

Echo Global
Logistics

FY2024
ESG Report

ECHO 
Transportation Simplified™



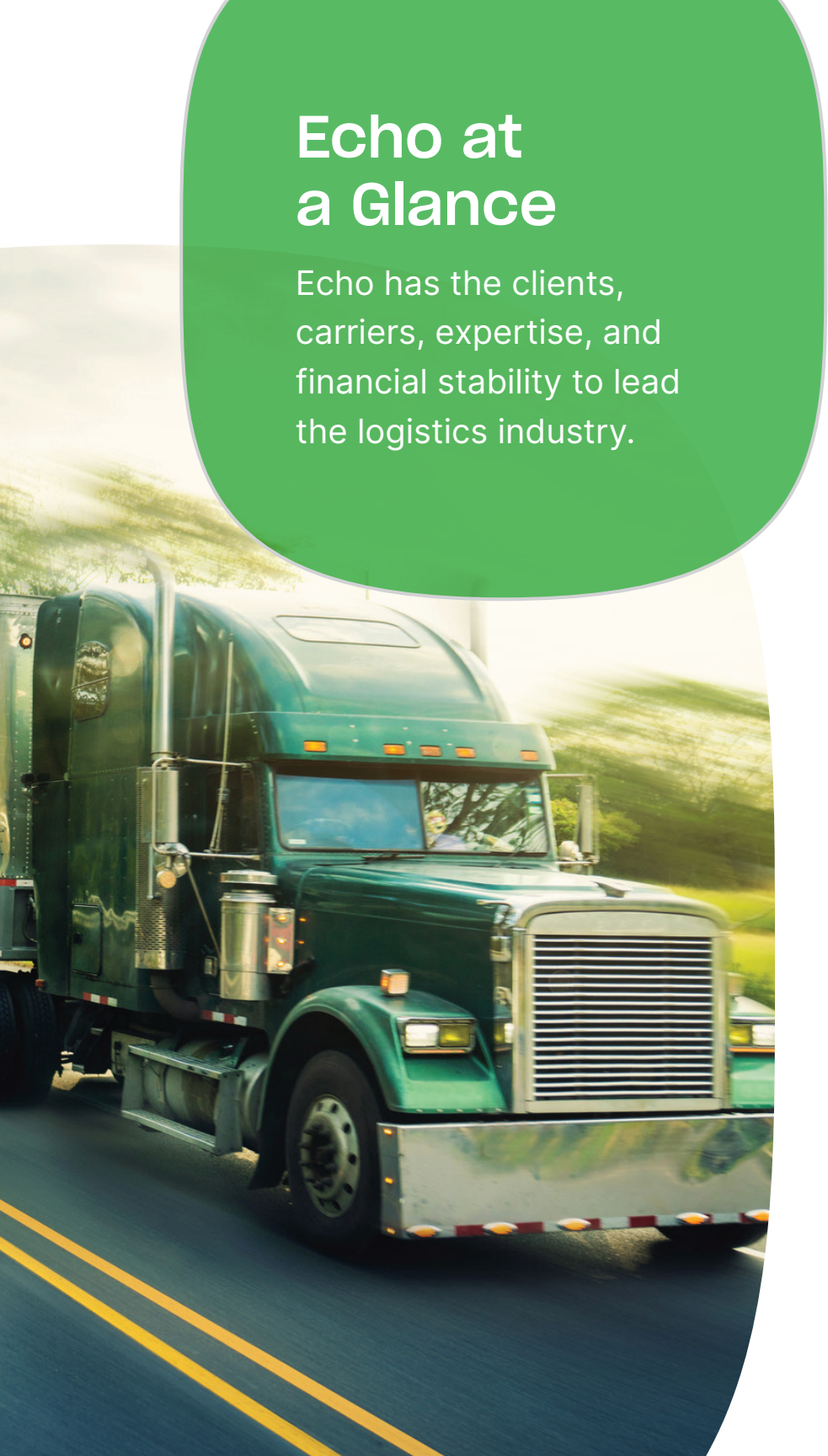


About This Report

This report represents data from the 2024 fiscal year: Jan. 1, 2024, through Dec. 31, 2024. It reflects Echo Global Logistics' commitment to sustainability, inclusion, and belonging, our employees' well-being, and governance matters. Disclosure Appendix is included.

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Echo at a Glance

Echo has the clients, carriers, expertise, and financial stability to lead the logistics industry.

Company	Clients	Carriers	Awards
\$3.6B Revenue 2024	20%+ Fortune 500 Companies	50K+ Carriers in Network 2024	#1 Inbound Logistics Top 10 3PL (2017-2024)
2,500+ Employees	35K+ Active Clients 2024	16K Loads Moved Every Day	13 Years as a Transport Topics Top 25 Freight Broker
2019 Began ESG Reporting	3.4M Loads Delivered 2024	400+ Private Fleet Network	8 Years Inbound Logistics Green Supply Chain Partner

Revenue and employee count include Fastmore and Roadtex entities.

Letter From Our CEO



Doug Waggoner
CEO

Our Culture Defines Who We Are

In a year of growth and innovation, Echo Global Logistics continues to move forward, exemplifying our core values, and one in particular: “Better is the Only Option.”

In 2024, we expanded our sustainability initiatives, earning new awards, such as Newsweek’s Greenest Companies, and reinforcing our commitment to reducing client and internal carbon footprints and our own energy consumption. Looking ahead, we’re focusing on innovative ways to engage stakeholders on climate change and to reduce and offset our emissions.

Echo strengthened our culture of inclusion and belonging by supporting and promoting our Business Resource Groups and encouraging inclusivity through engagement. Our award-winning culture supports employees and their engagement with the world, and our 2024 ESG report details these inclusion efforts.

Being together in a shared workspace encourages us to strive for better, leads to greater collaboration and cohesion, and helps us maintain our award-winning culture – a key component to our success. In 2024, we completed renovations of our downtown Chicago headquarters, creating a modern, upgraded workspace. The updated office allows us to continue pursuing our goals of team building, mentorship, training, and collaboration. We also expanded our presence in Mexico with new offices and facilities to better support our cross-border team.

Our company is guided by Echo’s values, which encourage all of us to work hard, go farther, do better, and support one another in the workplace, in our client and carrier partnerships, and in the global community. We hope you find this report insightful.

Sincerely,

Doug Waggoner
Chief Executive Officer

Materiality and Relevant Topics

Identifying material issues is crucial for managing ESG risks and opportunities. We recognize the importance of ESG issues for our operations and our clients, carriers, and investors. As part of our first ESG report, we undertook a comprehensive materiality analysis to identify and prioritize key issues.

We considered sector-level materiality to identify all issues relevant to companies that operate in the associated sectors. We identified these themes using standards from the Sustainability Accounting Standards Board, a review of investor trends, and an analysis of peer organizations.

We further refined the material issues based on discussions with selected stakeholders, including management, employees, clients, and carriers. The fundamentals of the materiality assessment hold true and continue to align with our core values.

Echo Global Logistics ESG Materiality, FY2024

Environmental

- Climate Change
- Greenhouse Gas (GHG) Emissions

Social

- Employee Engagement and Development
- Employee Well-Being
- Inclusion and Belonging

Governance

- Governance Structure
- Ethics and Behavior
- Data Security
- Business Continuity



ENVIRONMENT

Echo acknowledges that climate change is one of the major challenges of our time. Our key environmental initiatives include minimizing the effects of climate change and reporting Greenhouse Gas (GHG) emissions.

Climate Risks and Opportunities

Echo assesses climate-related risks by using the Task Force on Climate-Related Financial Disclosures’ recommendations. Our assessment considers transition and physical risk factors, captured together as risks and related opportunities. These are assessed regularly and included in our risk register.

TRANSITION

PHYSICAL

CLIMATE CHANGE RISKS	POTENTIAL EFFECTS
Policy and Legal - Increased regulations on reporting obligations - Increased regulations on carriers, reducing capacity	Policy and Legal - Increased compliance costs - Increased operational costs, driven by reduction in supply, and higher operating costs for carriers
Technology - Costs to transition to lower emissions technology - Unsuccessful investment in new technologies	Technology - Increased costs in converting to energy-efficient products, such as cloud servers and energy-efficient equipment - Increased capital investments in new technology development
Market - Customer change in preference to use low-emission carriers - Investment decisions that are based on climate risk management	Market - Increased costs of operations in using “Green” carriers - Opportunity cost on lost investments due to a lack of focus on climate risk management
Reputation - Enhanced expectation from clients to comply with their climate risk management approaches - Inability to attract top talent due to climate risk reputation	Reputation - Reduced revenue for services due to Echo being unable to comply with clients’ requirements - Reduced revenue due to effects on workforce management
Acute - Failure of data centers from climate-related events - Inability to serve clients because of extreme weather	Acute - Reduced revenue from not being able to fulfill service requirements - Increased costs in reestablishing data center and rebuilding data - Reduction in revenue due to inability to service clients
Chronic - Extreme heat, variability in precipitation, variable temperature, and water stress could affect several key consumer industries, resulting in reduced shipping needs	Chronic - Reduction in revenue due to reduced demand for services

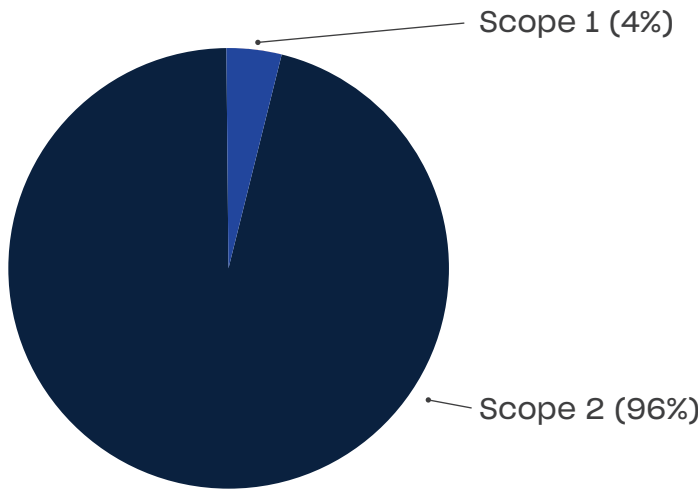
Our Environmental Impact

Operational Greenhouse Gas Emissions

Echo identifies GHG emissions using the Greenhouse Gas Protocol three-scope system, developed by the World Resources Institute and the World Business Council for Sustainable Development. This year, Echo began calculating refrigerant emissions to more fully report on our environmental impact.

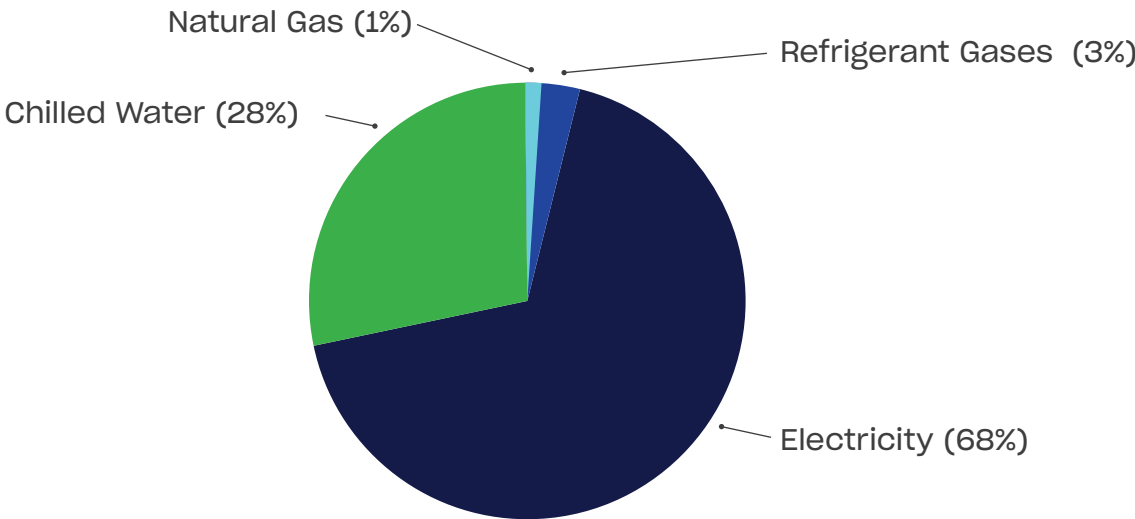
- Scope 1** – Direct emissions from sources that Echo owns or controls.
- Scope 2** – Indirect emissions related to the generation of purchased electricity, heating, and cooling.
- Scope 3** – Other indirect emissions related to company activities.

Echo Scope 1 and 2 (Market-based) Emissions Breakdown



		Emissions (MT CO2e)
Scope	Activity Group	FY'24
Emission Scope	Emission Source	
Scope 1	Refrigerant gases	70
	Natural gas	26
Scope 2	Electricity (purchased)	1,655
	Chilled water	689
Total		2,440

Emissions by Source (MT CO2e)



In performing its GHG Emissions analysis, Echo relied on actual data and, when reliable data wasn't available, emissions were estimated from occupied square footage of its facilities.

Environmental-Focused Programs

Echo's environmentally focused programs are designed to protect and enhance the environment and communities in the areas in which we operate.



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ISO 14001:2015

Echo's Chicago-based headquarters is certified to the ISO 14001:2015 standards and maintains an integrated quality system. Through the ISO program framework, we've decreased office waste, reduced the use of single-use cups, and enhanced our recycling programs. Our headquarters also improved ventilation by switching to electric heating instead of natural gas.

U.S. Environmental Protection Agency's SmartWay® Partnership

Echo ranked No. 1 in multiple categories of the SmartWay Carrier Performance Rankings, including grams of CO₂ per mile. SmartWay evaluates carrier emissions based on many factors, such as vehicle make, model and year, miles driven, load weight, empty miles, and idle time. For non-certified carriers, SmartWay assigns estimated emissions. Based on this data, Echo can quantify avoided emissions when selecting SmartWay-certified carriers. As a broker, Echo is scored on a 1-10 scale against peers for its use of SmartWay carriers. In the most recent rankings, Echo earned the top score of 1 in three out of six categories and a 3 in all other categories – placing it among the highest-performing SmartWay-certified brokers in the country.

Use of SmartWay-Certified Carriers

Echo's commitment to using SmartWay-certified carriers has prevented approximately 38,270 metric tons of carbon dioxide emissions from polluting the environment.

EcoVadis Score Improvement

Echo continues to participate in EcoVadis' sustainability assessment. EcoVadis is a global leader in business sustainability ratings, covering Ethics, Environment, Labor & Human Rights, and Sustainable Procurement. For the second year in a row, Echo improved its overall EcoVadis score – this time by nine points. As a result, Echo earned the EcoVadis "Committed Badge," recognizing its continued progress in sustainability.

Awards and Recognition

In addition to being named one of Newsweek's Greenest Companies, Echo was also named an Inbound Logistics 2024 Green Supply Chain Partner, marking the eighth year Echo has been recognized for this award. Companies that have achieved this award have been proven to actively go above and beyond to prioritize green initiatives and help the global supply chain become more sustainable. PepsiCo named Echo its 2024 Most Improved Sustainable 3PL at the annual sustainability summit, recognizing the company's improved SmartWay scores.



SOCIAL

Echo invests in its employees to drive positive business outcomes.

We use compensation data to maintain competitive and equitable pay, offer premium medical coverage, and provide a 401(k) program with a generous employer match. Our employee benefits also include access to child and home care, pet insurance, wellness platforms, and a recognition program. In 2024, our team exchanged 16,623 shoutouts through our employee recognition platform, Nectar.

Training

All new hires in customer and carrier representative roles participate in at least seven weeks of best-in-class training, followed by three to five months of continuing education and mentorship. All new operations hires receive four weeks of intensive training, followed by two to three months of continuing education.

Mentoring Program

Echo matches employees with senior leaders to establish mentor/mentee relationships. We encourage participants to meet monthly with their mentors to ask questions, discuss career growth, and learn from senior leaders.

Emerging Leaders

This yearlong program includes workshops and engagement activities that help improve leadership skills. Participants meet monthly for interactive workshops and access to exclusive, tailored content.



Culture of Inclusion and Belonging

We propel our business forward by creating an environment where everyone can thrive. At Echo, we're committed to embracing diverse perspectives – from our colleagues and clients to our partners and communities – as we work toward a future rooted in empathy, fairness, and inclusion.

Echo's Business Resource Groups Continued Community Engagement in 2024

Echo Families

Collected supplies for [Chicago HOPES for Kids](#), which supports children experiencing homelessness, and [Frieda's Place](#), a local soup kitchen. The Families BRG also hosted Echo's annual Family Day, where volunteers created blankets, board books, and puzzle books for patients at Lurie Children's Hospital.

Echo Military

Partnered with [K9s for Veterans](#), covering a year of food and medical costs for a veteran's service dog. The group also hosted a volunteer event where Echo employees assembled goodie bags for veterans and their service dogs, which were distributed in honor of Veterans Day.

Echo Multicultural

Donated to St. Matthew United Methodist Church to help feed children during the summer. The group also sponsored [Edgewater Castle FC](#).

Women at Echo

Partnered with [Women in Trucking](#) and hosted a volunteer event to assemble hygiene kits for women experiencing homelessness. The group also held a clothing drive at the Phoenix branch, hosted a charity bingo night in Kansas City, Mo., and donated holiday gifts to a family in need in Detroit.

Echo Pride

Sponsored a fundraiser for [Brave Space Alliance](#), which provides resources for LGBTQ+ individuals. The group also partnered with the organization to host, "Allyship and You," a workshop that helped Echo employees strengthen their understanding and support of the LGBTQ+ community.





Social Metrics

Echo’s culture defines who we are. We equip our team with training, representation, and support to succeed.

Metric	2020	2021	2022	2023	2024
Number of Employees	2,571	2,422	2,500	2,385	2,271
Number of New Hires	611	793	715	342	353
Overall Hours of Training Provided	101,369	140,864	135,724	68,458	73,088
Training Hours Per Employee	39	58	54	29	32
Voluntary Turnover Rate for Employees*	14%	26%	16.9%*	13.3%	11.7%
Involuntary Turnover Rate for Employees	7%	3%	3.2%	7.8%*	7.7%

*Updated to reflect more accurate reporting.



GOVERNANCE

Echo’s leadership team models ethical, reliable governance principles as a core business principle. Our employee code of conduct outlines guidance on issues such as conflicts of interest, fair dealing, the Foreign Corrupt Practices Act, and intellectual property protection. Human Resources manages and maintains the code.

ESG Committee

Echo’s ESG Committee is comprised of a cross-functional team and is led by our Chief Financial Officer. This committee is continuously reviewing opportunities for improved reporting and new ways to reflect the company’s commitment to environmental, social, and governance issues.

Artificial Intelligence

Echo’s artificial intelligence use is guided by our AI Governance Committee, which is made up of senior leaders across the organization. We use AI to manage large datasets, enhance workflows, and assist our employees.

Supplier Code of Conduct

This year, Echo introduced its first-ever Supplier Code of Conduct, outlining the principles and standards we expect from our business partners. The code provides clear guidance on key areas, including human rights, ethical conduct, environmental responsibility, and data protection.

Cybersecurity and Data Privacy

Cybersecurity and data privacy are vital to Echo, our employees, clients, and carriers. Our cybersecurity teams report directly to the Chief Information Officer and manage the day-to-day security of Echo's network, data, endpoints, and applications. Data privacy is a shared responsibility between our IT and Legal departments.

Echo's robust security policy covers acceptable use, access control, antivirus protection, disaster recovery, incident response, security management, firewall/network security, passwords, physical security, risk assessment, auditing, and employee security training. All employees receive training at onboarding and annually thereafter.

Our Cybersecurity Risk Management program aligns with the U.S. National Institute of Standards and Technology's framework, and we regularly test and refine our protocols to stay ahead of emerging threats.



Whistleblower Hotline

Echo provides an anonymous hotline for employees, clients, carriers, and other third parties to report concerns or misconduct.

Metric	2020	2021	2022	2023	2024
Number of Confirmed Incidents of Corruption, Fraud, or Bribery	None	None	None	None	None
Number of Confirmed Incidents of Noncompliance with Laws or Regulations	None	None	None	None	None

Appendix

SASB Reference Table			
SASB Code	Topic	Accounting Metric	Cross-Reference or Answer
General Information			
Metrics & Targets	General Information	Disclose the metrics and targets used to assess and manage relevant climate-related risks and opportunities where such information is material	Environmental Section
SASB - TR-AF-110a.1	Greenhouse Gas Emissions	Gross global Scope 1 emissions (metric tons CO2e)	Environmental Impact Table
SASB - TR-AF-110a.2	Greenhouse Gas Emissions	Discussion of long-term and short-term strategy or plan to manage Scope 1 emissions, emission reduction targets, and an analysis of performance against those targets	Environmental Impact Table
SASB - TR-AF-110a.3	Greenhouse Gas Emissions	Fuel consumed by (1) road transport, percentage (a) natural gas and (b) renewable, and (2) air transport, percentage (a) alternative and (b) sustainable	Environmental Impact Table
SASB - TR-AF-120a.1	Air Quality	Air emissions of the following pollutants (1) NOx (excluding N2O), (2) SOx, and (3) particulate matter (PM10)	Environmental Impact Table
SASB - TR-AF-310a.1	Labor Practices	Percentage of drivers classified as independent contractors	N/A
SASB - TR-AF-320a.1	Employee Health & Safety	(1) Total recordable injury rate and (2) fatality rate for (a) full-time employees and (b) contract employees	N/A
SASB - TR-AF-430a.1	Supply Chain Management	Percentage of carriers with BASIC percentiles above the FMCSA intervention threshold	N/A
SASB - TR-AF-430a.2	Supply Chain Management	Total greenhouse gas (GHG) footprint across transport modes	Environmental Impact Table
SASB - TR-AF-540a.1	Accident & Safety Management	Description of implementation and outcomes of safety management system	N/A
SASB - TR-AF-540a.2	Accident & Safety Management	Number of aviation accidents	N/A
SASB - TR-AF-540a.3	Accident & Safety Management	Number of road accidents and incidents	Tracked but not externally reported
SASB - TR-AF-540a.4	Accident & Safety Management	Safety measurement system BASIC percentiles for: (1) unsafe driving, (2) hours-of-service compliance, (3) driver fitness, (4) controlled substance/alcohol, (5) vehicle maintenance, and (6) hazardous material compliance	N/A
SASB - TR-AF-000.A	Activity Metrics	Revenue ton kilometers (RTK) for: (1) road transport and (2) air transport (see NOTE 1)	N/A
SASB - TR-AF-000.B	Activity Metrics	Load factor for (1) road transport and (2) air transport (See NOTE 2)	N/A
SASB - TR-AF-000.C	Activity Metrics	Number of employees, number of truck drivers	2,271 employees; 0 truck drivers

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