



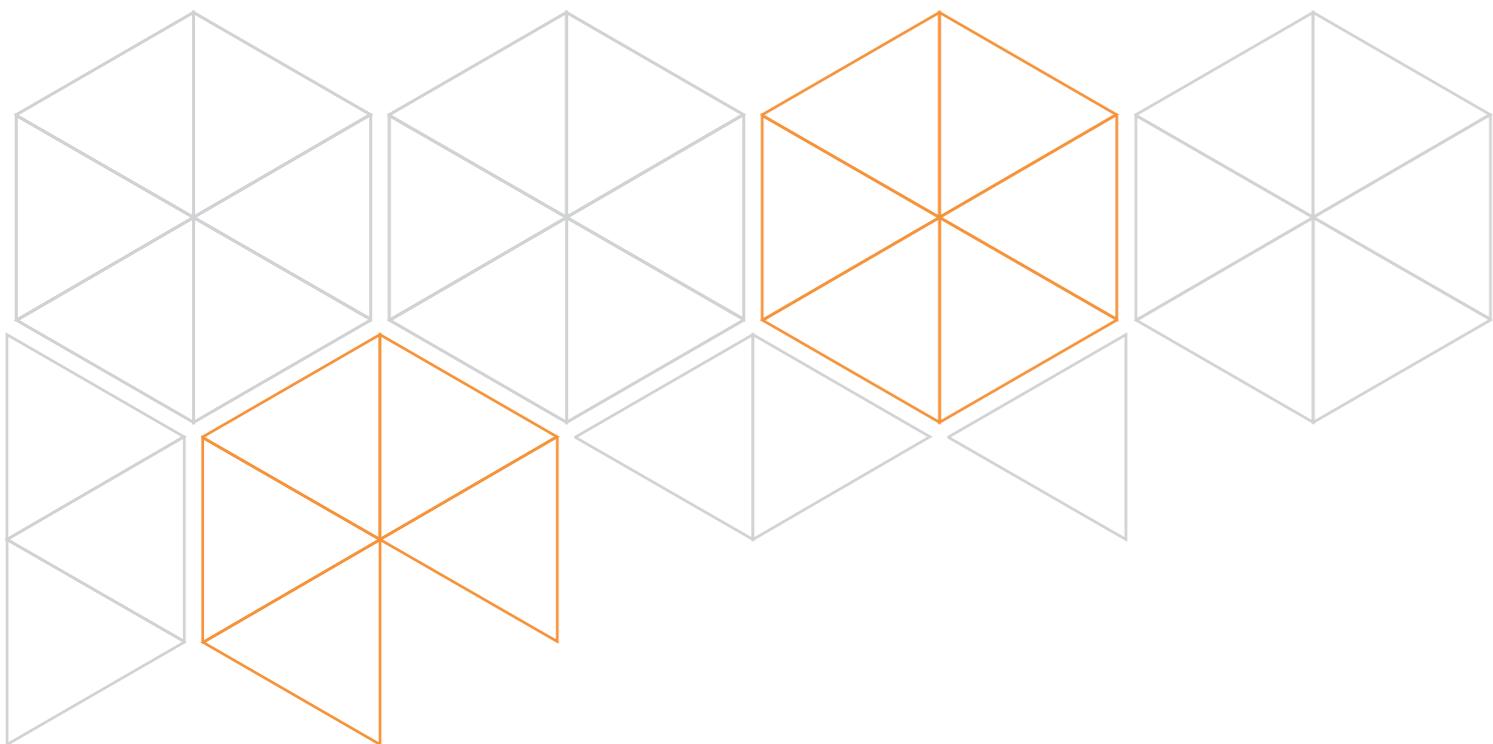
# UN GLOBAL COMPACT

## COMMUNICATION ON PROGRESS 2014



MOBILITAS

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# UN GLOBAL COMPACT 10 PRINCIPLES

## HUMAN RIGHTS

**PRINCIPLE 1:** Businesses should support and respect the protection of internationally proclaimed human rights; and

**PRINCIPLE 2:** make sure that they are not complicit in human rights abuses.

## LABOUR

**PRINCIPLE 3:** Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;

**PRINCIPLE 4:** the elimination of all forms of forced and compulsory labour;

**Principle 5:** the effective abolition of child labour; and

**Principle 6:** the elimination of discrimination in respect of employment and occupation.

## ENVIRONMENT

**Principle 7:** Businesses should support a precautionary approach to environmental challenges;

**Principle 8:** undertake initiatives to promote greater environmental responsibility; and

**Principle 9:** encourage the development and diffusion of environmentally friendly technologies.

## ANTI CORRUPTION

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



Our COP design incorporates the perfectly formed hexagon of the honeycomb. By working together, bees remind us to put aside our own desires in order to serve the needs of others and benefit the entire community.

## ACTION PLAN

## UN PRINCIPLES

## MOBILITAS

## STAGE

## ACTIONS FOR 2014

## ACTIONS FOR 2015

**HUMAN RIGHTS**

AFRICA54	1st year: Communicate	Launch Africa54 campaign	Planned opening of new branches as per Africa54 project
CSR ACTIVITIES	>5 years communicate	Decentralized model to continue, informed by the guidelines contained in Ethics Charter and Code of Conduct	Communicate on selected initiatives worldwide
OPERATIONS DURING EBOLA OUTBREAK	Crisis management in affected countries	Guinea, Liberia and Sierra Leone branches operational throughout, daily counselling, cleaning kits available, travel restrictions to minimize risk	Dependent upon scale of continued crisis
LTG SOCIAL ETHICS COMMITTEE	1st year: Implement and communicate	Set up Social Ethics Committee for LTG  Share booklet on social ethics guidelines for all employees of LTG  All LTG employees to sign an Employees' Pledge outlining their commitment to ethical behavior  Roll out of confidential reporting	Implementation of new updated company policies on: Ethics, the Green Economy and the Environment, Whistle Blower Protection, and Occupational Health and Safety  Policy determination, training and awareness seminars and workshops on protection and security of information  Overhaul of company policies and procedures incorporating UN adopted conventions
VIE PROGRAM	>5 years	Continued active participation in the program	Continued active participation in the program
TRAINING INITIATIVES	>5 years	Roll-out of training program for Personal Security Policy in Executive Relocations in Africa	Greater reach of staff for security training program (Goal: 90%)  Improved communication with staff and clients regarding security hotspots and flare-ups
BUSINESS IMPACT ASSESSMENT & ACTION	3rd year: Action to reduce environmental impact	ISO 14001 Environmental Quality Management System adopted in Paris and London	Improve the information available when making packing material orders  Set up a group-wide procurement strategy based on environmental impact
PLANÈTE URGENCÉ	>5 years	Commitment to continued working with Planète Urgence	Commitment to continued working with Planète Urgence
CODE OF CONDUCT	3rd year: Internal training and communicating with suppliers	Develop an assessment questionnaire for our suppliers' adherence to key principles in the Supplier Code  Anti-bribery & corruption training presentation developed for ERA	Send out supplier questionnaire and evaluate results  Develop Anti-bribery & Corruption training for AGS

**LABOUR****ENVIRONMENT****ANTI CORRUPTION**

## CHAIRMAN'S MESSAGE



## OUR FUTURE DEVELOPMENT PLANS ARE GUIDED BY THE PRINCIPLES OF THE UN GLOBAL COMPACT „

2014 has been a pivotal year for the MOBILITAS Group, one in which despite very real global challenges, we have been able to set concrete plans for future continued development guided by the principles of the United Nations Global Compact. More than ever, MOBILITAS employees have engaged with our company's values of Quality, Performance, Innovation, Respect, and Solidarity, to make a difference in the communities we operate in.

Highlighted in our report this year are the following key projects:

Responding to the Ebola crisis in Guinea, Liberia and Sierra Leone: our branches in the affected region remained operational throughout the crisis and provided additional support to the local communities.

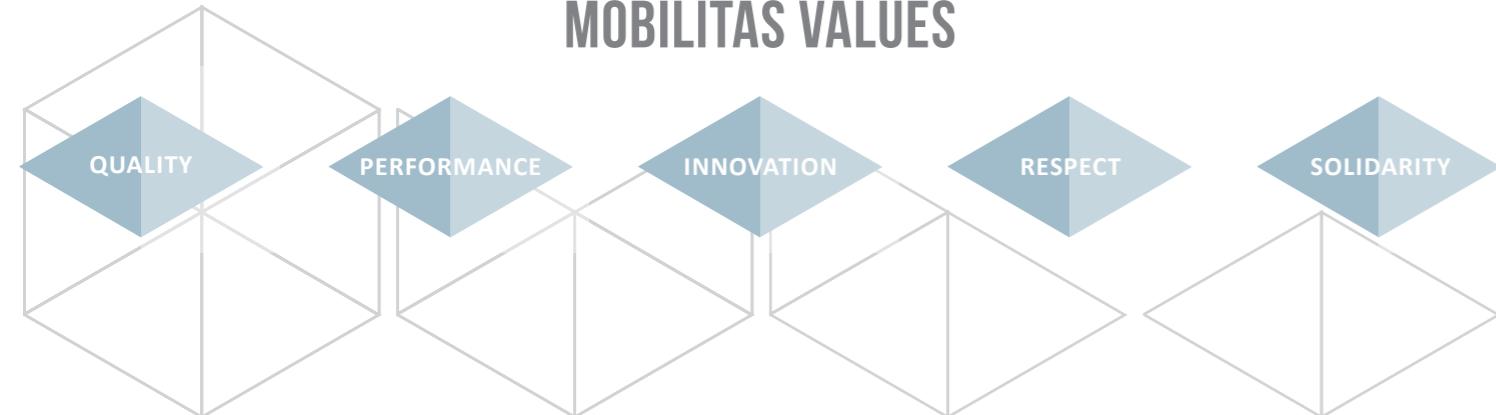
Africa54: our project to be present in every country in Africa was launched and new branches opened in São Tomé and Príncipe, the Comoros and Guinea Bissau.

Social Ethics: The Laser Transport Group in South Africa launched a new initiative to encourage every staff member to embrace ethical awareness and practices at work.

Quality certification ISO 14001: Two European branches have become the first in our Group to be awarded the international environmental quality certification, driving global procurement planning throughout our company globally.

As chairman of the MOBILITAS group I wish to confirm our commitment both to the principles of the UN Global Compact, and to continuing to take action to uphold these values in our activities.

## MOBILITAS VALUES



## AFRICA 54:

### ECONOMIC GROWTH AS KEY-FACTOR FOR THE ADVANCEMENT OF HUMAN RIGHTS IN AFRICA

The AGS Group has been present in Africa for more than 20 years. Our strong commitment to long-term growth, sustainable business practices and support of local communities in Africa has become manifest in the "Africa54" project: By October 2016, the Group will be physically present in each of the 54 African countries and thus be the first private company to cover the entire African continent.

In late 2014, AGS was already present in 45 countries throughout 84 locations – in addition to three new branches being opened in São Tomé and Príncipe, the Comoros and Guiné Bissau by the beginning of 2015.



Within the next two years, new AGS branches will follow in the remaining six African countries Eritrea, Djibouti, Ethiopia, Seychelles, Somalia and South Sudan.

Africa is the world's second largest continent and a leading mineral supplier, its importance to the world's economy is indisputable. Over the last 20 years, AGS has established a strong network and expertise throughout Africa in order to meet a growing need for international removal and relocation services.

Being present with local branches, we experience the social and political instability in several African countries, often accompanied by severe human rights abuses.

At AGS we believe that the development and opening up of less accessible markets allows for the economic growth and well-being of these countries and in consequence, the advancement of human rights. As an international company, we want to contribute to this progress by expanding our business to developing markets – our commitment becomes reality with Africa54.

## OUR DEDICATION TO LONG-TERM GROWTH OF AFRICAN ECONOMIES AND THE ADVANCEMENT OF HUMAN RIGHTS IS REFLECTED IN OUR BUSINESS OBJECTIVES:

- We continue our investments in Africa and support the long-term growth of African economies.
- We help local communities to develop and prosper: We offer career opportunities and staff training and thereby contribute to higher education levels and living standards.
- We identify sustainable development and prosperity as an essential foundation for the advancement of human rights.
- We take responsibility for our actions and commit ourselves to the strict adherence to international human rights in all locations in Africa and around the world.
- We make sure that we are not complicit in human rights abuses.
- We will encourage other international companies to invest in Africa.

## CSR ACTIVITIES

MOBILITAS subsidiaries continue to positively engage with the communities in which they operate. For 2014 please find a selection of activities undertaken by the different branches, in line with MOBILITAS' commitment to protect human rights:

### EXECUTIVE RELOCATIONS FRANCE AND AFRICA

Continuing the annual tradition to assist a charity through its presence at the Worldwide ERC's Global Workforce Symposium, Executive Relocations opted to support the Leopard Conservation Project. Adding an interactive element to 2014's Symposium, which was hosted in Chicago, Executive Relocations increased their donation with all business cards left by visitors to their stand.



### AGS FRASERS SENEGAL

Use new communication technologies in order to promote health in the working environment – this was the objective of a free SMS awareness campaign, launched in Senegal by *L'association Santé En Entreprise, SEE* (the French Association for Corporate Health) in collaboration with Lafarge Paris and CIAN, a French business association in Africa. "Be Healthy, Be Mobile" is a joint global initiative by the World Health Organization (WHO) and the International Telecommunication Union (ITU). Commencing on the World Diabetes Day on 14 November 2014, the campaign focused on prevention and non-communicable diseases, a major reason for absence at work. Seven staff members at AGS Frasers Senegal participated in the program by providing their mobile phone numbers. For 6 weeks, they received an SMS once a day including advice on nutrition, exercise or lifestyle. Further information was available on a dedicated website and specific advice was provided for diabetics.



### AGS FRASERS GUINEA

AGS Frasers Guinea received a letter of appreciation from South Africa's ambassador to the country. This letter thanked AGS for the charitable donation received from the branch while commemorating International Mandela Day. Demonstrating further commitment to the cause, AGS also transported all donations received to the South African Embassy.



### AGS PARIS

AGS participated in the 'Trophées des Français de l'étranger' ('Trophies for French Expatriates') as the awards' Environment Category sponsor. After a speech presenting the AGS Group's commitment to environmental sustainability, Benoît de Moncuit (AGS France's CEO) presented the Environment Trophy to Jérôme Chanson for the development of an ecological carwash in the Netherlands.



### AGS PRIMARY HEALTHCARE

In 2014 AGS laid the foundation for a new campaign to support primary healthcare, aiming to raise funds for South Africa's Desmond Tutu HIV Foundation (DTHF). The DTHF operates a 'Tutu Tester' mobile clinic – selected as the focus for donations – which delivers point-of-care testing and screening for a range of chronic illnesses to rural communities on the outskirts of Cape Town. This far-reaching campaign was set to unfold through [www.agsmovers.com/connect](http://www.agsmovers.com/connect)



### STUTTAFORD VAN LINES SOUTH AFRICA

Several Stuttaford Van Lines branches across South Africa took up the Mandela Day challenge to donate at least 67 minutes of their time in service of others. While SVL's branch in Port Elizabeth donated blood to the South African National Blood Service, the brand's Johannesburg and Durban branches joined together to collect blankets. SVL's National Sales Trainer also spearheaded the collection of 144 teddy bears, which were donated to the Teddy Bear Clinic of South Africa.



### PICKFORDS PORT ELIZABETH

Pickfords' Port Elizabeth branch participated in the Radio Algoa Charity Golf Day, which benefited a local Non-Profit Organization: Masifunde Learner Development (MLD). The Charity Golf Day saw corporates in the Eastern Cape joining hands in a spot of friendly competition for a good cause, supporting MLD's quest to bring education and the required tools to underprivileged communities.

### AGS GLOBAL FACT-FINDING

As a member of a MEDEF corporate delegation on a week-long mission in Myanmar, AGS Executive Director Joëlle Castro participated in her capacity as a French Foreign Trade Advisor. This was an opportunity for delegates to partner with each other and government authorities through local development projects aimed at supporting the region. Joëlle's fruitful investigation led to AGS announcing that it will be opening two new branches in Myanmar and Cambodia in 2015.



### AGS FOUR WINDS MALAYSIA

AGS Four Winds' Malaysia branch offered its support to a unique education initiative, sponsoring the Lighthouse Club of Kuala Lumpur's Benevolent Fund through the club's annual Charity Climb. Hikers for the club summited Low's Peak on Malaysia's Mount Kinabalu, carrying AGS' logo on their shirts and banner. Funds raised went towards university bursaries for two Malaysian students.



### AGS FRASERS MADAGASCAR

Two MOBILITAS subsidiaries worked in unison to facilitate the transfer of educational equipment worth €38,500, donated by France's Aquitaine Region to several high schools in Madagascar. The 45 items of heavy-duty equipment – including wood-turning and milling machines – were collected and packed in France by DÉMÉPOOL; and then shipped by AGS' branch in Bordeaux to AGS' branch in Madagascar. AGS Frasers Madagascar also conducted the physical delivery to local high schools.

## RESPONDING TO CRISIS IN AFRICA

### AGS BRANCHES STAY OPERATIONAL DURING EBOLA OUTBREAK



### THE FIGHT AGAINST THE LARGEST EBOLA EPIDEMIC IN HISTORY CAN BE WON BY STANDING TOGETHER

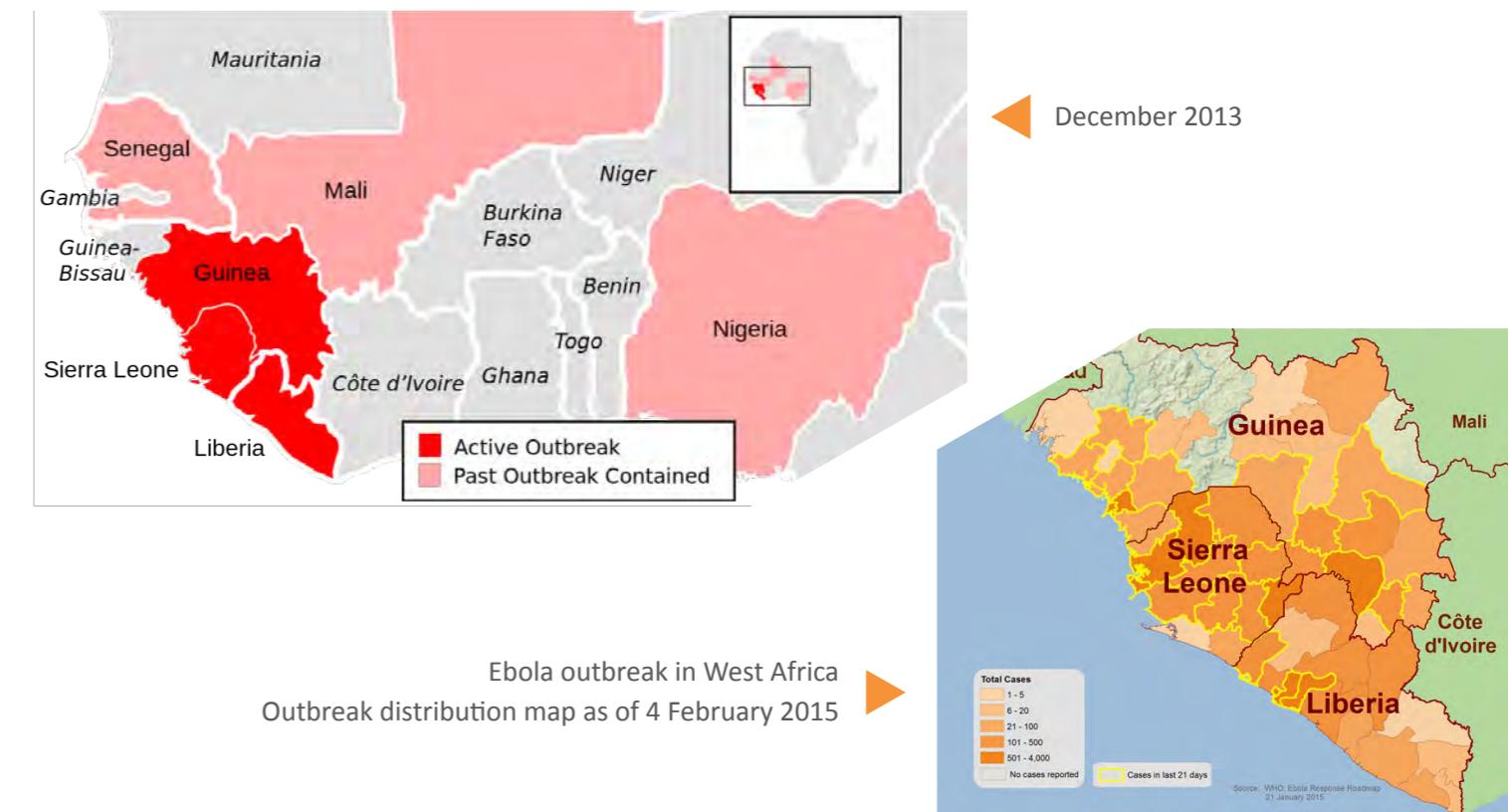
With more than 20,000 reported cases and an estimate of 7905 deaths by the end of 2014 (WHO Ebola Situation Report, 31 December 2014), the largest Ebola epidemic in history has been devastating West African countries for a year. The outbreaks in the most affected countries of Guinea, Sierra Leone and Liberia have evolved into humanitarian disasters that will have long-term and incalculable consequences for public health, economic development and education.

As part of our commitment to the local communities, the West African AGS branches in the Ebola hot spot areas of Conakry, Guinea, Freetown, Sierra-Leone and Monrovia, Liberia, have stayed operational throughout the crisis. The main objectives are to protect our staff and assets, ensure access to information, assure job security for our employees and provide support for local aid projects.

AGS Frasers Liberia joined forces with eight other French companies operating in Liberia, to support the Red Cross. 'Le club d'Affaires' ('The Business Club') collectively donated USD 80,000 funding Liberian Red Cross' local actions as well as a car to support their official 'Ebola is real' campaign.

An awareness and prevention program was implemented at AGS Frasers Guinea. Illustrative information leaflets are displayed at the company entrance and all staff members have to sign an agreement on avoidance of certain risky practices (e.g. consumption of bush meat, attending open casket funerals, washing of deceased bodies, performance of sacrifices). Additional precautionary measures include daily temperature checks for staff and visitors as well as chlorine solution added to the water filter system. A WHO bulletin is sent to the key agents of the company weekly to keep them up-to-date on recent developments.

To emphasize our strong solidarity with the affected West African countries at group level, MOBILITAS has signed the UN Action Pledge on Ebola elimination. In 2015, we will pursue our efforts in the fight against the epidemic and continue to raise local and international awareness. Another main objective will be the mobilization of our resources to support post-outbreak recovery and sustainable development.



### WHAT IS EBOLA AND HOW DOES IT SPREAD?

- Ebola is real and can kill you
- Ebola is spreading in communities now
- To become sick, you must have DIRECT CONTACT with a sick person or their body fluids
- Antibiotics do not kill Ebola
- Get immediate treatment at an Ebola centre. This increases the chance of recovery
- Contact with dead bodies can cause infection. BE CAREFUL (Bury carefully. Keep away)

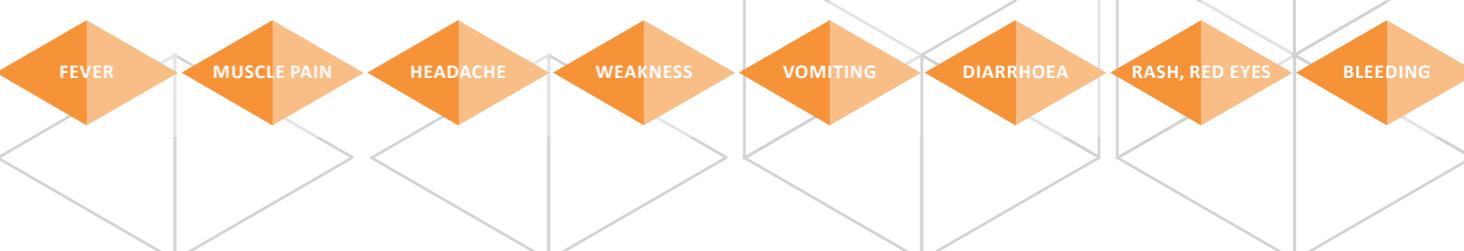
- DO NOT wash, touch or kiss dead bodies
- DO NOT wash hands in the same bucket as others who have touched the body

#### Most at risk are:

- Family members
- Healthcare workers
- People attending funerals

### WHAT ARE THE SYMPTOMS OF EBOLA?

Symptoms can start 2-21 days after contact with an infected person or body



## BUSINESS ETHICS INITIATIVES AT THE LASER TRANSPORT GROUP

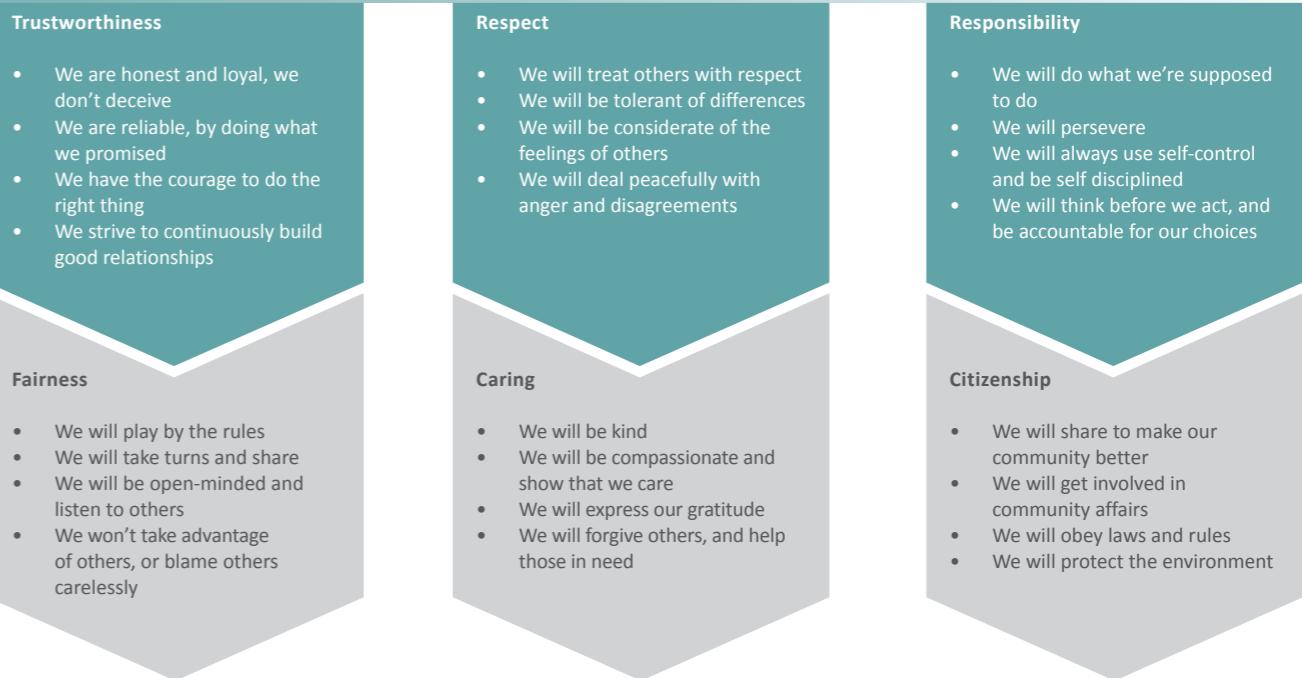
By implementing formal structures and policies, the MOBILITAS Group strives for greater ethical awareness and consistent application of ethical principles within our Group.

Against this background, The Laser Transport Group (Pty) Limited (LASER), part of the MOBILITAS family, formed a Social Ethics Committee in 2014. It is constituted as an independent committee of the board of directors, in line with the regulations of the South African Companies Act 71 of 2008.

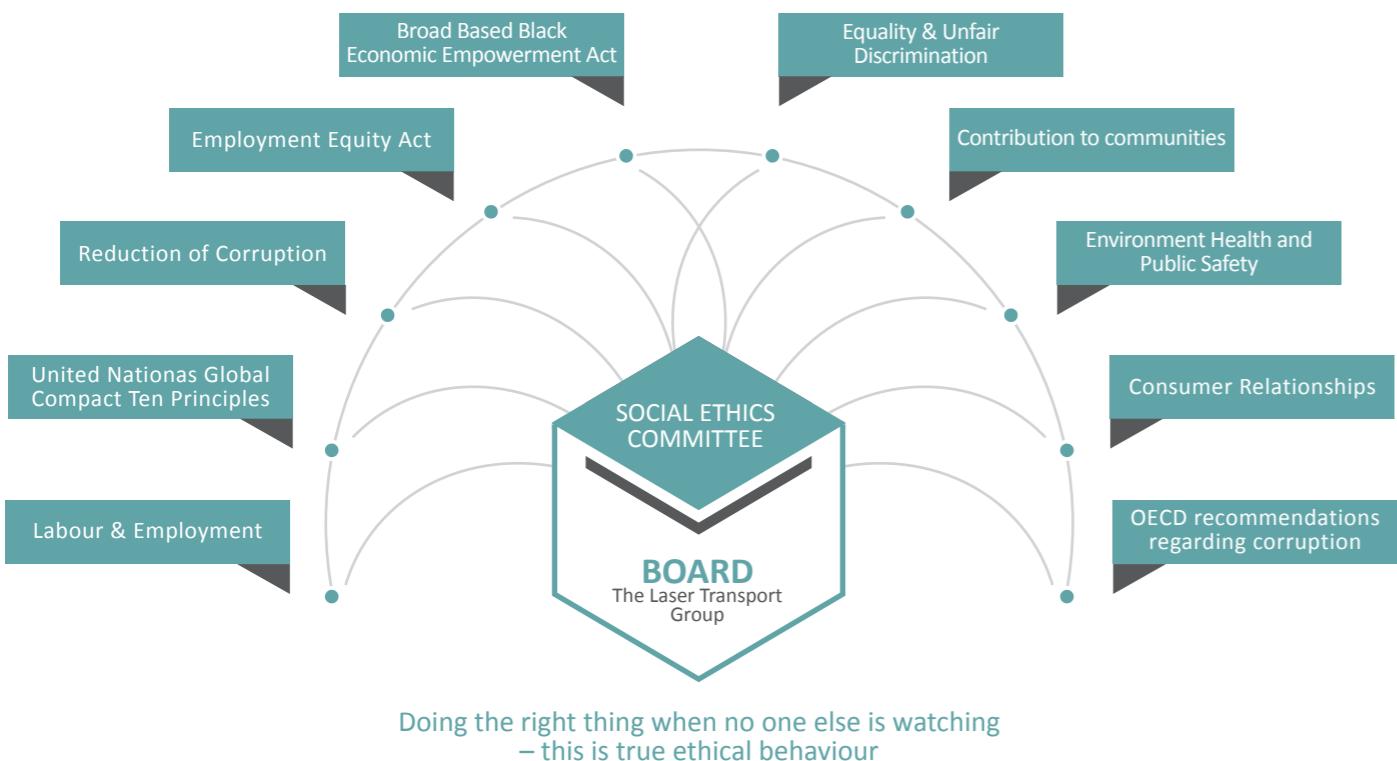
The Social Ethics Committee's main function is the assistance

of the LASER management board with the oversight of social and ethical matters relating to the Company. The Board's responsibilities include the building of an ethical company culture, setting ethics standards, measuring adherence and incorporating ethics into its risk management, operations, performance management and disclosure.

In 2014, the focus was put on the implementation of the Social Ethics Committee and the communication to our stakeholders. The members of the Social Ethics Committee will meet at least quarterly to assess compliance and progress.



### Compliance Areas Covered by the Social and Ethics Committee



### Code of Ethics

In addition to the advisory body, LASER created a Code of Ethics in form of a comprehensive Social Ethics Booklet which was distributed to all staff. Every employee of the Laser Transport Group is expected to uphold the Code's principles and at the same receives guidance on handling ethical problems inherent to the company's business.

Furthermore all employees have to sign the Employees' Pledge, which is also part of the Social Ethics Booklet, outlining their commitment to ethical behavior.

The Code of Ethics is underpinned by the following six pillars:  
Trustworthiness, respect, responsibility, fairness, caring and citizenship.

## MORE SOCIAL ETHICS INITIATIVES AT THE LASER TRANSPORT GROUP

During April 2014 a Social Ethics Survey was conducted by the Social Ethics Committee. All employees across South Africa were asked to contribute. The results of the survey were used to direct companywide initiatives, but also to address areas of improvement.

As of 2014, Social Ethics forms a standing agenda point for all Employment Equity Forum meetings, ensuring Social Ethics receive priority and are monitored continuously and effectively.

Social Ethics Awareness Training Sessions have been rolled out to create awareness and improved understanding of ethics. This training forms part of all new recruits' induction training and covers aspects such as unfair discrimination and the ILO's decent work pillars.

Social Ethics awareness workshops were held, employee conduct pledges were signed by all existing Laser Transport Group employees in December 2014, and posters were distributed to all branches and displayed in areas where employees and customers have access.

All new engagements commit and ascribe to the Social Ethics Employee conduct pledge.

## ACTIONS PLANNED FOR 2015

Implementation of new updated company policies on: Ethics, the Green Economy and the Environment, Whistle Blower Protection, and Occupational Health and Safety.

Policy determination, training and awareness seminars and workshops on protection and security of information.

Overhaul of company policies and procedures incorporating UN adopted conventions.

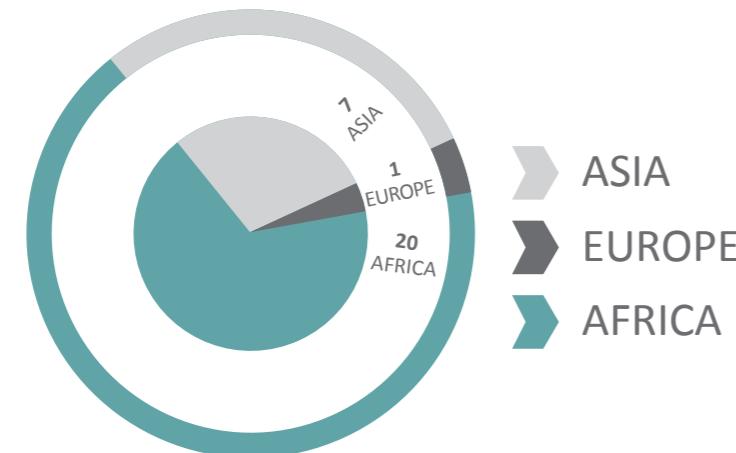
Creating awareness on responsible corporate citizenship which implies an ethical relationship between the company and the society in which it operates.

**EVERY LASER EMPLOYEE TAKES ON THE RESPONSIBILITY TO BEHAVE ETHICALLY FOR THE BENEFIT OF ALL**

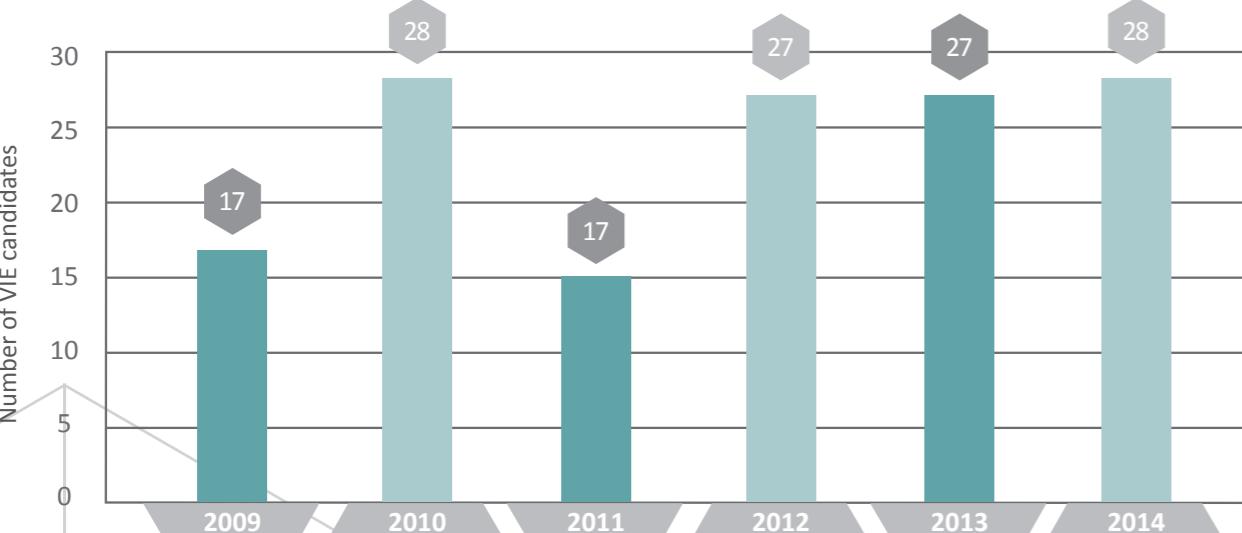
## ACTION: VIE PROGRAM

In 2014, MOBILITAS actively continued its commitment to the VIE (Volunteer for International Experience) program. This program offers a structured entry level program for young French graduates for international positions from 6 to 24 months. Candidates are recruited and managed through UBIFRANCE, the French Agency for International Business Development, which falls under France's Ministry for the Economy, Industry & Employment.

VIE candidates in MOBILITAS were based mainly in Africa, with some candidates in Europe and Asia, to gain international business experience. In addition to creating a talent pool within MOBILITAS, the VIE program continues to offer a structured approach to addressing the employment of youth and giving candidates global corporate experience.



VIE WORKFORCE 2009-2014



## INTERVIEW WITH VIE JOHANNA JOUREAU



**Current job role:** Deputy Branch Manager, AGS Frasers Port Gentil

I started working as a deputy manager for our Port Gentil, Gabon branch as of 1 January 2015, following a 15 month stint as a sales representative in the Libreville branch. In addition to my further responsibilities as a branch manager, international removals is a traditionally male activity. I have found I have had to redouble my efforts to put changes into effect, especially with the operations team which is mainly male.

Wherever you are, change is often accepted with difficulty, but the main priority is to manage to communicate. Once the dialogue has been created, and when the team understand that the idea has been thought-out and will lead to an improvement, whether in the short, medium or long run, the gender doesn't matter, the team will take it on board and work together to improve.

I enjoy living in Gabon and have found it to be a peaceful and safe country. Port Gentil is a much smaller town compared to the capital Libreville, with few traffic jams, which makes moving around and daily life easy. Gabon's main characteristic is that there are 5 ethnic groups with many sub-groups; there are also many expats, mainly in Libreville and Port-Gentil, which further increases the different groups of people living together.

Gabon distinguishes itself from most African countries, with a small population (1,672,597 inhabitants), a small size (267,667 square kilometers) and many natural resources: oil, manganese, wood.

Unfortunately, infrastructures (roads, harbors, railways) are not developed enough. Traveling by road within the country is difficult and most transportation operations take place by plane or by boat. For our removals activity we are forced to organize our operations between Libreville and Port Gentil by boat, which lengthens the transit times and the costs. Other operations within the country usually take place by train. As derailments are frequent, transportation between Franceville and Libreville (728 km) can take up to 3 weeks. ”



Johanna (centre) and the AGS Port Gentil team

## WORKING WITH THE GLOBAL COMPACT



### ENVIRONMENTAL ACTIONS

Waste recycling

Packing material sorting

Limiting the use of paper: we increase our personnel's awareness so that they only print when necessary



### HUMAN RIGHTS

We make sure our personnel only works in the best possible conditions and has all the equipment that is necessary to their safety during operations (helmets, shoes, glasses, gloves).

We assist our employees daily with financial help for medical treatment or when facing a death in the family for instance.



### LABOUR

We offer training to our employees: our drivers have once again been made aware by a specialized consultant of the basic rules of safety on the road and on our premises (e.g. respect of the traffic rules, handling of the equipment in our warehouse, danger and drinking and driving). Our secretary and our logistics specialists were awarded their drivers' licenses. Our logistics specialist is currently getting trained in English.



### ANTI-CORRUPTION

In Port Gentil, we work with many oil companies who tackle corruption on a daily basis. Our role as a supplier is to assist and support them in this fight.

## INTERVIEW WITH VIE ROMAIN BELAUD

**Current job role:** Project Manager, ARCHIV SYSTEM Cape Town

I started working as a VIE beginning of January 2014 and I am currently leading a 5 year imaging project for an intellectual property service provider at ARCHIV SYSTEM in Cape Town.

Imaging is labour intensive and dealing with staff absenteeism hasn't been easy so far, especially when you don't expect it. Moreover, it is not unusual that staff come late to work because public transportation in South Africa can be very poor.

On a technical aspect, we started running the project in a removal warehouse before moving to offices afterwards. Before the move, I managed to protect as much as possible scanners from dust intake and overheating to avoid equipment breaking down.

The work I'm overseeing is very technical, so we have implemented a specific workflow and tracking system to make sure no file/information is lost or destroyed before being imaged. Also, I have been trained for a week by our partner to fully handle the application on a daily basis. On the Management side, I rely on my skills acquired during my studies at IESEG School of Management where this discipline is given special emphasis.

The challenges don't end when you finish your work day. When you arrive in a new country and city you don't know, you need to find

your bearings to feel at ease. You must adapt yourself to a new environment by changing your habits and understand the culture and the people you encounter.

In particular, I have taken care about my security and safety here in Cape Town. There has been recently an increase of petty crime among the VIE community; it is very useful and important to keep in mind the safety tips from the French Consulate at all times anywhere. ”



Romain Belaud with his imaging team at their new offices

## WORKING WITH THE GLOBAL COMPACT



ENVIRONMENTAL ACTIONS



LABOUR

ARCHIV SYSTEM is already participating in a tree plantation campaign with Planète Urgence in Africa. For every 15 boxes stored, the company plants a tree to help with reforestation.

We receive tons of paper and plastic wrap. After all the files being imaged, cartons, cardboards and paper are sorted, shredded and recycled according to international standards by a recycling specialist.

We reuse the wooden pallets the files are delivered on and dispatch them through all our African branches.

This imaging project has created at least 15 jobs for local people, who we have trained to be able to do accurate, technical work.



HUMAN RIGHTS

We ensure that our staff work in good conditions. Due to the nature of the activity, it demands long spans of deep concentration so it is imperative that staff are well rested and take proper breaks throughout their shift.



ANTI-CORRUPTION

All our staff has signed confidentiality agreements due to the type of documents being handled.

We use specialist waste recycling/disposal experts to ensure the confidential documents are destroyed once they have been imaged.

## ACTION: PERSONAL SECURITY TRAINING PROGRAM

A Personal Security training program was rolled out in 2014 for our employees delivering relocation services for Executive Relocations in Africa. The program was a natural progression to the development of the Personal Security Policy for Staff and Sub-Contractors Working Off-Site the year before.

Our staff work within several unstable regions with the additional risks of accompanying expatriates who are more likely to be the targets of security incidents. Relocation managers often work alone to assist the expatriates and their families who are arriving in a new country for work and require a home, school for their children, orientation programs and general settling in assistance.

The personal security training is being delivered mostly online, and directly face-to-face in some cases where risks or needs might be higher. Staff are given the tools to manage risks in order to be proactively prepared with realistic plans, procedures

and resources in place. In addition, they are briefed on steps to reduce the risks in order to protect themselves, the clients in their care, as well as the company. Topics covered include office safety, personal safety, vehicle safety, carjacking, checkpoints, hotel stays, general travel guidelines, and additional safety measures for women.

To date 10% of field staff have been reached, with a target of 90% by the end of 2015.

In the year ahead we are also looking to improve the information our staff receive with regards to potential security hotspots due to political upheaval, natural disasters and conflict. Communications will go out by email from the Head Office's operation team with alerts to all affected staff and clients, offering advice and caution to those working and living in the affected areas.





## ACCREDITATION FOR ENVIRONMENTAL COMMITMENT

As a leader of the international removals industry, MOBILITAS is committed to sustainable and environmental-friendly business practices and constant enhancement of our ecological standards.

ISO 14001:2004, an International Standard designed to support environmental protection in balance with socio-economic needs, is becoming an increasingly important element of our Group's environmental strategy. MOBILITAS' subsidiary DEMEPOOL is ISO 14001:2004 certified since 2011. In 2014, AGS London was the first branch of the AGS Group to achieve the renowned accreditation. AGS Paris has also implemented the ISO 14001 standards and is currently going through the certification process, with the audit taking place in April 2015.

The implementation of ISO 14001 standards facilitated the development of an environmental policy and the establishment of objectives and processes to achieve the policy commitments at our branches. Action will be taken as needed to improve the performance and demonstrate the conformity of the system to the policy.



**THE CERTIFICATION PROCESS HAS ENABLED US TO CREATE AN IMPROVED PROCUREMENT STRATEGY: IT HELPED US TO FIND OUT WHERE WE ARE AND OUR IMPACT ON THE ENVIRONMENT AS WELL AS AREAS OF POSSIBLE PROGRESSION. WE HAVE IMPLEMENTED A MORE PROACTIVE, LONG-TERM APPROACH TO PACKING MATERIAL ORDERS.**

— Alexandre Lebègue, Senior Group Quality Manager at MOBILITAS

### Waste management system at AGS Paris highly successful

The implementation of an efficient waste management system in the context of the aspired ISO 14001:2004 certification, accompanied by raising awareness amongst staff members, has already led to a significant waste reduction at AGS Paris.

The amount of OIW (Ordinary Industrial Waste, non-hazardous) has almost cut half since 2012: it decreased from 836 tons in 2012 to 442 tons in 2014. Significant improvements have also been made in the amounts of recycled paperboards. The tonnage increased from 95 tons in 2012 to 306 tons of recycled paperboards in 2014.

Furthermore, AGS Paris has drastically increased the amount of recycled wood products (from 7 tons of recycled wood in 2013 to 125 tons in 2014).

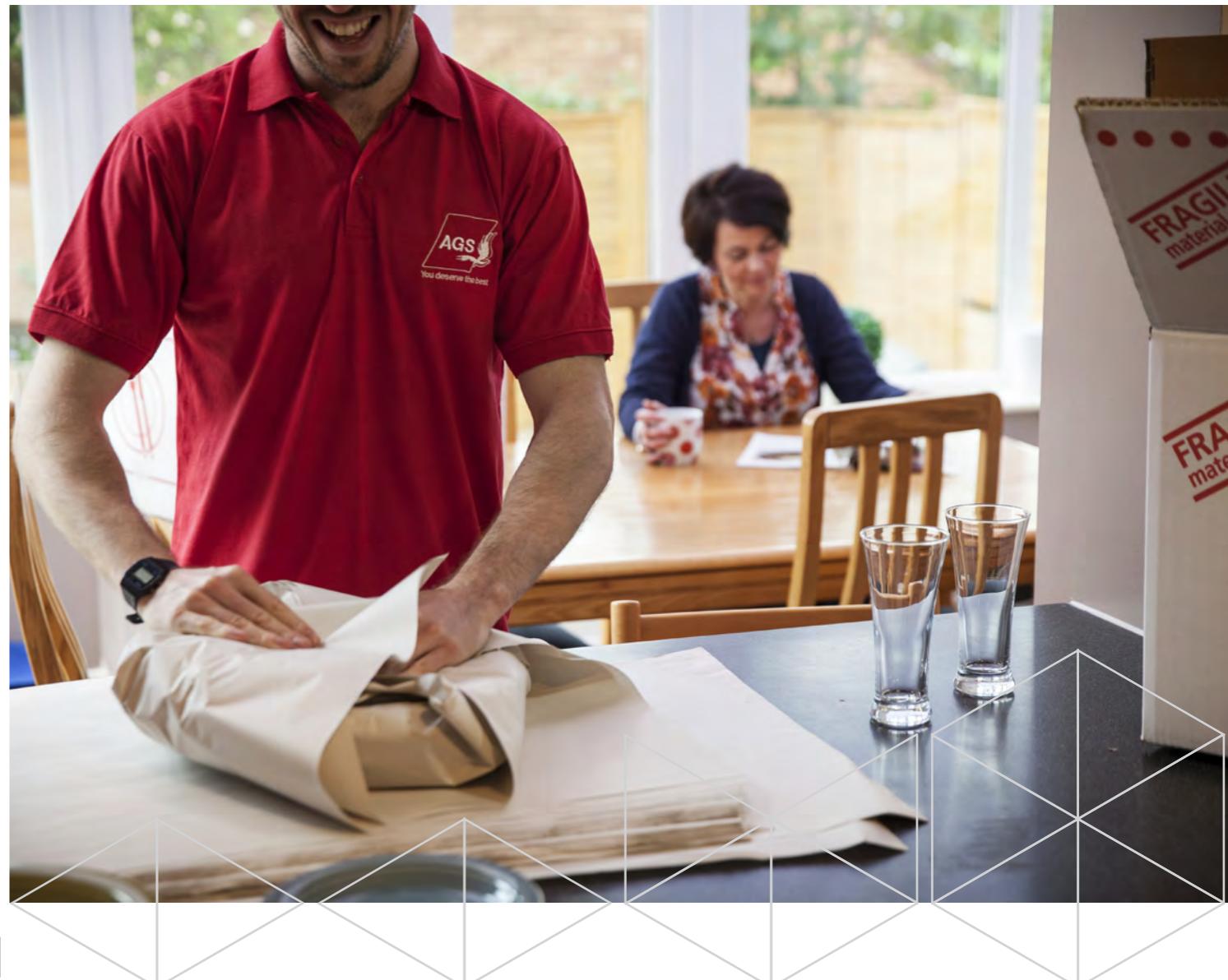
The 2014 figures clearly show the necessity of improved waste sorting routines and set a good example for all AGS branches.

### The way forward

In 2015, MOBILITAS will take advantage of the experience and learning success gained at our London and Paris branches in order to improve the environmental performance at Group level.

#### THE ACTION PLAN IMPLEMENTS THE FOLLOWING STEPS:

- Improve the information available when making packing material orders via the Group Intranet
- Publish a packing material catalogue including information on the technical characteristics of each item, data on the environmental impact and available certificates
- Set up a group-wide procurement strategy based on environmental impact



## “ONE MOVE ONE TREE”

As part of committing to and embedding the principles of the UN Global Compact, MOBILITAS has developed and rolled out initiatives to reduce the environmental impact of our business and promote environmental awareness.

MOBILITAS' major green initiative, “One move one tree” in partnership with the NGO Planète Urgence, has been a fruitful cooperation for more than five years. In 2014 the Group decided to further extend its activities and joined the organization in their efforts to create a sustainable future for Haiti. Since 2009, MOBILITAS and Planète Urgence have planted more than 124,000 trees in Mali, Indonesia and Madagascar and as of 2014, in Haiti. Both employees and customers share the Group's enthusiasm for the initiative which has become an inherent part of MOBILITAS' social and environmental activities. Both the AGS and PRO ARCHIVES SYSTEMES (formerly ARCHIV SYSTEM) subsidiaries are part of the project.

### Our partner

The association Planète Urgence provides technical and financial support for local organizations in countries that are particularly vulnerable to climate disturbances. In Indonesia, Haiti, Madagascar and Mali, they team up with local partners to develop sustainable incomes for the populations and a more protected environment.

### Our commitment

“One move one tree” is in line with our social and environmental commitments. With the planting of trees, the MOBILITAS Group is compensating for its environmental impact, at the same time the projects contribute to local economic development.



**SINCE THE START OF THE PROGRAM  
MOBILITAS HAS PLANTED OVER  
124,000 TREES**



## NEW PROJECT: CREATING A FUTURE FOR HAITI



Planète Urgence has put in place actions to rebuild residential areas after the devastating earthquake of 2010 and leads a large reforestation project in the south and the south-east of Haiti.

### “A roof, a future”

#### THE MAIN OBJECTIVES OF THE PROJECT ARE:

- ▶ Building and repairing houses for disadvantaged families
- ▶ Supporting economic development by micro-credits for small agricultural businesses
- ▶ Restoring degraded land by planting forest trees (targeting soil erosion) and trees for economic use

200 rural houses have been built and renovated so far, all meet para-seismic and anti-cyclone constraints. Most of the building work is carried out by the beneficiary families and by this, the project transfers sustainable construction skills and know how to the local artisans.

### “PRESS” reforestation project

Since mid 2014, Planète Urgence is running a reforestation project in the south and the south-east of Haiti, accompanied by training of 600 small farmers to sustainably cultivate their land.

Three wood production lines are supported:

- ▶ Raw material for construction of buildings using traditional techniques
- ▶ Fruit tree planting for staple food production and sale at local markets
- ▶ Energy source (e.g. for food preparation)

### Actions planned in 2015

PRESS will be maintained throughout the year 2015. Actions are targeted on training and awareness for permaculture and the protection of biodiversity.



## MALI - "GREEN MOPTI"



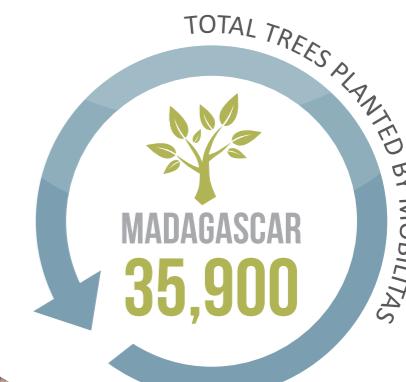
The "Green Mopti" project aims to fight against desertification and support local families in creating sustainable income sources and food security. In 2015, a new project of the same model will be established in the Ségou region, creating 80 new family plots.



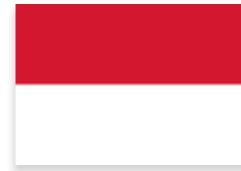
## MADAGASCAR – HOPE FOR ITASY



In 2014, the focus was put on the restoration of degraded tapia forests, the development of the local silk industry and wood energy sector as well as the funding of women micro-businesses.



## INDONESIA – SAVING THE MANGROVE ECOSYSTEM



In the Mahakam Delta on the island of Borneo and in the Province of East Kalimantan, Planète Urgence concentrates its activities on the conservation and restoration of mangrove forests, accompanied by training of local people in sustainable aquaculture.



## EXECUTIVE RELOCATIONS IN AFRICA: ANTI-BRIBERY AND CORRUPTION STAFF TRAINING

As leading relocation provider, Executive Relocations in Africa (ERA) works with numerous local organizations and government officials. Concerned about insufficient regulation and companies turning a blind eye facilitating opportunity, the local branches see a growing need for action.

Strict policies and staff training have become increasingly important, especially since ERA is mainly operating with field workers, who are more likely confronted with bribery. As part of the action plan, ERA has rolled out a comprehensive anti-bribery and corruption staff training. It is obligatory for all staff at commencement of the employment.

### THE TRAINING HELPS THE EMPLOYEES:

- become aware of corruption in their environment,
- achieve a better understanding of bribery and corruption,
- identify corruption,
- know risks and consequences,
- deal with corruption appropriately if confronted with it.

Furthermore, participants receive training on the ERA Anti-bribery and Corruption Policy and the Code of Conduct, and get an insight into the international legal framework.

### Facts and figures



### Actions planned for 2015

As the anti-bribery and corruption training has proved a success at the ERA branches, the training will be implemented by the AGS Group in 2015. It will be communicated to the branches, will be available on the intranet, and will become an inherent part of the AGS training schedule.

## ACTION: UN GLOBAL COMPACT COMPLIANCE SURVEY

As part of the MOBILITAS Group's continued commitment to anti-corruption we aim to unite our strengths with our suppliers. In 2014, we actioned the development of an assessment questionnaire for our suppliers' adherence to key principles in the Supplier Code. **The online survey of 26 questions covers the four areas of the 10 UN Global Compact principles:**

### HUMAN RIGHTS



### ENVIRONMENT



### LABOUR



### ANTI CORRUPTION



To improve the rate of participation, we have designed the questionnaire to be completed within 10 minutes. The survey results will enable the MOBILITAS Group to better assess which of its suppliers follow responsible business practices.

In 2015 we aim to send out the supplier questionnaire and evaluate results, which will be taken into consideration during the organization's future supplier selection processes. We also hope to create awareness and encourage our suppliers to follow the UN Global Compact principles.



# MOBILITAS

In support of the United Nations Global Compact  
[www.mobilitas.org](http://www.mobilitas.org)