



2024 Impact Report

Continuous Innovators | Trusted Collaborators | Determined Problem Solvers

Table of Contents

- 3 **About This Report**
- 4 **Forward-Looking Statement**
- 6 **CEO Letter**
- 7 **About ArcBest**
- 9 **2024 Highlights**
- 10 **2024 Awards and Recognitions**
- 12 **Our Approach to Sustainability**
 - 14 United Nations Sustainable Development Goals
 - 15 Sustainability Governance
- 17 **40th Quality Anniversary Spotlight**
- 19 **Environment**
 - 20 Greenhouse Gas Emissions
 - 21 Equipment
 - 26 ABF City Route Optimization
 - 27 ABF Freight Service Centers
 - 27 ArcBest Campuses
 - 28 Spotlight: The Vaux Technology Suite
- 29 **Social**
 - 30 Safety and Security
 - 38 Employee Experience
 - 47 Customer Experience
- 48 **Corporate Governance**
 - 49 ArcBest Board of Directors
 - 49 Crisis Management
- 52 **Philanthropy**
- 56 **Appendix**
 - 57 Sustainability Index
 - 62 TCFD Disclosure



About this Report

ArcBest's 2024 Impact Report provides updates on our sustainability performance and ongoing efforts to advance key initiatives during the 2024 calendar year. It was prepared with reference where appropriate to the Sustainability Accounting Standards Board (SASB) standards and the Task Force on Climate-Related Financial Disclosures (TCFD) frameworks. We also regularly report sustainability metrics and information to several external platforms throughout the year. Email sustainability@arcb.com with any questions about our 2024 report or any of our sustainability initiatives.

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



Forward-Looking Statements

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,” “assume,” “believe,” “could,” “continue,” “endeavor,” “estimate,” “expect,” “efforts,” “foresee,” “forecast,” “intend,” “goal,” “may,” “momentum,” “opportunity,” “plan,” “project,” “possible,” “potential,” “pursue,” “position,” “predict,” “strategy,” “seek,” “should,” “strive,” “target,” “view,” “would,” “will,” 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, outlooks, and expectations; (4) the scope and impact of our sustainability risks and opportunities; and (5) standards, engagement, disclosure, 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, progress towards, 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 sustainability 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 and uncertainties that are difficult to predict and may be beyond management’s control, including, without limitation, technological innovations and scientific developments, physical and transition risks associated with climate change, increased attention to sustainability-related matters, risks related to our public statements with respect to such matters that may be subject to heightened scrutiny from public and governmental authorities related to the risk of potential “greenwashing,” (i.e., misleading information or false claims overstating potential sustainability-related benefits), risks that the Company may face regarding potentially conflicting sustainability initiatives from certain U.S. state or other governments, and 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”, and subsequent SEC filings. Other

unpredictable or unknown factors not discussed in this report could also have material adverse effects on the Company, our operations, performance or the outcomes described in the forward-looking statements in this report. For additional information regarding known material factors that could affect the Company’s performance and cause results to differ materially from management’s expectations, please see our filings with the SEC, including our Annual Report on Form 10-K, Quarterly Reports on Form 10-Q, and Current Reports on Form 8-K.

While this report describes potential future events and matters that may be significant, and with respect to which the Company may even use the word “material” or “materiality”, the potential significance of these events and matters should not be read as equating to “materiality” as the concept is used in connection with the Company’s required disclosures made in response to applicable rules and regulations, including the rules and regulations of the SEC.

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, consultants, and other third parties and

CONTINUED >

is not independently verified by the Company. The information herein should not be interpreted as any form of guaranty or assurance of accuracy, future results or trends, and the Company makes no representation or warranty as to this information. Some of the data provided in this report may be estimated or reliant on estimated information, which are inherently imprecise. While we endeavor to note throughout this report where such estimates are made, we cannot guarantee that estimates are identified as such in every instance. Furthermore, unless explicitly noted in each instance where it occurs, the relevant sustainability or related data provided in this report has not been audited or subject to any third-party assurance process.

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 technological and regulatory advancements and changes in 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.



CEO Letter

In 2024, we kicked off our next 100 years by focusing on our core value of Excellence, reminding us that we "exceed expectations." Our commitment to Everyday Excellence, along with our ability to be innovative, resilient and efficient, allowed us to continue making strides in key areas important to our business.

ArcBest received several prestigious recognitions for our commitment to sustainability, including being named one of America's Most Responsible Companies 2025 by Newsweek and Statista. This is the second consecutive year ArcBest has made the list, highlighting our dedication to doing the right thing for the environment and our people as part of our business strategy. Additionally, ArcBest was selected for the EPA's inaugural list of SmartWay Leaders for our City Route Optimization (CRO) technology, and we were recognized as an Inbound Logistics Green (G75) Supply Chain Partner for the 13th time in 2024.

In our environmental efforts, we remain committed to efficiency improvements and transparency, including continuing to report our Scope 1 and Scope 2 greenhouse gas (GHG) emissions. We also doubled our fleet of electric yard tractors.

Our award-winning City Route Optimization technology improved efficiencies throughout ABF's city operations, increasing productivity, improving customer experiences and reducing environmental impact. Additionally, we made substantial progress on the company's Facility Enhancement and Growth Roadmap, updating ABF service centers with more modern features that have positively impacted over 50% of our field employees and adding nearly 300 doors to our network to better serve new and existing customers. More projects are in progress throughout 2025.

In 2024, we celebrated major safety achievements. ABF received the American Trucking Associations' Excellence in Security Award, becoming the only LTL carrier to win this award 10 times. We also recognized nearly 240 ABF drivers for reaching safe-driving milestones, including three ABF city drivers — Chuck Smetzer, John Tiedemann and Thomas Fischer — who made company history by being the first to achieve 75,000 consecutive hours behind the wheel without a preventable accident and received our inaugural Diamond Award. ABF drivers are known for being some of the safest on the road, and these three set the bar.

As part of our 2024 philanthropy impact, the 2023 ArcBest Leadership Academy class raised over \$50,000 for Make-A-Wish® foundation, granting five wishes and helping make a difference in the lives of these children and their families.

In 2024, we also partnered with disaster relief organizations, invested in local and higher education and participated in various community wellness initiatives. I'm incredibly humbled by the generosity of our people and their dedication to our philanthropy efforts.

We made progress in several other areas that you will read throughout this report — to keep our business operating safely and responsibly and to create better experiences for our employees and customers.

We're driven by our mission to connect and positively impact the world through solving logistics challenges. I am confident we will continue driving meaningful change in 2025 as we work toward a more sustainable and prosperous future — together.

Judy R. McReynolds
ArcBest Chairman and CEO



About ArcBest

Our Company

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 and help keep the global supply chain moving.

Using our technology, expertise and scale, we connect shippers with the solutions they need — from ground, air and ocean transportation to fully managed supply chain solutions — serving our customers as a single logistics resource.

We started in 1923 as a local Arkansas freight hauler. Today, we are a publicly traded logistics powerhouse with global reach and 14,000 employees across 250 campuses and service centers. This transformation is the result of organic growth, strategic acquisitions, visionary leadership and skilled, resilient people who are driven to find a way to get the job done.

ArcBest is a trusted advisor to some of the world's largest and most recognizable brands. Our Vision is to be the leading logistics partner and innovator, working with customers to build better supply chains across the globe. We put ourselves in our customers' shoes, get to know their business, and constantly look for opportunities to optimize. The solutions and strategies we recommend align with their goals. And when

the unexpected happens, we're there to help them quickly pivot to overcome disruptions and keep their supply chain moving.

Our long history of innovation enriches these deep customer relationships. With innovation as a pillar of our strategy, we're committed to helping our customers navigate their logistics challenges now and in the future, and we encourage our employees to think creatively and challenge the status quo.

Our people are at the heart of our success, and we are deeply focused on a culture that is grounded in the company's core values of Creativity, Integrity, Collaboration, Growth, Excellence and Wellness. We support employees by providing a workplace where everyone has an opportunity to grow and make a lasting impact.

Welcome to ArcBest.



We Offer

- ✓ **Managed Solutions**
 - Supply Chain Optimization
 - Retail Logistics
 - Product Launch
- ✓ **Less-than-Truckload**
- ✓ **Truckload**
- ✓ **Expedite and Time Critical**
- ✓ **International Ocean and Air**
- ✓ **Final Mile**
- ✓ **Trade Show Logistics**
- ✓ **Household Moving**

Our Mission

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

Our Vision

To be the leading logistics partner and innovator, working with customers to build better supply chains across the globe.

Our Motto

We'll Find a Way.

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.

2024 Company Profile

**\$4.2
BILLION**

total revenues
in 2024

14,000+

employees

250

campuses and
service centers

100+ Years

of serving
customers

40,000+

owned and operated assets (tractors,
trailers, straight trucks, ReloCube containers
and other equipment)

2024 Highlights

Named a
2024 EPA SMARTWAY LEADER
for our ABF City Route Optimization technology

Gave a total of
\$1,000,000
to
**CHARITABLE
ORGANIZATIONS**

Doubled the number of
**ELECTRIC YARD
TRACTORS**
being used in our ABF LTL network

Celebrated
40 YEARS
of our
QUALITY PROCESS

Introduced our material handling technology,
**VAUX SMART
AUTONOMY™**
to help make warehouse autonomy
accessible for all businesses

2024 Awards and Recognitions | Company Awards

Sustainability

- ✓ 2025 America's Most Responsible Companies by Newsweek and Statista
- ✓ 2024 EPA SmartWay Leader
- ✓ 2024 BNSF Railway Sustainability Partner
- ✓ 2024 EcoVadis Commitment Badge
- ✓ Inbound Logistics Green (G75) Supply Chain Partner for the 13th time

Tech and Innovation

- ✓ Fast Company's 2024 Next Big Things in Tech Award in the general excellence category
- ✓ Robotics Innovation of the Year award by SupplyTech Breakthrough for Vaux Smart Autonomy
- ✓ Overall winner in the 2024 Top Software & Tech Awards (Warehouse Automation) by Food Logistics and Supply & Demand Chain Executive
- ✓ 2024 Matt Waller Innovation Award presented by the U of A/Plug and Play

Excellence

- ✓ 2023 ATA Excellence in Security Award for the 10th time (ABF)
- ✓ Quest for Quality Awards by readers of Logistics Management in two categories: Household Goods & High Value Goods Carriers (ArcBest for the 5th time) and National LTL Carriers (ABF for the 8th time)
- ✓ Inbound Logistics Top 100 Trucker

- ✓ Inbound Logistics Top 100 Third-Party Logistics Provider
- ✓ FourKites Premier Carrier for the first half of 2024
- ✓ Nissan Partner of the Year by Nissan Group of North America
- ✓ Total Quality Logistics LTL Carrier of the Year (ABF)
- ✓ Coyote Logistics 2023 Carrier of the Year (ABF, Panther)
- ✓ InXpress National Carrier of the Year (ABF)
- ✓ Top 3PL and Cold Storage Providers list by Food Logistics (MoLo)
- ✓ Project44 Gold Tier 2024 Preferred Carrier (ABF, MoLo, Panther)
- ✓ Descartes MacroPoint Top Carrier for the first and second half of 2024 (MoLo)
- ✓ Top Food Chain Provider by Food Chain Digest (MoLo)
- ✓ Best Trucking Company in Arkansas on AMP's (Arkansas Money & Politics) "Best of 2024" list
- ✓ AMP's Most Admired Companies 2024 list
- ✓ 2024 Best of River Valley Gold for Best Logistics and Transportation
- ✓ Mark Anthony Broker of the Year for 2023 (MoLo)
- ✓ 2023 American Group Carrier of the Year (ABF)
- ✓ 2023 ISO Excellence in Service Award from Isometric Technologies (MoLo)

Employee Experience, Development and Recruiting

- ✓ 2024 America's Best Large Employers by Forbes and Statista
- ✓ 2024-2025 Best Company to Work For in Transportation by

U.S. News and World Report

- ✓ "Top Company for Women to Work in Transportation" by Women in Trucking, earning a spot on "The Elite 30" list
- ✓ VETS Indexes 4 Star Employer designation for the second consecutive year
- ✓ Ranked No. 26 on Training magazine's APEX Awards list. 2024 was our 16th year to be recognized
- ✓ Built In Chicago's "Best Midsize Places to Work" and "Best Places to Work (overall)" lists (MoLo)
- ✓ Two Comparably awards as part of the 2024 Best Places to Work Series for large companies: Best Company Leadership and Best Company Outlook
- ✓ 2024 Handshake Early Talent Award (MoLo)

Performance Rankings

- ✓ Ranked No. 423 on the Financial Times 2024 list of The Americas' Fastest Growing Companies
- ✓ Ranked No. 14 on 2024 Transport Topics Top 100 Freight Brokerage Firms list
- ✓ Ranked No. 27 on the 2024 FleetOwner 500 For-Hire Fleets list
- ✓ Ranked No. 40 on Transport Topics 2024 Top 100 Logistics list
- ✓ Ranked No. 8 in the Journal of Commerce 2024 list of Top 40 LTL Carriers
- ✓ Ranked No. 38 on Armstrong & Associates 2024 Top 50 U.S. 3PLs list

[More awards and recognitions](#)

2024 Awards and Recognitions | Individual Awards



JUDY R. MCREYNOLDS

ArcBest Chairman and CEO

- ✓ Named a 2024 Influencer of the Year by Arkansas Money & Politics
- ✓ Recognized on the Arkansas Business 2024 Arkansas 250 list
- ✓ Selected as a 2024 Gold Winner for the 2024 Stevie Awards Female Executive of the Year in Business Services



DENNIS ANDERSON

ArcBest Chief Innovation Officer

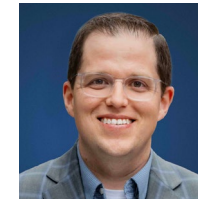
- ✓ Named an Arkansas Money & Politics 2024 C-Suite award winner



MATT BEASLEY

ArcBest Chief Financial Officer

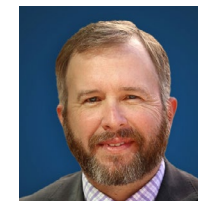
- ✓ Named an Arkansas Money & Politics 2024 C-Suite award winner



CALVIN MASTIN

ArcBest Vice President of Strategy

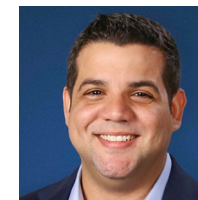
- ✓ Recognized as a Northwest Arkansas Business Journal Forty Under 40 Honoree



HEATH ARNOLD

ABF Freight Director of Safety and Compliance

- ✓ Received the Arkansas Trucking Association 2023 Safety Professional of the Year award



JEFFERSON MALDONADO

ArcBest Technologies Director of Robotics and Automation

- ✓ Named to the Arkansas Business 40 Under 40 list
- ✓ Received an SJovent award in the Vision and Innovation of the Future category, celebrating young Dominicans making waves in their fields



LOREN HATFIELD

ABF Freight Road Driver

- ✓ Made history at the 2024 Arkansas Truck Driving Championships, becoming the first driver to win in all eight CDL classes

Our Approach to Sustainability

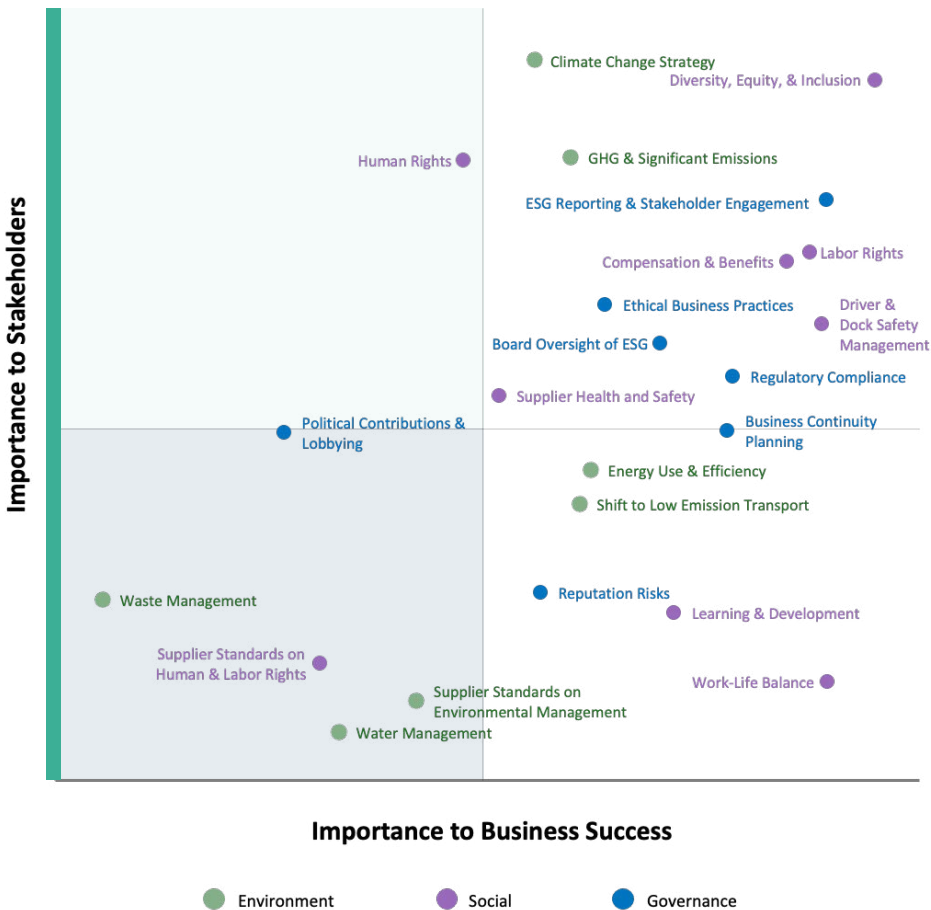
Being a good steward of our resources is just one of the reasons ArcBest has been in business for over 100 years — it's foundational to who we are. Our [legacy of responsibility](#) and focus on energy efficiency throughout our own operations, helping our customers be more sustainable, providing our people with exceptional experiences and opportunities to grow, and staying transparent about our business practices all guide our sustainability strategy.

In addition to engaging with internal and external stakeholders, we also reference the ArcBest Sustainability Roadmap and the priority assessment we conducted in 2021 to seek to understand the most important sustainability topics for our business, operations and industry — so that we can take the appropriate actions to drive positive change.

[Meet the teams leading sustainability at ArcBest](#)



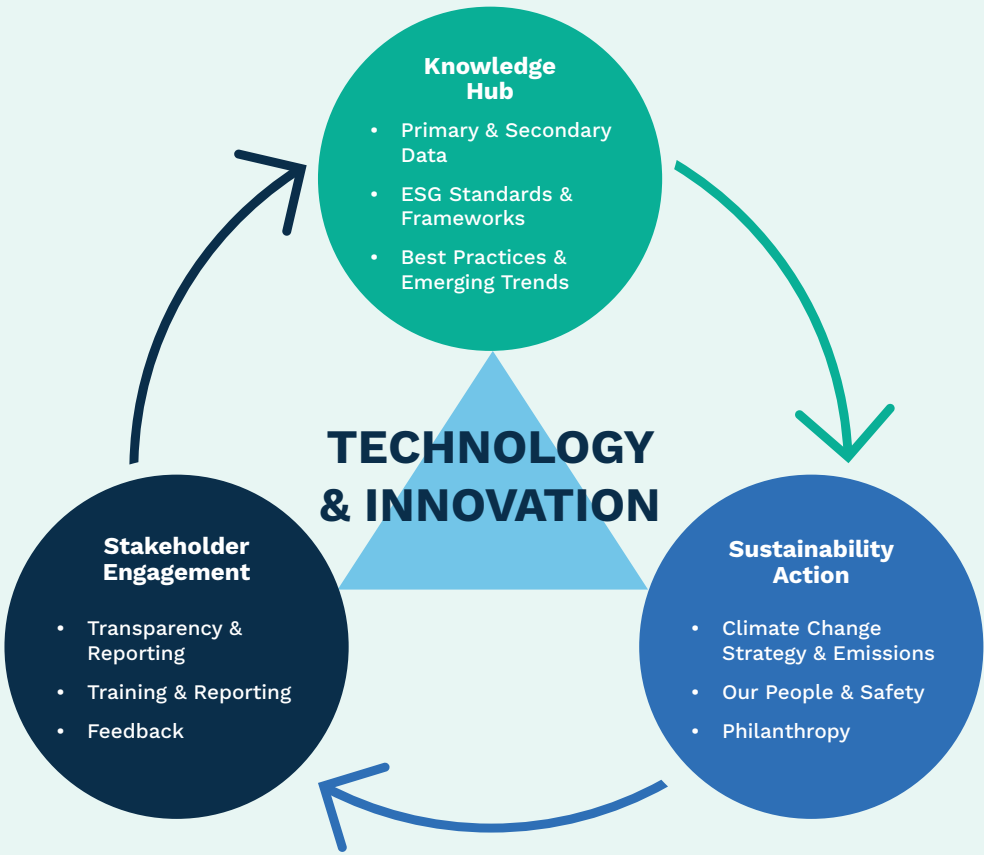
2021 ArcBest Priority Assessment



The data on this chart depicts responses from stakeholders including employees, customers, carriers and investors to a written survey in 2021. It does not represent the views of ArcBest regarding the importance or materiality of any of the matters set forth on this chart. Instead, the results of this survey helped ArcBest identify and understand the sustainability topics that its stakeholders may consider important within the industry or as concerns ArcBest. The results of this initial survey guided the company in its creation and navigation of the following Sustainability Roadmap.

In January 2025, ArcBest conducted its second priority assessment. We will share these results in our 2025 Impact Report.

ArcBest Sustainability Roadmap



United Nations Sustainable Development Goals

We remain dedicated to supporting and advancing the United Nations Global Compact’s (UNGC) Sustainable Development Goals (SDGs) as part of the **formal commitment we made in 2020**. Focusing on SDGs that align with our mission and business strategies, we’ve taken action in these four areas:



Sustainability Governance

ARCBEST BOARD OF DIRECTORS

Responsible for overseeing company strategy and risk management, including sustainability matters.

NOMINATING/CORPORATE GOVERNANCE COMMITTEE OF THE BOARD OF DIRECTORS

Responsible for overseeing the company’s sustainability strategy, practices and policies, and as appropriate, provide updates, make recommendations to the Board, and monitor emerging trends, best practices and regulatory developments related to sustainability matters, including environmental, social and corporate governance issues.

AUDIT COMMITTEE OF THE BOARD OF DIRECTORS

Responsible for the oversight of general financial risk matters, significant risk exposures, including ESG-related risks, and the company's policies for risk assessment and risk management.

SUSTAINABILITY EXECUTIVE SPONSORS

Sponsors:

- Chief Human Resources Officer
- Chief Legal Officer and Corporate Secretary
- Executive Vice President of Asset Light Services
- Vice President of Marketing and Customer Experience
- Vice President of Engineering
- Vice President of Treasury and Investor Relations
- Vice President of Real Estate

Responsible for providing guidance and general management oversight of the employee-level Sustainability Committee.

SUSTAINABILITY COMMITTEE CHAIR

Responsible for the organization’s overall sustainability strategy and positioning, as well as coordinating and leading meetings with the Sustainability Committee and providing progress reports to the Sustainability Executive Sponsors to align the Committee’s focus and actions with the company’s strategy and value objectives. The current Chair also helps the company communicate sustainability updates and progress to key stakeholders through the right channels, serving (along with the Manager of Sustainability and Vice Chair) as an advisor and collaborator with customers, stockholders and other third-party groups around current sustainability initiatives.

SUSTAINABILITY COMMITTEE

Includes representatives from the following departments:

- | | | |
|------------------------|--|----------------------|
| • Carrier Relations | • Fleet Services | • Investor Relations |
| • Corporate Accounting | • Human Resources, Compliance and Safety | • Legal |
| • Customer Experience | • Information Services | • Real Estate |
| • Employee Experience | • Internal Audit | • Talent Management |
| • Enterprise Sales | | • Yield |

Employee-level committee responsible for providing guidance to the company and its Board on matters relating to corporate citizenship, and executing and making recommendations concerning the company’s sustainability initiatives, policies and practices relating to safety and health, climate and environmental sustainability, belonging and philanthropy.

**MANAGER OF SUSTAINABILITY AND
SUSTAINABILITY COMMITTEE VICE CHAIR**

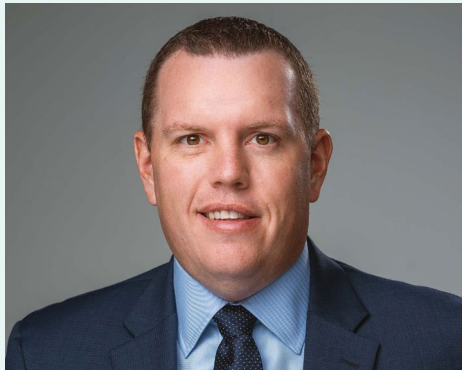
Serves as an internal subject matter expert, guides strategy, facilitates initiatives for our sustainability program and serves as an advisor and advocate, collaborating with various departments and organizational leaders to identify opportunities for improved sustainability. Alongside the Sustainability Committee Chair, helps coordinate and lead meetings and reports progress to the Sustainability Executive Sponsors and other leadership.

CORPORATE SOCIAL RESPONSIBILITY TEAM

Leads the development and strategic initiatives of ArcBest's Philanthropy efforts and the company’s Belonging Roadmap and partners with the Belonging Advisory Board and leaders across the organization to implement and manage employee and community policies and programs. In addition, the CSR Team works closely with our employee resource groups to support employee engagement.

Celebrating 40 Years of our Quality Process

2024 marked another big milestone for the company as we celebrated the 40th anniversary of the introduction of our Quality Process. We established the Quality Process in 1984 based on Philip Crosby's quality management framework to guide employees in tackling everyday challenges by implementing creative problem-solving solutions. Relying heavily on collaboration, it outlines a 5-step problem elimination process beginning with defining the problem, applying a quick fix, then identifying the root cause, taking corrective action to prevent future issues and evaluating to ensure the problem has been eliminated.



“As we celebrated the 40th anniversary of the Quality Process in 2024, it was rewarding to see our teams continue leveraging its principles to identify opportunities, prevent problems, improve overall service and streamline processes. ABF is known for our culture of quality, and it remains strong. I’m proud of our teams’ commitment to delivering great value to our customers with every interaction.”

—Matt Godfrey, ABF president

THE **QUALITY** PROCESS



✓ DEFINE THE PROBLEM ✓ FIX THE PROBLEM ✓ IDENTIFY THE ROOT CAUSE ✓ TAKE CORRECTIVE ACTION ✓ EVALUATE AND FOLLOW UP

Every day, we emphasize quality in the work we do and encourage employees — across our service centers and campuses — to have a zero-defects working attitude and focus on Doing It Right The First Time (DIRTFT).

Here are some of the ways we highlighted quality in 2024:

- **Improved existing quality training materials for our service center employees, enabling them to better support our customers' ever-changing needs using the Quality Process.**
- **Provided over 17,360 hours of in-depth Quality Process training to over 5,000 employees. Available to all employees, the training included workshops, presentations and group discussions.**
- **Awarded “Quality Recognition Boxes” filled with company swag to employees who consistently contributed to our company’s success and helped foster a positive work environment.**

We also hosted several events to mark the occasion: [CONTINUED >](#)

ArcBest Imagine 2024

Our sixth annual Imagine Innovation Competition focused on quality. We invited our people to share their ideas on how we can keep delivering everyday excellence using the Quality Process. The competition included three categories for idea submissions: an idea sweepstakes, an elevator pitch and a hackathon.

Quality Awareness Fair

In July, we held a Quality Celebration Lunch and Awareness Fair at our headquarters in Fort Smith, Arkansas. Organized by our Learning and Development Team, the event featured six interactive booths that taught employees the history of the Quality Process, the 4 Absolutes of Quality, the importance of our 5 Step Problem Elimination Process, and Doing It Right the First Time (DIRTFT).

Quality Cookouts

Service centers and departments across the company celebrated the 40th anniversary of the Quality Process with Quality Cookouts. Each local event reminded employees of the importance of quality in the company’s longevity and how it ensures daily operations run smoothly.



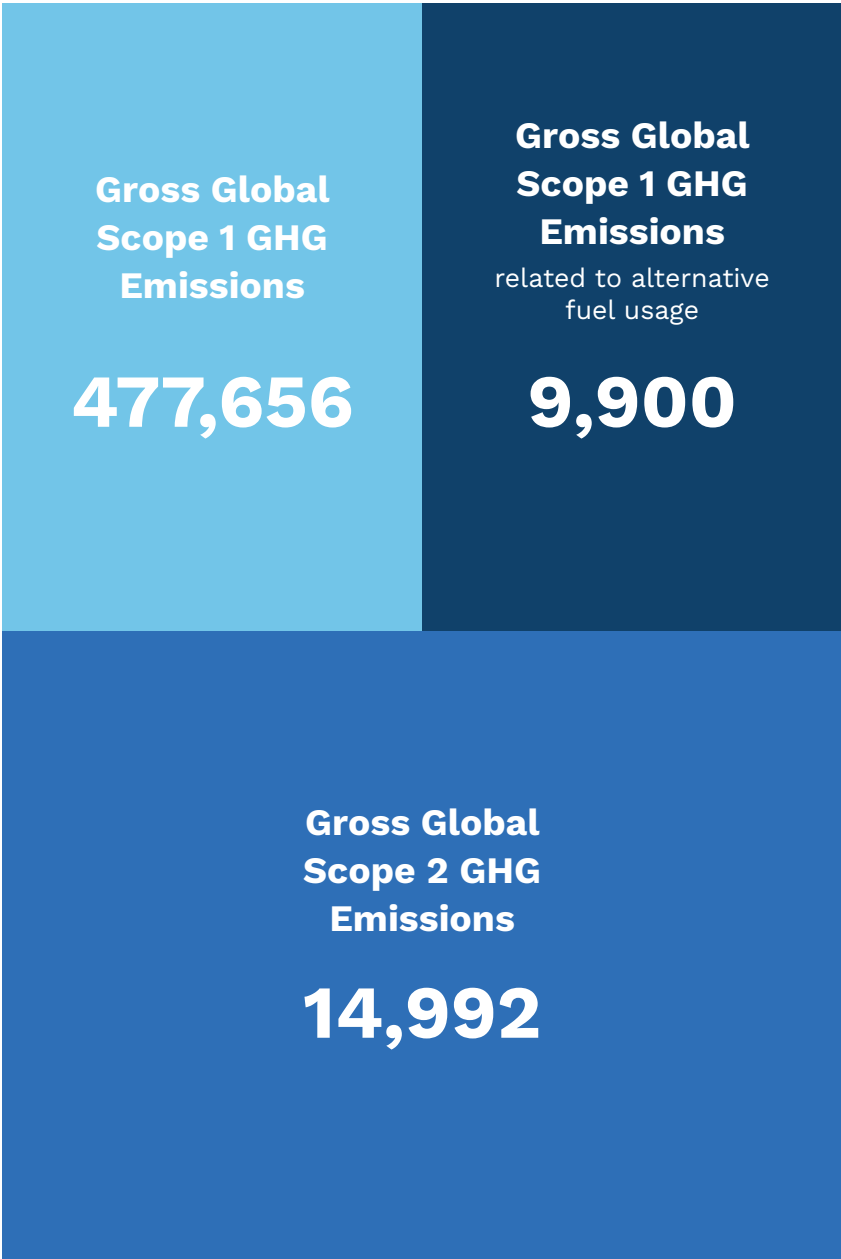
Environment



Advancements in our Environmental Journey

As part of the transportation and logistics industry, we understand that our work has a significant effect on the environment, so we constantly look for ways to evolve and advance our operations. In addition to our [Environmental Policy](#), which reiterates our commitment to actively monitor and report our environmental performance, we're also committed to creating environmental awareness in our stakeholder environment and to seeking feedback to ensure our efforts are meeting expectations.

In 2024, we made strides in several areas, including strategically investing in equipment and facilities, implementing award-winning operational efficiencies and improving how we track and disclose our Scope 1 and Scope 2 greenhouse gas (GHG) emissions. Additionally, we've stayed committed to [environmental compliance](#) at all 240 ABF service centers — maintaining all appropriate stormwater and tank permits and certifications.



Greenhouse Gas Emissions

Recognizing the importance of emissions reduction for our stakeholders, ArcBest has continued disclosing our Scope 1 and Scope 2 GHG emissions annually.

In early 2024, we also completed our partnership with an expert architecture and engineering consultant who provides guidance on sustainable advancement. This collaboration was instrumental in building a foundation for setting potential emissions reduction strategies. In addition to this progress, our manager of sustainability completed a second course through the Supplier Leadership on Climate Transition (SLoCT). The course focused on target setting and provided expert training, insights and resources to help guide the company on our sustainability journey. We remain dedicated to updating our stakeholders on our progress and the outcomes of the actions we are taking.

Equipment

For decades, we've taken proactive action to maintain an efficient, young fleet in our ABF Freight LTL network and to improve fuel efficiency. When we began our official sustainability journey in 2019, we increased our focus on these areas to reduce the environmental footprint associated with our equipment and services, including exploring alternative fuel vehicles. Today, we efficiently operate over 40,000 owned assets.

Additionally, after seeing positive results from our new equipment replacement strategy implemented in 2023, we continued combining the transition of existing road tractors to city operations with the purchase of both new city and road equipment. Since implementing this strategy, we've transitioned 248 road tractors into our city operations and replaced existing city equipment with 229 Class 7 tractors.

2024 Equipment Ages

Average age of ABF road power units	1.8 years
Average age of ABF city power units	6.5 years

Electric Vehicles

We've continued evaluating the use of electric vehicles in our ABF fleet, doubling the number of electric yard tractors operating across our network. Today, we have:

- **Nine Orange EV electric yard tractors operating out of Dallas, Texas (1); Salt Lake City, Utah (1); San Bernardino, California (4); Sacramento, California (1); Pico Rivera, California (1); and Portland, Oregon (1)**
- **Two Mitsubishi EV forklifts in Montreal, Quebec**
- **Two Lion Electric Lion6 Class 6 straight trucks in Oakland, California**

CNG Pilot with Chevron and Cummins

ABF collaborated with Chevron and Cummins to conduct a 10-day pilot running a Cummins X15N engine using renewable natural gas. This demo is part of our ongoing exploration and evaluation of more sustainable fuel sources. As a result, we were able to successfully utilize the demo truck in ABF's city pickup and delivery operations and linehaul routes.



Equipment purchased in 2024

EQUIPMENT TYPE	AMOUNT PURCHASED	SAFETY FEATURES	SUSTAINABILITY FEATURES
MACK ANTHEM CLASS 8 TRACTORS	400	<ul style="list-style-type: none">Roll stabilityDual grab handlesNon-slip anti-ice entry stepsCollision avoidance system	<ul style="list-style-type: none">Chassis faringExhaust aftertreatment systemCovered tow loopsSmartWay low-rolling resistance tiresEPA 2010/CARB 2024 engine configurations
FREIGHTLINER CASCADIA CLASS 8 TRACTORS	100	<ul style="list-style-type: none">Intelligent braking control systemEnhanced stability controlAdaptive cruise controlLane departure warning	<ul style="list-style-type: none">Chassis faringDrive wheel coversAerodynamic bumper with enhanced air flow cutoutsSmartWay low-rolling resistance tiresEPA 2010/CARB 2024 engine configurations
FREIGHTLINER M2 CLASS 7 TRACTORS	229	<ul style="list-style-type: none">Active brake assistAdaptive cruise controlLane departure warningSide guard assist	<ul style="list-style-type: none">Single-drive axleLighter duty engine with better MPG than the Class 85-minute engine idle shutdownSmartWay low-rolling resistance tires
28' ROAD PUP TRAILERS	1,500	<ul style="list-style-type: none">Tire inflation systemsAir disc brakes	<ul style="list-style-type: none">Aero skirts

EQUIPMENT TYPE	AMOUNT PURCHASED	SAFETY FEATURES	SUSTAINABILITY FEATURES
53' CITY VANS	150	<ul style="list-style-type: none"> Tire inflation system Air disc brakes 	<ul style="list-style-type: none"> Some have aero skirts
ORANGE EV CLASS 8 YARD TRACTORS	5	<ul style="list-style-type: none"> Low voltage Regenerative braking Seatbelt interlock 	<ul style="list-style-type: none"> Zero tailpipe emissions
DIESEL FORKLIFTS	15	<ul style="list-style-type: none"> Rated for rough terrain standards Anti-stall hydraulics 	<ul style="list-style-type: none"> EPA Tier 4 compliant engine
PROPANE FORKLIFTS	200	<ul style="list-style-type: none"> One-piece overhead guard Operator presence system Engine protection system 	
SMARTWAY CERTIFIED TIRES	17,195		<ul style="list-style-type: none"> Low-rolling resistance

EQUIPMENT TYPE	AMOUNT PURCHASED	SAFETY FEATURES	SUSTAINABILITY FEATURES
RETREAD TIRES*	32,883		<ul style="list-style-type: none"> • Retreaded in the United States • Low-rolling resistance • A retread tire requires 68% less oil to produce than a new tire • Retread production, per tire, reduces CO2 emissions by 24% • A retread tire requires 19% less water to produce than a new tire • According to the U.S. EPA, retread tires contain up to 75% post-consumer recycled material • Almost 40 pounds of raw material is saved in every retreaded tire, including rubber, steel and carbon black



*<https://archive.epa.gov/epawaste/conserve/materials/tires/web/html/markets.html>
*<https://retread.org>

Enhancements to our Expedite Fleet

Over the past two years, we've installed comprehensive aerodynamics packages on all new trailers in our Panther Premium Logistics expedite fleet. This includes skirts, side flaps and top flaps, which contribute to significant fuel savings. Additionally, the durability of these components has reduced repair and replacement costs, minimized out-of-service time and decreased waste sent to landfills. Today, more than 23% of our expedite trailers are equipped with these packages, and we plan to continue this investment for all future purchases.

2024 BNSF Railway Partner

ArcBest's LTL carrier ABF Freight was named a [2024 BNSF Railway Sustainability Award winner](#) for our sustainability achievements. For over 40 years, ABF has partnered with BNSF to provide intermodal shipping solutions, using stackable containers, wheeled vans and pup trailers to ship our customers' freight, help improve transportation efficiency and reduce emissions output. Since 2019, through our BNSF partnership, we've added 500 stackable rail containers to our overall operations and increased use of stackable rail containers from 39.5% in 2023 to over 50% in 2024 — a more than 10% increase in the amount of freight we can ship with fewer emissions. According to the [Association of American Railroads](#), moving freight by rail instead of trucks lowers GHG emissions by up to 75% on average.



ABF City Route Optimization

Our City Route Optimization (CRO) technology is delivering significant ongoing results in our ABF Freight network and led to ArcBest being named a [2024 EPA SmartWay Leader](#). After the successful rollout of Phase 1 at all 240 service centers, we began piloting Phase 2 in 2024. Moving beyond leveraging information on existing routes to build more efficient city routes, Phase 2 focuses on dynamic routing optimization. Each day's specific deliveries are taken into account, minimizing cost by assigning delivery stops to manifests. The manifests are then organized based on appointment windows, available equipment, labor and capacity.

Alongside the pilot of Phase 2, we are also utilizing a new city pickup augmentation process — providing our city dispatchers with augmented support in predicting daily demand and optimizing pickup routes. This allows us to assign pickup zones to city drivers that minimize route costs and maximize trailer usage. With this method in place, we have seen improvements in our ability to predict what pickups may be delayed and notify customers ahead of time. Pilots on these technologies are ongoing at seven ABF service centers.

CRO Phase 1 benefits since implementation:

1.5%
**increase in street
productivity**

17%
**reduction in
using local
cartage agents**

\$25.8 Million
in cost savings



ABF Freight Service Centers

We made significant progress on our Facility Enhancement and Growth Roadmap throughout 2024. We spent the year updating and expanding ABF Freight service centers across our network, and since the project began in 2021, facilities where more than 50% of field employees work have been improved. So far, we’ve completed 57 remodels and four expansions and opened three newly constructed facilities. These investments have also increased our capacity for further growth and improved customer experiences.

[More about the headway made in 2024](#)



ArcBest Campuses

We remain steadfast in our commitment to making our campuses more sustainable through various initiatives and partnerships. Specifically, we continued our partnership with FoodLoops, providing a way to make company events more sustainable. By using compostable plates, forks, cups and napkins at five corporate events, along with collecting food waste, we diverted 1,438 pounds of waste from landfills — 330 pounds of recycling and 1,108 pounds of compost.

Event	Compost	Recycling	Total Diversion
Employee Appreciation Day	275 lbs	66 lbs	341 lbs
IT Professionals Day / Burger Burn	175 lbs	25 lbs	200 lbs
Imagine Competition	11 lbs	3 lbs	14 lbs
ArcBest Family Day	455 lbs	230 lbs	685 lbs
Thanksgiving Lunch Celebrating Michael Newcity's Retirement	192 lbs	6 lbs	198 lbs
TOTALS FOR THE YEAR	1,108 lbs	330 lbs	1,438 lbs

Spotlight: The Vaux Technology Suite

ArcBest's **Vaux technology** is award-winning hardware and software that transforms material handling processes in warehouses, distribution centers and other industrial facilities. The Vaux suite includes the Vaux Freight Movement System™ and Vaux Smart Autonomy™ which are engineered to enhance safety, efficiency and productivity.

These Vaux technologies work well on their own but are even more effective used together. When combined, it's the only end-to-end efficient warehouse materials movement system in the industry.

Vaux offers a revolutionary way for companies to increase sustainability and reduce the environmental impact of their supply chains.

The Vaux Freight Movement System:

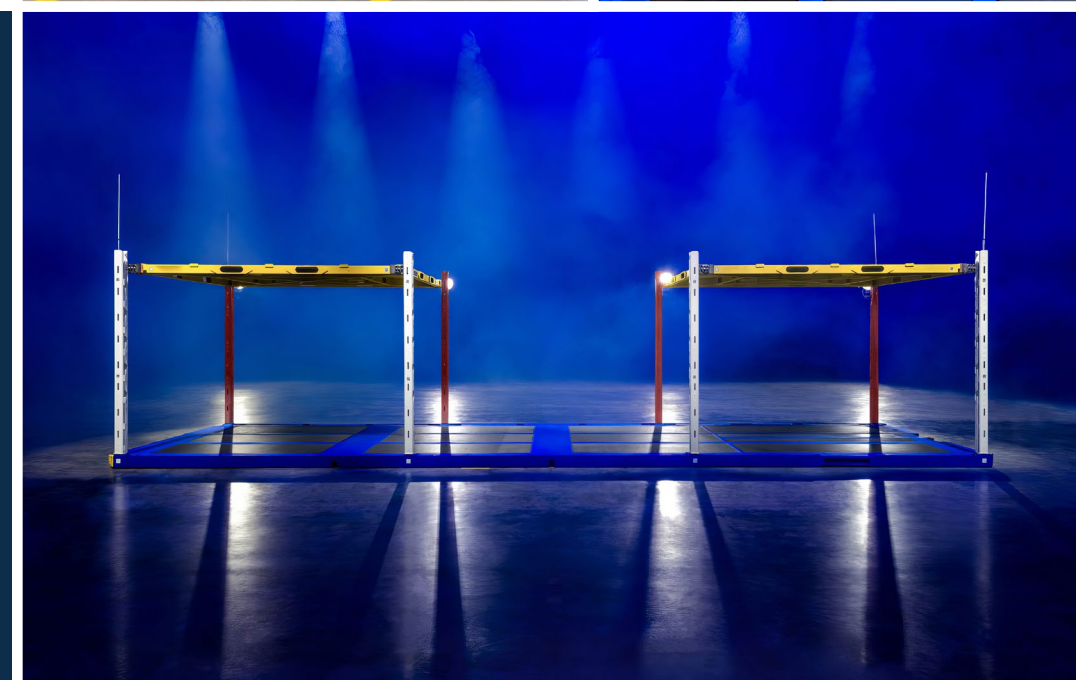
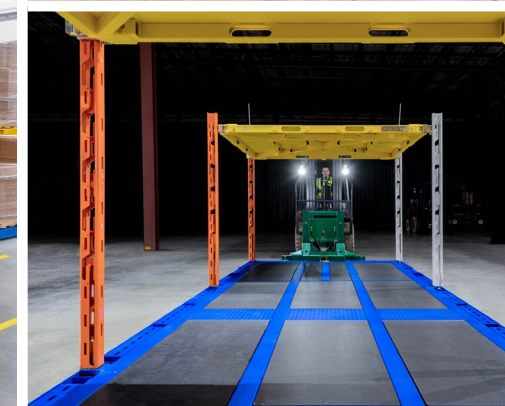
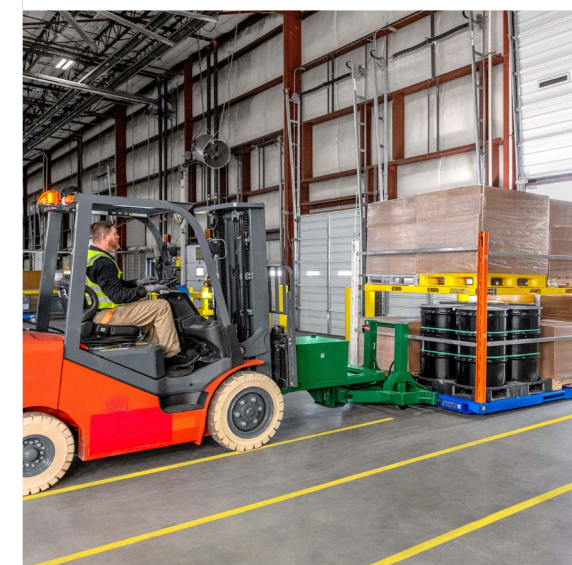
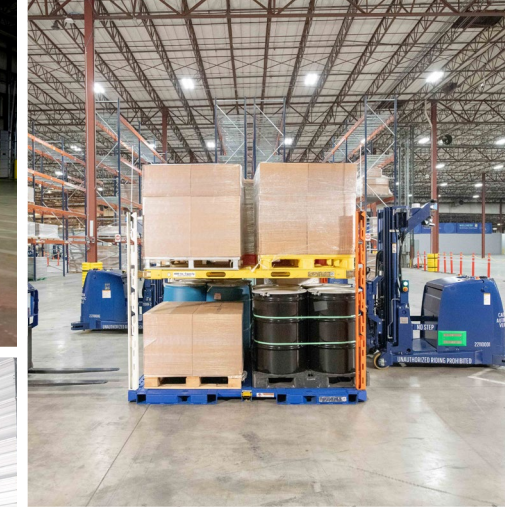
- Allows a trailer to be unloaded in one smooth movement using the Vaux Mobile Platform (MP) — decreasing the time it takes to unload from hours to under five minutes
- Includes a built-in decking system that can be configured thousands of ways to make previously unstackable freight stackable for optimizing loads, reducing the number of trailers on the road and emissions
- Reduces the amount of empty weight being hauled to improve fuel usage and sustainability metrics

- Minimizes empty blade time (driving forklifts without moving freight) to lower costs and fuel usage

Vaux Smart Autonomy:

- Utilizes state-of-the-art 3D perception technology that enables the robots to safely navigate even the most complex warehouse environments, with a teleoperator available to handle the tasks that need a human touch
- Reduces labor requirements, allowing operators to work in safer, more comfortable conditions
- Automates significant parts of the operation to reduce factors that lead to human error, safety issues, and worker injuries and freight damage — resulting in enhanced safety, reduced waste from damaged goods and lowered emissions from extra and unnecessary operation

Vaux Freight Movement Sustainability Success: A high-tech company producing 400 servers a day faced significant limitations because the servers are fragile and can't be stacked. By implementing the Vaux MP and its innovative decking system, the servers can be triple stacked — increasing shipping capacity per trailer over 2x. Going from 34 crates per trailer to 72 reduced daily trailer usage by eight and decreased their annual carbon emissions by an estimated 1,511,760 kg CO2e annually. With this optimization, and adding a second lane, the high-tech company is on track to achieve additional emission reductions amounting to an estimated 7.7 million kg CO2e annually.



Social



Everyday Excellence For Our People and Customers

Every day, we focus on providing exceptional experiences for our people and customers. Our commitment to social responsibility is reflected through intentional efforts across the business. This includes maintaining safe and secure facilities and operations, providing meaningful growth opportunities, recognizing employees for going above and beyond in their roles, and continuously enhancing and adding to our robust benefits package. In 2024, we continued making progress on initiatives that helped advance these efforts and more.

Safety and Security

ArcBest's focus on safety and security is essential to maintaining environments where our people, customers and other business partners feel safe. The ArcBest Safety and Security team, ArcBest Risk Management team, ABF Safety and Compliance team and ABF Security team have comprehensive strategies in place to focus on the safety of every facet of our business and operations. Our teams go above and beyond, from promoting a culture of awareness and developing training programs to staying up to date on the latest security technologies and actively monitoring facilities. Thanks to their unwavering commitment, we do more than just meet standards — we strive to ensure our campuses, service

centers and operations are efficient and secure, allowing us to consistently deliver the exceptional service our customers trust and rely on. You can view our TRIR, DART and additional safety metrics in our [index](#).

Target Service Center Program

ArcBest's Risk Management team and ABF's Safety and Compliance team use our Target Service Center Program to identify areas for improvement and help service centers implement solutions, including ways to reduce claims and injuries. Each year, the team targets several service centers for this program and then spends time talking with employees and management about safety trends, appropriate working conditions and how to avoid injuries. The following year is spent monitoring the service center's progress based on improvement plans put in place. In 2023, we worked with facilities in Baltimore, Maryland; St. Louis, Missouri; Tampa, Florida; and Fort Myers, Florida. Our 2024 observation of these locations saw an overall reduction in workers' compensation claims of 23%.



ArcBest Campuses

In 2024, we continued several initiatives to maintain and enhance safety on our ArcBest campuses:

- **Installed shatterproof window film around all entrances and added additional high-definition cameras with 360-degree visibility to our camera security system at two Fort Smith campuses**
- **Equipped saferooms with security bars at three Fort Smith campuses**
- **Updated our employee badge design with larger photos and text for easier employee identification**
- **Installed campus entry gates at all entrances at two Fort Smith campuses**
- **Added “Stop the Bleed” kits to our first aid stations at our Fort Smith and Medina campuses**
- **Hired additional security personnel and expanded campus safety teams**
- **Increased perimeter safety checks with onsite security at two Fort Smith campuses**
- **Enhanced our Everbridge system to enable 24/7 emergency notifications with additional emergency messages as needed should a crisis occur**
- **Added a new security video to the onboarding process, outlining emergency procedures**

Spotlight: Q&A with Heath Arnold

Heath Arnold, ABF Freight director of safety and compliance, was named the Arkansas Trucking Association's (ATA) 2023 Safety Professional of the Year at the 2024 ATA Conference and Vendor Showcase. Heath's career is a testament to his commitment to safety and ability to resolve critical safety-related matters. Learn more about Heath:

Q: How long have you worked for ABF Freight?

A: 22 years

Q: Tell us about your history with ABF.

A: I joined ABF Safety in 2014 as a safety specialist. Over the years, I've served as manager of safety and senior manager of safety, overseeing our field teams. In 2021, I was promoted to director of safety and security. The department later expanded, and I moved into my current position as director of safety and compliance.

Q: Why is safety so important to you?

A: It's important to operate safely. ABF has a tremendous responsibility to our people, customers and the motoring public who rely on us to be out there doing it the right way,

every day. And it's my job to help make that happen by giving them the tools they need.

Q: What makes you a great safety professional?

A: I'm a mighty cautious citizen. I often joke that I don't know if I found the job or if the job found me. I've trained myself to think through everything and determine every possible outcome, which is the perfect mindset for somebody in a safety or compliance role.

Q: What initiatives have you led during your tenure on the ABF Safety team?

A: Our Safety team has come up with and helped me launch some incredible programs and ideas for keeping our people safe. For example, we've tested and implemented forward-facing cameras in our ABF fleet and completely switched our driver logging system from paper to electronic logging devices. I've also got to work on our Smart Trailer initiative and help develop our safety communications and support team.

Q: What safety training have you been a part of developing?

A: Most recently, we updated our forklift and hazmat handling training modules. Each of these now exceed minimum OSHA requirements and provide our drivers and dock workers with the education and tools they need to keep themselves and those around them safe.

Q: Are there any other ways you're promoting safety in the industry and community?

A: I sit on several Arkansas Trucking Association (ATA) committees and other councils that help keep my local community and the state of Arkansas safe:

- **2nd Vice Chair, ATA National Truck Driving Championship Committee**
- **Member and past Chairman, Arkansas Truck Driving Championship Committee**
- **Member and past Chairman, ATA Hazardous Materials Policy Committee**
- **Member, ATA Safety Policy Committee**
- **Member, ATA Safety Management Council**
- **Associate Member, CVSA (Commercial Vehicle Safety Alliance)**



ABF Freight Driver Safety Highlights

Awarded

11

Stay Safe Excellence awards, recognizing drivers who prevented a potential fatality accident or other severe crash

Presented

122

Stay Safe awards to drivers who prevented or avoided accidents using defensive driving and to employees who helped promote safety across the organization

2024 Safe Driving Awards

We strive to have the safest city and road drivers in the industry, and each year we get to recognize those who reach impressive safety milestones. In 2024, three of our city drivers — Chuck Smetzer, John Tiedemann and Thomas Fischer — made company history by driving 75,000 consecutive hours without a preventable accident and achieving the [ABF Diamond Award](#).



In total, we honored 239 drivers for reaching different levels of consecutive hours behind the wheel or miles driven without a preventable accident.

City Drivers

Safe Driving Milestones

94

Drivers

Bronze Award

(5,000 Consecutive Hours)

15

Drivers

Silver Award

(30,000 Consecutive Hours)

3

Drivers

Gold Award

(45,000 Consecutive Hours)

0

Drivers

Platinum Award

(60,000 Consecutive Hours)

3

Drivers

Diamond Award

(75,000 Consecutive Hours)

Road Drivers

Safe Driving Milestones

79

Drivers

One Million Miles

34

Drivers

Two Million Miles

9

Drivers

Three Million Miles

2

Drivers

Four Million Miles

0

Drivers

Five Million Miles

2024 ABF Freight Road and Load Team Week

ABF's 2024 **Road and Load Teams** event took place during truck driver appreciation week. We welcomed 14 Road Team and 20 Load Team members to Fort Smith, Arkansas, for a week packed with education and networking events.

The highlight of the week was the Forklift and Truck Driving Championships, which gave drivers and dock workers the chance to showcase the incredible skills they use every day.

"It's amazing to have the best of the best across our network gather in Fort Smith every year for some lively competition and networking. It's a tremendous opportunity to interact and learn from our drivers and dock workers who have spent their careers focused on achieving the highest level of quality in every task they take on. We appreciate everything they do, and the level at which they do it."

-Matt Godfrey, ABF president



ABF Truck Driving Championship

Top three winners:



1st

Joe Busch
driver/salesman at Omaha, Nebraska



2nd

Lynn Banks
driver/salesman at Kinston, North Carolina



3rd

Dave Hall
driver/salesman at Little Rock, Arkansas

ABF Forklift Driving Championship

Top three winners:



1st

Quentin Williams
dock worker at Atlanta, Georgia



2nd

Scott Rhody
driver/salesman at Auburn Hills, Michigan



3rd

Joy Renn
dock worker at Carlisle, Pennsylvania

Highway Angels

In 2024, 10 ABF Freight drivers were named Highway Angels by the Truckload Carriers Association for showing courage and courtesy while driving North America’s roadways.



David Garduno

In January, David was traveling on HWY US 64 in New Mexico when he saw another truck with a tire on fire. He pulled alongside the driver and let him know he needed to pull over. He then attempted to put out the fire while instructing the driver to pull the two trailers apart to save at least one. David set up safety triangles and stayed until the fire department arrived.



Mike Dobis

In February, Mike was driving westbound on I-40 in Tennessee when he noticed an accident and a woman lying on the road. Traffic was continuing to flow, so he slowed to a stop and got the traffic behind him to stop. Mike checked on the woman and called 911, staying with her until emergency personnel arrived.



Chuck Davis

In March, Chuck was driving through Kansas when he spotted a woman lying in the middle of the interstate. He stopped his truck, using it as a protective barrier and turned his hazard lights on. He helped her off the road and waited until the police arrived.



Richard Morrell

In May, Richard was headed northbound in Texas when he saw two cars in a head-on collision — one on the shoulder of the highway and the other in the left lane. Both drivers were severely injured and pinned in their vehicles, and one had an injured passenger. Richard called 911 and stayed until emergency personnel, including air medical services, arrived.



Rick Thomas

In October, Rick was driving in Ohio when he saw a car with a flat tire stopped in the intersection. He pulled over, helped the driver move the car to a safer location and changed the tire.



Joel Perez

In October, Joel was heading North on the Palmetto Expressway in Florida when he witnessed a vehicle blocking two left lanes of traffic. No one else stopped to help, so he pulled over and pushed the car onto the shoulder. Joel’s actions reduced the risk of a more serious accident.



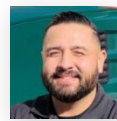
Clifford 'CJ' Newa

In October, Clifford was traveling on I-40 in Oklahoma when he noticed a car upside down in the ditch with its hazard lights on. He pulled over, made contact with the driver, called 911 and stayed until emergency personnel arrived.



John Dodridge

In October, John was on I-74 in Indiana when a vehicle was driving toward him head on. He was able to avoid a collision, called 911 and directed law enforcement to the vehicle.



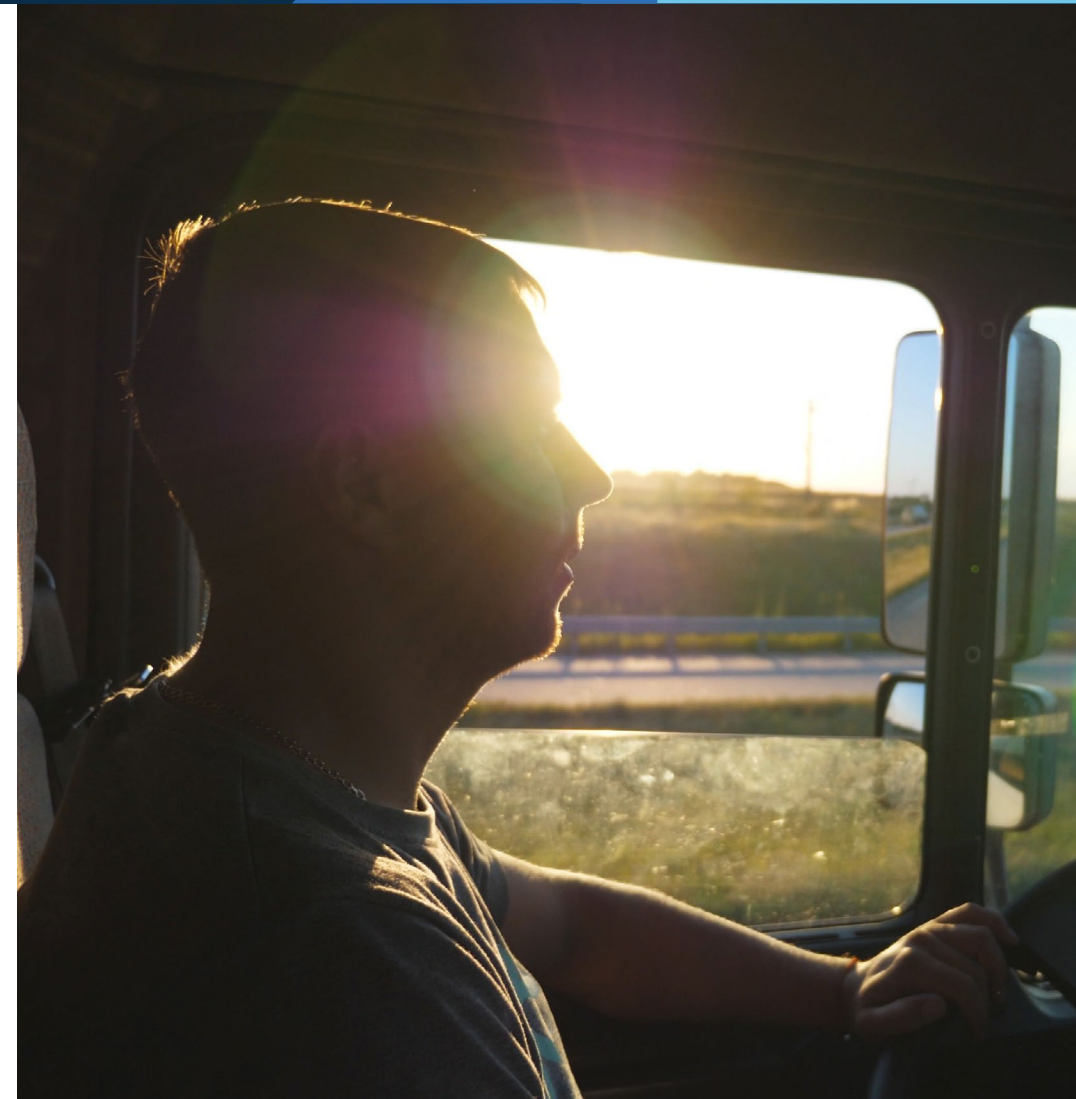
Brian Manzo

In November, Brian was headed northbound to California when he noticed two pedestrians who had been struck by a car lying in the middle of the six-lane road. Brian was able to alert other vehicles of the pedestrians and called 911.



Brian Sims

In December, Brian was making a delivery in Ohio when he saw two drivers attempting to slide their trailer tandem axles. When the pins released, the trailer lurched downward and knocked out one of the drivers. Brian pulled over, called 911 and tended to the unconscious driver.



Spotlight: ArcBest Hosts TAT Freedom Drivers Project

In May, ArcBest hosted the TAT [Freedom Drivers Project](#) (FDP) at our headquarters in Fort Smith, Arkansas. Our people and several community members had the opportunity to tour the FDP — a first-of-its-kind mobile exhibit that travels cross country, educating members of the trucking industry and the general public about the realities of domestic human trafficking and how the trucking industry is combatting it. Participants received informational handouts that covered topics on how to talk to children about human trafficking and provided online resources to learn more.



Human Trafficking

Members of the transportation industry often travel in areas that intersect with human trafficking events, giving our company a responsibility to provide our drivers and our campus employees with awareness of these crimes and the tools to be diligent in spotting suspected incidents of human trafficking. Through partnerships with [TAT](#), [Polaris](#) and [Transportation Leaders Against Human Trafficking \(TLAHT\)](#), we keep our employees informed and trained.

Since 2018, we've required all ABF Freight drivers to complete TAT training during onboarding. Several drivers have put their training into action over the years — most recently, ABF road driver and America's Road Team Captain, Dave Hedicker, [reported a situation that saved a young woman from her trafficker](#).



Spotlight: Connecting the Dots TAT Panel

In August, ArcBest employees attended a virtual TAT Connecting the Dots panel, learning how discrimination and marginalization play a role in human trafficking. TAT's executive director and members of their staff shared statistics on factors that contribute to the additional risk minority communities face. Topics included the impact of labels, myths, the stories and perspectives of survivors, and vulnerabilities such as poverty, disabilities, homelessness and racial discrimination.

Employee Experience

Our people are the heart of our success — a fact that’s been true for over a century. What we’ve achieved, growing into a multibillion-dollar integrated logistics company, can be attributed to our amazing people who show up, solve problems and serve customers with excellence every day.

We sincerely appreciate their hard work and dedication to our company and industry and are committed to ensuring they have the resources needed to be well, stay engaged and continue growing throughout their time with us. Put simply, we’re always looking for ways to [enhance our people’s experiences](#).

We also love celebrating their achievements and have established various [employee recognition programs](#) to honor our people in unique ways that highlight their value and contributions. When employees are motivated and energized, they’re more likely to perform their best, which ultimately helps lead to higher levels of customer satisfaction.

Our People and Culture teams, overseen by our Chief Human Resources Officer, Erin Gattis, with direct support from leadership, are dedicated to keeping ArcBest a leading place to work. Erin provides quarterly updates to the ArcBest Board of Directors.

Belonging

We believe that an [inclusive workplace](#) enriches our company by promoting innovation and success. By encouraging our employees to “Be You,” we’re focused on driving a culture of belonging. This commitment is reflected in our policies, practices and everyday interactions — including welcoming feedback, supporting employees in sharing their experiences and perspectives, and providing opportunities for awareness and education. Our Corporate Social Responsibility (CSR) team, Chief Human Resources Officer and Belonging Advisory Board work to ensure our people feel welcomed and motivated to do their best work.

Additionally, our various Employee Resources Groups (ERGs) are available to all employees and help create an open and welcoming space to promote career development, networking and mentorship opportunities. As of December 31, 2024, ArcBest has six ERGs, made up of nearly 1,000 members.



Workforce Demographics*

ArcBest	
Ethnicity, Race and Gender	ArcBest Percentages
Two or More Races	1.51%
American Indian or Alaska Native	0.84%
Asian	1.92%
Black or African American	12.99%
Caucasian	67.64%
Hispanic or Latino	13.56%
Native Hawaiian or Pacific Islander	0.36%
None specified (Ethnicity and Race)	1.57%
Female	15.82%
Male	83.91%
Not specified (Gender)	0.27%

*Employee data is as of December 31, 2024

View ArcBest's [EEO-1 data](#) to see our workforce demographics in the U.S. government's mandated reporting categories.



Female Workforce Statistics ¹

32%

of expedite fleet
drivers are female

20%

of ArcBest
supervisors are female ²

18%

of ArcBest executives
are female ³

33%

of ArcBest Board of
Directors are female

16%

of ArcBest employees
are female

¹ Employee data is as of December 31, 2024

² Supervisor data represents employees with one or more direct reports

³ Executive data represents all vice presidents and above

New Hire Hub and Communications Campaign

We aim to ensure every new hire has a smooth transition into their role and knows how to access company resources from day one. That’s why we launched our New Hire Hub and started sending strategic email communications to all nonunion new hires, beginning during their first week and continuing until their 90th day.

The New Hire Hub is the go-to spot for an introduction to ArcBest's benefit offerings, links to helpful resources, employee communications, FAQs and ArcBest news. The emails are packed with details on employee platforms, company history, career tools, feedback opportunities and perks, including the employee stock purchase program, ArcBest educational assistance program and our employee discount marketplace through BenefitHub.

Job Architecture Updates

We updated our job architecture in 2024 to improve career visibility and encourage growth and retention within ArcBest. The new structure more clearly defines organizational mobility and how each job fits within the company, empowering managers and employees to have better discussions about development opportunities and goals. The updates also ensure managers are effectively equipped to competitively recruit the right people for the right roles. With these changes, we believe our people will be more engaged and able to serve customers with excellence.

2024 Recruiting Highlights

A great recruiting experience can help potential employees prepare for a successful career. Our Recruiting team is dedicated to sharing the ArcBest story with candidates and ensuring they know what to expect from the start. Our strategy also includes surveying candidates we extend offers to, which provides us with valuable insights to further enhance the process. The survey covers the entire candidate journey: job searching, application, interview, offer and decision. Since launching in June 2024, we’ve received an overall score of 93% favorability based on survey responses.

We also offer candidates the option to join our talent network, which subscribes them to email alerts for new job postings that align with their interest areas. This allows them to be more proactive about applying.



ArcBest Career Site Refresh

In August, we launched our [new career website](#) to help external candidates view job opportunities across the company. Enhancements include a unified search function that shows roles across ArcBest, ABF Freight, ArcBest Technologies, MoLo, Panther and U-Pack. The site also includes updated branding and designs to make it easier for candidates to learn about ArcBest, what we do and our mission and values.

We also launched a new internal career site that has several exciting features to help current employees explore new opportunities with the company:

- **Unified Job Search — Job openings for ArcBest, ABF Freight, ArcBest Technologies, MoLo, Panther and U-Pack are now on the same site.**
- **Internal Job Alerts — Employees can opt in to receive weekly or monthly job alerts based on preferences.**
- **Personalized Job Recommendations — Employees can update their internal resumes and skillsets on their company profile to receive personalized job recommendations.**
- **Additional Job Info — Each job description now provides information like workspace, hiring manager, job family group and career stream to help employees find the best fit.**
- **Seamless Login Experience — With a new login method, employees only need to remember one username and password.**



To celebrate the launch of our new internal career site, more than 20 departments participated in an internal department fair in December. The event encouraged our people to take control of their careers by networking and learning more about different areas of the company.



Learning and Development

Our **learning and development** strategy is rooted in helping our people feel confident in their roles and capable of hitting performance and productivity goals. Leaning into one of our core values, Growth, we encourage continuous improvement and aim to foster an open feedback culture. We provide employees with the mechanisms, tools and resources they need to become experts in their areas, build new skills and adapt as our customers’ needs evolve.

Through annual performance reviews, career conversations, strategic succession planning and a wide variety of online and in-person training courses, we proactively develop our people. We also have **dedicated leadership programs** designed to identify and engage top performers in preparation for future roles. These include the Aspiring Leaders Program, Leadership Series Program and our most prestigious, the ArcBest Leadership Academy (LA).

Additionally, our expert team of field trainers guide hundreds of front-line employees each year through a combination of hands-on and classroom instruction, equipping them with the tools and knowledge needed to work safely and efficiently on our docks and behind the wheel. The training ranges from one day to weeks of instruction on topics like service center efficiency and reliability, safety and compliance, ABF operations, work-life balance and leadership skills.

Our investments in training and developing our people ensure our workforce can succeed while providing the company with beneficial cost savings.

Throughout 2024, we sent operations trainers to conduct additional training at our largest ABF service centers with the greatest number of new hires — successfully saving the company

\$12.3 million

ArcBest LEADERSHIP ACADEMY CLASS OF 2024



In 2024, 32 employees graduated from ArcBest’s Leadership Academy.

Spotlight: ArcBest Live

In April 2024, we launched ArcBest Live, a 30-minute webinar series featuring ArcBest leadership and subject matter experts. The episodes feature a small panel of speakers discussing a specific topic and participating in a live Q&A. This series connects employees with leaders, informing them about current initiatives and progress on our company’s long-term strategy. 2024 topics included Vaux™, people and culture, ABF facilities and operations and sustainability.

2024 Training Statistics

Over
128,000
enrollments in our online or instructor-led
training courses, with more than 1,300 unique
course titles available

Approximately
84%
of those enrollments were in
self-guided online courses

Approximately
16%
of those enrollments were in instructor-led
training courses via webinar or in person, totaling
more than 111,000 hours of live training

Educational Assistance Program

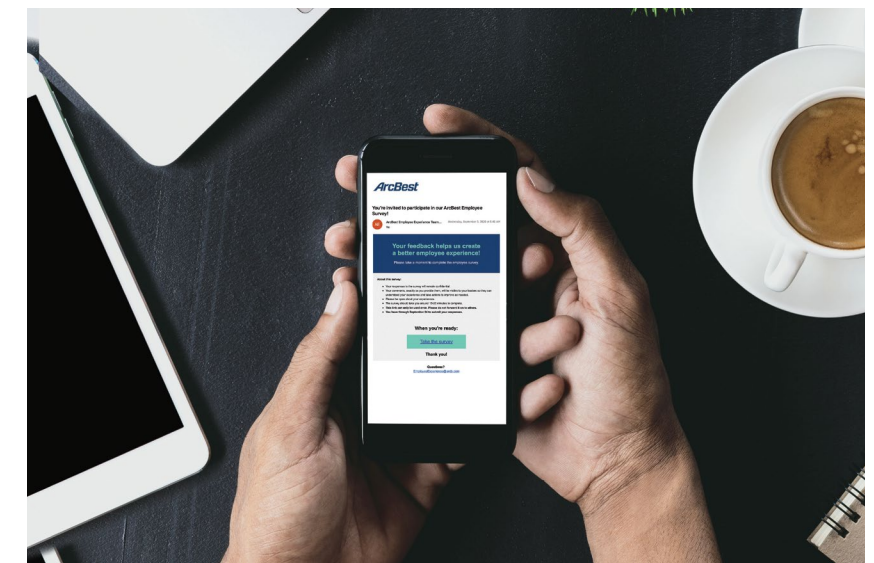
The ArcBest Educational Assistance Program offers full-time employees the opportunity to pursue bachelor's, master's or graduate-level degrees and certificates with financial support. By covering a percentage of their educational costs, ArcBest enables our people to expand their professional knowledge and skills and achieve their academic goals — fostering a culture of continuous learning and development that benefits both the individual and the company.



Engagement

Our employees' voices are critical to our success. They provide insights and feedback that keep us informed and empower us to make impactful decisions. By actively seeking their input through surveys, our digital suggestion box, and focus groups, we help ensure that every team member feels heard and valued. This continuous dialogue fosters a culture of engagement across all our campuses and service centers.

Our annual confidential employee survey remains a vital tool in this process. Each year, the results provide a rich source of information that our leaders and our Employee Experience team meticulously review. This dedicated effort to address suggestions and concerns is a testament to our commitment to creating a responsive and inclusive workplace.



Spotlight: Inaugural ABF Freight Office Team

In August, ABF Freight announced the inaugural ABF Freight Office team. Established by Jose Iglesia, director of administrative services, the ABF Freight Office team recognizes outstanding clerks for their commitment to everyday excellence and providing quality service to internal and external customers. Members will serve a two-year term, participating in focus groups and pilots for new applications and processes. Each member is nominated by a service center manager, regional process specialist or regional vice president of operations and has been employed with the company at least two years.

“What makes a great company is its legends — the people that other people in the company talk about. I’m excited to honor our company’s legends, seizing the opportunity to learn from their extensive frontline experience and knowledge.”

– Jose Iglesia, director of administrative services



Summer Bott
clerk at Denver, Colorado



Connie Miller
clerk at Evansville, Indiana



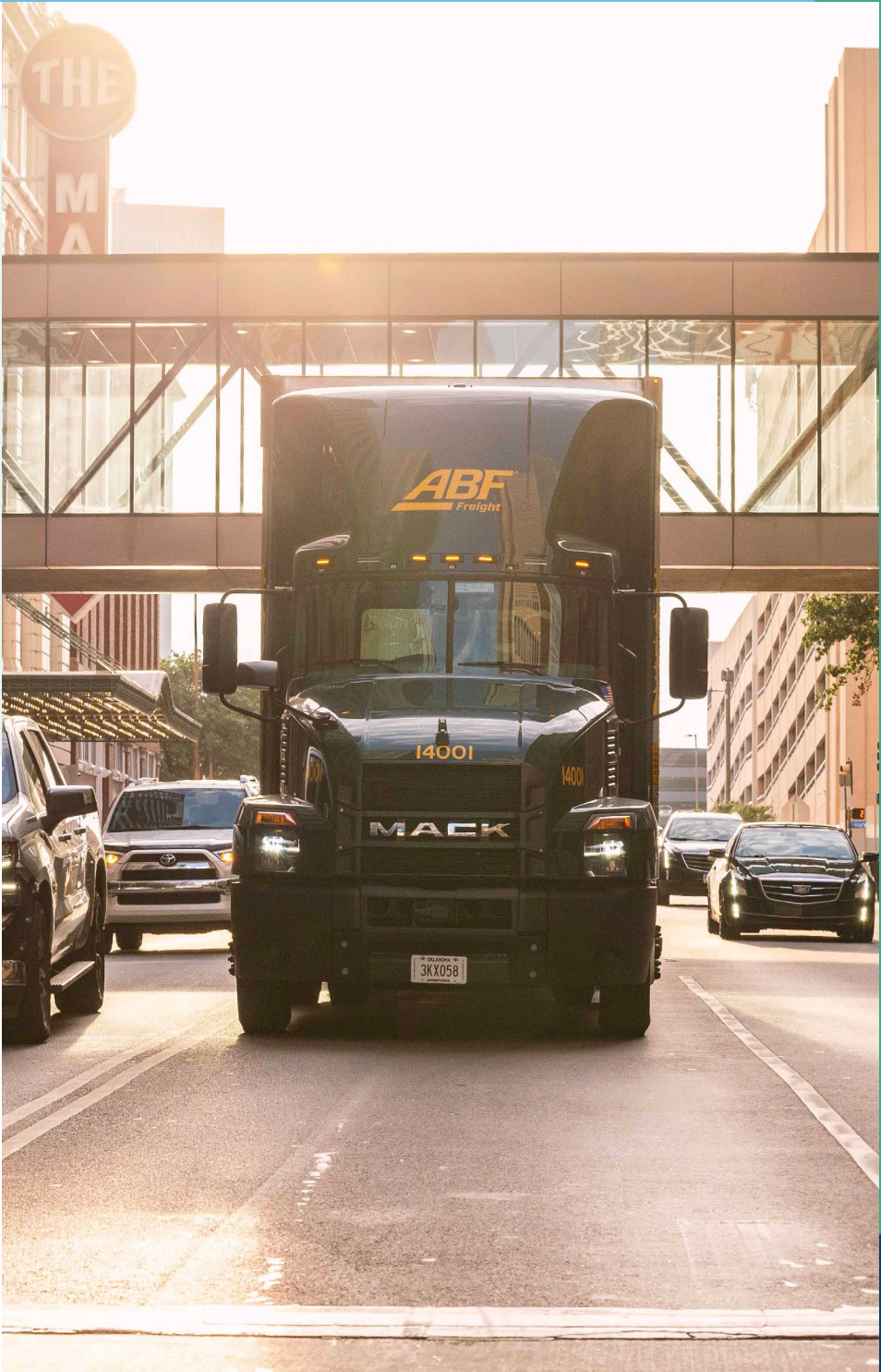
Lisa Stoa
clerk at Omaha, Nebraska



Dani Teutsch
clerk at Tyler, Texas



Teri Wilson
clerk at Youngstown, Ohio



Benefits and Wellness

The health of our people is vital to our organization. That's why we offer a **robust benefits package** that helps support employees throughout various stages of life and focuses on the four pillars of total health: physical, financial, developmental and emotional. Each of our programs and benefits align with our Wellness value and focuses on total health — helping improve the lives of our people at work and home.

New and updated benefits in 2024*:

- Updated our caregiver leave policy to allow non-exempt employees to use their caregiver leave in one-hour increments instead of full- or half-day increments.
- Began offering up to 10 days of paid leave per rolling 12-month period to full-time and regular part-time non-contractual employees who are members of the Uniformed Services and are involuntarily called into service as part of our military leave policy.
- Launched Schwab Financial Concierge services, giving employees the opportunity to receive personalized financial support on topics including financial planning, budgeting, college funding, debt management and more.
- Introduced Sword Move — Virtual physical therapy and treatment plans for back, joint or muscle pain and pelvic health.

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

Our people stayed active in 2024, participating in two separate step challenges and taking over

525 million steps!

Health and Well-Being	<ul style="list-style-type: none">• Medical, dental, vision and prescription coverage with wellness participation rewards• Access to health coaching and telemedicine programs• Flexible Spending Accounts (FSA)• On-site fitness centers
Income Security	<ul style="list-style-type: none">• Disability coverage• Life insurance• Employee Stock Purchase Program
Financial Wellness	<ul style="list-style-type: none">• 401(k) and DC Retirement Plan• Variable compensation plans• Annual incentive plans• Merit-based salary increases• Tuition reimbursement• Employee referral incentives• Schwab Financial Concierge services• Employee discount program
Additional Incentives	<ul style="list-style-type: none">• Flexible work options• Flexible time off and holidays• Volunteer opportunities

Spotlight: Mental Health First Aid Training Course

In 2024, Danielle Scheurer, ArcBest senior benefits trainer and mental health advocate, relaunched **Mental Health First Aid** (MHFA) training at ArcBest. MHFA is an early intervention tool an adult can use to help connect another adult who may be experiencing a mental health or substance use challenge to appropriate support and treatment.

Danielle uses resources provided by the National Council for Mental Wellbeing to teach the course, and participants learn what a mental health crisis looks like, how to notice signs and symptoms and the importance of reducing the stigma around mental illness.

“I’m excited to work for a company that does more than just claim to care about people’s mental health,” said Danielle Scheurer. “I tell people all the time, we’re doing stuff at ArcBest to actually back that statement up by offering training like this class and ensuring our people have the tools and resources they need to take care of themselves and those around them personally and professionally.”

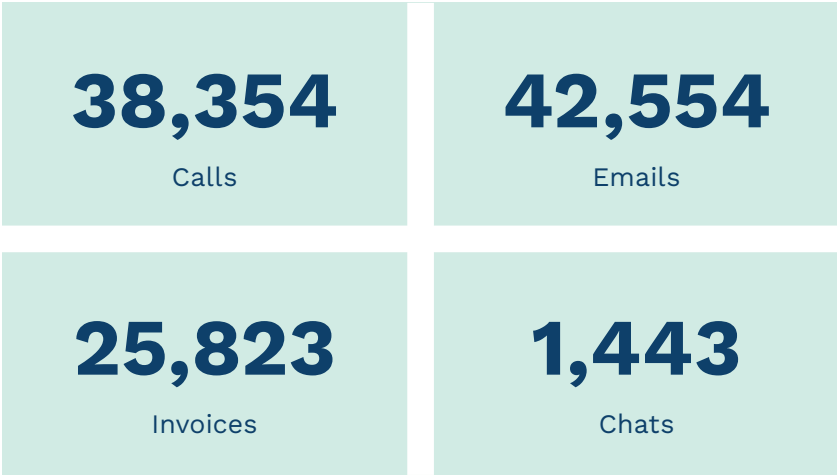
We look forward to seeing this training increase mental health awareness and contribute to the total health of our people, helping them become happier, healthier and more present at home and at work.

Customer Experience

Every day, we tell our customers “yes,” when others say “we can’t.” With our [customer-obsessed](#) approach, ArcBest goes the extra mile to earn our customers’ trust and build lasting connections. We do this by listening, adapting and delivering the logistics know-how our customers’ businesses need — so that we can provide [excellent experiences](#) in every interaction.

What sets us apart isn’t what we’re capable of; it’s what we’re willing to do for customers. We’re creative problem solvers, and we do the hard things well. In 2024, our CX Quality Team reviewed 108,174 customer interactions to identify pain points and opportunities — helping ensure we provide consistent, quality experiences across all services and solutions.

2024 Customer Interaction Quality Review Data



2024 Mastio Results — ABF Freight is Setting the Standard in LTL Shipping

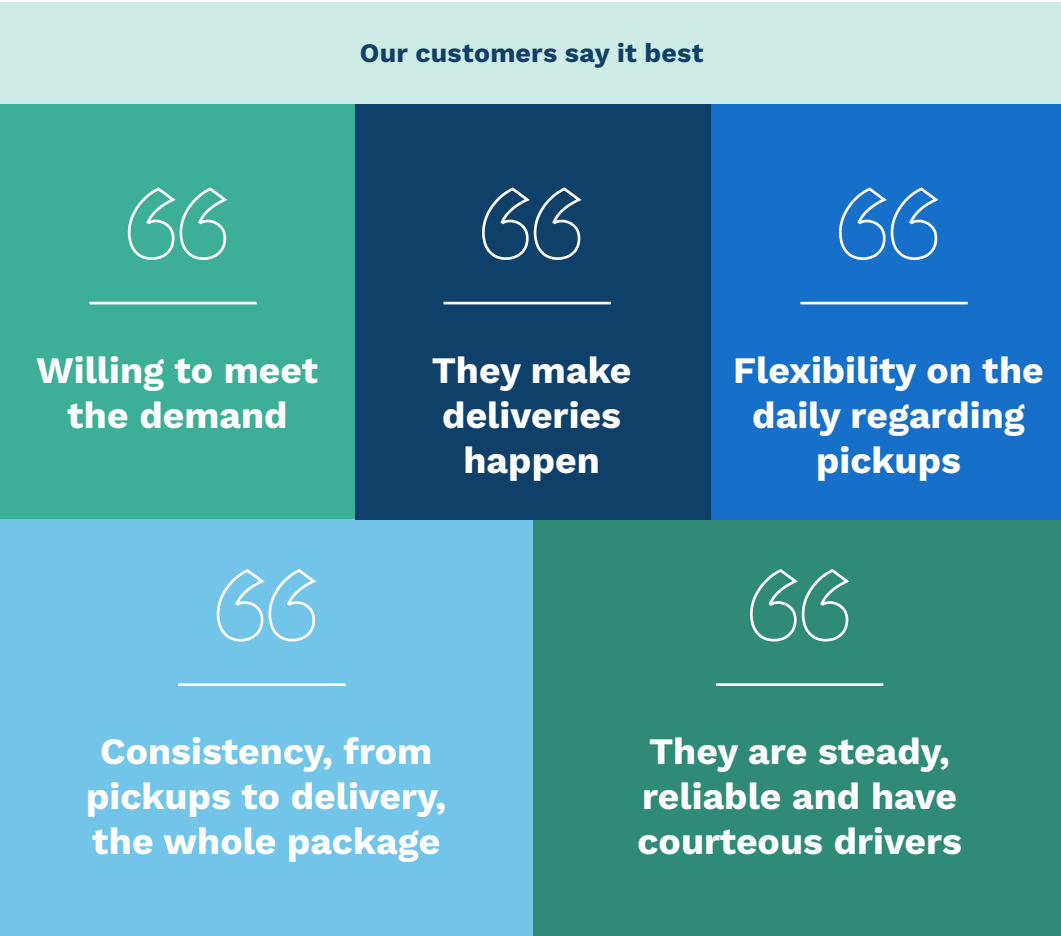
Our focus on continuous improvement and serving customers with excellence is reflected in Mastio’s [2024 LTL Carrier Customer Value & Loyalty Benchmarking Study](#). Customers ranked us #1 or #2 in half of the surveyed categories among national LTL carriers, and we surpassed industry standards where it matters — in claims processes (ranking #1), website usability (ranking #1), problem resolution, carrier responsiveness, timely responses, pick-up appointments, proactive communication and knowledgeable assistance.

Mastio’s results provide organizations with actionable insights around their most valuable resource — customers. Using survey research, Mastio delivers annual insights on the perceptions and needs of shippers using LTL carriers in the U.S. The 2024 study was based on over 1,600 detailed phone interviews and included approximately 5,700 qualitative responses to open-ended questions.

Year after year, customers say ABF exceeds Mastio's industry benchmarks, and our 2024 rankings affirm our status as a premium, trusted and reliable provider.

- Here are some things we did in 2024 to enhance the customer experience for our ABF LTL customers:
- Upgraded our communication processes for undelivered and returned shipments to provide timely updates via calls or emails, increasing our customers’ visibility into

- where their shipment is and what’s happening next.
- Implemented a new delivery program for residential deliveries to give better insight into when shipments will arrive and provide faster, more direct communication when scheduling delivery appointments.
 - Rolled out an enhanced estimated time of arrival calculator that offers real-time shipment details and improves status accuracy by 30%.



Corporate Governance



Leading with Integrity

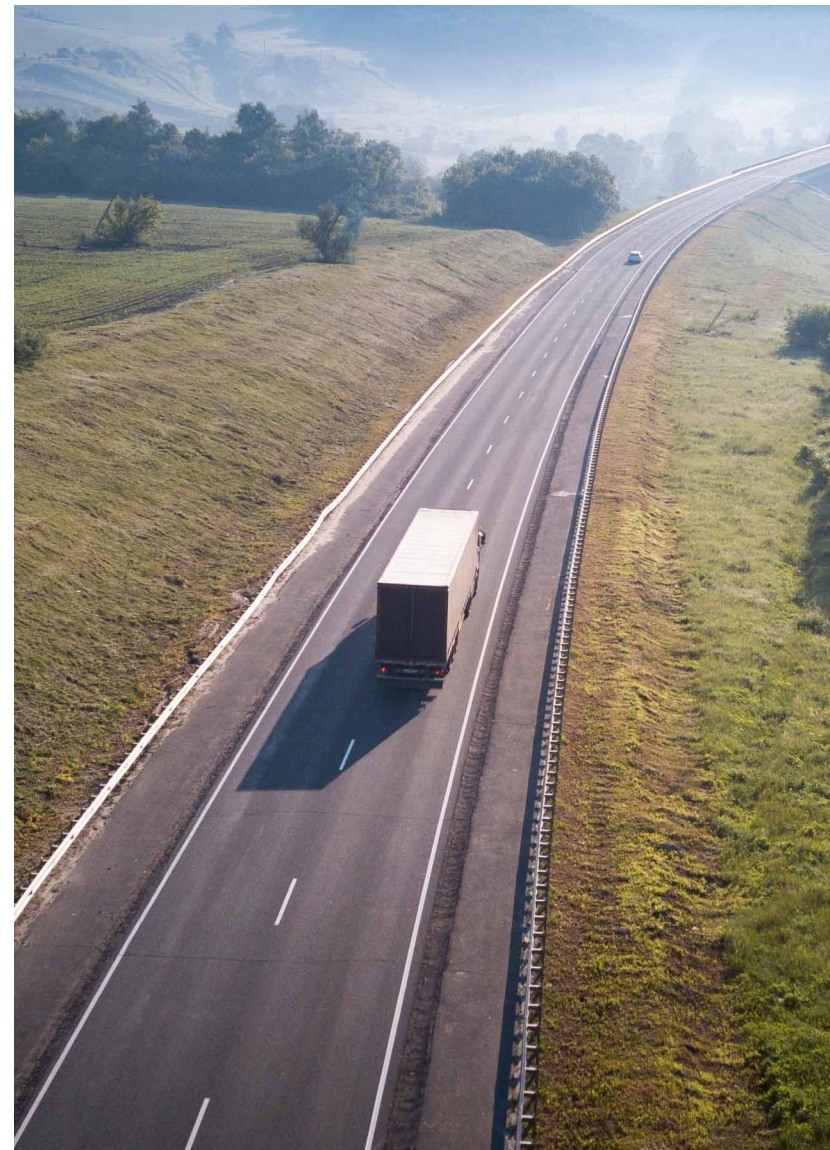
Trust is earned through transparency and accountability. For over 101 years, ArcBest has upheld the highest standards of integrity across all areas of our business and operations. It's imperative to us that our employees, customers, suppliers, business partners and all other stakeholders are confident that we do the right thing — always, without exception.

ArcBest Board of Directors

The [ArcBest Board of Directors](#) is a critical part of our corporate governance. The Board is organized into three committees and consists of nine members led by Judy R. McReynolds, ArcBest Chairman and CEO. Its responsibilities include supporting strategy, risk management and financial accountability, and overseeing compliance with legal and regulatory requirements — all to ensure ArcBest remains a trusted and responsible leader in the logistics industry.

Risk Management Oversight

ArcBest's risk management structure combines experienced leadership with regular, independent reviews by the Board and its committees to mitigate potential risks. This setup ensures we effectively facilitate oversight of a variety of



risks, including financial, operational, technological, disaster, environmental, social, cybersecurity, talent, legal, reputational and more.

Crisis Management

Throughout our history, our employees, customers and other stakeholders have relied on us to effectively manage unexpected or disruptive events. As we operate across the nation and around the globe, we continually focus on enhancing response capabilities by assessing potential crisis events, developing contingency strategies, evaluating response plans and prioritizing effective communication to those impacted.

The ArcBest Crisis Management Framework provides the structure for proactively planning for and responding to crisis events. Our Crisis Management team, led by ArcBest Chairman and CEO Judy R. McReynolds and comprised of other executive leadership, regularly collaborate to continually enhance crisis communications, safety and security, business continuity, disaster recovery and [information security](#).

Spotlight: Corporate Business Continuity Exercise

In summer 2024, ArcBest's Principal Business Continuity Strategist, Brad Scott, led our payroll teams through a tabletop exercise designed to help key staff and decision-makers test the area's continuity plans against potential business interruptions. These types of exercises have long been a part of ArcBest's risk management efforts, and outside of our executive leadership, the payroll department was the first to participate. As the group walked through a hypothetical scenario, they were able to address possible operational impacts and identify several areas to enhance their existing plans.



Our Policies

We outline our expectations and standards for corporate governance in the ArcBest Code of Conduct (CoC) and several other policies that are linked below. Our Code of Conduct discloses our anti-bribery and anti-corruption policy. In addition, our CoC prohibits employees from soliciting, attempting to solicit or receiving gifts or any type of facilitation payments (directly or indirectly) from government, government contractor or government subcontractor employees or representatives. Other topics covered within our Code of Conduct include our policies for discrimination and harassment, anti-retaliation, confidentiality and more.

To keep these standards and policies top of mind for our people, we conduct an annual mandatory code of conduct training to nonunion employees, while union employees receive and acknowledge the Code of Conduct during onboarding. All employees can access these codes of conduct and policies at any time.

With our whistleblower mechanisms, we encourage our employees to report any concerns without fear of retaliation. They can reach out to their direct leader, Human Resources, or any of the appropriate contacts listed in our Code of Conduct. Additionally, complaints can be forwarded to ArcBest's Chief Legal Officer, the Vice President of Internal Audit, or through EthicsPoint, an independent and anonymous ethics and compliance reporting tool available 24/7. The chairman of the

ArcBest Audit Committee of the Board receives individual reports from EthicsPoint, and both the Audit and Nominating/Corporate Governance Committees review a summary of these submissions each quarter.

[ArcBest Code of Conduct](#)

[Supplier Code of Conduct](#)

[Governance Charters](#)

[Corporate Governance Guidelines](#)

[Insider Trading Policy](#)

[Antitrust Laws Compliance Policy](#)

[Anti-Discrimination, Harassment and Retaliation Policy](#)

[Human Rights Policy](#)

[Environmental Policy](#)

Managing Our Responsible Supply Chain

ArcBest also expects our suppliers, vendors and other service providers to adhere to the same high standards — and we encourage them to report any unethical, illegal or questionable behavior through the appropriate channels outlined in our Supplier Code of Conduct (SCoC).

By maintaining the highest standards for ourselves and our stakeholders, we have created a responsible, ethical and thriving business built on transparency, accountability and trust.



Philanthropy



Making a Difference Together

Alongside our focus on being a leading logistics company and leading place to work, we're also committed to being a leader that drives meaningful change. Guided by our three [Philanthropy Pillars](#) — Community, Education and People — we support local community development, invest in education and partner with organizations that provide critical resources.

In 2024, we gave a total of
\$1 million
to philanthropic organizations

Additionally, we continued empowering our people to stay involved by developing a new internal philanthropy website that streamlines employee giving and volunteer processes.

Every year, we're excited to share stories that showcase the incredible ways our people are getting involved and contributing to a brighter future. Together, we're positively impacting the world. Learn more about our 2024 giving initiatives:

Community: Contributing to stronger, healthier places to raise our families and live our lives

Through our Community pillar, we're building strong connections and investing in the quality of life in the places where we live and work. We aim to make a tangible difference by encouraging economic growth, helping with relief efforts and more. In 2024, we partnered with:

United Way of Fort Smith Area*

Our partnership with the [United Way of Fort Smith Area®](#) is a key part of our community involvement, and we've proudly served as a Pacesetter company for 28 years. In 2024, we gave \$415,000 and had a tremendous employee turnout at the [United Way Day of Caring](#) event, United Way Golf Classic and several [Community Services Clearinghouse](#) fundraisers.

We also supported the [Arkansas River Valley's Walk to End Alzheimer's®](#), [True Grit Bike Ride and 5K](#), [River Valley Regional Food Bank](#) and [Almost Home Shelter and Rescue](#).



**The United Way of Fort Smith Area has an endowment that covers all overhead. 100% of ArcBest's contributions go to the agencies they support.*

Education: Actions to grow our people and invest in local education

We are passionate about investing in education and providing opportunities for learning and growth. Our 2024 initiatives focused on partnering with schools and funding scholarships and programs that inspire and empower our people and local students to never stop learning:

Educational Match Program

In 2024, our employees donated \$63,000 to primary and secondary education and to two and four-year colleges and universities through the ArcBest Educational Match Program.

With the company match,
we gave a total of

\$126,000

Grizzlies and Mavs Who Code

ArcBest and ArcBest Technologies volunteers led coding clubs at Southside High School (Mavericks) and Northside High School (Grizzlies) in Fort Smith, Arkansas, during the 2024-2025 school year. The students learned about using HTML, CSS and JavaScript. This is the fifth year we've partnered with Southside and the first year partnering with Northside.



Westwood Elementary Robotics Club

ArcBest Technologies Director of Robotics and Automation Jefferson Maldonado spoke at a Westwood Elementary Robotics Club meeting, encouraging students to pursue their passion for robotics. He introduced the students to our revolutionary Vaux technology and explained the engineering design process, including obstacles the team overcame.

“Our team was so excited to hear from a real robotics engineer! Learning how he uses the engineering design process in his job made robotics feel authentic and showed our kids possibilities for their own futures. Seeing that failure is a natural part of the design process was a valuable lesson, encouraging our students to keep trying and learning.”

– **Melissa Eckart, Westwood robotics coach**

Our people also participated in several Touch a Truck events, the [Trucker Buddy program](#) and continued mentoring local students through our Partners in Education Program with Fort Smith, Arkansas Public Schools.



People: Resources we provide to organizations that support underserved and underfunded groups

We're dedicated to helping people have access to the things they need to live and thrive. Our 2024 actions included:

Make-A-Wish

Throughout 2024, the 2023 Leadership Academy class raised money for **Make-A-Wish®** — an organization granting life-changing wishes for children with critical illnesses. Through various fundraising efforts, the class raised \$50,000 and granted five wishes.



MK from Arkansas wished to visit Disney World and Universal Studios



Eric from Missouri wished to visit Disney World



Adrian from Texas wished to visit Hawaii



Joel from Ohio wished to visit Disney World



Cody from Chicago wished to see his favorite basketball player, LeBron James, play in person

2024 Veterans Day Celebration

In honor of Veterans Day, employees at our South Chicago, Illinois, and Dayton, Ohio, service centers raised money for local veteran organizations. With a company match, the South Chicago team donated \$25,000 to the Canaryville Veterans Riders Association and \$25,000 to the Pointman Project Foundation. The Dayton team donated \$10,000 to the [Fisher House Foundation](#).



Other people-focused initiatives included participating in [Safety Drive for a Cure](#), [The Salvation Army's® Angel Tree](#), [Toys for Tots®](#) and [Wreaths Across America](#).

Appendix



Sustainability Index

(Aligned to SASB Standards for Transportation)

Table 1. Greenhouse Gas & Air Quality Emissions									
Topic	SASB Code	Activity Metric		Category	Unit of Measure	2024 Response	2023 Response	2022 Response	
Greenhouse Gas Emissions ¹	TR-RO-110a.1	Gross global Scope 1 Emissions ²	CO ₂ (Standard)	Quantitative	Metric tons (t)	463,715	500,504	500,411	
			CH ₄ (Standard)			118	84	84	
			N ₂ O (Standard)			3,923	1,110	1,098	
			Total (Standard)			467,757	501,698	501,593	
			CO ₂ (Renewable) ³			9,890	10,504	---	
			CH ₄ (Renewable) ³			3	4	---	
			N ₂ O (Renewable) ³			7	3	---	
			Total (Renewable) ³			9,900	10,511	---	
			Total			477,656	512,209	501,593	
		Scope 1 Emissions Intensity			g CO ₂ e/Mile	1,561.41	1,536.35	1,540.17	
		Gross Global Scope 2 Emissions ⁴	Location Based		Metric tons (t)	14,992	15,188	16,364	
	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 ⁶		Quantitative	Gigajoules (GJ)	6.79 million	7.32 million	7.17 million	
		% Natural Gas ⁶			Percentage	1.07%	1.00%	1.22%	
		% Renewable ⁶				2.12%	2.05%	0.73%	

Table 2. Employees & Safety								
Topic	SASB Code	Metric		Category	Unit of Measure	2024 Response	2023 Response	2022 Response
Employee Counts	TR-RO-000.C	Number of Employees ⁷		Quantitative	Count	14,016	14,871	15,684
		Number of Truck Drivers				6,932	7,383	7,374
Working Conditions	TR-RO-320a.1	Total recordable incident rate (TRIR) (per 200,000 workhours) ⁸		Quantitative	Rate	7.29	7.71	6.83
		Fatality rate for direct employees (per 200,000 workhours) ⁸				0.007	0.00	0.00
	DART Rate (per 200,000 workhours) ⁹		3.83			5.49	5.59	
	TR-RO-320a.2	Voluntary turnover rate for all employees				9.7%	10.6%	12.0%
		Involuntary turnover rate for all employees				3.2%	4.4%	5.0%
	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		Quantitative	Count	320	298	276
	TR-RO-540a.2	Safety Measurement System BASICS ⁵	Unsafe Driving	Quantitative	Percentage	15%	13%	10%
			Hours of Service Compliance			20%	17%	21%
			Driver Fitness			31%	15%	16%
			Controlled Substance/Alcohol			0%	0%	0%
			Vehicle Maintenance			53%	59%	50%
			Hazardous Materials Compliance			50%	71%	59%
	TR-RO-540a.3	Hazardous Materials ¹⁰	Number of spills and releases to the environment	Quantitative	Count	224	132	16
			Aggregate volume of spills and releases to the environment		Cubic meters (m^3)	3.35	5.32	5.65

Table 3. Workforce Demographics

Topic	Metric	Unit of Measure	2024 Response	2023 Response	2022 Response
Workforce Demographics ⁷	Two or More Races	Percentage	1.51%	1.51%	1.56%
	American Indian or Alaska Native		0.84%	0.81%	0.85%
	Asian		1.92%	1.86%	1.67%
	Black or African American		12.99%	13.23%	12.98%
	Caucasian		67.64%	67.95%	68.88%
	Hispanic or Latino		13.56%	12.78%	12.10%
	Native Hawaiian or Pacific Islander		0.36%	0.37%	0.36%
	None Specified (Ethnicity and Race)		1.57%	1.49%	1.61%
	Female		15.82%	15.49%	17.14%
	Male		83.91%	84.25%	82.60%
	Not Specified (Gender)		0.27%	0.26%	0.26%
Female Workforce Statistics ⁷	Expedite Fleet Drivers	Percentage	32%	29%	26%
	ArcBest Supervisors ¹¹		20%	20%	21%
	ArcBest Executives ¹²		18%	20%	18%
	ArcBest Board of Directors		33%	33%	33%
	ArcBest Employees		16%	15%	17%

Table 4. Additional Metrics

Topic	SASB Code	Metric	Category	Unit of Measure	2024 Response	2023 Response	2022 Response
Activity Metrics ⁵	TR-RO-000.A	Revenue ton miles (RTM)	Quantitative	RTM (billion)	3.24	3.60	3.52
	TR-RO-000.B	Load Factor (linehaul only) ¹³		Percentage	90.09%	91.49%	92.29%
Resource Use		Electricity Consumption	Quantitative	mWh	38,330.58	39,069.61	43,855.94
Waste & Recycling		Waste ¹⁴	Quantitative	Tons	12,145	11,562	10,869
		Recycling ^{14, 15}			1,030	969	958
		Electronic Recycling			14.8	11.8	9.0

Table 5. Additional Metrics

Topic	Response
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. Please see the environment section, starting on page 19 for more information on our emissions management and reduction strategy.
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 Federal Motor Carrier Safety Administration (FMCSA) regulations and recommendations for hours of services and scheduling. Please see the Safety and Security section of this impact report, starting on page 30, for more details on our approach to driver safety.

1. Greenhouse gas emissions calculated in accordance with the Greenhouse Gas Protocol
2. Emissions calculated using factors provided by the US EPA for the respective year; 2022 and 2023 Scope 1 included GHG Protocol tool factors
3. Renewable fuels used includes Renewable Diesel and biodiesel
4. 2024 emissions calculated using eGrid subregion factors; prior year emissions calculated using national average factors; We do not currently have power purchase agreements, therefore Market-based emissions cannot be calculated
5. For Owned assets under ABF Freight only
6. For Owned assets under ABF Freight and ArcBest
7. Count as of 12/31 for respective year includes full-time, part-time and casual employees
8. Includes all OSHA recordable incidents across all business units

9. Includes all DART incidents across all business units
10. A new service was adopted in 2023 for monitoring and reporting hazardous spills, resulting in increased reporting capabilities
11. Supervisor data represents employees with one or more direct reports
12. Executive data represents all vice presidents and above
13. Inverse of "% Empty Road Miles"
14. Includes approximately 75% coverage of ArcBest facilities where reporting is available
15. Does not include recycled materials from equipment maintenance

TCFD Disclosure

Governance

Board Oversight

Our Board of Directors (Board) has ultimate oversight of climate-related risks and opportunities and is responsible for reviewing and providing guidance on the company's climate-related risk management strategy and major plans of action as part of its wider corporate responsibility oversight. The Nominating/Corporate Governance Committee is responsible for providing oversight with respect to corporate responsibility strategy, practices and policies, and as appropriate, providing updates and making recommendations to the Board and monitoring emerging trends, best practices and regulatory development (view the [Nominating/Corporate Governance Committee Charter](#)). The Audit Committee is responsible for the company's risk management policies and processes for identifying, monitoring and managing significant risk exposures, including sustainability-related risk (view the [Audit Committee Charter](#)).

Management Oversight

ArcBest has designated sustainability 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 to the Sustainability Committee.

The Sustainability Committee is responsible for providing insights to the company and its Board to address environmental resiliency of the entire enterprise, by 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 Manager of Sustainability 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 Sustainability Committee chair reports to the Board annually.

Our Enterprise Risk Management program (ERM), as further detailed below, is facilitated by Internal Audit and includes a quarterly risk survey with risk owners and an annual meeting with leadership to provide an update on 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

ArcBest’s Sustainability Committee supports the development of our environmental sustainability strategy for the entire enterprise. This includes assessing environmental risks, such as climate-related risks, and identifying opportunities for improvements.

Climate Related-Risks and Opportunities

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

Regulatory Risks

We are subject to federal, state, and local environmental laws and regulations relating to, among other things: emissions control, transportation or handling of hazardous materials, underground and above ground storage tanks, stormwater pollution prevention, contingency planning for spills of petroleum products, and disposal of waste oil. We could become subject to new or more restrictive regulations, and the costs to comply with such regulations could increase our operating expenses. Such regulations could also influence the demand for transportation services. Failure to comply with laws and regulations can result in penalties, revocation of our permits or licenses, or both civil and criminal actions against us, in addition to potentially harming our reputation and brands

Reputational Risk

A failure to understand evolving issues and address climate-related risks and opportunities 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 and improving sustainability across the organization. One example is our focus on sustainable equipment – we regularly replace older model trucks with newer, cleaner models to reduce net emissions and purchase 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 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; adversely impact employee working conditions; damage existing infrastructure, including roadways; damage or 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. For example, we have developed proprietary systems that match shipments to optimized routes and consolidate loads, which reduce the number of loads, and empty miles, which may result in fuel savings and lower emissions. Additionally, the use of newer model trucks, with newer technology, can do the same. Another example is our Facility Enhancement & Growth Roadmap (FEGRM), which was developed to help us standardize environmental updates across all facilities. As part of the FEGRM, we are converting current lighting systems to LED systems to improve sustainability measures and save on energy. These efficiency gains combined with continued investment in and exploration of new technologies, such as electric vehicles and solar power, increases our ability to mitigate the potential risks posed by environmental change. We recognize the potential impact climate related risks and opportunities may pose to our daily operations and we are considering these risks in our business strategy and business continuity plans.

Risk Management

Risk identification and assessment processes

The company maintains an Enterprise Risk Management program (ERM) to identify, assess and monitor risks that are or may become material to our business. The ERM team evaluates current risks quarterly using a survey of risk owners. The ERM team utilizes the same metrics used to measure achievement of strategic initiatives in order to evaluate the mitigation of risks and the effectiveness of risk management. Results of the quarterly surveys are submitted to the Risk Management Committee (RMC), made up of controllers and representatives from each relevant department, for further evaluation, and then provided to senior leadership. Additionally, the RMC conducts leadership interviews 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 and its Audit Committee annually.

Risk management processes

The company’s policies for risk assessment and risk management are monitored and carried out by the ERM team and are regularly assessed by the Board for their effectiveness.

Integration into overall risk management

As part of its responsibility for sustainability strategy, ArcBest’s Sustainability Committee identifies and assesses environmental and other sustainability risks such as, climate-related risks. Through reporting to the executive sponsors and in conjunction with the ERM process, the Sustainability Committee ensures the sustainability strategy is appropriately integrated into the company’s overall risk management process. 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

Climate-related metrics in line with strategy and risk management

ArcBest discloses our Scope 1 and Scope 2 GHG emissions annually. As we continue to develop our measurement and reporting capabilities, 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.

In 2024, we implemented Salesforce Net Zero Cloud to better enable our emissions and energy calculations and disclosure. The platform allows us to analyze emissions by type, equipment, location and timeframe from various sources across the company and will help facilitate the disclosure of certain Scope 3 categories in the future.

Scope 1 and 2 GHG metrics and related risks

Metric	2024	2023	2022
Total Scope 1 GHG Emissions	477,656 MT CO ₂ e	512,209 MT CO ₂ e	501,593 MT CO ₂ e
Scope 1 GHG Emissions Intensity	1,561.41 g CO ₂ e/mile	1,536.35 CO ₂ e/mile	1,540.17 g CO ₂ e/mile
Total Scope 2 GHG Emissions	14,992 MT CO ₂ e	15,188 MT CO ₂ e	16,364 MT CO ₂ e

Climate-related targets and performance against targets

Our sustainability team regularly assesses the feasibility of setting specific targets and de-veloping strategies to reach them as our GHG emissions reporting processes and capabilities continue to mature and evolve.

ArcBest[®]