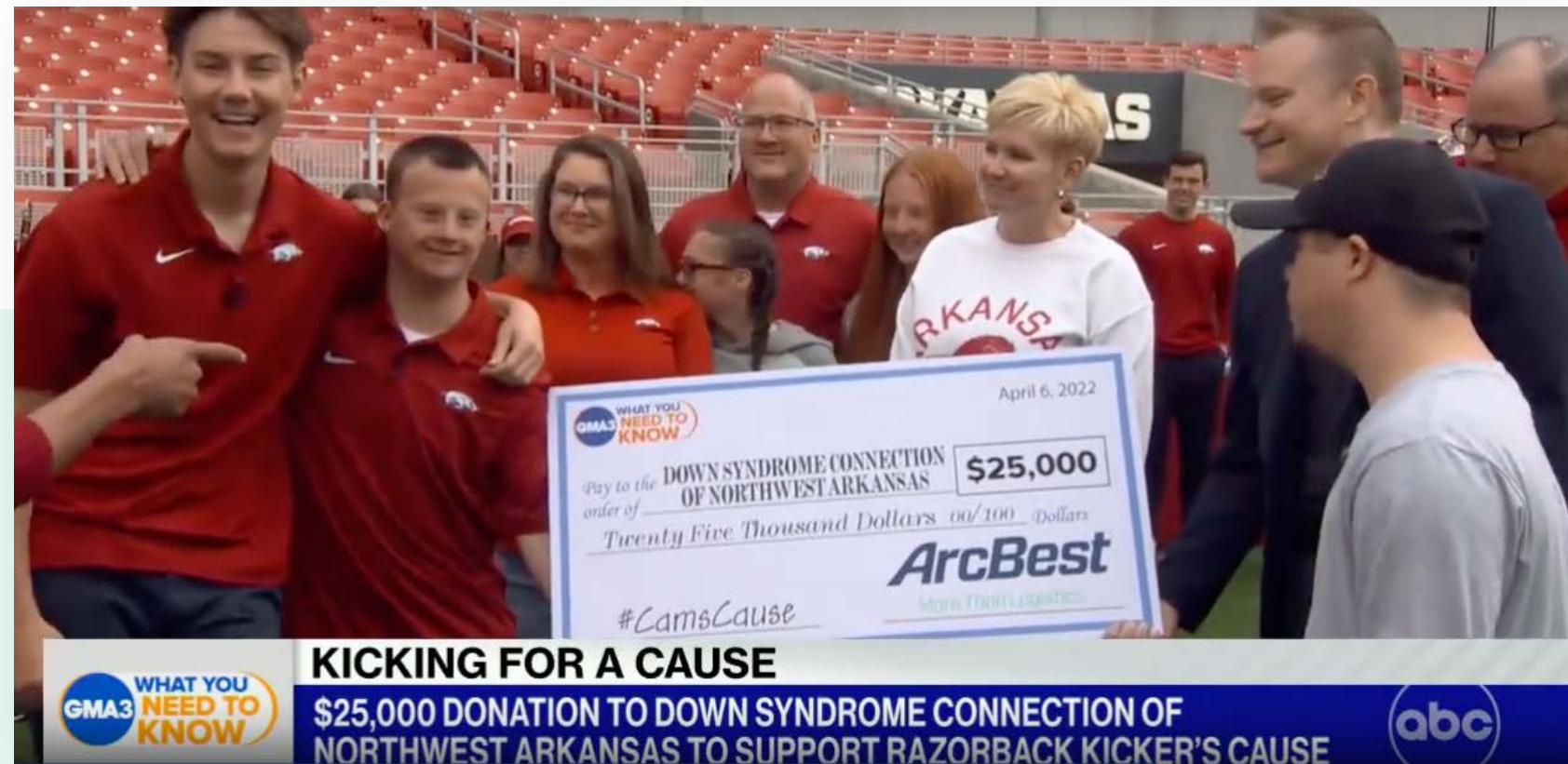
Inspired by Arkansas Razorback kicker Cam Little's efforts, ArcBest donated \$25,000 to [Down Syndrome Connection of Northwest Arkansas](#) — an organization that facilitates inclusion and respect for individuals with Down Syndrome, ensuring that they have access to the support and resources necessary to reach their full potential at all stages of life. [Watch a recap](#) of ArcBest Chief Strategy Officer Dennis Anderson presenting Cam Little with the donation check.

Operation Christmas Child

In December, teams from Dallas, Atlanta and Charlotte volunteered with Operation [Christmas Child](#)®, a Samaritan's Purse project, by processing and transporting gift-filled shoe boxes. ArcBest loaded 987 trailers, including 137 truckload trailers and four Panther trailers, with over 4 million shoeboxes and transported them to eight Operation Christmas Child processing centers.

Wreaths Across America

ABF Freight drivers and America's Road Team Captains Ralph Garcia and Teddy Butler participated in the 31st annual [Wreaths Across America](#) event. Ralph and Teddy drove the American Trucking Associations' camo-wrapped Workforce Heroes truck, helping transport over 250,000 wreaths to Arlington National Cemetery. Wreaths were placed on more than 2.7 million military graves at over 3,700 participating locations.



Corporate Governance



Leading with Integrity

For 100 years, ArcBest has led with integrity, building deep, trusted relationships with our employees, customers, investors, communities and other business partners. It is important to us that our stakeholders recognize that we do the right thing, and every decision reflects our [strong corporate governance policies](#) and mission to connect and positively impact the world. By operating ethically and responsibly, ArcBest has flourished over the past century, and we are well-positioned to continue driving this momentum forward into the next century.

We set the expectation for compliance with all applicable laws and regulations through our [Code of Conduct](#) (COC) and [Supplier Code of Conduct](#) (SCOC). These ethical standards extend to our Board, officers, employees, contract carriers, representatives, agents, subcontractors, vendors, suppliers and all other service providers — and we expect all parties to comply, behave respectfully and report misconduct without fear of retaliation or termination. Violation of the COC, SCOC or other company policies can result in disciplinary or corrective action, up to and including termination of employment or business relationship.

To remind employees of the requirements under the ArcBest Code of Conduct and to encourage ethical conduct as part of our culture, we assign yearly training to nonunion employees that covers compliance with laws, rules and regulations; conflicts of interest; discrimination and harassment; safe working environments; confidentiality; reporting illegal or unethical behavior; and more. All union employees complete COC training during onboarding.

ArcBest Board of Directors

Throughout our history, as a proponent of good corporate citizenship, we have benefited from having a Board of Directors who have helped lay the foundation for ethical business practices — providing knowledge, honesty, transparency and oversight that has resulted in long-term growth, financial stability, risk management and lasting value for our stakeholders.

ArcBest's current Board is comprised of nine members, eight of whom meet the applicable independence standards of the Securities and Exchange Commission (SEC) and the Nasdaq Stock Market. ArcBest Chairman, President and CEO Judy R. McReynolds is the only Board

member employed by the company. Due to Ms. McReynolds' unique insights into the company's day-to-day operations, the Board believes her combined role as Chairman and CEO enables her to execute the company's strategic initiatives well and quickly and effectively communicate key business issues and risks to other Board members. The Board has appointed Steven L. Spinner as Lead Independent Director to help balance the executive chairman role and adhere to ArcBest's bylaws.

Additionally, the Board relies on the company's experienced management team to report on operational, financial, talent, legal and risk management matters, as well as on the advice of external counsel, executive compensation consultants,

independent auditors, strategic planning consultants, risk management consultants and other expert advisors.

We have three primary Board committees — the Audit Committee, Compensation Committee and Nominating/Corporate Governance Committee. Board members may serve on one or more committees, devoting attention to specific subjects, assisting in making critical decisions and assigning responsibilities and duties.

[Learn more about ArcBest's Board of Directors](#), including expectations, selection process and leadership succession.

8 of 9

Directors are Independent

44%

of Directors are diverse, based on gender or race/ethnicity

Average Age

61

2 - 66 & older 2 - 56-60
3 - 61-65 2 - 50-55

Average Tenure

7 Years

4 - 9 or more years 0 - 4-5 years
3 - 6-8 years 2 - 3 years or fewer

ArcBest's Crisis Management Program

As a logistics powerhouse with global reach, we make it a priority and a responsibility to stay prepared for unanticipated events or threats. Our goal with any potential disruption or crisis is to return to normal operations as quickly as possible while minimizing the impact on our stakeholders.

ArcBest's Crisis Management Program is focused on continually enhancing the organization's ability to mitigate and respond to crisis events. Our Crisis Management Team, along with ArcBest Chairman, President and CEO Judy R. McReynolds and an executive leadership team, guide our ongoing efforts — collaborating to define preparedness and response strategies to ensure appropriate measures are taken to protect personnel, property, operations, reputation and the continued viability of the organization.

Various departments across the organization also support the program, focusing on specific response plans and procedures. These cross-functional efforts are reflective of ArcBest's Crisis Management Framework and include crisis communication, safety and security, business continuity, disaster recovery, IT incident response and emergency preparedness.

Throughout 2022, assessments were conducted with department leaders to identify potential disruptions and impacts to further develop business continuity capabilities. Additionally, the Crisis Management Team conducts exercises to validate plans and identify opportunities to continually enhance ArcBest's ability to effectively mitigate, respond and recover from crisis events.



Appendix

About this Report

ArcBest's 2022 ESG Report provides updates on our sustainability performance and continued efforts to advance key initiatives during the calendar year 2022 — and we are committed to issuing regular ESG updates through an annual report and other disclosures. We prepared this report with reference to the Sustainability Accounting Standards Board (SASB) Standards and the Task Force on Climate-related Financial Disclosures (TCFD) frameworks. For questions about our 2022 report or any of our ESG initiatives, please email ESG@arcb.com.

Learn more about [ArcBest's sustainability journey and view previous ESG reports.](#)



Forward-Looking Statement

Certain statements and information in this report may constitute “forward-looking statements” within the meaning of the Private Securities Litigation Reform Act of 1995. All statements other than statements of historical facts are statements that could be deemed forward-looking statements. Words such as “anticipate,” “believe,” “continue,” “endeavor,” “estimate,” “expect,” “intend,” “goal,” “may,” “momentum,” “opportunity,” “plan,” “project,” “seek,” “should,” “strive,” “target,” “would,” variations of such words, and similar expressions and the negatives of such terms are intended to identify such forward-looking statements. In addition, any statements that refer to (1) our goals, commitments and programs; (2) our plans, strategies, initiatives and objectives; (3) our assumptions and expectations; (4) the scope and impact of our ESG risks and opportunities; and (5) standards and expectations of third parties are forward-looking. Company goals are aspirational and not guarantees or promises that all goals will be met.

The actual conduct of our activities, including the development, implementation or continuation of any goals, commitments, strategies, initiatives, and objectives, discussed or forecasted in this report may differ materially in the future. Moreover, statistics, metrics and measurements relating to ESG matters are estimates and may be based on assumptions or developing standards. Assumptions, standards, statistics, metrics, and measurements used in preparing this report

continue to evolve, and are based on management’s beliefs, assumptions, and expectations based on currently available information, are not guarantees of future performance, and are subject to risks, uncertainties, and assumptions that are difficult to predict, including those identified in our most recent filings with the Securities and Exchange Commission (SEC) on Form 10-Q and Form 10-K, including in the sections titled “Risk Factors” and “Management’s Discussion and Analysis of Financial Condition and Results of Operations” in the company’s most recent annual report on Form 10-K and subsequent SEC filings, for factors that could affect the company’s performance and cause results to differ materially from management’s expectations.

Moreover, while we have provided information on several sustainability topics, including goals and ambitions, there are inherent uncertainties in providing such information, due to the complexity and novelty of many methodologies established for collecting, measuring, and analyzing sustainability data. In some cases, the information is prepared, or based on information prepared, by governmental agencies, third-party vendors and consultants and is not independently verified by the company. While we anticipate continuing to monitor and report on certain sustainability information, we cannot guarantee that such data will be consistent year-to-year, as methodologies and expectations continue to evolve. We hereby expressly disclaim any obligation or duty not otherwise required by legal, contractual, and other regulatory

requirements to update, correct, provide additional details regarding, supplement, or continue providing such data, in any form, in the future. Furthermore, there are sources of uncertainty and limitations that exist that are beyond our control and could impact the company’s plans and timelines, including the reliance on technological and regulatory advancements and market participants’ behaviors and preferences.

The forward-looking statements and statements of intention in this report speak only as of the date of the preparation of this report. Readers are cautioned not to place undue reliance on forward-looking statements, which speak only as of the date hereof. We undertake no obligation to publicly update or revise any forward-looking statements after the date they are made, whether as a result of new information, future events, or otherwise. This information may be modified, updated, changed, deleted or supplemented from time to time without notice and we reserve the right to make any such modifications in our sole discretion. Unless otherwise provided, the information contained in this report is expressly not incorporated by reference into any filing of the company made with the SEC, or any other filing, report, application, or statement made by the company to any governmental authority.

SASB Index

(Includes additional sustainability metrics)

Table 1. Sustainability Disclosure Topics and Accounting Metrics

| Topic | SASB Code | Activity Metric | Category | Unit of Measure | 2022 Response | 2021 Response |
|--------------------------|---------------------|---|-----------------------|--------------------------------------|--------------------------------|----------------------|
| Greenhouse Gas Emissions | TR-RO-110a.1 | Gross global Scope 1 GHG emissions ¹ | Quantitative | Metric tons (t) CO ₂ e | 500,411 | 486,169 ² |
| | | | | | 84 | 80 ² |
| | | | | | 1,098 | 1,054 ² |
| | | Total | 501,593 | 487,303 ² | | |
| | TR-RO-110a.2 | Discussion of long-term and short-term strategy or plan to manage Scope 1 emissions, emissions reduction targets, and an analysis of performance against those targets. | Discussion & Analysis | | See Table 5 | |
| TR-RO-110a.3 | Total fuel consumed | Quantitative | Gigajoules (GJ) | 7.17 million | 6.96 ³ million | |
| | | | | % Natural Gas | 1.22% | 1.11% ³ |
| | | | | % Renewable | 0.79% | 0.74% |
| Air Quality | TR-RO-120a.1 | Air emissions of NO _x (excluding N ₂ O) | Quantitative | Metric tons (t) | Not yet measured. ⁴ | |
| | | Air emissions of SO _x | | | | |
| | | Air emissions of PM ₁₀ | | | | |

Table 2. Sustainability Disclosure Topics and Accounting Metrics

| Topic | SASB Code | Activity Metric | Category | Unit of Measure | 2022 Response | 2021 Response | |
|------------------------------|--------------|--|---|-----------------|---------------|---------------------|--------------------------------|
| Driver Working Conditions | TR-RO-320a.1 | Total recordable incident rate (TRIR) (per 200,000 workhours) | Quantitative | Rate | 6.83 | 7.34 ⁵ | |
| | | Fatality rate for direct employees (per 200,000 workhours) | | | 0 | 0.02 ⁵ | |
| | TR-RO-320a.2 | Voluntary turnover rate for all employees | Quantitative | Rate | 12% | 12.4% | |
| | | Involuntary turnover rate for all employees | | | 5% | 3.6% | |
| | TR-RO-320a.3 | Description of approach to managing short-term & long-term driver health risks | Discussion & Analysis | See Table 5 | | | |
| Accident & Safety Management | TR-RO-540a.1 | Number of road accidents and incidents ⁶ | | Quantitative | Count | 276 | 232 |
| | TR-RO-540a.2 | Safety Measurement System BASICS ⁶ | Unsafe Driving | Quantitative | Percentage | 10% | 11% |
| | | | Hours of Service Compliance | | | 21% | 24% |
| | | | Driver Fitness | | | 16% | 24% |
| | | | Controlled substance/alcohol | | | 0% | 3% |
| | | | Vehicle Maintenance | | | 50% | 51% |
| | | | Hazardous materials compliance | | | 59% | 58% |
| | TR-RO-540a.3 | Number of spills and releases to the environment ⁶ | Hazardous Materials | Quantitative | Count | 16 | 16 |
| | | | Aggregate volume of spills and releases to the environment ⁶ | | | Hazardous Materials | Cubic meters (m ³) |

Table 3. Activity Metrics

| SASB Code | Activity Metric | Category | Unit of Measure | 2022 Response | 2021 Response |
|-------------|--|--------------|-----------------|---------------|---------------------|
| TR-RO-000.A | Revenue ton miles (RTM) ⁶ | Quantitative | RTM | 3.52 billion | 3.44 billion |
| TR-RO-000.B | Load Factor (Linehaul only) ⁷ | | Percentage | 92.29% | 92.76% |
| TR-RO-000.C | Number of Employees ⁸ | | Count | 15,684 | 14,526 |
| | Number of Truck Drivers | | Count | 7,374 | 7,078 ¹⁴ |

Table 4. Additional Metrics

| Additional Metric | Category | Unit of Measure | 2022 Response | 2021 Response | |
|--|--------------|------------------------------|--------------------------------------|---------------|--------|
| Scope 1 GHG Emissions Intensity ⁹ | Quantitative | Gram/Mile | 1,540.17 | 1,543.98 | |
| Electricity Consumption | | mWh | 43,855.94 | 41,133.54 | |
| Gross Global Scope 2 GHG Emissions | | Location-Based ¹⁰ | Metric Tons (t) CO ₂ e | 16,364 | 15,348 |
| | | Market-Based ¹¹ | | 16,364 | 15,348 |
| Water Consumption | | Gallons | 60.06 Million | 55.79 Million | |
| Waste ¹² | | Tons | 10,869 | --- | |
| Recycling ¹² | | | 958 | --- | |
| eWaste Recycling ¹³ | | | 9.0 | 10.5 | |

Table 5. Additional Metrics

Scope 1 emissions management and reduction strategy (TR-RO-110a.2)

Our emissions management and reduction strategy primarily focuses on improving efficiency. This includes limiting truck speeds and purchasing equipment with computerized engine shutoffs to reduce idling, which in turn conserves fuel and reduces emissions. We actively replace old equipment with newer, cleaner models that have aerodynamic bumpers, hoods and air deflectors and low-rolling resistance tires, many of which are SmartWay certified - all contributing to improved fuel efficiency and reduced emissions. We also continuously review and develop better ways of scheduling and routing to further reduce inefficiencies in our operations. Additionally, we are piloting electric straight trucks, yard tractors and forklifts at several ABF service centers across our network. We monitor our emissions by source and location as we work to better understand our current footprint and look for options to make reductions

Driver safety risk management (TR-RO-320a.3)

We prioritize our drivers' safety by upholding and enforcing several safety protocols and procedures and by providing the proper training and tools. Within our ABF Freight Safety department, we have 12 Regional Managers of Safety and Security assigned to specific regions across our ABF network who are responsible for overseeing service center activity, equipment inspections, injury and accident investigations, road tests, driver coaching and theft investigations. The ABF Safety team also collaborates with the Learning and Development team to provide updated monthly training. Additionally, we maintain compliance with the National Transportation Safety Board (NTSB) and Federal Motor Carrier Safety Administration (FMCSA) regulations and recommendations for hours of service, scheduling, sleep apnea and fatigue management.

¹Emissions calculated using US EPA Factor Hub, published April, 2022

²Recalculated due to the addition of the reefer fuel data

³2021 recalculated due to a factor unit error

⁴We are working to develop processes to measure and report air quality data

⁵Recalculation to include all applicable business units

⁶For Owned assets under ABF Freight Only

⁷For Owned assets under ABF Freight Only; inverse of % Empty Road Miles

⁸Count as of 12/31 for respective year includes full-time, part-time and casual employees. Includes the employees of FleetNet America, which the company sold February 28, 2023

⁹Grams of CO₂e Scope 1 divided by total miles driven

¹⁰Calculated using the national average emission factor provided by US EPA Factor Hub, published April 2022

¹¹We do not currently have power purchase agreements and use national average emissions factors, so our market-based Scope 2 emissions are equal to our location-based Scope 2 emissions

¹²Includes 75% coverage of ArcBest facilities. Reporting not available for 2021

¹³Includes majority of ArcBest Facilities

¹⁴Recalculated to include all driver eligible ABF employees

TCFD Disclosure

Governance

Board Oversight

Our Board of Directors (Board) has ultimate oversight of environmental risks including those related to climate change and is responsible for reviewing and providing guidance on the company's climate change-related strategy and major plans of action as part of its wider sustainability oversight. The Nominating/Corporate Governance Committee is responsible for overseeing ESG strategy, practices and policies and, as appropriate, provide updates and make recommendations to the Board, and monitor emerging trends, best practices and regulatory developments related to ESG matters, including any decisions and risks.

[\(view committee charter\)](#).

Management Oversight

ArcBest has designated ESG executive sponsors including the Chief Human Resources Officer, Chief Legal Officer and Vice President of Investor Relations, among others, who are responsible for providing guidance and general management oversight of the ESG Committee.

The ESG committee is responsible for providing guidance to the company and its Board to address environmental sustainability for the entire enterprise, including issues related to climate change, assessing actions, and identifying areas of improvement. This cross-functional committee is composed of members from a range of departments across the organization, including our ESG Program Manager and individuals with responsibilities specifically related to climate such as the Senior Manager, Real Estate Compliance; Director, Engineering and Construction; and VP, Fleet Services. The ESG committee meets monthly and the committee chair reports to the Board annually.

Our Enterprise Risk Management program (ERM), facilitated by Internal Audit, includes a quarterly risk survey with risk owners and an annual meeting with leadership to update the status of existing risks and identify new potential risks. The ERM team provides an update on risk assessments to the Risk Management Committee (RMC) quarterly and to the Board annually.

Strategy

We have identified climate change-related risks and opportunities that may impact our business, which include the following:

Regulatory Risks

We recognize climate change could pose regulatory risks through potential future GHG emissions disclosure and compliance requirements. Emission-related regulatory actions could result in increased costs of equipment, fuel and equipment maintenance. We may also incur costs to comply with increased regulation regarding environmental monitoring and reporting requirements.

Reputational Risk

A failure to understand these evolving issues around climate change could result in reputational hardships that could negatively impact our business. We are aware of the impact transportation and logistics operations can have on the environment and are working toward adopting environmentally sustainable practices, improving sustainability across the organization. One example is our focus on sustainable equipment – we are working to replace older model trucks with newer, cleaner models to reduce net emissions; and purchasing equipment with computerized engine shut offs to reduce idling,

minimize fuel consumption and limit emissions. We are also actively testing and/or purchasing electric straight trucks, forklifts and yard tractors at several of our ABF service centers.

Physical Risk

With nearly 250 campuses and service centers, many of our facilities, along with the facilities of our customers and suppliers, are located in areas that are increasingly subject to extreme, and occasionally prolonged, weather conditions. Extreme weather conditions may interrupt our operations or the operations of our customers or third-party service providers; damage existing infrastructure, including roadways; destroy our assets; affect regional economies; or disrupt fuel supplies or increase fuel costs. We evaluate potential risks and have continuity plans in place to mitigate these risks, positioning the company to overcome serious incidents or disasters and resume normal operations within a reasonable period of time.

Technology

Investments in technology represent an opportunity for ArcBest. A primary use of technology as a climate-related opportunity is reflected in our proprietary systems that match shipments to optimized routes and consolidate loads, not only reducing the number of shipments, but also empty miles. This can result in

fuel savings and lower emissions. Additionally, the use of newer model trucks, with newer technology, can do the same. Another climate-related technology opportunity is our recently developed Facility Enhancement & Growth Roadmap (FEGRM) to help us standardize environmental updates across all facilities. As part of the FEGRM, we will discuss and consider a process for converting current lighting systems to LED systems to improve sustainability measures and save on energy. We recognize the potential impact climate-related risks may pose to our daily operations and we are considering these risks in our business strategy and business continuity plans. We are striving to reduce the severity of the potential impact of these risks with our continual work toward efficiency and more sustainable operations. Increasing efficiency and continuing to invest in new technologies, such as electric vehicles and solar power, increase our ability to mitigate the potential risks posed by climate change.

Risk Management

ArcBest’s overall Enterprise Risk Management program includes the analysis of the company’s top existing risks, including recent trends and how these risks are addressed by the company’s strategy and mitigating activities. The ERM team evaluates current risks quarterly using a survey of risk owners. The same metrics used to measure achievement of strategic initiatives are also used to evaluate the mitigation of risks and the effectiveness of risk management. Results of the quarterly surveys are reported to the RMC, which is made up of controllers and representatives from each relevant department, for further evaluation, and then provided to senior leadership. Additionally, leadership interviews are conducted annually as part of the process of identifying new potential and emerging risks. The ERM team and the RMC Chair present risks and risk management to the board annually.

ArcBest’s ESG committee supports the development of our environmental sustainability strategy for the entire enterprise. This includes assessing environmental risks such as, climate change-related risks and identifying opportunities for improvements. Our senior leadership team and Board are focused on managing and mitigating various risks to our business and financial performance, including climate-related risks.

Metrics

We recently created an ESG dashboard to track quantitative metrics related to the environmental impact of our operations, including climate-related metrics. The dashboard pulls data from various sources across the company and allows us to filter GHG emissions by type, equipment, location and timeframe, and it also allows us to measure GHG emissions, benchmarking our progress and identifying areas for improvement, and to track our Scope 1 and 2 GHG emissions.

As we continue to develop the dashboard, we will be able to provide insights to customers on emissions related to their supply chains. Our Scope 1 and Scope 2 GHG emissions metrics will also be utilized in assessing our climate-related risks and opportunities.

| Metric | 2022 | 2021 |
|--|--|--|
| Total Scope 1 GHG Emissions | 501,593 MT CO₂e | 487,303 MT CO₂e |
| Total Scope 2 GHG Emissions | 16,364 MT CO₂e | 15,348 MT CO₂e |
| Scope 1 GHG Emissions Intensity | 1,540.17 g CO₂e/mile | 1,543.98 g CO₂e/mile |

