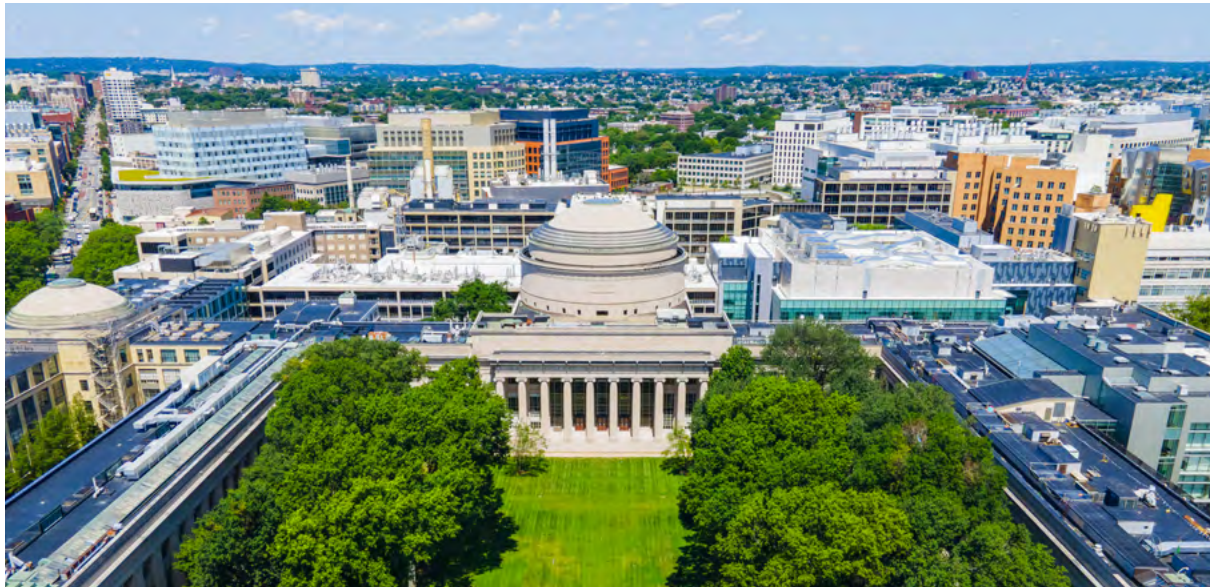


Learning and Development



We also focused on improving employees' awareness of sustainability and environmental management. We launched the inaugural Make an Impact campaign to encourage employees in Europe to get involved in a series of sustainability challenges. In 2021, we'll launch an eLearning on XPO University about sustainability that will be geared toward all employees.

Cultivating Diversity with Grow at XPO

In 2020, we launched the professional development program Grow at XPO. Through coaching, education and related support, Grow at XPO gives employees a clear path to pursue new jobs within the company, earn higher compensation

and take on increased responsibility.

Grow at XPO is designed to remove barriers to advancement — from lack of access to technology, to conflicting outside obligations or limited financial resources — so that aspiring team members can advance within our organization. The program also advances company-wide goals for greater diversity, equity and inclusion by focusing on improving the retention and advancement of those from minority and underrepresented communities.

Requirements to enroll in Grow at XPO are simple: successful completion of a new-hire probationary period plus a satisfactory performance record.

Launched at select locations in Georgia, Illinois, Indiana, New Jersey, Pennsylvania, Texas and Wisconsin, hundreds of employees enlisted in the first wave of available sites, and it's our expectation that by the end of 2021, Grow at XPO will be available at nearly every company site.

Building UK Teams with an Award-Winning Apprenticeship Program

Finding and retaining talented employees with professional and vocational skills can be a tough challenge in any market. In the UK, we've made award-winning progress in targeting young candidates by providing an [apprenticeship program](#) that's attracted more than 2,000 colleagues who've benefited from work-based learning across a wide range of courses, including warehousing, driving, administrative support and leadership.

In 2020, our UK operation provided apprenticeships to 700 people, and we launched new apprenticeship programs for sales and project management, as well as a new masters' degree.

In October, our team was awarded **Apprenticeship Programme of the Year** by Motor Transport, a UK industry journal. The award was given based on our program's structured career path, influx of talent and commitment to strengthen the talent pipeline for the future. We were commended for 60% utilisation of the Apprenticeship Levy, well above the national standard and a clear positive return on investment.

PROFILE OF GROWTH: CHRISTLE ARREDONDO

On her first day at XPO in 2019, Christle Arredondo noticed a clerk working on a spreadsheet. After a moment, Arredondo suggested a tweak that instantly boosted her teammate's efficiency. Since then, the 32-year-old has continued to help herself, and others, thrive at an XPO distribution center in San Antonio, Texas.



"I had just finished working at one of our competitors and being in the XPO environment kind of gave me the passion to thrive at the XPO level," Arredondo said.

She quickly progressed across eight teams in the distribution center, rising from an hourly temp role to team leader. Her fast advancement typifies the kind of impact we hope to see more of as a result of Grow at XPO.

"I was just driven by the environment and by my management," Arredondo said. "I found myself in a lead position, and I wanted to expand more into XPO."