



UN GLOBAL COMPACT

Communication on Progress

M
MOBILITAS GROUP ■ GROUPE MOBILITAS

**20
21**

Our commitments
2022

Contents

Overview

Ten Principles of the Global Compact
Action Plan
Chairman's Message

3

Human Rights

Gender Equality
Actions in Disaster-Stricken Countries
CSR Activities

6

Labour

Empowerment Through Internships
VIE Programme
Training Initiatives

12

Environment

Planète Urgence
Environmental Initiatives
Carbon Footprint Assessment for DEMEPOOL HQ
Environmental Sustainability AGS Paris

19

Anti-Corruption

Supply Chain Management
Data Protection and Privacy

25

OVERVIEW

Ten Principles of the Global Compact



Human Rights

- 1 Businesses should support and respect the protection of internationally proclaimed human rights and;
- 2 Make sure that they are not complicit in human rights abuses.



Labour

- 3 Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;
- 4 The elimination of all forms of forced and compulsory labour;
- 5 The effective abolition of child labour and;
- 6 The elimination of discrimination in respect of employment and occupation.



Environment

- 7 Businesses should support a precautionary approach to environmental challenges;
- 8 Undertake initiatives to promote greater environmental responsibility and;
- 9 Encourage the development and diffusion of environmentally friendly technologies.



Anti-Corruption

- 10 Businesses should work against corruption in all its forms, including extortion and bribery.

Action Plan

| UN Principles | MOBILITAS Actions | Stage | Actions for 2021 | Objectives for 2022 |
|-------------------------------|---------------------------------------|---|---|--|
| <p>Human Rights</p> | GENDER EQUALITY | 5th year: Action | Continued commitment to the promotion of gender equality | Continued commitment to the promotion of gender equality |
| | ACTION IN DISASTER-STRICKEN COUNTRIES | >5 years: Crisis management in affected countries | Continued involvement with local communities to ensure fast response to crises | Remain closely involved with local communities to ensure fast response to crises |
| | CSR ACTIVITIES | >5 years: Action | Ground-level involvement in local community and charity initiatives | Continued involvement in local communities and charitable initiatives |
| <p>Labour</p> | INTERNSHIPS | >5 years | Empowering and upskilling disadvantaged youth through internships | Renewed focus on empowering and upskilling disadvantaged youth through internships |
| | VIE PROGRAMME | >5 years | Continued active participation in the VIE programme | Continued active participation in the VIE programme |
| | TRAINING INITIATIVES | >5 years | Update on skills growth and further development of training portfolio | Skills growth and further development of training portfolio |
| <p>Environment</p> | PLANÈTE URGENGE | >5 years | Update on collaboration with Planète Urgence | Commitment to continued working with Planète Urgence |
| | ENVIRONMENTAL IMPACT OF BUSINESS | >5 years: Action | Local initiatives, Bilan Carbone© Démépool, AGS Paris | Local initiatives, Bilan Carbone© Démépool, AGS Paris |
| <p>Anti-Corruption</p> | SUPPLY CHAIN MANAGEMENT | >5 years: Implement and communicate | Continued improvement of supply chain management processes throughout the group | Continued improvement of supply chain management processes throughout the group |

Chairman's Message

The MOBILITAS Group, represented by Group Chairman Alain Taïeb, is committed to reporting on the progress we make in promoting and enshrining the universal principles defined in the United Nations Global Compact.

Over the last 48 years, we have grown into a global company, present on four continents. Our international reach raises challenges that our group is committed to addressing in a manner that is true to our core values of resilience, acknowledgement, legacy, stability, and ambition tempered with humility. These values form the pillars of our commitment to sustainable business practices across the globe.

Following a year of unprecedented uncertainty, 2021 was an ode to the resilience of mankind. As the pandemic became the status quo, people around the world resumed their daily lives with characteristic adaptability and resourcefulness. Following suite, the MOBILITAS Group once again concentrated on aligning with Global Compact principles, continuing our support for existing projects but also embarking on new initiatives.

INVESTING THROUGH EDUCATION

As part of a pilot programme, our flagship brand, AGS Movers, mentored nine student interns, aged 18 to 25, from the island of Reunion, France. Hosted in mainland France, the four-and-a-half-month internship offered successful applicants several qualifications, work experience and the opportunity to develop marketable skills.

NURTURING NATURE

In another first, our oldest subsidiary, Dutch removals company Royal De Gruijter, made the switch to biofuel, powering their vehicles with Hydro Vegetable Oil. Made from renewable crops, the diesel alternative eliminates up to 90% of net CO₂ and greatly reduces nitrogen oxide, particulate matter, and carbon monoxide emissions.

PROTECTING PERSONAL DATA

At group level, we welcomed our first data protection officer (DPO). Working closely with top management, the DPO oversees the MOBILITAS data protection strategy and its implementation, both internally and with third parties. By positioning the role of DPO within the MOBILITAS Group, we signal our commitment to protecting the personal data of our clients, our staff and our partners at every level of our organisation.

As the world continues to move out of crisis mode, it is my hope that MOBILITAS will be able to dedicate more and more of its resources to initiatives that shape the post-pandemic world for future generations. The Global Compact offers an excellent framework within which to do this.



ALAIN TAÏEB
Chairman of the Supervisory Board

"That is why, as Chairman of the MOBILITAS Group, I am pleased to reaffirm our commitment to the Ten Principles outlined in the UN Global Compact. We will continue to uphold them in all our activities and operations."

The values of the MOBILITAS Group

| | | | | |
|--------------------------|-------------------------------|----------------------|-------------------------|--------------------------------------|
| <p>Resilience</p> | <p>Acknowledgement</p> | <p>Legacy</p> | <p>Stability</p> | <p>Ambition with Humility</p> |
|--------------------------|-------------------------------|----------------------|-------------------------|--------------------------------------|



HUMAN RIGHTS

Gender Equality

Endorsement of the Women's Empowerment Principles

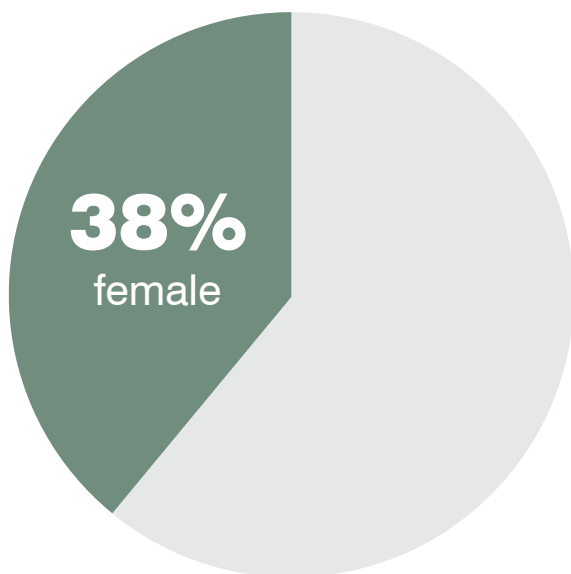


MOBILITAS recognises that women remain under-represented in non-traditional industries and occupations, also in the mobility sector.

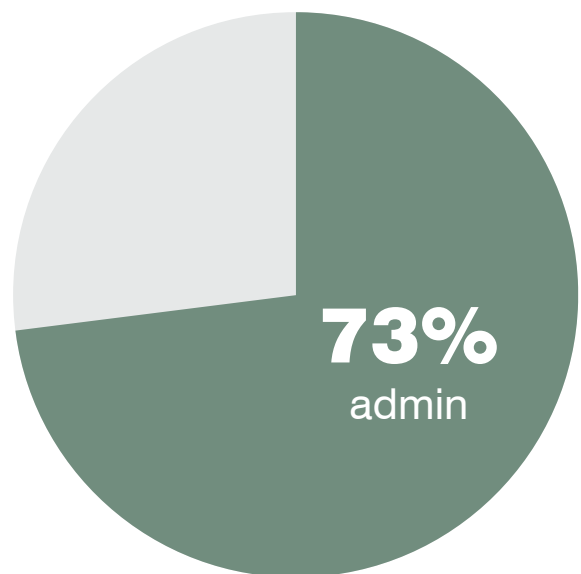
To better understand the representation of women in this industry, we must acknowledge that mobility relies heavily on male workers because the job, by its nature, requires physical strength - an inherently male attribute.

We are pleased to report that, in 2021, 38% of our permanent staff were female. This number has not changed drastically from 2020, but it is 15% higher than when we implemented the UN Women's Empowerment Principles in 2016.

Approx. 38% of our workforce is female



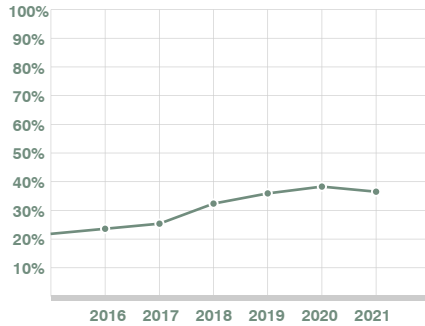
Approx. 73% are employed in sales or administrative roles





Gender Equality

% of female employees at the MOBILITAS group



% of female employees per staff category



We affirm our commitment to the UN Women's Empowerment Principles through our actions



- 1 We aim to increase female representation within the MOBILITAS Group by 2% in 2022 to further focus on the professional development of women.
- 2 Each manager completes an annual HR Metrics report which is distributed internally to raise awareness for gender equality. In this way, we encourage hiring and internal promotion of female staff.
- 3 Our human resources department focuses on changing attitudes towards women to ensure that they are treated equally.
- 4 We have a comprehensive grievance procedure in place for all employees so that they can inform us if they feel they are being treated unfairly, and we encourage our managers to have open-door policy.
- 5 When selecting suppliers, we use non-discriminatory selection criteria to ensure that female-owned companies are given fair opportunity.
- 6 Our marketing materials respect the dignity of women.
- 7 We participate in community initiatives that promote gender equality, and we use non-discriminatory selection processes when selecting event sponsorship opportunities and charities with which to partner.



HUMAN RIGHTS

Action in disaster-stricken countries

In 2021, the MOBILITAS Group used its resources to help local communities struck by natural or man-made disasters.

School reconstruction after the Petrinja earthquake

AGS Movers, Zagreb, Croatia



The AGS Zagreb team provided financial assistance to rebuild the Petrinja public high school, which was severely damaged during the Petrinja earthquake. Built in 1871, the Neo-Renaissance building suffered two earthquakes in two days, each measuring more than 5.2 on the Richter scale. The renovations of the national heritage site are expected to take several years. Meanwhile, students have resumed their schooling in another building.



Assisting flood victims in the Rhinelands

AGS Movers, Koblenz, Germany

After the fatal floods in Germany's Rhineland Palitinate state in July 2021, AGS Koblenz registered as a local company able to help flood victims without resources. The branch is situated only 30km from one of the worst-hit areas, and many of the AGS Koblenz team members have family members or friends affected by the natural disaster.

At the height of the flood, the team dispatched a truck filled with donated clothes and mattresses to various emergency centres. Over a weekend, the crew volunteered to help a local hotel owner clear his premises of anything that could be saved, storing his items in the AGS warehouse while the damage to the hotel was repaired. They also assisted a local family who had lost their home by storing their belongings while their house was rebuilt.



Food relief for riot victims

AGS Movers, Johannesburg, South Africa



Following the July riots in Kwazulu Natal, AGS Johannesburg transported approximately 10 000kg of food to families who found themselves without anything to eat after local shops were stripped bare. Collected at a local church in Bedfordview, the food was transported once a week by the AGS crew to a sister church 490km away, where it was distributed among community members.



Providing water for the local community

Stuttaford Van Lines, East London, South Africa

When failing infrastructure unexpectedly left residents of East London's fourth-largest informal settlement without water on two separate occasions, the nearby Stuttaford Van Lines branch connected a hose to their warehouse tap, feeding it through the boundary fence to create a self-service water station. The branch provided potable water to approximately 300 residents while the infrastructure was repaired.



Disaster relief after ammunitions explosion

**AGS Movers, Malabo, Equatorial
Guinea**



Following the devastating explosion of an ammunitions depot at a Bata military camp in March 2021, French entrepreneurs in Malabo, AGS Equatorial Guinea among them, organised a collection for the victims. Donations of clothes, babywear, shoes, children's toys and kitchen utensils were stockpiled at the local French international school, before being packed and shipped to the victims by the AGS crew.



Home reconstruction after the Haiti earthquake

AGS Movers, Haiti

The earthquake that struck Haiti in August 2021 caused considerable damage, killing more than 2 000 people and injuring more than 12 000. Confronted with the ensuing humanitarian disaster, the AGS Haiti team is helping to rebuild the island. Aside from providing financial aid for food and other first-aid items, the team is rebuilding three damaged homes in the southern zone.

During their holidays and leisure time, employees reinforce supporting pillars, repair facades, reconstruct floors, and refurbish roofs. In the meantime, AGS Haiti has doubled the amount of funding allocated to the purchase of building materials.

CSR Activities

MOBILITAS is committed to supporting the communities in which we operate. So while the pandemic may have complicated our efforts in 2021, they remained ongoing. Around the world, our subsidiaries donated their time and resources to improve the lives of the vulnerable and the marginalised.

HUNGARY

A SWEET SURPRISE (AGS MOVERS, BUDAPEST)

This past Saint Nicholas, AGS Hungary was honoured to help Rotaract Budapest bring a little joy to the city's underprivileged children. The well-known charity collected donations of chocolates and sweets, packaging them into sweet Christmas gifts that the AGS team delivered to the Józsefvárosi Social Service and Child Welfare Center for the children to enjoy.



EGYPT

SERVING REFUGEES FROM EAST AFRICA AND THE MIDDLE EAST (AGS MOVERS, CAIRO)

For the second time, the AGS Egypt team assisted St. Andrews's Refugee Services (StARS) by storing and delivering a donation of much-needed furniture to the charity from the European Commission Delegation in Cairo. For more than 40 years, StARS has been serving refugees and vulnerable migrants by providing schooling and vocational training. The organisation also offers psychosocial services and legal aid. Students and clients hail from many countries, including Ethiopia, Eritrea, Iraq, South Sudan, Sudan, Somalia, Syria and Yemen.



FRANCE

A THANK YOU TO WOUNDED SOLDIERS AND THEIR FAMILIES (AGS MOVERS, MONTPELLIER)

The AGS team in Montpellier, France, lent their financial support to Terre Fraternité. The organisation supports French soldiers injured in service, their families and the families of soldiers who have died in the line of duty. Working closely with the French Military and the Military Mutual Aid Association, Terre Fraternité offers a variety of services, from covering the travel costs of families who visit wounded soldiers in hospital, to providing vocational training and supplying sports prosthetics to amputee veterans.



KENYA

ESSENTIAL SUPPLIES FOR ORPHANED BABIES AND TODDLERS (AGS MOVERS & EMANAGE AFRICA, NAIROBI)

A surplus of baby items in their warehouse prompted the AGS Kenya crew to make a sizeable donation to the By Grace Disabled and Orphans Centre in Nairobi. Together with eManage Africa, another Kenya-based MOBILITAS subsidiary specialising in records management, the movers delivered approximately 2 000 items to the local charity, including babywear, feeding chairs, cribs, diapers and formula. The By Grace Disabled and Orphans Centre is home to 250 children and provides meals and schooling for 350 children from preschool to the grade 12.



FRENCH POLYNESIA

ERADICATING ILLITERACY (AGS MOVERS, TAHITI)

The AGS Tahiti team contributed to the fight against illiteracy in Polynesia when they imported around 2 000 second-hand school and children's books to the island. The shipment supports the work of Polynélivre, a non-profit that aims to eradicate illiteracy in French Polynesia by encouraging reading. Collected in France by the Lions Club Lorient Armor in Brest, the books have since travelled to the remote islands of French Polynesia care of the French Polynesian Military. Polynélivre will distribute them to schools, day-care centres, leisure centres and public libraries.



MALAYSIA

SUPPORTING REFUGEES AND THE URBAN POOR (AGS MOVERS, KUALA LUMPUR)

The AGS Malaysia team donated the resources of their art transport division to Greater Action, a Kuala Lumpur charity that provides vocational training, education, maternity care and emergency healthcare to local refugee communities and the urban poor. To raise funding, the non-profit hosted an exhibition and auction. Aptly titled Colours of Hope, the event featured 70 original art pieces by nine talented young refugee artists. AGS Malaysia carefully packed and transported each work to the exhibition venue.



CZECH REPUBLIC

TRANSPORTING TOYS TO UNDERPRIVILEGED TOTS AND TEENS (AGS MOVERS, PRAGUE)

After the organisers of a toy charity market found themselves with toys left over at the end of the day, AGS Prague stepped in and transported the 700kg of toys and all manner of baby paraphernalia to Family in Need, a charity that welcomes single mothers and their children who find themselves without a home. By offering temporary accommodation and other forms of assistance, Family In Need supports its residents until they can once again ensure proper care for their children, reintegrate back into society and live a full life.



LESOTHO

THE GIFT OF BOOKS (STUTTAFORD VAN LINES, MASERU)

By establishing libraries in rural Africa, the African Library Project (ALP) aims to improve literacy, education, and self-empowerment amongst Africa's children. In support of the ALP, Stuttaford Van Lines Lesotho again provided import customs clearing services and delivery of ALP containers free of charge. The containers were filled with books and educational supplies collected by ALP volunteers in the US. The books are not for resale but are donations to schools in Lesotho so that they can develop libraries of their own.



BOTSWANA

SHOEBOXES BRING JOY (AGS MOVERS, GABARONE)

More than 7 000 shoeboxes filled with goodies spent a week in storage at AGS Botswana before being dispatched into the eager arms of local children. The shoeboxes – gift-wrapped and bursting with new toys and essential items – were dispatched care of Samaritan's Purse, the US-based charity behind the initiative, which is known worldwide as Operation Christmas Child. Since its launch in 1993, Operation Christmas Child has collected and delivered more than 188 million shoebox gifts to children in more than 170 countries.



SOUTH AFRICA

MOVING ART IN HONOUR OF TUTU (AGS MOVERS, JOHANNESBURG)

To carry on the legacy of Archbishop Desmond Tutu, the Desmond and Leah Tutu Foundation hosted a premium art auction. The black-tie affair formed part of the 90@90 campaign that aims to raise 90 million rand (\$5.8 million) in funding by October 2022. The AGS team readily donated the services of their specialised art transport division for the event, which went on to raise 3.9 million rand (\$257 000).



SOUTH AFRICA

SUPPORTING EARLY CHILDHOOD DEVELOPMENT (AGS RECORDS MANAGEMENT, CAPE TOWN)

For the third consecutive year, AGS Records Management South Africa teamed up with Masikhule, a non-profit in the Helderberg area of Cape Town that trains early-childhood development practitioners, mothers and community volunteers. AGS again funded Masikhule's Baby and Toddler First 1 000 Days training course, ensuring that the participants received instruction, resource kits and post-training visits.



SOUTH AFRICA

LOVE SANDWICHES (PICKFORDS REMOVALS, GQEBERHA)

Armed with bread donated by Sasko Mills, the Pickfords Removals Gqeberha sales team commandeered their branch boardroom to make sandwiches for Love Story. The branch has a longstanding relationship with the charity, which supports Gqeberha's marginalised residents through feeding schemes, education programmes and poverty alleviation. After noting a dramatic increase in food-stressed citizens during the pandemic, the charity initiated Love Sandwiches, a programme that distributes ready-made sandwiches to children at underprivileged early learning centres around Gqeberha.



LABOUR

Empowerment Through Internships

Investing in our youth remains a priority for the MOBILITAS Group.

Training the talent of tomorrow in South Africa



Through its South African subsidiary, the Laser Transport Group, MOBILITAS continued to focus on enfranchising and upskilling youth from previously disadvantaged communities in 2021.

In conjunction with Tsiba Education, 10 youth employment learners were placed in a business administration management learnership programme which aims to develop future business leaders in the workplace. Additionally, 10 learners participated in a workplace internship spread across various divisions of the Laser Transport Group. We anticipate a 40% absorption of these interns in 2022.

The Laser Transport Group also took on 13 disabled interns to perform various functions at its branches in Gauteng, South Africa. The internship aimed to provide workplace experience in the transport and logistics field to previously disadvantaged students from various backgrounds. The interns were appointed in collaboration with BEESA's YES (Youth Employment Scheme) initiative to boost formal employment. The project concluded with the absorption of three of the interns as full-time employees.



Providing professional stepping stones in Reunion, France



In February 2021, the MOBILITAS flagship brand, AGS Movers, partnered with training centre Apprendre et se Former en Transport et Logistique (AFTRAL), the Comité National d'Accueil et d'Actions pour les Réunionnais en Mobilité (CNARM), and Pôle Emploi, to host nine student interns from the island of Reunion, France.

By offering them a diploma, professional work experience and the opportunity to develop marketable skills, the programme serves as a professional springboard for islanders between 18- and 25-years of age.

After a selection period, organised jointly by CNARM and AFTRAL, candidates interviewed with managers from AGS Movers subsidiaries via video conference before signing their internship contracts. The group then embarked on a four-and-a-half month training programme.

After 624 hours of instruction, successful interns had earned three professional certifications: their heavy-goods vehicle license, their professional pro porteur accreditation and their qualification as professional movers.

Part of the training took place at AGS Gennevilliers, where the students were tested in real-life conditions. Throughout, each intern was assigned a dedicated tutor for support and guidance. Upon completing their training, the interns were offered a nine-month work experience contract at an AGS subsidiary in mainland France: in Paris, Bordeaux, Montpellier or Le Mans.

Once their work experience is complete, successful interns will be offered permanent contracts as a stepping stone to the future.



VIE Programme

Diving into the talent pool



At MOBILITAS, we understand that to grow our business we need energetic, talented employees who will be as committed to our success as we are. For that reason, we continued our participation in the Volunteer for International Experience (VIE) programme in 2021. The programme is a unique opportunity for us to support our youth during their first work experience.

The VIE programme aims to develop the talent pipeline for French businesses by offering a structured programme for young French university graduates who wish to gain entry-level work experience abroad for periods ranging from six months to two years.

Programme participants are recruited and managed through Business France (previously UBIFRANCE), the French Agency for International Business Development and a division of the French Ministry for Economy, Industry and Employment.

As an established French company with an international footprint, we are proud to nurture young talent and offer deserving candidates the opportunity to expand their professional horizons.

VIE participants for 2021

| | |
|---------------|-----------|
| AFRICA | 13 |
| ASIA | 2 |
| EUROPE | 6 |
| TOTAL | 21 |

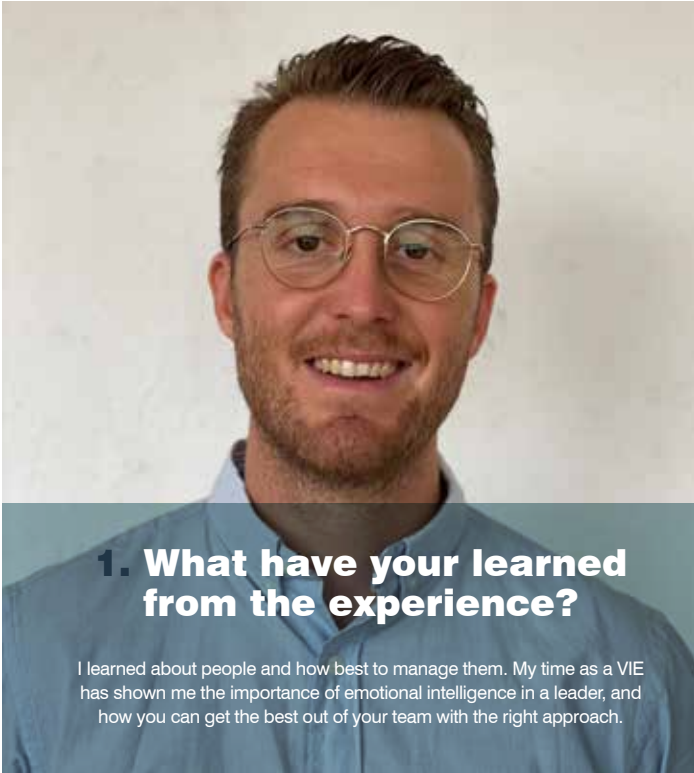
MOBILITAS has hired 420 VIE participants since joining the programme.

70 of our VIEs have gone on to be employed at management level.



Focus on Baptiste Fouillet

29-years-old, VIE at AGS Zambia



1. What have you learned from the experience?

I learned about people and how best to manage them. My time as a VIE has shown me the importance of emotional intelligence in a leader, and how you can get the best out of your team with the right approach.

2. What was your role during your time as a VIE participant?

I began as a business developer and quickly grew into the role of deputy manager. Thanks to the good relationship I had with my manager and his confidence in me, I was able to discover every aspect of the company, nothing was hidden from me.

I oversaw the daily operations, managing a great team of 25 and developed business in Zambia. It was challenging and demanding, which is exactly what I had been expecting and wanting.

3. What were the main challenges you faced as a VIE participant?

There was no one particular challenge. Expatriation can be difficult, with some ups and some downs, but that is life after all. Always believe in what you are doing, and everything will go smoothly.

4. Did the VIE programme contribute to your professional and personal growth?

100%. The VIE programme changed my career path. One minute I was working in Paris, in a job I didn't like, the next minute I was on the other side of the world with a thousand responsibilities. I couldn't have dreamt of a better outcome.

5. Were you able to share your experiences with other VIE graduates?

I always encourage young graduates to become VIEs. The programme has helped me to get to where I am today and find the job I've always wanted. I can't think of another scheme that helps you grow as quickly if you are meticulous and a hard worker.

6. What are your plans for the future?

I have just been promoted to country manager for AGS Sierra Leone. I am in the process of learning a new job in a beautiful country, so I can say the future is bright!



Training Initiatives

As a group, MOBILITAS recognises that our human resources ensure our continued success. To this end, we are committed to supporting and investing in the talents of our employees through training programmes.

The members of our management team develop training programmes according to their areas of expertise. By sharing their experience, they give our employees the knowledge they need to do their jobs to a high standard. We train our staff in person and online. Courses are led by internal experts and external training providers.



Achievements in 2021

€480 000 invested in management, admin, technical training & sales coaching

4 693 courses given across Europe, Africa, Asia, the Caribbean and Oceania

6 257 hours of training provided

881 trainees

113 training modules available

Training in 2021

While the amount of on-site training remained limited in 2021, this pushed us to make good progress in further digitising our training programme. We introduced another 15 online training modules, all of which were developed in-house. We also began developing additional modules on sales and costing, which will be taught by our internal experts in these areas.

Many of our new training modules are self-paced. Aside from allowing employees to continue their training amidst the travel restrictions and social-distancing requirements imposed by the pandemic, the self-paced courses give them the flexibility to learn as their schedules allow. In tandem, we follow up on their progress to ensure that they have everything they need to complete the course successfully.

For our removals employees, we continued our partnership with IAM and FIDI. These internationally recognised removals industry bodies offer online training and webinars focused on household goods removals.

As part of our long-term strategy, we began work on an employee induction plan, whereby the courses employees need to take are predetermined by their positions within the group. Training begins from the moment they join the group and continues over the years as they grow in their positions. A scaled-down version of the induction plan was trialled in select branches in 2021 and we are currently analysing results.



In 2022, our focus will be on:

- **Moving the requesting and logging of training onto our operations management platform Arcania to make it easier to monitor training goals**
- **Migrating all trainees to the Arcania platform**
- **Adding training for the Irise and Mover Toolbox applications to our list of available courses**
- **Running pilot training courses on the Arcania Leads and Operations modules**
- **Expanding the variety of courses available to include, beyond software training, modules that add value to daily work**

We have budgeted €574 000 for 2022 to ensure our employees receive the best possible training suited to their needs.



Aletia Corporate University

In 2017, in partnership with five other mid-sized owner-managed companies, MOBILITAS created the Aletia Corporate University. The university's objective is to actively develop its founder SMEs by offering inter-company training, intra-company modules and individual management coaching.

In addition to learning about a particular subject, students are encouraged to exchange their views and share the challenges they face. By gathering employees from different sectors in the same training course, Aletia gives them the opportunity to compare their perceptions of global developments and find new ways of working.

Each year, the organisation innovates with two to three new training modules on topics requested by the founders. Emphasis is placed on keeping course content as relevant as possible to the reality on the ground. In 2021, the university began developing courses related to remote working, crisis management, and team and project management.

In total, the institute trains more than 500 employees per year from the six founding companies. In 2021, 115 MOBILITAS employees participated in Aletia courses.



Accreditaions and memberships

FEEDBACK

In 2021, the MOBILITAS Group was awarded the FIDI Platinum Award in recognition of driving and promoting industry knowledge amongst its employees. Only two FIDI-accredited companies earned the Platinum Award, and we are proud to be one of them.

“For business-related training, I think you can never learn too much. The more knowledge you have, the more confident you will be, and the better you will be at your job.”

– Sales Manager, Belgium

“The training helps us keep our salespeople up to speed and relevant so they can help clients more effectively.”

– Sales Manager, South Africa

“We had to implement a whole new system, and the training helped us understand how the system works and how to use all the tools it offers to work more efficiently.”

– Branch Manager, Aruba

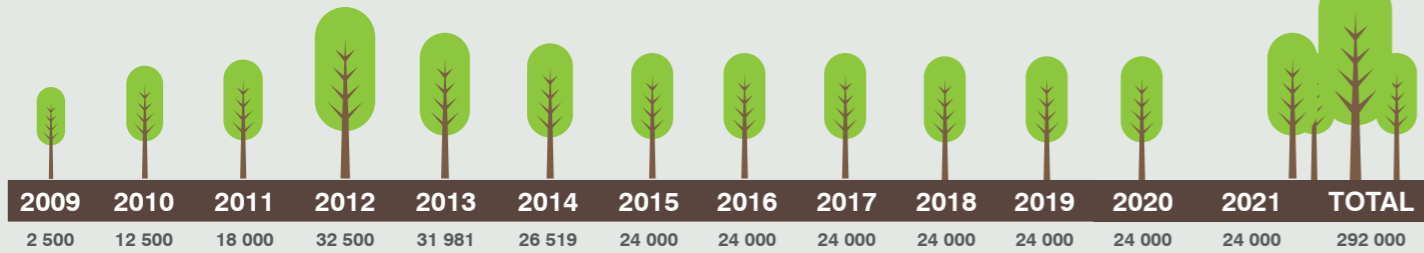


ENVIRONMENT

MOBILITAS commitment to Planète Urgence

MOBILITAS has partnered with the NGO Planète Urgence for the last 13 years to support their Environment & Development programme. Through reforestation projects around the world, Planète Urgence provides communities with the skills and resources they need to develop their local economy in an environmentally and economically sustainable manner.

As a result of this partnership, the MOBILITAS Group has sponsored the planting of 292 000 trees to date.



MALI 2009 – 2016

Planète Urgence contributed to the fight against desertification in the Mopti and Ségou regions of Mali. The project supported local families working towards income and food security by providing sustainable resources for fruit and wood production. Unfortunately, this project was concluded at the end of 2016 due to deteriorating security in the country.

Trees planted by MOBILITAS

| Year | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | TOTAL |
|---------------|-------|-------|--------|--------|-------|-------|-------|-------|--------|
| Trees planted | 2 500 | 7 500 | 11 000 | 14 150 | 8 650 | 8 500 | 6 000 | 6 000 | 64 300 |

HAITI 2015 – 2017

Following the devastating 2010 earthquake, Planète Urgence partnered with the Haiti Movement for Rural Development on a reforestation project in the south and south-east of the country. The project aimed to rebuild the forested areas that had been destroyed and to provide sustainable resources for the local people. The project was finalised at the end of 2016 for safety reasons.

Trees planted by MOBILITAS

| Year | 2015 | 2016 | TOTAL |
|---------------|-------|-------|--------|
| Trees planted | 6 000 | 6 000 | 12 000 |

INDONESIA since 2010

Following a vast reforestation project on the island of Sumatra, which saw more than 4.3 million trees planted, Planète Urgence now concentrates its efforts on the reforestation of the Mahakam Delta on the island of Borneo. The delta's mangrove forest plays a key role in regulating global climate thanks to its carbon storage capacities. On a local level, it also forms a barrier to tropical storms, tsunamis, and rising sea and river levels.

Regrettably, 70% of the Mahakam ecosystem has been damaged, largely due to the installation of unsustainable aquaculture ponds. Marine resources in the area have declined, increasing the vulnerability of coastal communities, who rely on fishing activities for their income.

Planète Urgence has been conserving and restoring the Mahakam Delta mangrove forests since 2017. In that time the organisation has planted more than one million trees. The project also supports local families by providing them with the skills and financial resources to develop a sustainable aquaculture industry.

Trees planted by MOBILITAS

| Year | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | 2020 | 2021 | TOTAL |
|---------------|-------|-------|--------|-------|-------|-------|-------|--------|--------|--------|--------|--------|---------|
| Trees planted | 5 000 | 7 000 | 10 400 | 4 900 | 8 500 | 6 000 | 6 000 | 12 000 | 12 000 | 12 000 | 12 000 | 12 000 | 107 800 |

MADAGASCAR since 2012

An estimated 90% of rural Malagasies rely on wood for cooking and heating. To combat the massive deforestation that has come about as a result, Planète Urgence is leading a tapia forest restoration project in the Itasy region of the island.

An endemic species, the tapia tree helps prevent soil erosion, while its fruits are a source of food and income for the local people. The tree is also the main food source of the endemic landibe silkworm, which Madagascan artisans collect for silk production.

The Planète Urgence reforestation project supports the development of the wood, fruit, silk and honey industries, while raising awareness of environmental and economic issues amongst Malagasy communities.

Trees planted by MOBILITAS

| Year | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | 2020 | 2021 | TOTAL |
|---------------|-------|--------|-------|-------|-------|--------|--------|--------|--------|--------|---------|
| Trees planted | 7 950 | 18 431 | 9 519 | 6 000 | 6 000 | 12 000 | 12 000 | 12 000 | 12 000 | 12 000 | 107 900 |



Environmental Initiatives

Celebrating World Cleanup Day



The AGS Cambodia crew celebrated World Cleanup Day by clearing a 2km stretch along the banks of the Mekong River in Phnom Penn, Cambodia.

To beat the heat, the 14 team members began work at 7am. By 10am, they had filled their litter bags, 70 in total, for dispatch to a nearby recycling depot. Organised by the Estonian NGO Let's Do It, World Cleanup Day is held annually on the third Saturday of September. The event aims to raise awareness for the waste crisis by encouraging people around the world to participate in clean-up actions.



Protecting our oceans

Building on the work done in 2020, our South African subsidiary, Pickfords, again supported the Munch on the Move training programme, which was rolled out to two additional schools.

Munch is a large wireframe recycling bin shaped like a coelacanth. He moves around from school to school to promote the reduction of plastic pollution on school grounds. Under the programme, children collect and sort waste at source so that it does not end up in the ocean.

In cooperation with the Sustainable Seas Trust, Pickfords Port Elizabeth assisted in implementing recycling programmes to teach children how to sort their waste, use Munch and conduct litter audits within their school grounds.



Choosing environmentally friendly fuel



For the team at Royal De Gruijter, a MOBILITAS subsidiary in the Netherlands, 2021 will be remembered as the year they embraced biofuel. The company's vehicles are now powered entirely by hydrogenated vegetable oil (HVO).

HVO is similar in chemical composition to traditional diesel and can be used in existing diesel engines in pure or blended form. Made from renewable crops, the high-quality diesel alternative eliminates up to 90% of net CO₂ and greatly reduces nitrogen oxide, particulate matter and carbon monoxide emissions. HVO is the third most common biofuel in use today.



Planting trees against deforestation

The AGS Rwanda crew rolled up their sleeves to help plant 2 000 fruit and agroforestry trees in the Bugusera District in eastern Rwanda. Organised by Rotary Club Kigali and several other sponsors, including AGS, the project aims to accelerate reforestation and protect the local population from the effects of environmental degradation and malnutrition.

The Rweru Model Village, where the trees were planted, is home to 296 families. Residents have been tasked with protecting the trees from damage and encouraging them to grow well.



Carbon Footprint Assessment for DEMEPOOL HQ

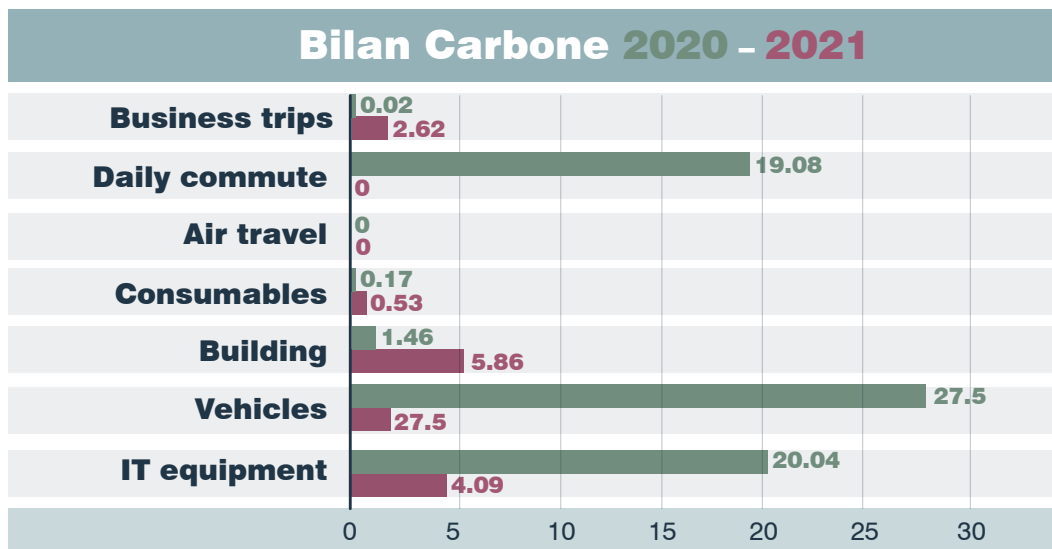
Monitoring and quantifying our greenhouse gas emissions is the first step in reducing our carbon footprint. That's why, in 2012, MOBILITAS started using the Bilan Carbone® method to calculate the emissions of our French subsidiaries. In 2021, Demepool headquarters in Gennevilliers again applied the method to their activities.

Bilan Carbone® quantifies an organisation's greenhouse gas emissions by multiplying data on business activity by an emission factor. In the mobility industry, activity is defined as the total number of moves carried out each year, taking into account all modes of transport (sea, air and land).

Perhaps surprisingly, given the resumption of business activities, 2021 saw Demepool's total emissions continue to drop, from 68.27 to 15.85 tonnes of CO₂.

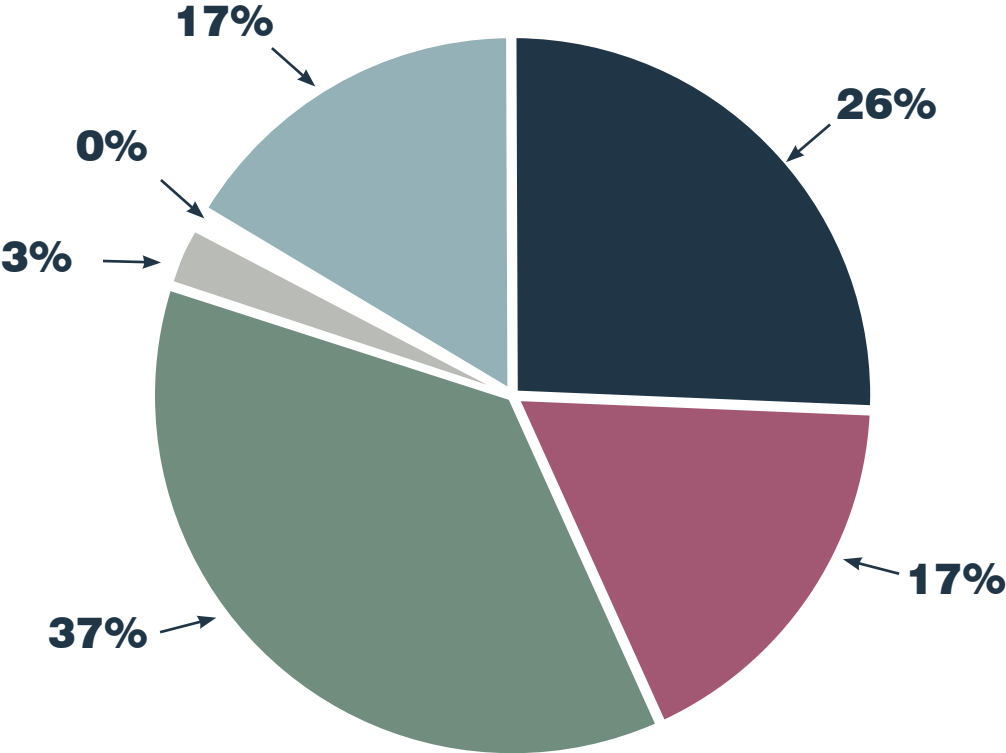
Long-term illness and maternity leave contributed to the drastic reduction of emissions in the public transport and vehicles categories. Emissions for IT equipment also fell sharply since the carbon cost of the most recently purchased equipment has now been amortised.

Interestingly, emissions in the buildings category more than doubled, owing to a change in the heating system to limit the risk of exposure to the virus.





Demepool HQ: Percentage of greenhouse gas emissions by category



BILAN CARBONE 2021

- IT Equipment
- Vehicles
- Buildings
- Consumables
- Business Trips



Environmental Sustainability at AGS Paris



Since 2012, AGS Paris has monitored a range of environmental sustainability indicators to identify areas for improvement and implement appropriate corrective measures to reduce its impact on the environment.

Reduction of Ordinary Industrial Waste

Ordinary industrial waste (OIW) is waste that is neither dangerous nor inert and can decompose, burn, ferment or rust. As might be expected, the resumption of business activity in 2021 caused the amount of OIW produced to increase. However, the total tonnage of OIW is still well below pre-pandemic levels.

| OIW (in tonnes) | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | 2020 | 2021 |
|-----------------|------|------|------|------|------|------|------|------|------|------|
| | 836 | 452 | 442 | 170 | 69 | 144 | 187 | 371 | 188 | 296 |

Recycled cardboard

The amount of recycled cardboard continued to decrease in 2021 despite the gradual resumption of business activity. This drop is due to cardboard packaging being classified as ordinary industrial waste by an external partner. For 2022, cardboard packaging will once again be classified as recycled cardboard. As such, we expect to see an increase in the number of tonnes recycled.

| RECYCLED CARDBOARD (in tonnes) | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | 2020 | 2021 |
|--------------------------------|------|------|------|------|------|------|------|------|------|------|
| | 95 | 380 | 306 | 230 | 214 | 263 | 236 | 71.8 | 45.6 | 24.9 |

Fuel consumption

Although fuel consumption remains below pre-pandemic levels, 2021 did see a year-on-year increase in consumption owing to increased levels of business activity. Nonetheless, AGS Paris today consumes 31.9% less diesel than it did in 2015, when the branch began monitoring this indicator. AGS Paris is Masternaut “Flotte Bronze” (Bronze Fleet) certified, a signal of its commitment to measuring its progress in reducing CO₂ emissions.

| DIESEL CONSUMPTION (in litres) | 2015 | 2016 | 2017 | 2018 | 2019 | 2020 | 2021 |
|--------------------------------|---------|---------|---------|--------|---------|--------|--------|
| | 117 623 | 107 923 | 100 906 | 90 963 | 128 000 | 60 637 | 80 000 |





ANTI-CORRUPTION

Supply Chain Management

The FIDI-FAIM certification is globally recognised as the benchmark of quality in the international removals industry.



The quality of our service depends in part on the quality of the service in our supply chain. To ensure a high level of service from our partners, we collaborate exclusively with companies that, like ourselves, are FIDI-accredited. The FIDI-FAIM certification ensures that all FIDI-accredited companies work toward a common standard in the management and execution of international moves, thus leading to a worldwide level of consistency in the quality and services offered.



FAIM 3.2 is the current version of the FIDI standard.

FIDI-FAIM aims to raise the level of quality globally to meet the industry's current market needs and regulatory requirements. In 2019, FIDI implemented the Anti-Trust Charter, which complements the anti-corruption and anti-bribery processes that were already in place. Under the charter, each FIDI affiliate undertakes to maintain a zero-tolerance approach to cartel behaviour in any form.



Data protection and privacy



Internally, the development of the group's ARCANIA operations management platform is well underway. To enable full compliance, the concept of privacy by design has been fully integrated into the development process. Once implemented, the ARCANIA supplier management module will allow us to configure automatic compliance document checklists and to generate service level agreements for each supplier, thus ensuring better management of our supply chain. The rollout of the module is scheduled for the end of 2023.

Following the implementation of the EU General Data Protection Regulation (GDPR) in 2018, we amended our supplier code of conduct to ensure that our supply chain also treats customer data according to the regulation. All MOBILITAS staff members completed online GDPR training to understand the regulation and know how it should be applied.

Similarly, when South Africa implemented the Protection of Personal Information Act (POPI) in 2020, we made the relevant training available to our teams in that country. All South African staff members had received POPI training by the end of June 2021.

To strengthen the MOBILITAS Group's response to the GDPR and the various other international regulations governing data protection, we have created the position of Data Protection Officer (DPO). The primary objective of the role is to educate and advise employees as well as third parties (subcontractors or partners) on GDPR compliance.

The DPO acts as the key point of contact for all enquiries relating to personal data. They inform the various stakeholders of the regulatory obligations relating to the processing of personal data and assist decision makers in their decision-making process. The Data Protection Officer plays a key role, working with top management on all matters relating to the protection of personal data.

Importantly, the role of the DPO is separate from the IT department to guarantee impartiality and prevent any conflicts of interest.



IN SUPPORT OF THE UNITED NATIONS

GLOBAL COMPACT

