

UN GLOBAL COMPACT

COMMUNICATION ON PROGRESS 2022

OUR COMMITMENTS

20
23



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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 2022	OBJECTIVES FOR 2023
 HUMAN RIGHTS	GENDER EQUALITY	>5 years: Action	Continued commitment to the promotion of gender equality	Continued commitment to the promotion of gender equality by continuously monitoring and improving gender equality throughout our organisation
	ACTION IN DISASTER-STRICKEN COUNTRIES	>5 years: Crisis management in affected countries	Close involvement with local communities to ensure fast response to crises	Remain closely involved with local communities to ensure fast response to crises as part of the group-wide ESG strategy which will be developed and implemented from 2023
	CSR ACTIVITIES	>5 years: Action	Ground-level involvement in local community and charity initiatives	Continued involvement in local communities and charitable initiatives. This will form part of the group-wide ESG strategy which will be developed and implemented from 2023
 LABOUR	INTERNSHIPS	>5 years	Empowering and upskilling disadvantaged youth through internships	Renewed focus on empowering and upskilling disadvantaged youth through internships throughout our network. This will form part of a group-wide ESG strategy which will be developed and implemented from 2023
	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
 ENVIRONMENT	PLANÈTE URGENCE	>5 years	Update on collaboration with Planète Urgence	Commitment to continue working with Planète Urgence as part of a group-wide ESG strategy
	ENVIRONMENTAL IMPACT OF BUSINESS	>5 years: Action	Local initiatives, Bilan Carbone© Démépool, AGS Paris	Local initiatives, Bilan Carbone© Démépool, AGS Paris. This will form part of a group-wide ESG strategy which will be developed and implemented from 2023
 ANTI-CORRUPTION	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



MESSAGE

FROM THE CEO

As a member of the UN Global Compact, the MOBILITAS Group, represented by CEO Cédric Castro, is committed to reporting annually on the progress it makes in incorporating the Compact's Ten Principles into every aspect of its operations.

The MOBILITAS Group's presence across four continents and 97 countries inevitably places us at the heart of many global events. We observe their consequences firsthand, and true to our values, we support those affected and work to strengthen the vulnerable communities of which we form a part.

SUPPORTING THOSE IN NEED

In 2022, we aided the victims of Hurricanes Fiona and Batsirai. Our local teams delivered donations to the island of Guadeloupe and helped provide Madagascan residents with access to drinking water. In Europe, they donated or transported humanitarian aid to those displaced by the conflict.



Cédric Castro
CEO MOBILITAS Group



As CEO 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.



FOCUSING ON FUTURE GENERATIONS

In Southern Africa, we delivered our 12th container of donated books to improve youth literacy in Lesotho. Our teams in South Africa and the Caribbean took part in similar initiatives, transporting children's books to underprivileged communities.

In a further demonstration of our commitment to the next generation, we contributed another 24 000 trees to reforestation projects in Cameroon and Madagascar. We also launched a network-wide scheme to reuse packing boxes. And in the Netherlands, we switched our entire vehicle fleet to HVO fuel, reducing emissions by 90%.

ADVANCING TOWARDS SUSTAINABILITY

However, last year's most significant development, for me, was the MOBILITAS Group's formal adoption of the Environmental, Social, and Governance (ESG) framework.

Overseen by our ESG lead and a dedicated sustainability coordinator, the framework will function as the overarching structure that coordinates the sustainability activities of our diverse global subsidiaries. By implementing it at the group level, we can centralise our efforts, assess their overall impact, and pinpoint areas for improvement.

Through education and awareness building, every MOBILITAS employee will come to understand the importance of the ESG framework and their role in implementing it. It will serve as a valuable tool that allows us to further implement and uphold the Ten Principles of the UN Global Compact.

I am deeply committed to MOBILITAS' sustainability agenda and look forward to executing our roadmap in the coming years. All the while, the MOBILITAS Group will remain vigilant to the needs of our local communities, supporting them where we can.

THE VALUES OF THE MOBILITAS GROUP

RESILIENCE

ACKNOWLEDGEMENT

LEGACY

STABILITY

HUMILITY



HUMAN RIGHTS

GENDER EQUALITY

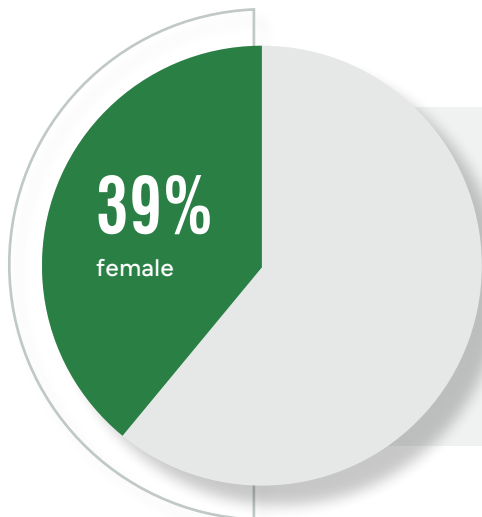


ENDORSEMENT OF THE WOMEN'S EMPOWERMENT PRINCIPLES

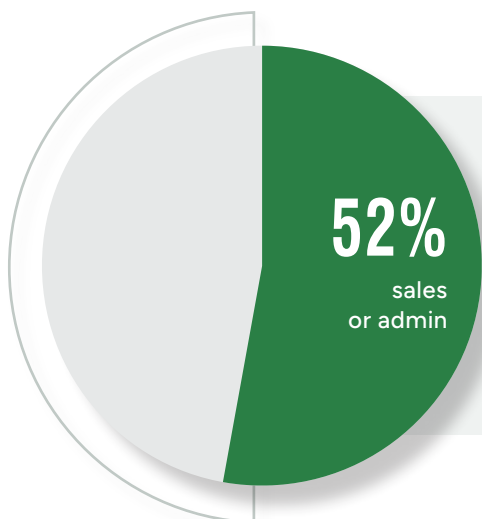
MOBITAS recognises that women remain under-represented in non-traditional industries and occupations, also in the mobility sector.

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.

Nonetheless, we are pleased to report that, in 2022, 39% of our permanent staff were female.



Approx. 39% of our workforce is female.



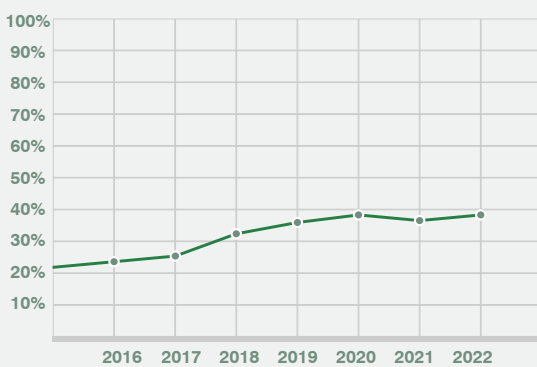
Approx. 52% of women are employed in sales or administrative roles.



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



% of female employees at the MOBILITAS Group



% of female employees per staff category





1. We aim to increase female representation within the MOBILITAS Group by 2% in 2023 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 an 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.



ACTION IN DISASTER-STRICKEN COUNTRIES



In 2022, the MOBILITAS Group used its resources to help local communities struck by natural or man-made disasters.



PROVIDING STORAGE AND AID FOR UKRAINIAN REFUGEES

AGS Movers, Slovakia

Following the devastating conflict in Ukraine that began in 2022, AGS Slovakia provided short-term storage services to Ukrainian refugees. The branch also worked with partners to locate a warehouse in east Slovakia where they collected and then distributed humanitarian aid to Ukrainian families in need. The donations included clothes and second-hand furniture.

MOBILISING BASIC NECESSITIES FOR RURAL UKRAINE

AGS Movers, New Caledonia

AGS New Caledonia organised the collection and donation of food and other basic necessities to a village in Ukraine last year. This amounted to 67 boxes of contributions totalling 7m³. The parcels were distributed to those in need.



ASSISTING THE UKRAINIAN PEOPLE

AGS Movers, Ukraine

With the conflict on their doorstep, AGS Ukraine provided humanitarian support to those in need through many avenues.

They handled multiple shipments of medication to various Ukrainian hospitals free of charge. The medicines were mainly used to treat HIV-positive women who had been suffering from an inconsistent supply of medication as a result of the conflict. Many have been forced out of their homes, and AGS also bought 24 sleeping bags and mats for those displaced.





ACTION IN DISASTER-STRICKEN COUNTRIES



HELP FOR DISPLACED UKRAINIANS IN POLAND

AGS Movers Netherlands and Royal De Gruijter

Many Ukrainians displaced by the conflict have ended up in neighbouring countries like Poland, where they are in need of basic supplies. AGS Netherlands and Royal De Gruijter, also a part of the MOBILITAS Group, joined the rest of the Noble Mobility Group companies in gathering humanitarian supplies from home, stores, and family and friends. Two truckloads of these goods were delivered to Ukrainian refugees.

COLLECTING DONATIONS FOR DISPLACED UKRAINIANS

déménageurs bretons, France

The déménageurs bretons team collaborated with the French town of Pessac to provide support to Ukrainian refugees in Galati, Romania. Galati is one of the closest towns to the Ukrainian port city of Odesa. The French movers contacted local authorities in Romania to find out what the refugees needed most and organised donations accordingly. The team collected medical aid kits, hygiene packs, and non-perishable foods, totalling 20m³ of products.



SUPPORTING VICTIMS OF HURRICANE FIONA

AGS Movers, Guadeloupe

Hurricane Fiona struck the Caribbean islands of Guadeloupe in September 2022, causing widespread flooding and damage. More than a month after the storm, many families were still living in precarious circumstances. Many had no access to safe drinking water and electricity, and hundreds were left homeless.

The French non-profit Collectif des Outre-mer mobilised support for the victims, organising essential donations, including food, school supplies, and clothing. To show their solidarity, AGS Guadeloupe provided a container to transport these donations which amounted to 400 boxes totalling 40m³.



WATER ACCESS FOR HURRICANE VICTIMS IN MADAGASCAR

AGS Movers, Madagascar

Following the devastating impact of cyclone Batsirai on the East coast of Madagascar in early 2022, the AGS Madagascar team mobilised their trucks and drivers to help the inhabitants of Mananjary access drinking water. The AGS team supported Bundesanstalt Technisches Hilfswerk (THW), a disaster relief organisation controlled by the German federal government. THW deployed a water purification system, and AGS's fleet of trucks was integral to accessing the disaster-hit area.



CSR ACTIVITIES

MOBILITAS is committed to supporting the communities in which we operate. Around the world, our subsidiaries donated their time and resources to improve the lives of the vulnerable and the marginalised.

UPLIFTING THE CHILDREN OF POINTE NOIRE

(AGS Movers, Brazzaville)

The Republic of Congo AGS team played their part in supporting the urban youth of Pointe Noire by joining forces with the NGO Samu Social. Three AGS members participated in one of Samu Social's street campaigns in December. These involve touring the city neighbourhoods to meet homeless people while showing solidarity and material support. For the Christmas street campaign, the organisation aimed to provide 250 children with kits containing sandwiches, drinks, football shirts, and sanitary towels for the girls. The AGS team put together hygiene kits consisting of soap and toothpaste, as well as biscuits and cakes, which were then distributed to the various centres. Overall, 177 children received a care package.



ASSISTING REFUGEE WOMEN

(AGS Movers, Malaysia)

The Malaysia AGS team again lent their services to the Tanma Federation in Kuala Lumpur, a Fair-Trade cooperative run by and for women refugees from Myanmar. AGS Malaysia helped to move the cooperative's sewing workshop to their new location. They also collected and delivered over 100 pieces of art for an exhibition to raise funds for Greater Action, an organisation helping Afghan refugee women earn a living through a sewing and food trade operation.



CAREER SUPPORT FOR PEOPLE WITH DISABILITIES

(UniGroup Asia China)

Unigroup in China supported the Career Growth Camp of the Public Welfare Coach Project, a programme for university students and early graduates, particularly those with disabilities. By encouraging participants to understand themselves and their strengths and potential, the project helps them define and plan their life and career goals.



AIDING VICTIMS OF DOMESTIC VIOLENCE

(AGS Reunion, Réunion, France)

AGS Reunion, alongside the domestic violence elimination group, CEVIF, once again aided victims of domestic abuse in retrieving their left-behind possessions. The physical presence of the movers deters further violence and, with support of CEVIF staff, the victims also receive psychological, legal and administrative support. The AGS teams also wear CEVIF T-shirts, advertising the organisation's telephone number and ensuring that awareness of its existence reaches every island family.

SPREADING THE POWER OF BOOKS ACROSS THE WORLD

(Stuttaford Van Lines, Lesotho)

Stuttaford Van Lines Lesotho has been working with Lesotho's Ministry of Education and Training since 2010 to help bring books, literacy, and education to Lesotho's children. Last year the team helped transport a container of books donated by the African Library Project to various schools. The African Library Project is a USA charity that forwards books to African countries, shipping one container every year. So far, 3 851 368 books have been shipped in total.



RAISING FUNDS THROUGH ART IN THE NAME OF DESMOND TUTU

(AGS Movers, South Africa)

AGS Johannesburg was proud to support the premium charity art auction hosted by the Desmond and Leah Tutu Foundation. The black-tie affair formed part of the 90@90 campaign to collect 90 million rand (\$5.8 million) in funding for various projects by October 2022. The AGS team readily offered the services of their specialised art transport division for the event, which went on to raise 3.9 million rand (\$257 000).



INSPIRING YOUTH LITERACY AND A LOVE FOR LANGUAGES

(Pickfords Removals, Johannesburg)

Pickfords Johannesburg worked to encourage a culture of reading by supporting the Project for the Study of Alternative Education in South Africa (PRAESA), a non-governmental organisation focused on multilingual language and literacy development for children. The team also transported books for Inspire ZA, a registered educational non-profit organisation. Inspire ZA aims to encourage a love for reading within communities and creates reading hubs on issues affecting women's health.



BOOKS FOR STUDENTS IN THE CARIBBEAN

(AGS Movers, Bonaire)

When a local secondary school in the island state of Bonaire donated school textbooks to neighbouring Curaçao and Suriname last November, the AGS Bonaire team donated their specially reinforced book boxes to secure the books during transport. The charity project was initiated to help students in need, and the books were carefully selected to provide a diverse range of educational material. With the books ready to go, the AGS crew also used their truck to transport them to the docks since the hurricane season had made many of the island's roads impassable to regular vehicles. The books were then loaded onto a Dutch naval vessel for delivery to their final destination.

RAINBOW BLANKETS FOR MANDELA

(Stuttaford Van Lines, Johannesburg)

For six years running, Stuttaford Van Lines has been the main logistics partner for the world-record-breaking 67 Blankets for Nelson Mandela Day. In 2022, 67 Blankets and its 'Knitwits' team created a Rainbow Nation Blanket of Hope. Over 4000 blankets were knitted together to create this colourful masterpiece which was laid down at Steyn City School before being dismantled and distributed by another non-profit, Gift of the Givers. Stuttaford Van Lines collected and transported these special blankets across the length and breadth of South Africa free of charge.

SUPPORT FOR VULNERABLE COMMUNITIES

(Pickfords Removals, Johannesburg)

The Pickfords Removals Johannesburg team provided ongoing logistical support for Kids Haven, a group home for children. The Pickfords team assisted the NGO free of charge by packing and delivering donations of second-hand clothing, teaching and learning resources, and furniture. The team also supported Kindness Like Confetti (KLC), a South African NPO focused on providing food, childcare assistance, a reprieve from the cold in winter, and trauma relief, while promoting the equal treatment of women. Pickfords Johannesburg transported donated goods from KLC to Eventide Old Age Home and various other destinations around the greater Johannesburg region.

SUPPORTING THE URBAN POOR

(Pickfords Removals, Gqeberha)

Pickfords is one of the leading partners of a campaign to collect everyday essentials to aid the poor and marginalised in South Africa's main cities. Organised by Love Story, the campaign feeds over 200 homeless people from its 20 soup kitchens weekly. Pickfords branches are one of the main drop-off points for members of the public wanting to contribute. They will also collect items from donors who are unable to bring them into the branch. The Pickfords Gqeberha team prepared sandwich parcels and collected oranges from the Greater Addo area, which Love Story distributed. The team also dropped off clothing at selected orphanages and children's homes.

LABOUR

EMPOWERMENT THROUGH INTERNSHIPS



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



INVESTING IN THE FUTURE OF SOUTH AFRICA

Through its South African subsidiary, the Laser Transport Group, MOBILITAS continued to dedicate itself to upskilling and empowering youth from previously disadvantaged communities. Youth unemployment in South Africa is exceptionally high, and these initiatives can make a big difference in the lives of young job seekers.

In 2022, the Laser Transport Group provided an internship to 13 unemployed graduate youths so they could gain work experience in the removals, transport, and logistics industries. A further 16 unemployed school leavers were placed in a Business Administration Learnership Programme. They were given training to develop workplace skills and to strengthen their administration skills.

The interns were appointed in collaboration with BEESA and the Presidential Youth Employment Scheme (YES) initiative to boost formal employment for those from historically disadvantaged backgrounds. The interns have the option of being absorbed as employees at the end of the programme.





VIE PROGRAMME DIVING INTO THE TALENT POOL



At MOBILITAS, we understand that to grow our business we need energetic, talented employees who are as committed to our success as we are. We also understand that to innovate we need a constant influx of new perspectives. For these reasons, we continued our participation in the Volunteer for International Experience (VIE) programme in 2022.

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.

MOBILITAS has hosted 433 VIEs since joining the programme.

VIE PARTICIPANTS FOR 2022

AFRICA	8
ASIA	2
EUROPE	2
MIDDLE EAST	1
TOTAL	13

FOCUS ON

MANON LEFEVRE

29 years-old, VIE at AGS Morocco



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

For the first three and a half months, I was the deputy manager of AGS Le Mans where I assisted with sales, operational and administrative matters. Then I moved to AGS Gabon as a business developer. When the branch won an important contract shortly after my arrival, I became the account manager of that account, managing all sales and operations.

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

I needed some time to adjust to living in Africa, but even so, I can say that everything went well. My managers in Le Mans and Gabon have definitely helped make my VIE experience a success, and I am grateful to them for that. The time I spent as an account manager in Gabon was also invaluable. My clients introduced me to a unique working environment, and it was a pleasure working with them.

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

To me, the VIE programme is a complete mind-opener. On a personal level, it is about discovering and understanding a new country and its culture – about meeting people from all over the world. I appreciated this mix of cultures and forged unbreakable ties with people that I would certainly never have met if I had stayed in France. On a professional level, I've learned how to work with different cultures in the workplace. Being a VIE has been a rewarding experience in every aspect of my life!

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

I have been contacted several times by young graduates who are considering joining the programme but question their ability to leave behind everything they know to live the great adventure that is being a VIE. I have only one piece of advice for them: go for it!

5. What are your plans for the future?

I am currently responsible for AGS Rabat in Morocco and would love more responsibility. The variety of tasks a branch manager must oversee is remarkable: HR, business development and operational planning are just a few. Starting the day without knowing how it will end is very exciting. For all these reasons, I would like to be a branch manager.

6. What did you learn from your VIE experience?

Above all, my time as a VIE taught me patience and understanding. When you work abroad, you should start with a clean slate and erase the way you lived and worked before (also the way you drove a car, by the way; every day on the road is a new challenge). You work with people who are used to doing things a different way, so you must accept that there will be some misunderstandings. The VIE programme is truly an opportunity to learn from others and gain a new perspective.



TRAINING INITIATIVES



As a group, MOBILITAS recognises that our human resources ensure our continued success. For this reason, we are committed to supporting and investing in our employees through training programmes.

ACHIEVEMENTS IN 2022

€569 000 INVESTED IN MANAGEMENT, ADMIN, TECHNICAL TRAINING & SALES COACHING

6134 COURSES GIVEN ACROSS EUROPE, AFRICA, ASIA, THE CARIBBEAN AND OCEANIA, UP 31% FROM 2021

1175 TRAINEES, UP 33% FROM 2021

150 TRAINING MODULES AVAILABLE



TRAINING IN 2022

The start of 2022 was marked by the switch to Arcania as the group’s main training platform, a move which greatly improved the efficiency of the training department as well as the overall trainee experience.

Now, when an employee requests training, they immediately receive the materials they need. If the course is provided by an external provider, they are directly prompted to create their login. Previously this was manual process, requiring intervention from a member of the training team.

We also increased the number of courses that are self-paced and online. These include modules developed internally by members of the training team and modules provided by external providers like IAM Learning and FIDI Academy. Training courses in phishing and cybersecurity were particularly popular.

Among our in-house courses, a milestone was the release of the Knowing the Brand module, intended to give all new recruits an introduction to the history, values and locations of the group. New to our externally provided training offering was IAM Learning’s six-part Residential Sales Training Program.



IN 2023, OUR FOCUS WILL BE ON:

- Introducing new learning materials that go beyond the previous focus on IT tools.
- Preparing the training modules for Arcania's Leads and Operations modules.
- Raising awareness within the group about the types of training available.
- Taking over the EAS training modules from the records management division.

We have budgeted €700 000 in 2023 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 on 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. They strive to keep course content as relevant as possible to the reality on the ground. In 2022, the university introduced a module on customer aggression.

In total, the institute trains more than 500 employees per year from the six founding companies. In 2021, 168 MOBILITAS employees participated in Aletia training courses.



ACCREDITATIONS AND MEMBERSHIPS

In 2022, the AGS Group was again awarded the FIDI Platinum Award in recognition of driving and promoting industry knowledge amongst its employees.

FEEDBACK



Trainees who completed the customer aggression training module were asked the question, “What is your goal in terms of what you learned from the course?” Below is a selection of their responses.

“To develop the most appropriate conflict resolution strategy for the situation at hand.”

– Import coordinator

“To be very clear and specific when dealing with customers.”

– Administrator

“To use the right tone, the right words, and not take the situation personally.”

– Administrator

“Stay calm.”

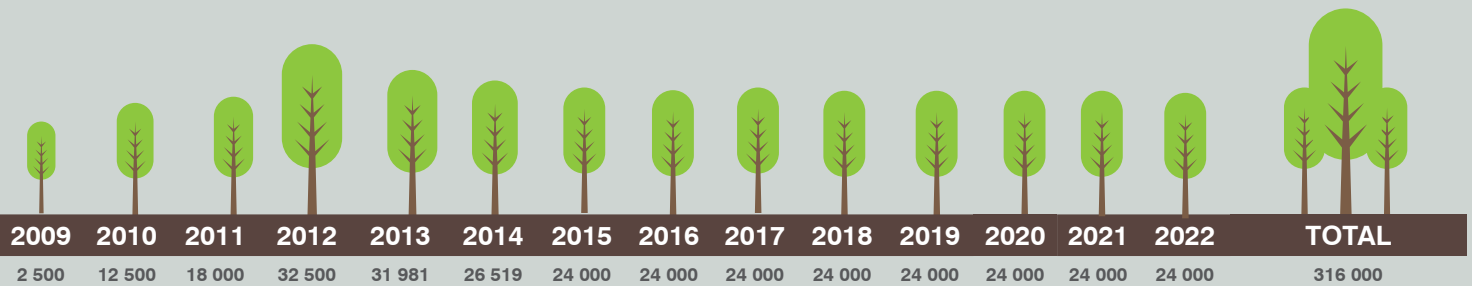
– Administrator

ENVIRONMENTAL

MOBILITAS COMMITMENT TO PLANÈTE URGENCE

MOBILITAS has partnered with the NGO Planète Urgence since 2009 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 316 000 TREES TO DATE.



INDONESIA UNTIL 2021

Planète Urgence directed a vast reforestation project in Indonesia which saw more than 5 million trees planted on the island of Sumatra and in the Mahakam Delta. The reforestation project also supported local families by providing them with the skills and financial resources to develop a sustainable aquaculture industry.

Trees planted by MOBILITAS

2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	TOTAL
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

The Tapia forest is endemic to the central highlands of Madagascar, and 77% of rural Malagasies depend on forest wood for cooking and heating. Due to resulting deforestation, only 3% of the Tapia forest remains. Planète Urgence, supported by the MOBILITAS Group, has been working on a Tapia Project to preserve and reforest the area.

The planted trees can help reduce the harmful effects of deforestation on the island's natural habitats and biodiversity. They can also play an essential role in combatting climate change. The NGO ensures that local populations reap the economic benefits of this project by encouraging and supporting beekeeping, the silk sector, and agroforestry.

Trees planted by MOBILITAS

2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	TOTAL
7 950	18 431	9 519	6 000	6 000	12 000	12 000	12 000	12 000	12 000	12 000	119 900



CAMEROON SINCE 2022

Cameroon is home to abundant biodiversity and ecosystems, but it was also among the top-10 countries with the most extensive recorded deforestation in 2020. Planète Urgence's FARE project in North Cameroon aims to restore degraded areas around the Benue National Park. The MOBILITAS Group supported this important initiative in 2022 by planting 12 000 trees as a part of the FARE project.

This support benefits local communities as the project also focuses on increasing the resilience of ecosystems and communities through reforesting cashew trees. Planète Urgence supports the emergence of the cashew nut industry and local producers via various means. This includes the creation of cooperatives and orchard maintenance training. The contribution of MOBILITAS has helped to raise environmental awareness and has directly reached 1000 beneficiaries.

Trees planted by MOBILITAS

2022	TOTAL
12 000	12 000



REUSING BOXES TO HELP THE ENVIRONMENT

(AGS Movers – Marseille, France)

Many cardboard boxes and containers end up in landfills where they not only take up space but also biodegrade to release more methane into the atmosphere, contributing to climate change. Since the beginning of 2022, AGS Marseille has offered customers the option of making their move with pre-used boxes. In a pilot project, one customer moved a 40ft container's worth of household goods packed in boxes recovered from a previous move. Group-wide our removals subsidiaries are now sorting through their stock to determine which packaging can be reused.

SAVING SEABIRDS

(Pickfords Removals – Cape Town, South Africa)

The Southern African Foundation for the Conservation of Coastal Birds (SANCCOB) is a non-profit organisation dedicated to rehabilitating seabirds and reversing the decline of their populations. The Pickfords Cape Town team once again assisted SANCCOB with penguin rescue operations by providing free transport for important stock from SANCCOB's centre in Cape Town to their Gqeberha seabird centre. The support from companies like Pickford's Removals allows SANCCOB to direct their funding where it is needed most, which is providing high-quality treatment for the seabirds in their care.



SUSTAINABILITY STARTS WITH THE YOUTH

(Pickfords Removals – Gqeberha, South Africa)

Since 2020, Pickfords Removals South Africa has supported the Munch on the Move training programme, which moves around from school to school to promote the reduction of plastic pollution on school grounds. The star of the initiative is Munch, a wireframe recycling bin shaped like a large coelacanth fish. Under the programme, children collect and sort waste at the source so that it does not end up in the ocean.

In cooperation with the Sustainable Seas Trust, Pickfords Removals Gqeberha assisted in implementing the recycling programme to teach children how to sort their waste, use Munch, and conduct litter audits within their school grounds. Mfesane Secondary School in Motherwell became the first official school in Nelson Mandela Bay to participate in the Munch on the Move training programme and adopt Munch for a month. Munch then moved onto Westville Senior Secondary School to continue his good work.



ENVIRONMENTAL INITIATIVES



BUSINESSES MAKING A DIFFERENCE

(Executive Relocations – Paris, France)

Executive Relocations was awarded platinum status by EcoVadis, the independent body that annually evaluates companies' social and environmental performance. When it comes to Corporate Social Responsibility (CSR), Executive Relocations is among the top 1% of most sustainable businesses in their category.

EcoVadis assesses enterprises using a global CSR standard which aligns with international sustainability standards. The CSR analysis measures a company's performance using 21 indicators spanning four domains: Environment, Social and Human Rights, Ethics, and Responsible Purchasing.

KEEPING UP WITH INTERNATIONAL SUSTAINABILITY STANDARDS

(AGS Movers – Paris, France)

AGS Paris was awarded gold status by EcoVadis, the independent body that annually evaluates the social and environmental performance of companies. The Paris team is among the top 4% of enterprises in the same sector for their Corporate Social Responsibility (CSR) initiatives, earning four points more than in 2021.

EcoVadis uses a global CSR standard which lines up with international sustainability benchmarks. The CSR assessment is based on a company's performance in 21 indicators over four areas: Environment, Social and Human Rights, Ethics, and Responsible Purchasing.



REDUCING CO₂ EMISSIONS

(The Noble Group – The Netherlands)

Our Dutch subsidiary, the Noble Group, ran a pilot project to explore the viability of replacing their fleet of diesel trucks with electric vehicles. Although they concluded that the limited range of electric vehicles makes them unsuitable for household removals at this time, they do expect the next generation of vehicles to meet their requirements.

Undeterred, they opted for the next best solution: incorporating hydrogenated vegetable fuel (HVO) into their fleet. 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 like rapeseed, the high-quality diesel alternative eliminates up to 90% of net CO₂ (from well to wheel) and greatly reduces nitrogen oxide, particulate matter and carbon monoxide emissions.



CARBON FOOTPRINT ASSESSMENT FOR DÉMÉPOOL HQ



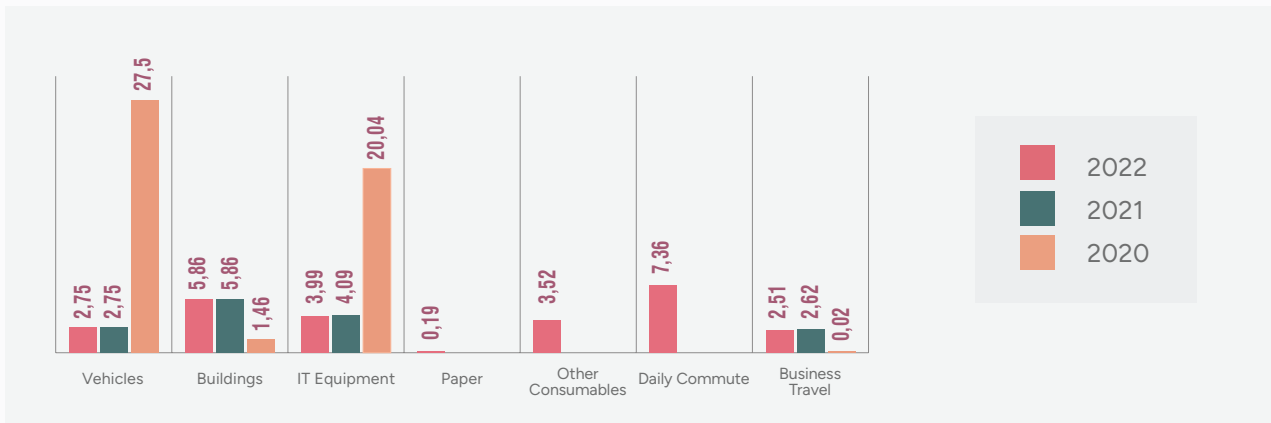
Monitoring and quantifying our greenhouse gas emissions is the first step in reducing our carbon footprint. That's why, in 2012, MOBILITAS started using the Bilan Carbone® method to calculate the emissions of our French subsidiaries. In 2022, Démépool headquarters in Gennevilliers again applied the method 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).

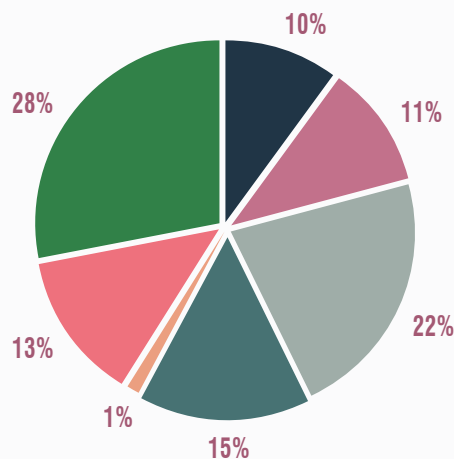
In 2022, Démépool's emissions increased from 15.85 to 26.18 tonnes of CO₂. The increase is almost entirely due to the increased emissions from commuting (from 0 to 7.36). Unlike previous years, emissions for this category were calculated based on the total number of vehicles used during the daily commute, not only those owned by the company. In addition, a staff member who had been absent for many months returned to work. This further increased the emissions for this category.

Also new for 2022, the consumables category has been split into two separate categories: paper and other consumables. By putting paper consumption in a dedicated category, it is easier to manage and optimise.

EMISSIONS BY CATEGORY



DÉMÉPOOL HQ: PERCENTAGE OF GREENHOUSE GAS EMISSIONS BY CATEGORY



BILAN CARBONE 2022

- IT Equipment
- Vehicles
- Buildings
- Other consumables
- Paper
- Business travel
- Daily commute

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. In 2021, the increased OIW levels at AGS Paris reflected the pent up (increased) demand of clients who had put off their relocations until the pandemic was less severe. This demand largely leveled out during 2022, and this is accordingly reflected by the reduced amount of OIW.

OIW (in tonnes)	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
	836	452	442	170	69	144	187	371	188	296	166.7

RECYCLED CARDBOARD

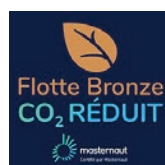
The amount of recycled cardboard continued to decrease in 2022 as the external partner neglected to improve the sorting of recycled cardboard as agreed. Due to this poor performance, the decision has been taken to find a new service provider for 2023.

RECYCLED CARDBOARD (in tonnes)	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
	95	380	306	230	214	263	236	71.8	45.6	24.9	21.5

FUEL CONSUMPTION

Fuel consumption remains below pre-pandemic levels. AGS Paris is Masternaut "Flotte Bronze" (Bronze Fleet) certified, a sign of its commitment to measuring its progress in reducing CO₂ emissions.

DIESEL CONSUMPTION (in litres)	2015	2016	2017	2018	2019	2020	2021	2022
	117 623	107 923	100 906	90 963	128 000	60 637	80 000	74 333



ANTI-CORRUPTION

SUPPLY CHAIN MANAGEMENT



The FIDI-FAIM certification is globally recognised as the benchmark of quality in the international removals industry. It ensures that all FIDI-accredited companies work toward a common standard in the management and execution of international moves, resulting in a globally consistent level of quality and service.



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.



FAIM 3.2 is the current version of the FIDI standard.

FAIM 3.2 is the current version of the FIDI standard. It 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.

In 2022, an additional two MOBILITAS subsidiaries voluntarily underwent the FIDI FAIM certification process.

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 a 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. In addition, all new hires complete GDPR training as part of the onboarding process.

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 the 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 conflict of interest.

In 2022, on recommendation of the DPO and to ensure data privacy for all its clients, the MOBILITAS Group elected to manage all its data, across its subsidiaries in all 97 countries, according to the GDPR regulation. This includes the data of non-EU clients that are stored outside the EU.



UN GLOBAL COMPACT

IN SUPPORT OF THE UNITED NATIONS

