



# UN GLOBAL COMPACT 2020

OUR COMMITMENTS 2021



COMMUNICATION  
ON PROGRESS



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# 10 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.

# OVERVIEW ACTION PLAN

UN PRINCIPLES	MOBILITAS ACTIONS	STAGE	ACTIONS FOR 2020	OBJECTIVES FOR 2021
 HUMAN RIGHTS	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	Crisis management in affected countries	Close involvement in the response efforts of local communities during the global pandemic	Remain closely involved with local communities to ensure fast response to crises
	CSR ACTIVITIES	>5 years communicate	Ground-level involvement in local community and charity initiatives	Continued involvement in local communities and charitable initiatives
 LABOUR	LTG SOCIAL ETHICS COMMITTEE	>5 years implementation of policies	Renewed focus on the five general ethical principles in business	Renewed focus on the five general ethical principles in business
	VIE PROGRAMME	>5 years	Continued active participation in the VIE programme	Continued active participation in the VIE programme
	TRAINING INITIATIVES	>5 years	Skills growth and development of training portfolio	Skills growth and further development of training portfolio
 ENVIRONMENT	PLANÈTE URGENCY	>5 years	Commitment to continued working with Planète Urgence	Commitment to continued working with Planète Urgence
	ENVIRONMENTAL IMPACT OF BUSINESS	>5 years	Continued encouragement of environmental initiatives at local branches	Continued encouragement of environmental initiatives at local branches
	BILAN CARBONE	>5 years	Bilan Carbone© Démépool / AGS Paris	Bilan Carbone© Demepool / AGS Paris
 ANTI-CORRUPTION	SUPPLY CHAIN MANAGEMENT	>5 years	Continued improvement of supply chain management processes throughout the Group	Continued improvement of supply chain management processes throughout the Group

## THE MOBILITAS GROUP 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 47 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.

**2020 WAS A YEAR DEFINED BY THE GLOBAL PANDEMIC – A PROTRACTED CRISIS THAT HAS INFLUENCED THE ACTIONS OF BUSINESSES EVERYWHERE, INCLUDING OUR OWN. THE INITIATIVES CONTAINED IN THIS REPORT THEREFORE REFLECT THE MOBILITAS GROUP’S DESIRE TO SHOW SOLIDARITY WITH OUR LOCAL COMMUNITIES. THEY ARE ALSO CONSISTENT WITH OUR LONG-TERM VISION OF SUSTAINABLE DEVELOPMENT.**

### FACING THE CRISIS WITH A SPIRIT OF SERVICE

As lockdowns became a daily reality in countries around the world, we mobilised our global network, encouraging them to offer their time and resources wherever needed. Whether this involved transporting and distributing food to the less fortunate, shipping medical equipment across borders to hospitals in need, or simply transporting masks to the epicentre of a local outbreak, every gesture of solidarity was worth our support.

### STAYING THE COURSE FOR TOMORROW

However, even as we worked with governments and local communities to tackle their immediate challenges, we remained focused on our long-term goal of investing in our staff and our communities through education. Our internal training programme continued unabated, and for the second consecutive year we participated in a South African ground-level internship programme that provides workplace experience to disadvantaged students. Similarly, our tree planting initiative continued into its eleventh year. 2020 saw the Group plant another 24 000 trees in the Mahakam Delta of Indonesia and the tapia forests of Madagascar.

We persisted with these long-term initiatives because, while the pandemic and its economic consequences have certainly given us pause, we know it to be transient when held up against the legacy we have inherited. As a family-owned group in its third generation, our goal is to build on that foundation for future generations, and what better way to ensure the future than by protecting the present.

### THE VALUES OF THE MOBILITAS GROUP

- RESILIENCE
- ACKNOWLEDGEMENT
- LEGACY
- STABILITY
- AMBITION WITH HUMILITY

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.

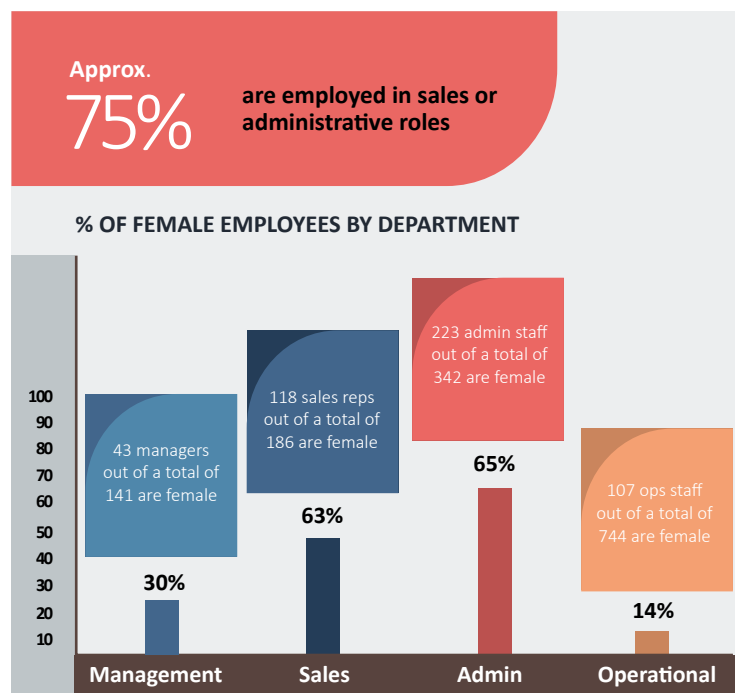
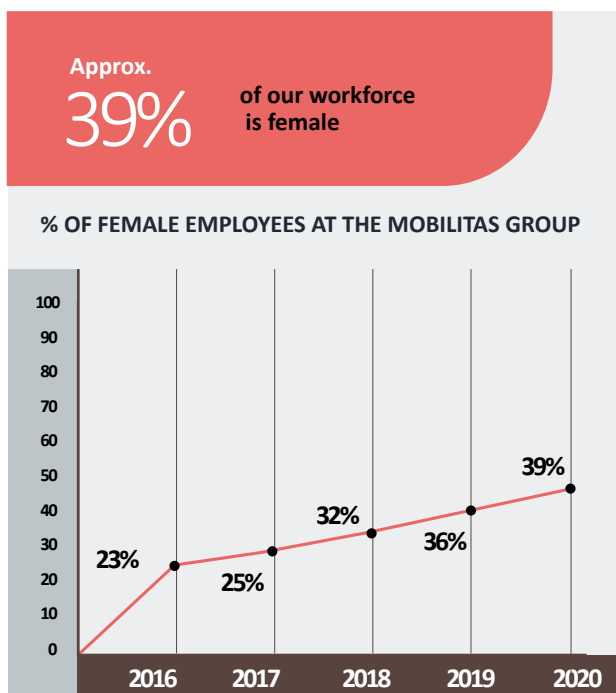
ALAIN TAÏEB  
CHAIRMAN OF THE SUPERVISORY BOARD



## ENDORSEMENT OF THE WOMEN'S EMPOWERMENT PRINCIPLES

MOBILITAS recognises that women remain under-represented in traditionally male-dominated industries and occupations, also in the mobility sector. To better understand the representation of women in our industry, we must acknowledge that mobility relies heavily on male workers because the job, by its nature, requires physical strength - an inherently male attribute.

Nevertheless, we are pleased to report that, in 2020, 39% of our staff were female. This is a year-on-year improvement of 3% from 2019, and a total improvement of 16% since 2016, when we first implemented the UN Women's Empowerment Principles.



## 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 to 41% in 2021 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

Around the world, 2020 was a year in which nations struggled under the weight of the global pandemic. From first-world countries to developing nations, the **MOBILITAS** Group sought to use its resources and mobility expertise to lighten this burden where possible.

## POLAND

AGS Warsaw funded a volunteering project led by Michal Zelwak, a Warsaw University mechatronic student. Michal designed and 3D-printed adaptors for diving masks donated by a well-known European sports brand. The masks and adaptors were delivered to local hospitals and paramedics for use as ventilators.



## KOREA

At the height of the first wave, AGS South Korea was proud to transport masks to the area of Daegu, the epicentre of the Korean outbreak, as part of an initiative led by the France-Korea Chamber of Commerce and Industry.



## FRANCE

In response to an urgent request, an AGS Paris crew transported medical equipment from a local laboratory to the Bastia Hospital in Corsica. They were able to complete this mission in less than 36 hours.

To facilitate the packaging and distribution of donated masks and gels to health centres, hospitals and old-age homes, AGS Brest donated boxes to the 3rd Marine Infantry Regiment and Brest police station.



## MALI

Our AGS Mali branch supplied a crew and a truck to load and transport a delivery of medical equipment gifted by the Thiam Foundation to the Malian Health Ministry. The Malian Health Minister was present for the delivery of this donation.



## SPAIN

The AGS Madrid team offered their logistical support, delivering the donated diving masks to the city's hospitals. With the aid of a 3D-printed plastic adaptor, this time designed in Italy, the hospitals were able to use the masks as ventilators at the height of the first wave in Spain.

In addition, the branch entered into an agreement with a prominent local retail group to provide meals to healthcare workers, transporting ingredients to the restaurants where the meals were prepared.



## ZAMBIA

The three new hospitals in the Kanyama, Chawama and Chipata areas of Lusaka were recipients of more than 620m<sup>3</sup> of brand-new medical material, including intensive care and respiratory equipment, stored and delivered at no cost by AGS Zambia.

Together with other local French companies, the branch also contributed towards a donation of 44 800 EUR to support the Zambian people through the health crisis.



## PORTUGAL

Based in Malveira, 20km north of Lisbon, AGS Portugal supported its local community and the neighbouring town of Mafra, donating essential food and masks to town representatives and the juDAR association to help the poorest families.

In collaboration with the French embassy, the branch also donated funds and meals for the less fortunate to the Caritas Association in celebration of Bastille Day on 14 July.



## CROATIA

Over 1 900 buildings became uninhabitable when a magnitude 5.3 earthquake struck Croatia's capital city in March 2020. The team at AGS Croatia quickly sprang into action, distributing boxes to those Zagreb residents forced to move out of damaged apartment buildings.

Together with the French Embassy, the branch also donated to the Solidarity Foundation. The charity set up a rapid response micro-grant scheme as part of its earthquake recovery efforts. The scheme assisted 79 of the most severely affected families, providing three-months' rent for alternative housing and repairs.



## RWANDA

In partnership with a private fund-raising initiative and the city of Kigali, AGS Rwanda donated a team and a truck to distribute food to the city's destitute inhabitants.



## KENYA

The AGS Kenya team provided logistical support for the distribution of essential items to vulnerable people, making weekly deliveries of food, such as flour, rice, sugar, oil and beans to 75 families for a period of two months.



## BOSNIA

AGS Sarajevo transported a donation of medical equipment from the people of Bosnia to the government of Malaysia. Although the operation was challenging because the closest airport in Sarajevo was closed due to the pandemic and flights from operational airports were limited, the branch packed and delivered the cargo to Kuala Lumpur in two weeks. The AGS Sarajevo team also provided transportation services to the US Embassy to deliver a donation of medical equipment to the Bosnian armed forces.



# HUMAN RIGHTS ACTION IN DISASTER-STRICKEN COUNTRIES

## MOBILITAS Solidarity Fund

The global pandemic has highlighted that, in addition to being a member of the MOBILITAS team, each of our 4 000 employees is also a member of their local community.

Many staff expressed concern for the elderly and the vulnerable as their countries began to battle against the virus. And since we strive to engage with local communities wherever we operate, this led us to create a solidarity fund.

### The fund entitled employees to two things:

- One paid day of leave to help somebody outside their family circle.
- An allowance to be used at their discretion in an act of solidarity.

In the months that followed, many employees put this to good use.



### ROMANIA

AGS Romania chose to help their local community. Teams distributed donations of food to needy families confined at home, including sweets for the children.



### TAHITI

On behalf of its employees, AGS Tahiti donated its share of the solidarity fund to the French Red Cross to provide food packages to families in need.



### KENYA

AGS Kenya supported its 50 temporary employees by gifting them essential food products to cover their needs for a month.



### MADAGASCAR

AGS Madagascar donated essential items, such as rice, soap and sugar, to 500 families. The distribution was spread over two days and mobilised all the branch's resources.



### ALGERIA

AGS Algeria donated approximately 550 EUR to the Algerian Red Crescent to support its COVID response actions. The organisation mobilised 20 000 volunteers to educate citizens across the country around the dangers of the coronavirus and the precautions that must be taken to limit its spread.



### RWANDA

Epiphanie, the AGS Rwanda accountant, used the solidarity fund to assist a family with essential items after they became unemployed during the epidemic.



MOBILITAS IS COMMITTED TO ENGAGING AND SUPPORTING OUR LOCAL COMMUNITIES, AND 2020 WAS NO EXCEPTION. AROUND THE WORLD, OUR SUBSIDIARIES DONATED THEIR TIME AND RESOURCES TO IMPROVE THE LIVES AND CONDITIONS OF VULNERABLE PEOPLE.



## COLLECTING BABY WEAR FOR UBUNTU HOUSE CAPE TOWN, SOUTH AFRICA

The Cape Town branch of Stuttaford Van Lines serves as a permanent drop-off point for donations of baby-clothes to Ubuntu House, a local infant orphanage. Stuttafords staff regularly deliver the clothes to the organisation free of charge.

Ubuntu House opened in September 2003, welcoming its first baby that same month. Since then, the orphanage has cared for 528 infants, placing 425 with adopted parents and reuniting 93 with their birth parents.

## SUPPORTING EARLY CHILDHOOD DEVELOPMENT CAPE TOWN, SOUTH AFRICA

For the second consecutive year, AGS Records Management teamed up with Masikhule, a non-profit in the Helderberg area of Cape Town, South Africa, that focuses on providing training to early-childhood development (ECD) practitioners, mothers and community volunteers.

AGS funded Masikhule's Baby and Toddler First 1000 Days training course, ensuring that the participants received instruction, resource kits and post-training visits.

The training included a group of at least 12 local ECD practitioners and focused on: maternal health and well-being, mother and baby nutrition, foetal development and early stimulation, early bonding and sensitive nurturing, and baby and toddler development.



## AINING VICTIMS OF DOMESTIC VIOLENCE RÉUNION, FRANCE



Domestic violence has long been a scourge on the island of Reunion, France. Thankfully, local women who find themselves in abusive relationships can turn to the collective for the elimination of domestic violence (CEVIF), a non-profit organisation that helps victims leave their abusers and start a new life.

To support them in this process, AGS Reunion, in partnership with CEVIF, helps the victims recover their belongings, which they were forced to abandon when they left their abusers. 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 as they travel around the island on their daily business, advertising the organisation's telephone number and ensuring that awareness of its existence reaches every island family.

## RAISING FUNDS FOR UNDERPRIVILEGED CHILDREN VIETNAM

In what is fast becoming an AGS Vietnam tradition, Branch Manager Kevin Hamilton again participated in the annual Saigon Children Charity Cycle Adventure (CCA) to raise funds for underprivileged local children. The 2020 participants raised a record 117 000 USD.

The money raised by CCA is crucial in helping Vietnamese youth access education, notably through scholarships. Thanks to the funds raised, the children will be able to attend schools which will be built in rural areas. Organisations focused on the integration of disabled students will also receive financial assistance.



## PROMOTING FOOD SECURITY IN MARGINALISED COMMUNITIES CAPE TOWN, SOUTH AFRICA

Through soup kitchens for the less fortunate and school feeding programs, the Bonteheuwel Development Forum (BDF) in Cape Town, South Africa, aims to uplift the underprivileged in the Bonteheuwel community.

Prior to the pandemic, the organisation relied on aid to do its work, but as the health crisis took hold, a drop in food donations prompted members to cultivate their own vegetable gardens on land donated by a local school. This initiative has allowed the BDF to become self-sufficient for many of the ingredients it requires and so continue its feeding programmes in the most difficult of times.

Pickfords Cape Town showed their support by providing pallets for vegetable boxes as well as fencing for the vegetable gardens.

## THE LASER TRANSPORT GROUP CONTINUED TO FOCUS ON THE FIVE GENERAL ETHICAL PRINCIPLES IN BUSINESS IN 2020

- **Principle A:**  
Beneficence and non-maleficence
- **Principle B:**  
Fidelity and responsibility
- **Principle C:**  
Integrity
- **Principle D:**  
Justice
- **Principle E:**  
Respect for people's rights and dignity by resolving ethical issues, creating competence and building human relations.



### ETHICAL BUSINESS PRACTICES

To further build vigilance around anti-corruption and anti-trust measures, the Laser Transport Group updated its Ethical Employee Conduct Pledge. A series of remote insurance fraud training sessions underscored our commitment towards a zero tolerance for anti-competitive behaviour, corruption and unethical business practices. To continue this awareness drive, further roadshows are planned for May 2021.

Alignment with the FIDI and FAIM charters on anti-corruption, confidentiality and protection of personal information, particularly at a time when identity fraud is rife, remains critical to the transport logistics and warehousing sector when it comes to winning the trust of clients and suppliers. Our FIDI FAIM accreditation is one of our guarantees in this respect. FAIM is the strictest quality programme and the most recognised accreditation within the international moving industry to protect the interests of our society.

### BROAD-BASED BLACK ECONOMIC EMPOWERMENT (BBEE)

Empowering the poor and disadvantaged remains a priority for the Laser Transport Group. As such, our BBEE strategies focus on the empowerment and upskilling of staff from previously disadvantaged communities. To that end, and in partnership with Tsiba Education, 2020 saw us recruit 13 learners for placement in a business administration learnership programme designed to develop future leaders by accommodating disability in the workplace.

In collaboration with BEESA and the Youth Employment Scheme (YES) initiative to boost formal unemployment, we also took on 13 disabled interns to perform various functions at our branches in Gauteng. The aim of this programme is to provide workplace experience in the transport and logistics field to previously disadvantaged students from various backgrounds.



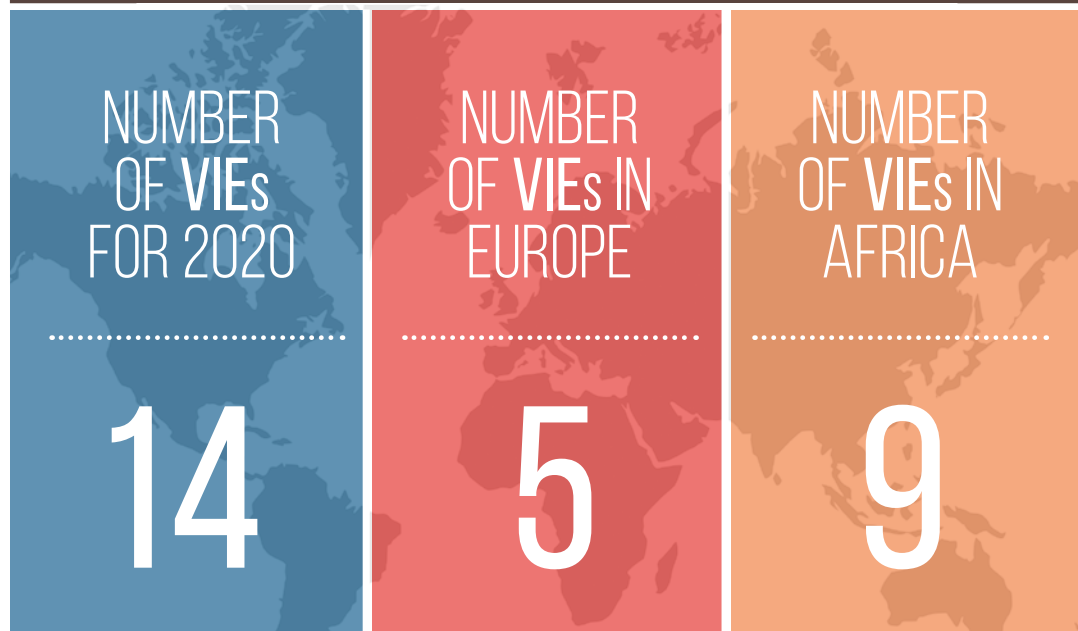
# DIVING INTO THE TALENT POOL

## VOLUNTEER FOR INTERNATIONAL EXPERIENCE

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 2020. THE PROGRAMME PROVIDES 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.
- MOBILITAS has hired 400 VIE participants since joining the programme.
- 61 of our VIEs have gone on to be employed at management level.

### VIE STUDENTS FOR 2020



# LABOUR FOCUS ON STANISLAS SMIALEK

29-YEARS OLD, VIE AT AGS SUDAN SINCE MARCH 2019



## What was your role during your time as a VIE participant?

During my time as a VIE participant at AGS Sudan I was trained as a manager. The training was invaluable; it taught me the intricacies of management and logistics. Management in Africa is different to anywhere else, it comes with its own challenges and rewards. Experience is key, so being a VIE was a fantastic opportunity for me to gain this under good guidance.

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

The main challenge was obtaining my visa. I waited for around a year before I could begin my contract abroad.

## What have you learned from the experience?

I learned new managerial skills and, in learning about the Group and its internal processes, how a large international group operates. International logistics is a complex subject. This experience taught me the intricacies of the global landscape and how to best conduct a removal amid those challenges.

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

Yes, it was a very good opportunity to be chosen as a VIE participant as the programme fast tracks your career. Personally, I learnt a great deal and it contributed to my growth.

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

Yes, we communicated with other students which was very interesting.

## What are your plans for the future?

My plans depend on when the programme finishes, but I know that the VIE programme has opened a big window of opportunity for me in the professional world. I now have managerial and international logistics experience.

MOBILITAS RECOGNISES THAT OUR HUMAN RESOURCES ARE WHAT ENSURE OUR CONTINUED SUCCESS. THAT IS WHY WE ARE COMMITTED TO SUPPORTING AND HIGHLIGHTING THE TALENTS OF OUR EMPLOYEES THROUGH TRAINING PROGRAMMES. VARIOUS MEMBERS OF OUR MANAGEMENT TEAM DEVELOP TRAINING PROGRAMMES ACCORDING TO THEIR AREAS OF EXPERTISE. THIS KNOWLEDGE IS PASSED ON TO OUR EMPLOYEES, EQUIPPING THEM WITH THE SKILLS AND HABITS THEY NEED TO FULFILL THEIR RESPONSIBILITIES.

## KEY TRAINING FIGURES



**€440 000**

invested at group level in management, admin, and technical training & sales coaching



**2 823**

courses given across our network (24% Africa, 34% Asia & Middle East, 33% Europe, 7% French Overseas Territories & Caribbean, 2% Other)



**710**

people trained  
(90% internal training, 10% external)

**30**

trainers (95% internal)



**20 000**

hours trained

## TRAINING IN 2020



Our focus in 2020 was the digitisation of our training programmes. This proved to be even more important than expected once the COVID-19 pandemic began to restrict movement worldwide. Since our employees could not attend in-person training and seminars were cancelled, we promoted our online training courses to substitute in-person training as much as possible.

Employees could choose from 26 new e-learning modules, developed in-house or externally with subject-matter experts. We also promoted existing training modules, encouraging employees to complete the courses most beneficial to their positions.

The restrictions we faced in 2020 highlighted both the advantages and disadvantages of e-learning. While the online courses made it possible to continue training - thereby ensuring that the quality of the services we offer remains high - the format made it difficult for trainees to engage in in-depth discussions with their trainers. e-learning also lacks the flexibility of in-person training and the networking opportunities created by seminars and conferences. Moreover, certain branches struggled to connect remotely due to unreliable local infrastructure.

To mitigate the challenges we faced in the absence of in-person training, we have been working with the International Association of Movers (IAM) and FIDI to develop new training courses in new formats. Our employees can now choose from 14 new webinars to compensate for the lack of seminars in 2020.

**In 2021, our goal will be to ensure that as many employees as possible can access our training programmes, despite the restrictions caused by the COVID-19 pandemic. Key focus areas will include:**

- Continuing to digitise the training portfolio on a shared online training platform
- Developing targeted training courses for specific groups, regardless of their position in the company.
- Developing new ways for our internal experts to share their expertise
- Sharing good managerial practices internally and with our partners

**In 2021 we will invest 480 000 EUR to reach these goals, thereby ensuring that our employees receive the best training tailored to their needs.**

## CORPORATE UNIVERSITY

Founded in 2017 by Mobilitas and five other mid-sized owner-managed companies, the Aletia corporate university allows employees to participate in training and management programmes that address their shared challenges, allowing them to compare their experiences and learn from one another.

Participants report that Aletia training courses are extremely relevant. They also value the opportunity to work in teams where everyone is encouraged to express themselves, describing the training courses as being “active,” in the sense that there is real participation, communication and interaction. This is unlike typical university courses which are more passive, with no interaction beyond a lecturer talking to attentive students.

45 Mobilitas employees participated in Aletia in 2020. Despite the many cancellations due to the pandemic, they completed the Agile Manager 1, 2 and 3; Agile Executive Manager; Time Management and Prioritisation; and English courses as well as the five TALENTIA modules.

Aletia’s flagship English-language training course, titled The Agile Manager In Change, was launched in India during the February seminar. An intra-company version of the course was given in France during the seminar for the French Overseas Territories managers.

Three new training courses are now being developed based on the requests made by Aletia’s member companies. These courses will cover how to work remotely with employees, crisis management, and team project management.

At present, only the English courses are offered remotely, but we are investigating adapting other training courses for remote learning.

## ACCREDITATIONS AND MEMBERSHIPS

The AGS Group was awarded the FIDI Diamond Award in 2020, in recognition of driving and promoting industry knowledge amongst its employees. We are proud to say we are the only FIDI-accredited company to receive this honour.



## EMPLOYEE FEEDBACK

**“The best contribution I can make toward my company’s success is to ask all members from Business Development and Move Managers to take this course, learn from it and implement ideas which they believe help us grow.”**

– Business Development Manager

**“The training has refreshed my memory and willingness to apply these skills to my everyday interactions.”**

– Line Manager

**“This course has provided me with a lot of knowledge and insight. Understanding the most fundamental reason why people move, move types, phases of moves and business communication tailored for our industry will definitely help in me become a better consultant and move manager.”**

– Sales Manager

## MOBILITAS COMMITMENT

MOBILITAS has partnered with NGO Planète Urgence for the last 11 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 environmentally and economically sustainable manner.



## OUR PARTNER

Planète Urgence works with local organisations in countries that are particularly vulnerable to climate disturbances. Through various projects spread throughout the globe, Planète Urgence provides communities with the skills and resources they need to develop their local economy, in an environmentally and economically sustainable manner.



### MALI COMPLETED PROJECT 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, the Mali project was concluded at the end of 2016 due to deteriorating security in that country. As it successfully supported local families for the eight years that it was active, Planète Urgence is keen to pursue other projects in Mali when security improves.

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



### HAITI COMPLETED PROJECT 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 Haiti project was finalised at the end of 2016 for safety reasons.

Year	2015	2016	TOTAL
Planted	6 000	6 000	12 000



### INDONESIA SINCE 2010

Following a vast reforestation project on the island of Sumatra, 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. It also forms a barrier to local 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 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.

Year	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	TOTAL
Planted	5 000	7 000	10 400	4 900	8 500	6 000	6 000	12 000	12 000	12 000	12 000	95 800



### MADAGASCAR SINCE 2012

Planète Urgence is leading a project for the restoration of the tapia forests of Madagascar, home to an ecosystem vital to the development of the region. The reforestation project supports the development of the wood, fruit, silk and honey industries, while raising awareness for environmental and economic issues.

Year	2012	2013	2014	2015	2016	2017	2018	2019	2020	TOTAL
Planted	7 950	18 431	9 519	6 000	6 000	12 000	12 000	12 000	12 000	95 900



## BEACH CLEAN-UP

To celebrate International Coastal Clean-up Day, our South African subsidiary, Pickfords, collaborated with SANCCOB Eastern Cape to host a beach clean-up at Cape Recife Nature Reserve beach in September 2020. Pickfords Port Elizabeth supported the event by sending along a group of volunteers who offered their services for the day. Armed only with enthusiasm and rubbish bags, the team picked up glass, plastic, chip and sweet wrappers, fishhooks, razors, alcohol bottles, clothing, gut and much more on an approximately 7km stretch of beach.



## SUSTAINABLE SEAS TRUST

Mfesane Secondary School in Motherwell became the first official school in Nelson Mandela Bay, South Africa, to take part in the Munch on the Move training programme. Munch is a large wirework coelacanth fish who doubles as a deposit for recycling. He moves around from school to school to measurably reduce plastic pollution on school grounds throughout Africa. Under the programme children collect and sort waste at source so that it doesn't end up in the ocean.

Pickfords Port Elizabeth assisted in implementing a recycling programme in the school to teach children how to sort their waste, use Munch and conduct litter audits within their school grounds.



## THE RHINOS ARE COMING !!!

Stuttaford Van Lines provided transport services for the project The Rhinos Are Coming !!!, an art sculpture fundraising exhibition where beautiful rhino statues created by South African artists are displayed in public spaces. The initiative raises funds to help bring an end to the cruel killings that are decimating South Africa's rhino population. Stuttaford Van Lines stored the eye-catching artworks during lockdown in South Africa before shipping them to the Centene Corporation in St Louis, USA, when cargo restrictions were lifted.

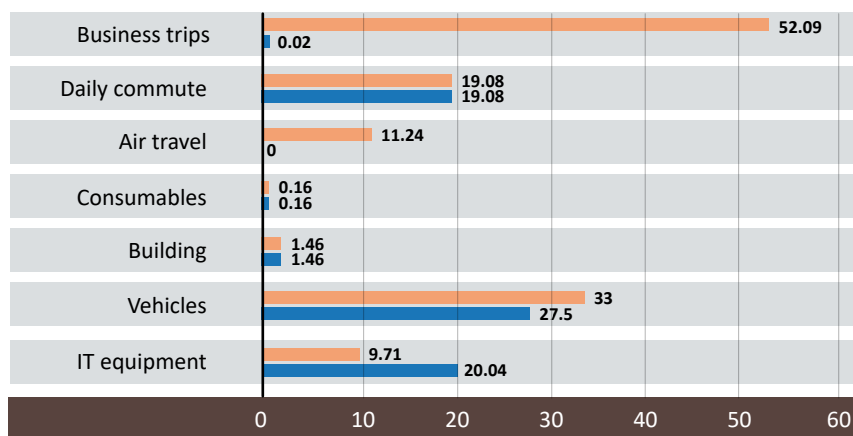
# ENVIRONMENT CARBON FOOTPRINT ASSESSMENT FOR DÉMÉPOOL HQ

MOBILITAS IS COMMITTED TO SUSTAINABLE AND ENVIRONMENTALLY FRIENDLY BUSINESS PRACTICES. THAT'S WHY, IN 2012, WE STARTED USING THE BILAN CARBONE® METHOD TO CALCULATE THE CARBON FOOTPRINT OF OUR FRENCH SUBSIDIARIES. IN 2020, 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).

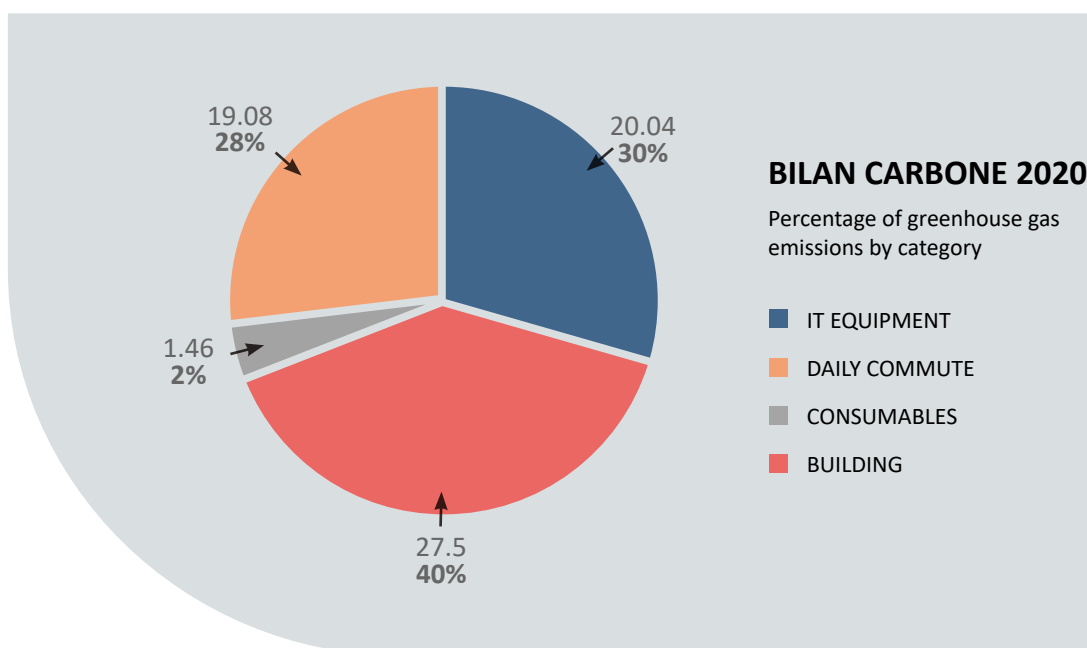
The lockdowns prompted by the global pandemic resulted in a drastic reduction in air travel and business trips for the staff at Demepool HQ. As a result, CO<sub>2</sub> emissions for the site dropped by almost 50% compared with 2019.

## BILAN CARBONE 2019 - 2020



2019 = 126.74 tonnes of CO<sub>2</sub>

2020 = 68.27 tonnes of CO<sub>2</sub>



# ENVIRONMENT ENVIRONMENTAL SUSTAINABILITY AT AGS PARIS

AGS PARIS CONTINUES TO MONITOR A RANGE OF ENVIRONMENTAL SUSTAINABILITY INDICATORS TO IDENTIFY AREAS FOR IMPROVEMENT AND IMPLEMENT APPROPRIATE CORRECTIVE MEASURES.

## Reduction of Ordinary Industrial Waste

Ordinary Industrial Waste (OIW) is waste that is neither dangerous nor inert and can decompose, burn, ferment or rust. The increased awareness of our employees regarding sorting these types of wastes has resulted in an average annual reduction of 67% in OIW since 2012.

OIW (in tonnes)	2012	2013	2014	2015	2016	2017	2018	2019	2020
	836	452	442	170	69	144	300	336	188

## Recycled cardboard

With the disruption caused by the coronavirus, the tonnes of recycled cardboard for 2019 had to be estimated. Our recycling partners have since then confirmed the final numbers. With the reduced activity in 2020, the last figures cannot give a significant idea of the efforts made since 2012.

RECYCLED CARDBOARD (in tonnes)	2012	2013	2014	2015	2016	2017	2018	2019	2020
	95	380	306	230	214	263	236.38	71.8	45.6

## Fuel consumption

A well-maintained vehicle fleet and the introduction of eco-driving methods has resulted in a noticeable year-on-year reduction in fuel consumption. AGS Paris is also Masternaut "Flotte Bronze" (Bronze fleet) certified, which confirms our commitment to reduce CO<sub>2</sub> emissions.

DIESEL CONSUMPTION (in litres)	2015	2016	2017	2018	2019	2020
	117 623	107 923	100 906	90 963	92 887	60 637



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 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, 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. It aims to raise the level of global quality 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.

Internally, the development of the Group's Enterprise Resources Planning platform, ARCANIA, is well underway. Once fully implemented, the platform will automatically verify that our suppliers are complying with their service-level agreements, thereby giving us greater supervision of our entire supply chain. The ARCANIA supplier management module is due to be implemented by the end of 2023.

## Data protection and privacy

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. In addition, all Mobilitas staff members completed online GDPR training to help them understand the regulation and to know how it should be applied.

Similarly, when South Africa implemented the Protection of Personal Information Act (POPI) in June last year, we made the relevant training available to our teams in that country. The POPI courses are tailored to the role of the individual at branch level, as this impacts the type of data they are expected to handle and the manner in which it must be processed. All our South African staff members will have received POPI training by the end of June 2021.



