



MOBILITAS
And Global Compact

Communication on progress 2011

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① The President's Commitment



In the space of 38 years, Mobilitas has grown from a small company to a global enterprise present in 76 countries and 3 continents. I am honoured to have been part of this growth as the president of Mobilitas, and I believe that the significant growth has been due to a strong reliance on fundamental values held since the inception of the company. Quality, performance, respect, innovation and solidarity are the values at the heart of the Group's development strategies and an integral part of our goal to achieve excellence in the industries and communities we operate in.

In line with these values, I am proud to confirm, for the third consecutive year, AGS-Mobilitas' commitment to the ten universal principles in the United Nations Global Compact.

We have built on the work done in the previous two years and this third year has seen the launch of additional initiatives implemented throughout the group focussed on human rights, labour law, environmental impact and the fight against corruption. We remain committed to keeping up the momentum of changes implemented in Mobilitas and also recognise that we have a role to play in communicating good practises to our staff, our partners and the society in which we operate.

ALAIN TAIEB
Chairman and CEO

A handwritten signature in black ink, appearing to read 'Alain Taieb', written over a white background.

② The Global Compact principles in action

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.

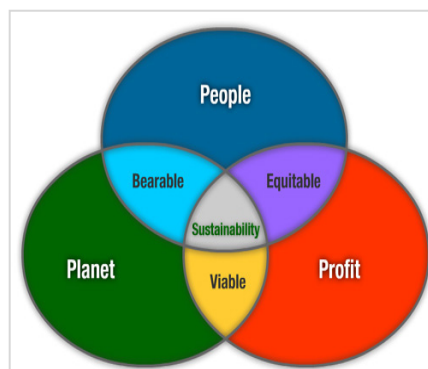
Creation of the Mobilitas Code of Ethics

At the end of 2011, Mobilitas adopted its Code of Ethics. This document refers to the Universal Declaration of Human Rights, Conventions of International Labour Organisation (ILO) and the principles of the UN Global Compact. The Code of Ethics confirms the Group's desire to respect the fundamental principles contained in these documents. It is a declaration of the company's values and principles that will guide the actions throughout the Group as well as our strategies, operations, and relationships with suppliers, customers and all other stakeholders.

The reason for adopting a Code of Ethics was to embed the principles in the daily actions of the group. The Code is a call to action, anchored in reality and reflecting real world situations faced by employees. Each value has practical application for all employees of the Group. The responsibility for driving the correct behaviour rests with the managers and supervisors throughout the different divisions that make up Mobilitas. This Code of Ethics is driven by 3 primary goals: financial performance, social responsibility and environmental protection.

These three primary goals fulfil Mobilitas' responsibility as a global citizen and a responsible employer. These three goals in combination provide guidance for Mobilitas on the path towards long-term sustainable development and human dignity.

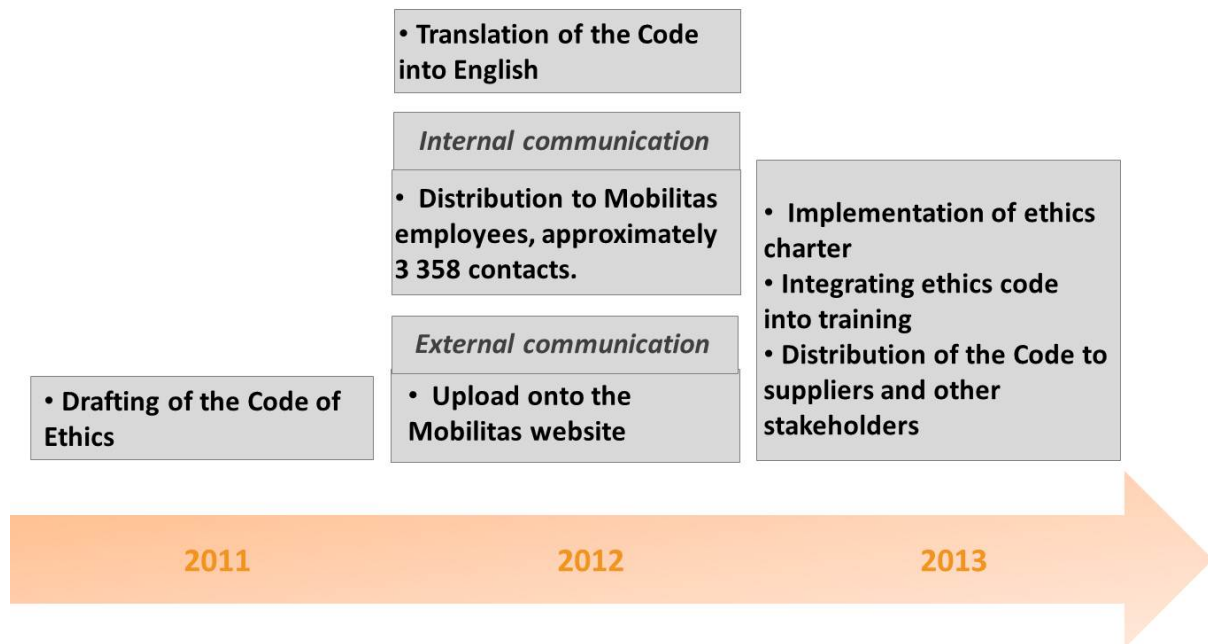
For more information:
Please see [the Code of Ethics](#)



Implementing the Code of Ethics

In order to firmly embed the Code of Ethics within the Group, Mobilitas created the following implementation plan for its roll-out.

Deployment plan over 3 years; 2011 – 2013



Improve the health of communities: AGS membership to SIDA - Enterprises

In support of basic human rights, Mobilitas is committed to contribute to the achievement of Objective 6 of the Millennium objectives: "Combat HIV/AIDS, malaria and other diseases."

Fully cognisant of the extent of human, social and economic consequences of the pandemic and mobilised by its presence in multiple countries in Africa, the Group has chosen to get involved through the introduction of a health policy.

This health policy was drafted with the assistance of Sida-Enterprises: a non-profit association that helps companies define and implement their health policy in Africa to address the impact of HIV/AIDS. The programmes developed by SIDA are designed to educate employees and their families on HIV/AIDS as well as other chronic diseases and they provide both a screening service and confidential assistance.

In Sub-Saharan Africa, SIDA is acknowledged as a leader of private sector engagement in the fight against HIV. SIDA-Enterprises is working with other internationally recognised institutions including: the International Labour Organisation (ILO), UNAIDS and the Global Fund. The health policy has been rolled out in the pilot locations of AGS Gabon and AGS Cameroon to analyse what interventions are effective in the event of staff illness. At the moment, the programme is working primarily with financial assistance for staff as a means of critically addressing the health concerns in countries with limited public health infrastructure.

Learnings from these two pilot branches will be used to develop an audit of medical management of the AGS African branches as well as a health plan focussed on the fight against HIV.

2013: Extension of the audit and health plan to other selected AGS African branches focused on financial assistance for spending on health care

About SIDA-Enterprises

- An association founded in 2003, focused on HIV/AIDS,
- In 2009 its scope was widened to include malaria and diabetes
- 18 member companies
- 11 projects carried out since 2007 in over 8 countries in Africa
- 4 values: commitment, compliance, effectiveness and sharing

Labour Law

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

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

5: the effective abolition of child labour

A theme in the Code of Ethics

In addition to a commitment to the UN Global Compact, the Group also supports the underlying principles of the Conventions of the International Labour Organisation (ILO). In line with the responsible and people-centred approach which the Group, has always followed, Mobilitas is fully committed to ensuring respect for human dignity and being involved in initiatives to end child labour.

Going beyond the regulatory and legal framework, Mobilitas has a minimum age for employees of 16 years, regardless of laws in the host country. The responsibility for verifying the age of the potential employee rests with all Branch Managers and Network Directors at the time of hire. As a responsible employer, Mobilitas is also committed to encouraging and facilitating social dialogue, both within the company and in the communities in which we operate, as a catalyst for progress and efficiency. These commitments require transparency and an openness to listen through all levels of the company including the HR team, managers and social partners. Our commitments are encapsulated in the Code of Ethics.

Extracts from the Code of Ethics

“We pledge to do all that is needed to create a pleasant working environment and, to ensure the health and safety of our employees”

“At Mobilitas, men and women are central to success, and as such, the Group focuses on the professional development of all employees”

“Mobilitas is committed to building trust with its employees and encourages social dialogue at all levels of the company”

“Mobilitas respects the right to human dignity and condemns all forms of sexual or psychological harassment in all locations”

For more information:
Please see [the Code of Ethics](#)

6. The elimination of discrimination in employment and occupation.

Signing of the Corporate Diversity Charter

Mobilitas has taken steps to address all forms of discrimination. During both the recruitment process and the procedures for the professional development of employees, the Group ensures that it grants equal opportunities to all applicants and employees regardless of their age, gender, political or religious orientations, ethnic origin or physical characteristics.



These practises have been formalised by Mobilitas in the signing of the Diversity Charter at the beginning of 2012.

The Group is committed to eliminating discrimination for three main reasons:

- The services offered by the group rely heavily on our employees and this focus means the Group has needed to constantly develop and put into practise human resources management ethics.
- The international presence and scope of the Group focussed on serving customers globally means that a diversity of backgrounds is in line with the diversity of customers.
- Finally, as part of its CSR policy, Mobilitas has a keen interest in fighting against discrimination and promoting diversity. Signing the Diversity Charter is a way of formalising the commitment of the Group and provides a framework for its approach.

The Diversity Charter focuses on different themes: the promotion of gender equality, ensuring equal opportunities, integrating youth in the workplace, valuing senior staff and building awareness of the issue of disability.

For more information:
Please see [Corporate Diversity Charter](#)

Promotion of gender equality

Mobilitas aspires to achieve a workplace and teams which are optimal and allow for gender equality. To promote this goal, an internal review was launched at AGS (the removals arm of the Group) to make both a qualitative and quantitative assessment of gender equality in the teams. This first phase of analysis will be followed by the development of concrete actions and next steps to address any challenges highlighted by the analysis. In pursuit of gender equality, some smaller initiatives are under investigation including:

- Open days to promote jobs traditionally held by men to women.
- Partnerships with communities to improve support mechanisms for employees who are primary care-givers, including crèches.
- Launching an "Employee of the Month" event, which will give visibility to top performers - both men and women - and highlight the opportunities in the company for all genders, as well as reward employees for good performance.

Ensure equal opportunities

To increase the objectivity of the recruitment process and to promote equal opportunities, Mobilitas has implemented new procedures around the receipt of the Curriculum Vitae: "anonymous CVs" for new applicants no longer include any picture or mention of age. This assists with eliminating all discrimination based on age, physical appearance or the supposed origin of the candidates.

The 2013 goal is to extend this measure to all Group brands.

For more information:
Please see [our jobs offer](#)

Integrate young people into the workplace

We believe that a company that does not care about the youth harms its future prospects and in line with this, Mobilitas is focussed on supporting young people in their first professional experience. Efforts in this area are focussed on support of the International Corporate Volunteers (VIE) and International Administrative Volunteers (VIA) programmes which are run by UbiFrance, a French government agency. Every year Mobilitas hosts VIE/VIA trainees and ensures that the candidates receiving both mentoring and critical business experience to the benefit of small and medium enterprises (SME's). Mobilitas' support can be seen in the following:

- 30-40 trainees and apprentices are hosted each year along with 15-20 VIE's. In this area, Mobilitas is particularly proud of its effort, which together totalled 10% of our head office staff complement in France.
- Selected as a member of the steering committee of the VIE / VIA Africa Grand Prize in 2011 and 2012.
- Participation in the VIE forum in 2011.
- Hosting VIE recruits (providing premises and mentorships) each year on behalf of other SMEs unable to benefit from this experience without additional support.

Summary table of VIE:

Years	2009	2010	2011
Number of VIE	17	28	15

For more information:
Please see [VIE Table](#)

Valuing senior staff

Acknowledging the contribution of experience of older employees and the perception that age can be a barrier to employment, AGS (the removals arm of the Group) has developed some initiatives to eliminate this form of discrimination. These actions include:

- Recruitment forms which allow for experience to be highlighted as a positive factor in selection (for more information, see AGS Recruitment Form).
- Publication of job adverts including the authorised statement that "senior applicants welcome."
- Putting in place a senior training plan.
- Implementation of a mentoring programmes (appointment of a senior mentor by the department, who is responsible for sharing his experience and facilitating the integration of young employees).

For more information:
Please see [Senior Employee Plan](#)

Awareness of disability issues

The Human Resources Department has taken action to raise awareness of the HR staff to disability issues. One of these initiatives is the participation in forums such as the Business and Disability Employment Forum, in Clichy, France on 15 November 2011. Executive Relocations, the Group's brand specialising in relocation support, has also gained experienced in the integration of people with disabilities in the workplace. The company has adapted its working environment and implemented the necessary support for the additional needs including a Braille keyboard and shuttle for commuting.

Measuring and evaluating our progress

Simply talking about our diversity policy is not sufficient - Mobilitas is currently working on robust methods of tracking and evaluating our progress in this arena. Consistent and continuous monitoring also ensures the focus is kept high and energy is maintained for brainstorming new alternatives to continually improve our performance. At this stage we have the following monitoring tools:

- monitoring VIE candidates year on year
- specific targets to facilitate employment of senior staff
- a future tool is being planned to address gender equality issues.

Environment

Principal 6: Businesses should support a precautionary approach to environmental challenges; and

Principal 7: undertake initiatives to promote greater environmental responsibility;

Mobilitas focuses on aligning the different activities of all the affiliates within the vision of sustainable development economically, socially and environmentally. Part of this alignment is the partnership, started in 2010, with Planète Urgence, an environmental NGO. Planète Urgence is an association for international unity in the development and protection of the environment, and it co-ordinates campaigns with a focus on environmentally sustainable projects which assist in eradicating North/South inequalities. Mobilitas participates in the "Environment and Development" programme, which supports the economic development of the communities working in conjunction with the local associations. The development is focused on adaption to climate change through agricultural development projects (rural centres, aquaculture) and energy efficiency (streamlining domestic energy).

**Since the partnership began in 2010,
Mobilitas has planted 44,000 trees with Planète Urgence.**

Renewal of the agreement with Planète Urgence

In acknowledgment of the responsibility Mobilitas has towards sustainable development in the communities where we operate, we have renewed the partnership agreement with Planète Urgence for 2012.

The Group decided to continue to combine its resources with Planète Urgence skills to carry out the "Environment and Development project.

Under this agreement, Mobilitas will:

- Plant a tree for each move carried out by AGS - the brand that specialises in removals; and
- Plant a tree for 15 boxes of archives stored by Archiv System, the brand that deals with physical and digital document storage.



In 2012, Mobilitas has pledged to plant 21,500 trees in Mali, Indonesia and Madagascar

Reforestation project with the Voary Vao organisation in Madagascar

Given the success of the partnership and positive initial results, Mobilitas decided to extend its cooperation with Planète Urgence by participating in a new project in Madagascar. Planète Urgence has been involved with the reforestation project with the Voary Vao local organisation since October 2011. Since January 2012, the Group has contributed to the reforestation and economic and social development of the Itasy region. The Malagasy organisation has continued to demonstrate its competency on various projects including the establishment of nurseries and reforestation of the region.

The objectives of the project are:

- Planting of 35,000 trees of various species (eucalyptus, acacia, and pine) over a period of 18 months.
- Educate and engage the communities on reforestation and environmental protection. This project aims to create synergies between various local stakeholders. The local association, Voary Vao, facilitates the implementation of project activities, supported by the local committees in the reforestation area. The Regional Directorate of Environment and Forests (DREF) assesses the compliance of the project to overall specifications and the Region of Itasy provides overall coordination with the help of Planète Urgence.

In order to ensure that the project progresses according to jointly agreed indicators, monitoring tools have been put in place to measure performance including: a steering committee to oversee quarterly performance indicators; regular inspections conducted by the Regional Directorate of Environment and Forests (DREF); a database of plantations; and a geo-location tool.

Mobilitas has pledged to plant 7,950 trees in Madagascar, which equals 23% of the 2012 planting goal of 35,000 trees planned by Planète Urgence.

Creation of a Mobilitas / Planète Urgence activity report for 2010-2012

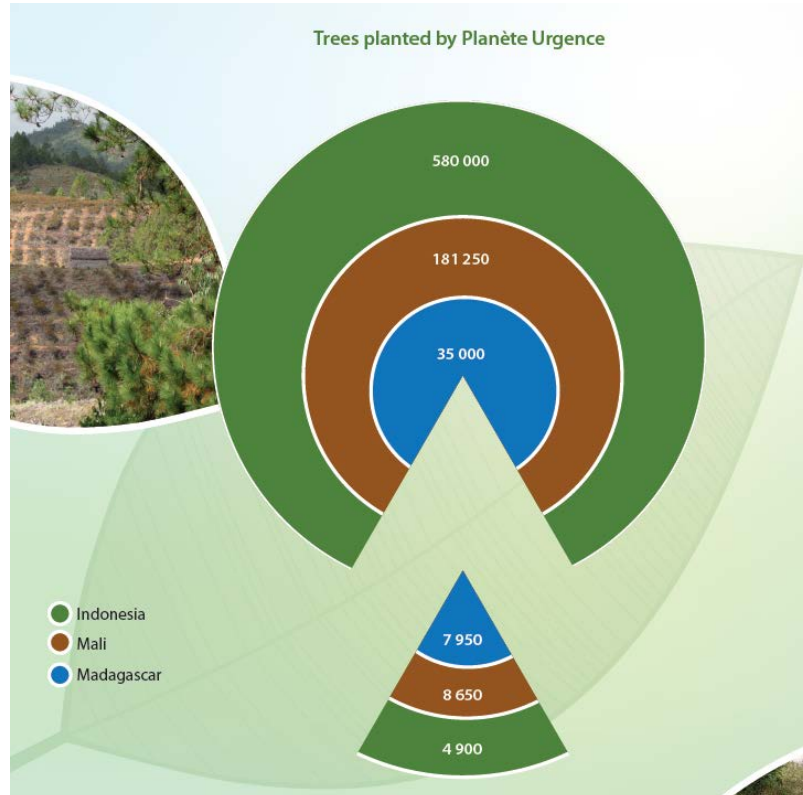
Following two years of cooperation, Mobilitas and Planète Urgence have agreed on shared measurements and performance indicators for the partnership. These indicators will be shared in a joint activity report outlining the projects with Planète Urgence.

Table summarising the number of trees planted by Mobilitas: target for the end 2012

	2010	2011	2012
Mali	10 000	16 500	8 650
Indonesia	5 000	12 500	4 900
Madagascar	-	-	7 950
Total Objective at the end of 2012	65 500		

2013: Mobilitas plans to renew the agreement for a fourth year of partnership.

Mobilitas' contribution to Planète Urgence' 2012 goals.



For more information:
Please see **Activity report 2012: Mobilitas / Planète Urgence**

Communication of activities in partnership with Planète Urgence

Communicating our partnership goals and activities to all employees and external stakeholders fills two objectives: creating more visibility on environment issues and more importantly, promoting greater environmental responsibility (as per principle 8 of the Global Pact).

As part of this visibility and promotion of environmental responsibilities, communication tools and information packs were created and shared with AGS (the removals arm of the Group) as follows:

- An information brochure was produced and distributed to 905 contacts including branch managers and salespeople. This brochure was also made available on the AGS intranet.
- An internal email communication marking the renewal of the agreement with Planète Urgence and participation on a new project in Madagascar was sent to all employees.

For more information:
Please see [AGS/ Planète Urgence Brochure](#)
and [the AGS/ Planète Urgence Mailer](#).

In partnership with Planète Urgence, training sessions were held at the AGS Paris branch to educate employees on reforestation projects and development work. These 4 training sessions were conducted by AGS team members via videoconference with an audience of move coordinators, administrative staff and salespersons from AGS Paris.

Each 45 minute session included:

- A presentation of the partnership and the operation dubbed "1 international move = 1 tree planted".
- Distribution of the information packs on how to communicate this initiative with clients.

For more information:
Please see [Training programme: Sales Staff](#).

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

Establishment of a Carbon Assessment® pilot site at AGS France

In December 2011 AGS initiated the process of tracking and assessing the emissions of CO₂ and other gases with the implementation of Carbon Assessment® at the pilot site at AGS Paris.

The implementation of the Carbon Assessment® programme confirms Mobilitas' commitment to control and minimise the Group's environmental impact as a key driver of long-term growth and sustainability. It also demonstrates Mobilitas' desire to take concrete steps in this field - Mobilitas will look to both quantify its emissions of greenhouse gases as well as develop innovative and effective solutions to reduce them in the long term.

Carbon Assessment® has been selected as the internal standard for Mobilitas as it has been developed to scientific standards and with environmental expertise. The adoption of this standard is driven by Mobilitas' willingness to consider environmental criteria as part of the strategy of the Group.

Since January 2012, various actions were undertaken:

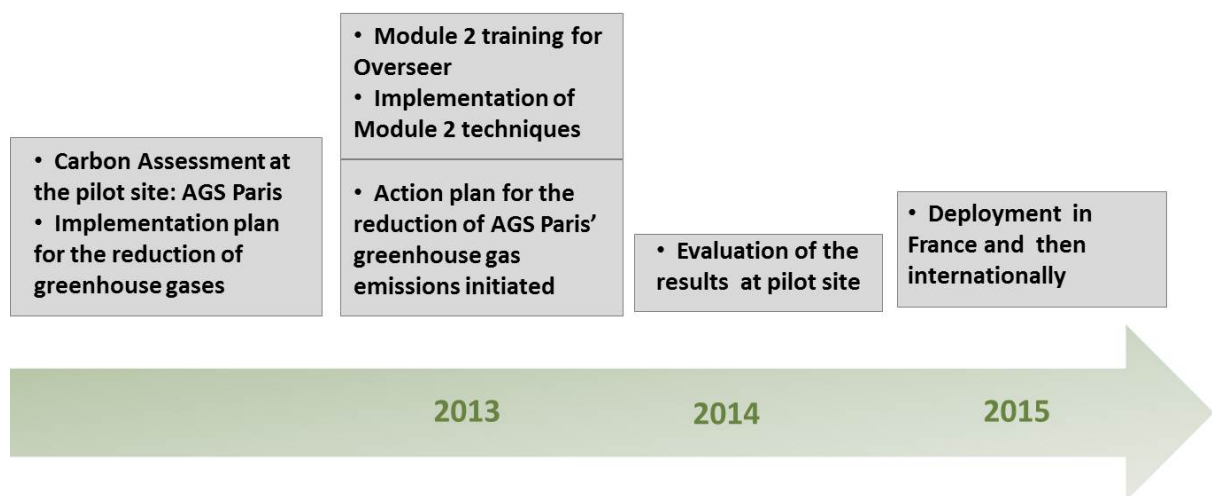
- Management signoff and engagement with the AGS Paris Carbon Assessment®.
- Appointment of a Carbon Assessment Overseer® who will take ownership and coordinate the whole project.
- The Carbon Assessment Overseer is undergoing training in Module 1 of the Carbon Assessment® training: "Acquisition of the basics of the method", issued by the Carbon Training Institute (IFC).
- Recruitment of a Carbon Assessment® Project Manager who will be in charge of the operational implementation of the project, and the submission of a final report detailing the actions and budget to reduce emissions.

L'Institut de Formation Carbone (IFC)

The Carbon Training Institute, (IFC) was established by the Association of Professionals in Carbon Council (APCC) in July 2011. This is the first European training institute specialising in climate and energy issues. Since October 2011, the IFC has managed all courses in Carbon Assessment®.*

An implementation plan has been developed to measure the progress and evolution of the project in year one. The Group intends this project to be of long-term scope, well beyond the first year, and opening the opportunity for continuous improvement. The overarching objective is to extend the implementation of the Carbon Assessment® to the entire French network and then, as a second stage, implementation at an international level.

For more information:
Please see [the 2012 Carbon Assessment®: Deployment Schedule](#).



Anti-corruption

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

Anti-corruption: a theme in the Mobilitas Code of Ethics

Mobilitas supports the fight against corruption and shares the objectives of the United Nations Convention against Corruption and agrees to comply with applicable laws relating to this problem.

This commitment to stamp out corruption is held at the highest levels of the company. The President and CEO of Mobilitas, Alain Taieb, retains his role as Director in the Anti-Corruption Council of French Investors in Africa (CIAN). The Council is a forum for the sharing of business best practice and ideas, with the goals to raise awareness of this issue and develop methods of resistance when faced with undue stress. It is chaired by the Director of ETHIC Intelligence International, acknowledged as an industry leader in the field of anti-corruption certification.

The Mobilitas Code of Ethics includes a commitment to work against corruption and publicly states a policy of zero tolerance of the Group with respect to this issue. The policy applies to all employees: executive committee members, network and branch managers in the 76 countries where the Group operates.

Extract from the Mobilitas Code of Ethics

"Corruption and bribery are not acceptable.

No employee shall, under any circumstances, pay or accept bribes or be an accomplice of corruption.

Facilitation payments are a form of corruption in order to expedite or facilitate the execution of a service by an employee for a routine task.

Evidence of any application will be kept and used as part of regular monitoring to assess how these actions can be corrected."

For more information:
Please see **The Mobilitas Code of Ethics**

Creation of the Mobilitas anti-corruption code of conduct

In 2011, Mobilitas created an anti-corruption code of conduct. This code of conduct achieves several objectives:

- Formalise the Group's policy on the theme of anti-corruption.
- Sensitise employees to the different types of corruption (facilitation payment, bribes, gifts) and create a shared language and understanding.
- Empower employees by encouraging them to report risk situations.
- Develop a procedure and process to follow when corruption is encountered.
- Engagement in a shared, signed code which assists in the fight against corruption.
- Encourage suppliers and stakeholders to share and respect the zero tolerance policy of Mobilitas.

Extract from the anti-corruption code of conduct

This anti-corruption code of conduct has been developed to detect and secure the acts that are not complying with these guidelines. It is the responsibility of each employee to prevent corruption within Mobilitas and respect the code of conduct. Each director and each employee is required to independently verify that any interaction with officials and other stakeholders is consistent with relevant laws and regulations, and consistent with this Code. It is the responsibility of each manager to share the code and ensure that all relevant employees and all external parties working on behalf of Mobilitas in their area of responsibility understand and respect the code of conduct."

For more information:

Please see **Mobilitas Anti-Corruption Code of Conduct**

Creation of an anti-corruption code of conduct adapted to the AGS brand and circulated to all network managers

The Mobilitas anti-corruption code of conduct was adapted for AGS, the principal business of the Mobilitas group. The AGS brand is focussed on achieving excellent quality accreditations and high standards which require stringent anti-corruption practises.

FIDI (International Federation of International Movers) requires that FAIM accredited moving companies implement concrete measures proving their commitment to this issue.

In addition to adopting the anti-corruption code of conduct, AGS has shared the document with all network managers in Africa, Asia, Europe and the Middle East. This communication invites the network managers to critically engage with their branch managers on the anti-corruption policy of the Group.

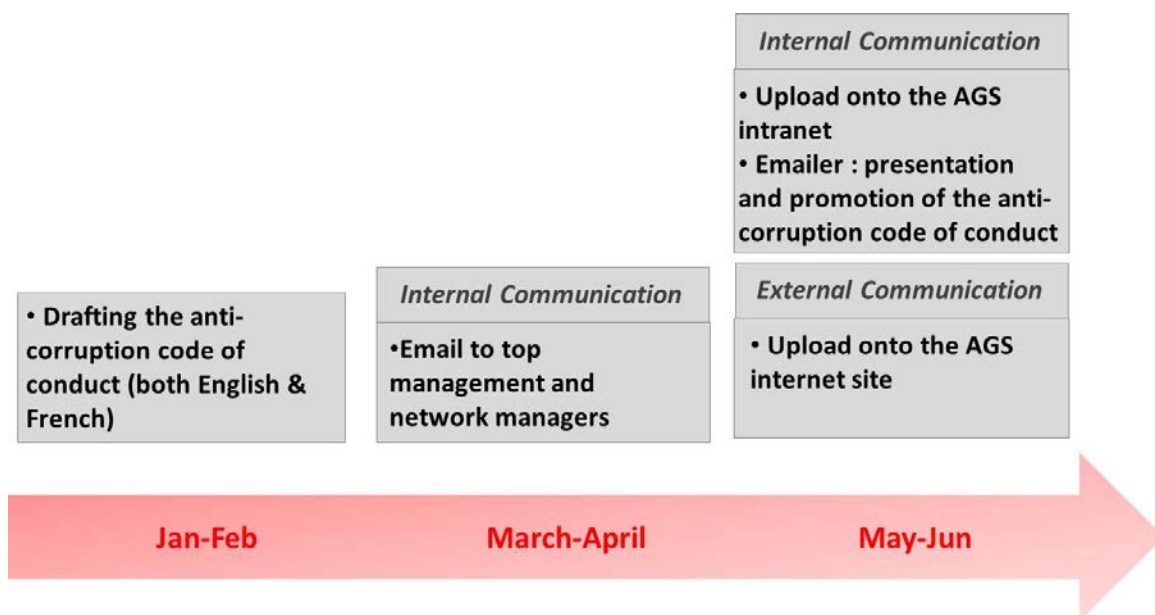
For more information:
Please see **AGS Anti-corruption code of conduct**
And **the AGS Anti-corruption communication.**

Development of a schedule governing the dissemination of the AGS Anti-corruption Code of Conduct

A schedule was developed to monitor the various stages of the distribution and promotion of the Anti-corruption Code of Conduct. Employee engagement and awareness is critical to create a positive ripple effect so that the code of conduct is used and imbedded in daily business activities.

The communication schedule includes several stages: first, a communication is sent to network managers and second, an email alert will be sent to all employees informing them of the availability of the document on the AGS intranet. The final phase would be the external communication of this code of conduct by making the document available on the AGS website

2012 communication schedule: the AGS anti-corruption code of conduct



③ Appendix

- Code of Ethics
- Diversity Charter
- V.I.E. Monitoring Table
- AGS Recruitment Form
- Senior Employee Plan
- Activity Report 2012: Mobilitas/ Planète Urgence
- AGS / Planète Urgence Brochure
- AGS / Planète Urgence Mailer
- Training Programme: Sales Staff
- 2012 Carbon Assessment® : Deployment Schedule
- Mobilitas Anti-corruption Code of Conduct
- AGS Anti-corruption Code of Conduct
- AGS Anti-corruption Communication

MOBILITAS

2. Code of Ethics



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FOREWORD

Despite significant growth since its founding, Mobilitas remains a family-run business that holds onto the values which have guided it for generations.

These values are:

Quality, Performance, Innovation, Respect, and Solidarity

These values guide the shared vision held by the men and women of the Group and this mutual understanding is the key to long term sustainability. The values guide Mobilitas in our actions and in our dealings with clients, suppliers, and all stakeholders. These values represent the fundamental building blocks in reaching our goal:

Professional excellence and setting a good example as a company

Beyond the expression of these fundamental values, this Code expresses our responsibilities and ethical principles in daily life. It is our shared duty to act according to these rules of conduct to ensure integrity and trust in all that we do.

Alain Taïeb
CEO and Chairman

UNIVERSAL REFERENCES

Our shared values and consistent business integrity has meant that the Mobilias Group has always operated in compliance with the laws in force in France and every country where it operates. Our values also mean we go beyond the legal and regulatory compliance and international frameworks and have chosen to participate in the United Nations Global Compact. Mobilias is committed to promoting the 10 Global Compact principles inspired by the universal texts below:

- The Universal Declaration of Human Rights
- ILO Declaration on Fundamental Principles and Rights at Work
- The Rio Declaration on Environment and Development

The 10 Global Compact principles are:

HUMAN RIGHTS

Principle 1

Businesses should support and respect the protection of the internationally proclaimed human rights; and

Principle 2

Businesses should make sure that they are not complicit in human rights abuses.

LABOUR STANDARDS

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 or 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 accountability; and

Principle 9

encourage the development and diffusion of environmentally friendly technologies .

ANTI CORRUPTION

Principle 10

Business should work against corruption in all its forms, including extortion and bribery.

RULES OF CONDUCT

AS A BUSINESS

QUALITY

Providing our customers with superior customer service has always been a key priority at Mobilitas. We are committed to high quality service delivery which meets our goal of complete customer satisfaction and allows us to build a relationship of trust with the customer.

- All brands of the Mobilitas group have as a common denominator, the focus on high quality through pursuing external recognition and certification. The Group has been successful in this focus on quality accreditations which are listed below:
 - FAIM (certification issued by the International Federation of International movers, an industry leader), ISO 9001:2008 (issued by SGS) and NF and Moving Services Furniture Storage (issued by AFNOR) for its activity in international moves.
 - EuRA Quality Seal (issued by DQS GmbH), ISO 9001:2008 AFNOR and Magellan for assistance in relocation.
 - ISO 9001:2008, NC Services NF Z40-350 (issued by AFNOR) and process of obtaining approvals issued by the Ministry of Culture and Communication for its management of public and semi-public records. This will be pursued for all sites focussed on the management of physical and digital documents.
- Our quality system (Quality, Policy and Objective) is defined by General Management and communicated to the branch managers who have the responsibility to drive excellent quality behaviour and participate in continuous quality improvement within the Group. The tools used to measure progress are: indicators, management review and the continuous learning cycle.

→The responsibility for high quality is with each Mobilitas employee - all branches must ensure the consistent application of quality processes. A critical process for measuring quality is by handling customer complaints through the appropriate client service department in charge of solving and encouraging open dialogue on issues related to the quality of service.

CORPORATE GOVERNANCE

Code of Ethics Committee

Mobilitas has established a Code of Ethics Committee. This committee is headed by the Company Secretary and includes two other members: the CEO and the Quality Manager.

The main tasks of the Code of Ethics Committee are:

- To ensure compliance with the Group's values
- To formulate proposals or recommendations regarding changes to this Code of Ethics
- To coordinate the various initiatives launched around this Code.
- To supervise and monitor communication relating to this Code
- To deal with any individuals or organisations who undermine the Code of Ethics

Professional Conduct

Our Executive Management team complies with the strictest principles on corporate governance. The strategic guidelines are clear and formalised: the vision of Mobilitas is to conduct its business honestly, transparently and responsibly, without recourse to fraud or deception.

→ To this end, each employee must:

- Comply with all applicable laws and regulations in the countries where Mobilitas operates, including the full regulatory framework governing business.
- Maintain and develop mutually beneficial business relationships with third parties.
- Enter into contractual agreements with integrity and foresight.
- Not distribute, sell, buy or consume drugs and alcohol at his workplace. No smoking in the workplace except in places provided for this purpose.
- Not pay or accept bribes or be an accessory to corruption.

☉ For more information, refer to the section on Corruption.

Relationships with clients, suppliers and service providers

Mobilitas has as its overriding goal, the satisfaction of our customers and partners. Mobilitas focuses to meet its commitments to them in order to build a relationship with them based on trust and mutual respect. With this in mind, services are developed according to the most demanding quality standards in the industry.

☉ For more information, refer to the section on Quality.

Mobilitas aims to establish sustainable partnerships with **suppliers and service providers** to offer a high quality service to our customers. The selection of suppliers and service providers must be based upon the Group's interest and be in line with our values.

Agreements between Mobilitas, suppliers and service providers shall clearly identify the deliverables, the payment conditions and prices applicable for all services. Mobilitas will ensure that all suppliers, business partners and consultants comply with this Charter.

We also confirm that the information provided by our clients, our suppliers and our service providers as part of our daily business is protected in the same way and under the same rules as those governing the confidentiality within the Group.

☉ For more information, refer to the section on Confidentiality.

CONFIDENTIALITY

Confidential information relating to Mobilitas must be protected from unauthorised disclosure by all employees who have access to it.

- No employee may reveal confidential information to outside parties either during the term of employment or after leaving the Group. Confidential information includes, but is not limited to, financial data, terms of trade agreements, information on innovations and strategic and business aims. Within the Group, employees must ensure that information flows are limited to people who need the information to do their job.

Mobilitas undertakes to keep all information relating to the private life of employees confidential.

- Each employee should protect their personal data and not seek information about another employee unless authorised by the Director of Human Resources. This Director can have access to confidential personal information for professional reasons or with the express agreement of the employee.

CONFLICT OF INTEREST

A conflict of interest arises when the personal interests of an employee or of an employee's family will conflict with the interests of the Mobilitas Group and its affiliates when carrying out their duties.

- All employees must be careful not to place themselves in situations of conflict of interest and not participate in any decision where personal interest (financial, political) or interest of a family member is involved.
- Each employee must advise their management of any situation potentially generating a conflict of interest.
- An employee will not be penalised for withdrawing from any situation generating a conflict of interest.

FUNDING OF POLITICAL ACTIVITIES

No affiliate of the Mobilitas Group will pay money or provide services to a political party, a holder of public office or any candidate for such a position.

COMPETITION

Mobilitas complies with French, European and international laws on competition.

- Each employee of Mobilitas and its affiliates undertake to fully comply with the regulatory framework around competitive behaviour including: not distorting free competition, not engaging in price-fixing and not participating in cartels.

CORRUPTION

Corruption, bribery, kickbacks are not acceptable.

- No employee shall, under any circumstances, pay, accept bribes or be involved in incidences of corruption.

Facilitation payments are payments made in order to accelerate or facilitate the execution of a service by an officer for a routine task.

- When a demand for facilitation payment is made, the following steps must be followed by every employee of Mobilitas and its entities: dispute the payment, inform the appropriate management before any payment, maintain a minimum amount and create a record of the payment.

Evidence of any requests for facilitation payments should be kept and used as part of regular monitoring and evaluation of how these facilitation payments can be decreased.

Gifts, hospitality and expenses payments may be offered or received, provided they do not motivate or influence decision-making and do not create an obligation. All forms of benefits must be reasonable and cannot be offered on a regular basis.

To avoid undue influence on business decisions, the maximum amount for gifts, hospitality and entertainment must be defined by management in accordance with standards of local business and industry, before doing business in the specific country.

©For more information, see the Mobilitas Anti-Corruption Code of Conduct.

AS AN EMPLOYER

HEALTH AND SAFETY

At Mobilitas, the health, wellbeing and safety of staff are important concerns. It is vital that our employees work in a safe and healthy environment. We pledge to do all that is needed to create a pleasant working environment and to ensure the health and safety of our employees.

Removals, management of documents and more generally occupations related to movement of goods include handling and transportation of heavy objects, are activities that can be dangerous if improperly managed. Taking the manual nature of this work into account, each affiliate is required to create and strictly enforce health and safety procedures.

- Each affiliate has developed practical documents which give best procedures for managing the various activities: AGS has a Health and Safety Handbook and Archiv System has a Health and Safety Manual. These documents include comprehensive instructions to mitigate risks and improve the health and safety of all employees including: optimal positions for lifting an object; how to lift, handle and put down a heavy load; and movements and postures to avoid.
- Mobilitas commits to investing in education and training around the Group's safety policy.
- Vehicles used in the Mobilitas network are selected and customised to optimise the comfort and safety of the driver. The vehicles have advanced equipment, are subject to regular inspections and maintenance, and are regularly replaced.

→ Each member of the operations team must:

- Read and follow manuals on Health and Safety
- Be careful not to jeopardise or endanger others
- Report any equipment, locations or actions which might jeopardise health and safety in the workplace.

TRAINING

At Mobilitas, men and women are central to success, and as such, the Group focuses on the professional development of all employees.

Investment in the training and development of the employees in countries where Mobilitas operates is a fundamental component of the Group's vision. Mobilitas offers comprehensive training that is customised to the different positions and different profiles of employees to ensure their personal and professional development within the Group:

- Local training: in each country where we operate, we recruit local staff contributing to the economic and social development of host countries. Trainers are sent to branches worldwide, building the skills base of the communities where we conduct business.
- Training of young people: we have supported the VIE programme for many years and we are committed to help train and integrate young professionals into the global business industry.
- Job training: Mobilitas is committed to delivering consistent, quality training suitable for all professions present in the Group (movers, packers, archivists, etc.).
- Internal training sessions are organised throughout the global network. External training takes place in national and internationally recognised training centres like FIDI (International Federation of International Movers) and AFT-IFTIM.
- Administrative training: training sessions for our salespersons, our accounting staff and our managers and continuing education programmes.

SOCIAL DIALOGUE

Mobilitas is committed to building trust with its employees and encourages social dialogue at all levels of the company. Mobilitas commits to communicating transparently and openly to all its employees and to sharing information concerning the Group's business.

RESPECT OF PRIVACY

Mobilitas respects the privacy of its employees and excludes any consideration of religious beliefs, political opinions or sexual orientation in decisions of a professional nature.

DIVERSITY AND DISCRIMINATION

As an international Group, Mobilitas believes in the value that diversity brings to an international company operating in multiple markets. The diverse backgrounds of our employees create real value for the Group through: tapping into the local knowledge of the markets we operate in; adding adaptability and responsiveness to change; and acting as good role models to the wider business community.

Mobilitas is committed to eradicating discrimination from both the recruitment stage and throughout career path of the Mobilitas employees.

→ Each employee must ensure that they do not discriminate on the following factors:

- Origin
- Gender
- Sexual orientation
- Actual or perceived membership of an ethnicity, nation or race
- Political opinions
- Trade union activities
- Religious beliefs
- Physical appearance
- Health status
- Disability
- Pregnancy
- Age
- Marital status

More than just working on eliminating discrimination, Mobilitas seeks to actively promote diversity. This is done through supporting the integration of different groups with an initial focus on youth, women and seniors. In addition to tracking our progress on these groups, Mobilitas will also expand their focus to other sectors of the population. In recognition of the importance of this initiative, Mobilitas has signed the Diversity Charter to formalise and provide a framework for engagement on this issue.

→ Each employee has a responsibility to actively promote diversity among suppliers, contractors and stakeholders.

SEXUAL AND PSYCHOLOGICAL HARASSMENT

Mobilitas respects the right to human dignity and condemns all forms of sexual or psychological harassment in all locations.

Mobilitas complies with all laws in force in the countries where the Group is operating. In lieu of any national legislation regarding harassment, Group employees should consider that any form of intimidation, humiliation, deprivation, blackmail, improper physical contact or harassment is not acceptable at Mobilitas.

→Each Mobilitas employee must:

- Refrain from sexual or psychological harassment,
- Treat co-workers with respect,
- Report to appropriate management (HR or line manager) if he/she is a victim to or witness of acts or words that seems to constitute psychological or sexual harassment.

AS AN ECO CITIZEN

ENVIRONMENTAL RESPONSIBILITY

In line with an overall commitment to corporate social responsibility, Mobilitas recognises its environmental responsibilities by providing an audit of the impact of its activities and its carbon footprint. The Group also acknowledges it has a role to play regarding the personal conduct of all its employees and its external partners, by providing the information on best practices and habits as well as demonstrating behaviour in compliance with environmental concerns.

Mobilitas is committed to minimising our environmental impact and in continuing to address this impact through the following initiatives:

- The Mobilitas brand, AGS, has initiated a process of assessing its CO₂ and other gas emissions, and both measuring and minimising their impact (Carbon Assessment®).
- In order to retain FAIM certification, all accredited international removals branches are subject to regular on-site audits. These audits assess compliance with best-practice procedures, rigorous FIDI standards and environmental criteria including:
 - Separation of waste plastics, paper and cardboard for recycling
 - Recycling of printer cartridges
 - Favouring of electronic communication in order to reduce paper consumption
 - Use of recyclable packaging materials
 - Preventive maintenance scheduling of all vehicles
 - Selection of river or sea transport whenever possible
 - Minimising the use of road freight
 - Use and disposal all motor oils in a controlled and regulated environment
 - Compliance regarding in the disposal of vehicle batteries

In addition to the FIDI audits for certification, Ernst & Young carries out renewal audits which ensure complete objectivity and maintenance of the standards.

- Internally, Mobilitas communicates simple action ideas which can help conserve the environment as part of educating its employees.
- Mobilitas is a partner of the international NGO Planète Urgence and participates in an extensive reforestation programme in Mali, Indonesia and Madagascar. For each international move performed by AGS or archiving of 15 boxes by Archiv System, Mobilitas will plant a tree.

→Each employee plays a role in contributing, supporting and promoting environmental projects conducted by Mobilitas and its entities.

→All colleagues are invited to come up with local initiatives as well as ensure compliance with daily environmental practices as set out in the training materials created by Mobilitas.

SOLIDARITY

Mobilitas is involved in the integration of youth in the professional world through its participation in the **VIE** programme. Working with the belief that a company that does not care about the youth has no future, Mobilitas makes it a priority to welcome each year's trainees, apprentices, training contracts and young graduates via this programme.

Offering the opportunity to gain extensive international experience, Mobilitas is part of the talent development pipeline which will fuel other **small and medium size business (SME's)**.

The support for small and medium size businesses also includes:

- Active participation in CNCCEF (National Committee of French Foreign Trade Advisors)
- Several Councillors from the Foreign Trade of France who share their experience internationally with SMEs are part of the Mobilitas Group

CHARTRE DE LA DIVERSITE

Nous nous engageons !

Les 6 engagements de la Charte de la Diversité

Favoriser le pluralisme et rechercher la Diversité au travers des recrutements et de la gestion des carrières est un facteur de progrès pour toute organisation. Une telle démarche contribue à son efficacité et à la qualité de ses relations sociales. Elle peut avoir un effet positif sur son image vis-à-vis de ses employés, de ses collaborateurs, de ses clients, de ses prestataires extérieurs, de ses partenaires, de ses administrés, de ses adhérents, de ses usagers, etc., sur son territoire, en France et dans le reste du monde.

La Charte de la Diversité que nous signons a pour objet de témoigner de notre engagement, en France, en faveur de la diversité culturelle, ethnique, sociale... au sein de notre organisation.

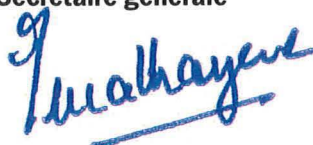
En vertu de cette charte, nous nous engageons à :

- Sensibiliser et former nos dirigeants et collaborateurs impliqués dans le recrutement, la formation et la gestion des carrières aux enjeux de la non-discrimination et de la Diversité.
- Respecter et promouvoir l'application du principe de non-discrimination sous toutes ses formes et dans toutes les étapes de gestion des ressources humaines que sont notamment l'embauche, la formation, l'avancement ou la promotion professionnelle des collaborateurs.
- Chercher à refléter la Diversité de la société française et notamment sa diversité culturelle et ethnique dans notre effectif, aux différents niveaux de qualification.
- Communiquer auprès de l'ensemble de nos collaborateurs notre engagement en faveur de la non-discrimination et de la Diversité, et informer sur les résultats pratiques de cet engagement.
- Faire de l'élaboration et de la mise en œuvre de la politique de Diversité un objet de dialogue avec les représentants des personnels.
- Inclure dans le rapport annuel un chapitre descriptif de notre engagement de non-discrimination et de Diversité : actions mises en œuvre, pratiques et résultats.

Fait à Gennevilliers, le ...15...10... 2012

Pour
MOBILITAS
Alain TAÏEB
Président Directeur Général

S.G. DE LA CHARTRE DE LA DIVERSITE
Fella IMLAHAYENE
Secrétaire générale



V.I.E TABLE 201\$

	AFRICAN NETWORK		ASIAN NETWORK		EUROPEAN NETWORK		Total V.I.E per month
2010	Total V.I.E	New recruits	Total V.I.E	New recruits	Total V.I.E	New recruits	
Jan	24	1	2	0	5	0	31
Feb	25	2	3	1	5	0	33
Mar	24	0	3	0	5	0	32
Apr	22	0	3	0	5	0	30
May	23	1	3	0	5	0	31
Jun	23	0	3	0	5	0	31
Jul	22	0	3	0	5	0	30
Aug	17	0	3	0	4	0	24
Sep	15	0	3	0	5	1	23
Oct	15	0	3	0	5	0	23
Nov	15	0	3	0	5	1	23
Dec	12	0	2	0	5	0	19

Average V.I.E per year per network	19,75		2,83		4,92	
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28	Average VIE for 2011
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Total New recruits per network	4	1	2	7
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Provisional recruits for 2011	8	0	1	9
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Provisional new recruits for 2011	1	1	0	2
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11

V.I.E TABLE 2011


	AFRICAN NETWORK		ASIAN NETWORK		EUROPEAN NETWORK		Total V.I.E per month
2011	Total V.I.E	New recruits	Total V.I.E	New recruits	Total V.I.E	New recruits	
Jan	10	1	2	0	5	1	17
Feb	10	0	2	0	5	0	17
Mar	9	0	2	0	5	0	16
Apr	10	1	1	0	4	0	15
May	11	1	1	0	4	0	16
Jun	11	2	1	0	3	0	15
Jul	11	0	0	0	3	0	14
Aug	9	0	0	0	3	0	12
Sep							
Oct							
Nov							
Dec							

Average V.I.E per year per network	10,13		1,13		4,00	
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15	Average VIE for 2011
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Total New recruits per network		5		0		1	6
--------------------------------	--	---	--	---	--	---	---

Provisional recruits for 2011		3		0		1	4
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 RECRUITMENT SHEET / INTERNAL STAFF MOBILITY	
Job description	
Job function	
HR contact	
Hierarchy level	
Reason for recruiting	
Reason for creating a new position	
Job tasks and Activities	
Job Constraints	
Contract type (Full time, Part time, shifts...)	
Start date	
Job specification	
Socials skills	
Knowledge:	
Skills:	
Profile requirement	
Degrees / diplomas	
Work experience	
Which one of those need to be prioritized?	
Interview Summary	
Applicant details	
Meets the criteria (why?)	
Doesn't meet the criteria (why?)	
Observations	

SENIOR EMPLOYEE PLAN

Key issues to be addressed:

1. Removing discrimination based on age:

- New process for receipt of CV, removing ages listed on CV at time of receipt.
- Evaluating professional experience as a significant advantage rather than looking at academic records in isolation.
- Establishing standard questionnaires and tests during interviews to quantify the experience and ability of the candidate.
- Building our relationship with the job centre to optimise our recruitment processes and learn of government support available to facilitate the hiring of seniors.
- Participation in job forums which give insight into the knowledge and experience of promoting different groups.
- Creating effective teams through the combination of different ages.
- Establishment of a mentorship programme to allow for effective integration of new staff members into the Group.

The next step is an internal memo outlining the changes in recruitment procedures to be implemented.

2. Skills development and access to training

- All skills development and training should take into account the wishes of the employee through the mechanism of the annual performance review which allows for an open and honest discussion. The manager should be empowered to both assess employee ability as well as reassure employees on their ability to learn new skills.
- Training methods should be optimised to get the most out of staff of all ages. In addition, it is advisable to check with the French government's training fund, OPCA, for programmes available that may be suitable for new recruits.
- Every employee should be advised that when considering further training or changes in job function, the option to revert to their previous role is always available.
- All progress should be individually monitored.

3. The role of mentoring

The annual performance appraisals are also an opportunity to propose that the employee becomes a mentor - to impart his/her knowledge to a third person who would benefit from the skills and knowledge. The mentor role can also be assigned to facilitate integration, knowledge of the softer skills and information, in the company.



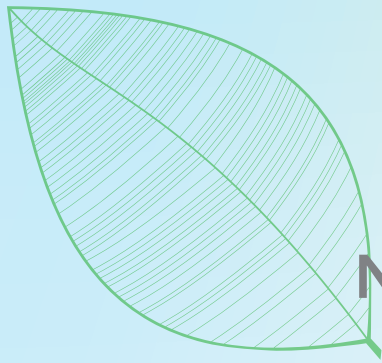
Activity Report

2010-2011

MOBILITAS and



PARTNERSHIP



MOBILITAS

Message from the President

Since its inception, Mobilitas has been vigorously engaged in economic, social and environmental activities which support the goal of sustainable development.

Continuing to build on this legacy, Mobilitas has partnered with Planète Urgence and invested in a large economic and reforestation development project. This investment offers us a chance to positively impact not only the environment, but also the local economy in which Mobilitas operates.

Although global in scope and able to serve customers across five continents, Mobilitas remains conscious of the local implementation and the human aspect both internally and externally. Investing in this project is part of this concern and our willingness to step up and make a contribution.

After two successful years of cooperation, we would like to share some details on what we have achieved together with Planète Urgence. Together with looking back, we also have some plans on next steps for this partnership and our goals looking forward. I hope you enjoy reading.



Alain Taïeb
C.E.O. and Chairman Mobilitas Group

① Planète Urgence and Mobilitas

Planète Urgence is an international non-governmental organisation (NGO), founded in 2000, with a focus on humanitarian and environmental projects. Its slogan "We help you act" encapsulates its objective to support and encourage local development projects by sharing expertise, providing training and technical support to projects around the world.



Planète Urgence is engaged in projects on five continents and 16 countries, through two main types of programmes: "Conge Solidaire", which allows working professionals to join in humanitarian missions during their annual leave, and "Environment & Development". These programmes encompass a variety of different projects including: reforestation, distribution of school kits and housing construction.

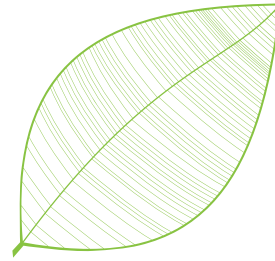
Mobilitas commits itself to offset the environmental impact of its activities and its participation in the economic development of local communities.

In 2010, Mobilitas pledged its support for the programme "Environment and Development", through two of its brands: AGS, an international moving company and Archiv System, a specialist in document archiving. Archiv System initially launched the initiative "15 archive boxes = 1 tree planted", which inspired the AGS brand to start the project "1 international move = 1 tree planted".



AGS and Archiv System are both associated with several reforestation projects in partnership with Planète Urgence. The Planète Urgence objective with the reforestation projects is to combine two objectives which are usually opposed:

- reduce greenhouse gas emissions,
- contributing to the socio-economic development of the communities.



② Projects supported by Mobilitas

The partnership between Mobilitas and Planète Urgence is focussed on three separate projects:

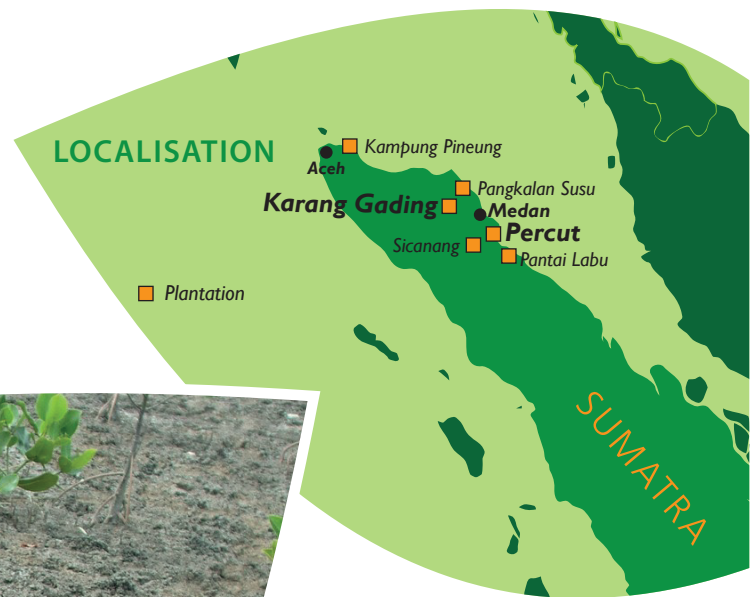
Indonesia: Restoration of the Mangrove Corridor

The Indonesian mangrove corridor is a unique ecosystem, a refuge for biodiversity and a resource for local people. This corridor has lost nearly 50% of its area from the 1970's with more than 2 million hectares of this mangrove forest being destroyed every year. Faced with the destruction of the mangrove ecosystem, Planète Urgence has created a project with the following objectives:

- Protect and rehabilitate mangrove areas at risk,
- Together with two local villages, assist with development and sustainable management of the mangrove area,
- Foster local awareness and development of economically friendly activities.

Type of trees planted: mangroves

Of the seven sites that make up the rehabilitation project, Mobilitas intervened in Percut and Karang Gading.



Mali: Agro-silvicultural development project

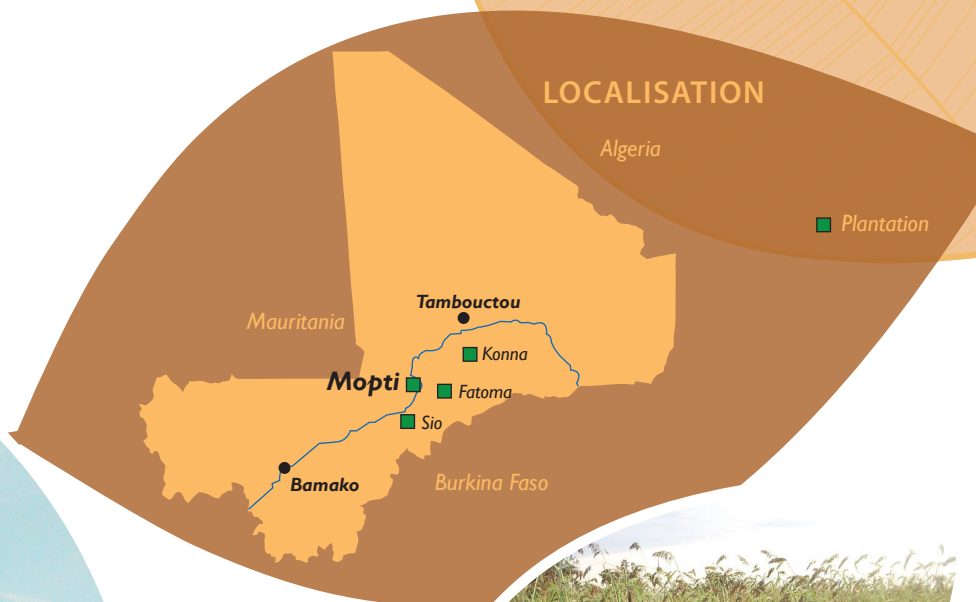
Mali has been identified as a high risk country for climate change and faces increasing and accelerating desertification along with a high population density and poverty. Planète Urgence selected the area of the Mopti circle, to focus efforts to counteract the vicious circle which is faced through two interrelated projects:

- Develop plantation-style family plots for sustainable production of forest products: henna and the jujube fruit,
- Development of market gardening, a source of income and security.

The project aims at the development of 950 one-hectare plots, each equipped with a well and market gardening area of 1050 trees. The idea is to combine both food crops and tree crops as a sustainable method of reforestation and economic development.

Type of trees planted:

- Hedges: they protect the plot from erosion and straying animals,
- Fruit trees: they begin to produce fruit 3 to 4 years after planting (e.g. baobab).

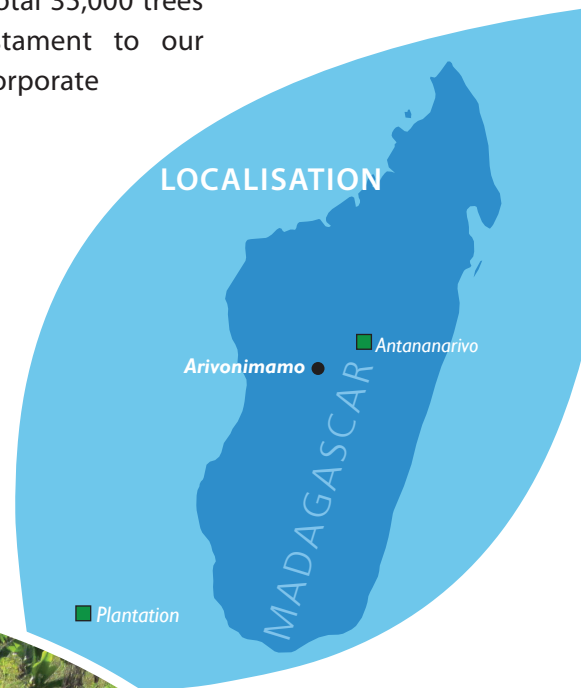
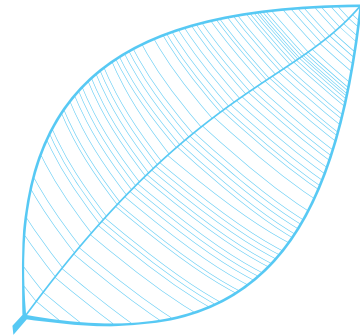


Madagascar: Reforestation with the Voary Vao organization



Started in October 2011, this project aims to support and strengthen the initiatives of the local Voary Vao Association as it works to meet the twin goals of local economic development and reforestation. Madagascar is a country with growing poverty along with exceptional biodiversity threatened by intense deforestation.

For 2012, Mobilitas has invested in the planting of 7,950 of the total 35,000 trees planned by Planète Urgence. Mobilitas' participation is testament to our commitment to the partnership and to continuing the legacy of corporate social responsibility and sustainable development.

Types of trees planted: eucalyptus, acacia and pine



③ Activity report on the partnership between Mobilitas - Planète Urgence




Number of trees planted by Mobilitas – end of 2011		
Indonesia		17 500
Mali		26 500

In two years, Mobilitas planted **44,000 trees**.




Assessment of our actions in Indonesia

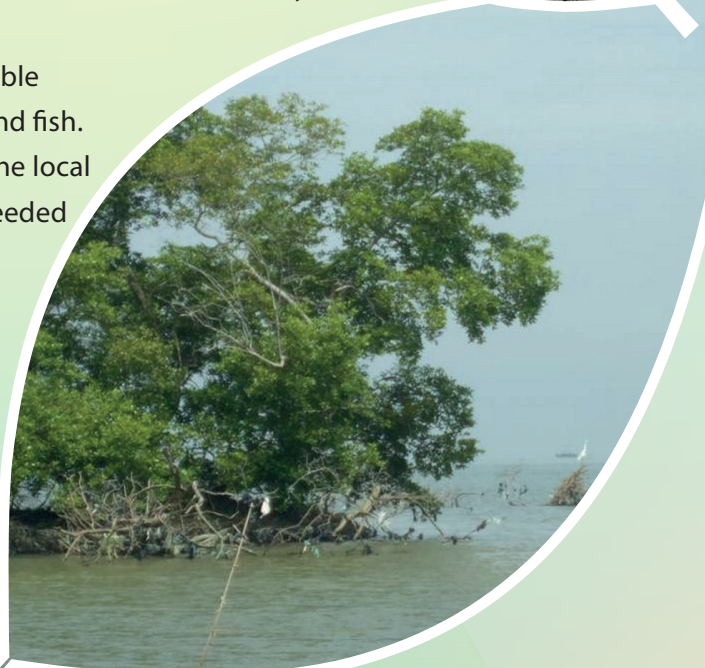
Mobilitas' investment resulted in a total of **17,500 mangrove trees** planted in 5 plots. The locations selected were old ponds which had become inactive due to intensive fishing, which had negatively impacted the ecological environment.

Environmental impact

-  Ecological rehabilitation of the basin. The mangrove swamps perform a threefold function: effective protection against erosion; water purification and creating an ecosystem capable of sustaining aquaculture,
-  Biodiversity conservation. The mangroves provide an essential habitat for birds (migrating and local),
-  Carbon Sequestration. Tropical mangrove trees are better at storing carbon dioxide than most other forests.

Socio-economic impacts

-  Use of mangrove fruits. An income-generating activity through the preparation of local dishes and pastries,
-  Use of mangrove wood. For use as timber in constructions which are very suitable for wetlands or coastal areas,
-  Improvement in aquaculture resources. Sustainable aquaculture resources including shrimp, crabs and fish. The advantages will begin to positively impact the local communities in 3 to 4 years, which is the time needed for the growth of mangrove trees.








Assessment of our actions in Mali

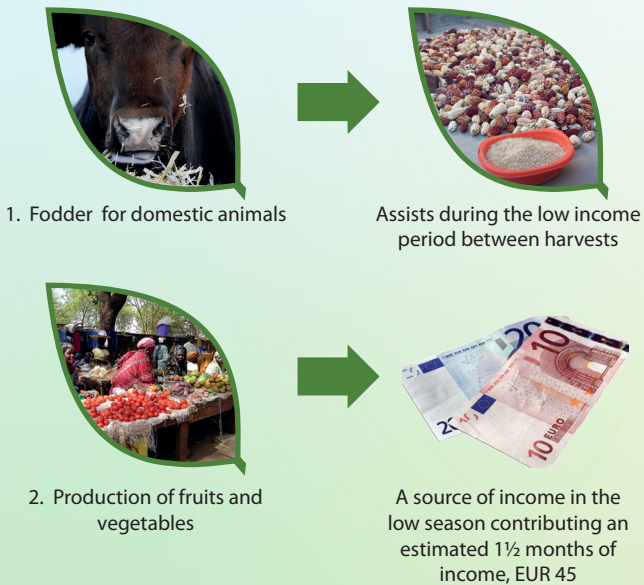
In Mali, the planting of **26,500 trees** completed 25 plots for agro-forestry. These plots are on average one hectare and suit a family of 8 to 10 people.

Environmental impacts

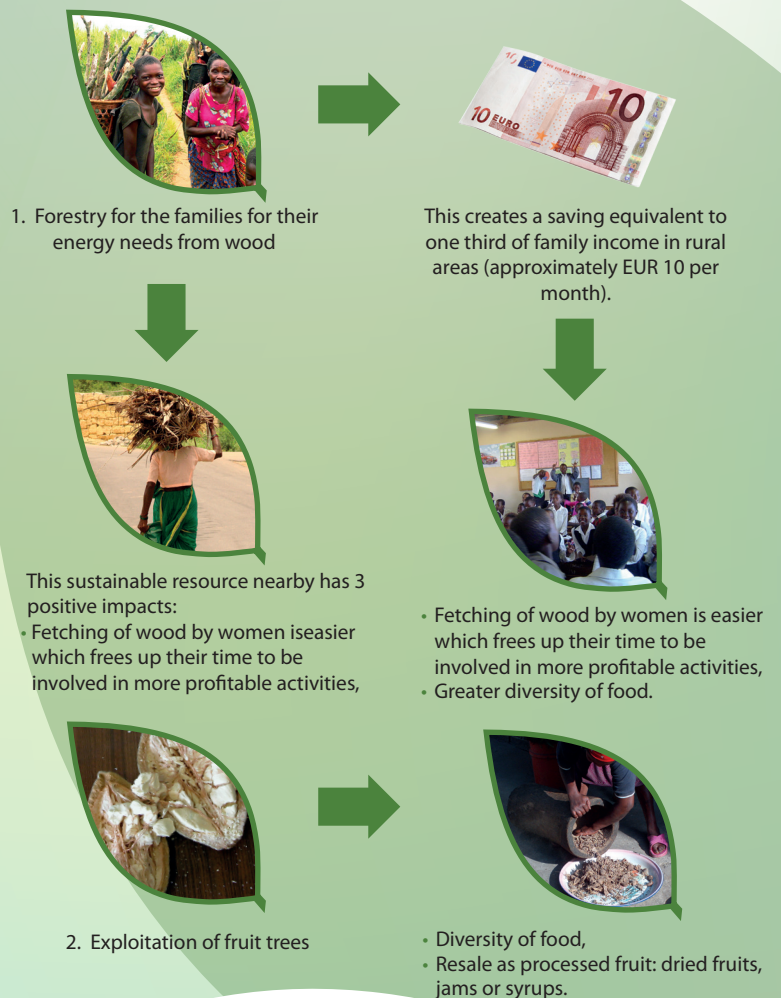
-  Reducing wind and solar erosion
-  The development of a plot includes the building of a well, essential in most rural, semi-arid areas
-  Slowing down desertification and decreasing Mali's environmental susceptibility to climate change

Socio-economic impacts

Results in Year 1



Projected Results for Year 3



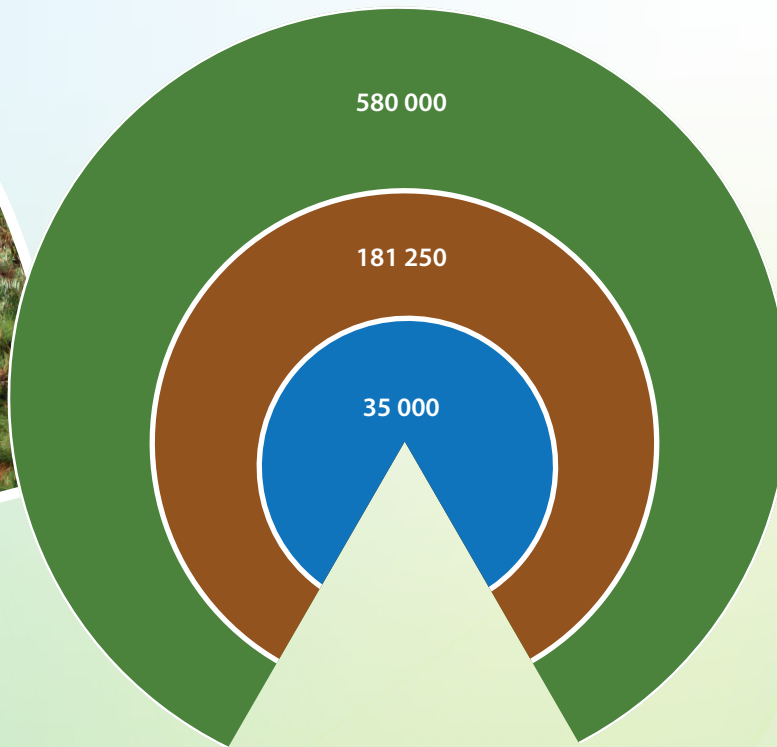


Assessment of our actions in Madagascar

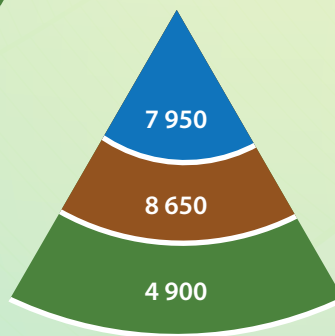
As Mobilitas' involvement in Madagascar began in 2011, at this stage we have not received a comprehensive outline of impact. However we already know that Mobilitas' actions have contributed to the reforestation of **more than 30,000 trees** of various species over a period of 18 months as well as the education of communities in reforestation and environmental protection.

④ Perspectives for 2012

Trees planted by Planète Urgence



- Indonesia
- Mali
- Madagascar



Trees planted by Mobilitas



To learn more about Planète Urgence visit:

www.planete-urgence.org

To see the trees planted by Mobilitas visit:

<http://www.planete-urgence.org/entreprise/geolocalisation.htm>

MOBILITAS

www.mobilitas.org



Worldwide movers,
you deserve the best

Déménagements & Garde-Meubles
International Moving & Storage

THE RESPONSIBLE REMOVALS COMPANY



AGS is planting trees for you

The AGS approach

In order to compensate for the environmental impact that is inherent to our business activity (packing material, carbon dioxide emissions during transportation), AGS is contributing to reforestation projects in the Mopti region in Mali, the northeast Sumatra region in Indonesia and in the Itasy region in Madagascar. For every international move, we plant one tree and a **Tree Certificate** is issued to each expatriate.



One International Move with AGS

= One Tree Planted

Move 'green' contributes to the reduction of greenhouse gas emissions and encourages economic development in local communities.

The fight against deforestation and the restoration of degraded forests is a vital response to put an end to current global warming and to reduce its harmful effects on humanity and biodiversity. Forests play an essential role in climate regulation, in protecting animal and plant biodiversity and more generally, in the survival of many human communities.

By moving with us you are acting in favour of the environment!



As a responsible corporate citizen operating in 76 countries, AGS is committed to sustainable development through local actions.



Since 2010, AGS has been working in partnership with Planète Urgence. AGS participates in three projects which protect biodiversity and promote local socioeconomic development of communities.

1 Agro-silvicultural development in Mali: 818 750 trees planted in the Mopti region

Fruit, market garden and fodder production in order to fight against desertification and to promote local economic development.



2 Restoration of the mangrove swamp in Indonesia: 2 858 188 trees planted in the North Sumatra region

Reconstruction of the mangrove corridor to fight against global warming and to protect biodiversity.



3 Reforestation of Tapia forests in Madagascar: 10 000 trees planted in the Itasy region near Antananarivo.

Answering the urgent need for tapia tree planting while raising awareness of deforestation, and providing economic support for local people.



© Photographs : PLANÈTE URGENCE





MALI

- 14 million inhabitants.
- 1 240 000 km².
- HDI: 173/177.
- One of the countries most exposed to global warming.

The reforestation area is spread over 4 communes: Mopti, Sio, Fatoma and Konna.

Planète Urgence has already planted 818 750 trees in the region and has named the project "1 million trees for Mopti".



INDONESIA

- 120 million hectares of forest.
- More than 2 million destroyed every year.
- Destruction is contributing to global warming and many natural catastrophes.

The programme was implemented in the northeast of Sumatra in the districts of Medan, Deli Serdang and Langkat, in the North Sumatra province. After 2 years, close to 2 283 900 mangroves have been replanted.



MADAGASCAR

- Itasy region: 5 hectares of tapia forest destroyed.
- Forests threatened by bush fires and firewood needs.
- Endangering the local economic resource that the trees provide.

A planting zone has been developed in Arivonimamo, Itasy Region, 30 km east of the capital, Antananarivo. 10 000 tapias have been planted since 2010.

View where the trees have been planted by visiting:
<http://www.planete-urgence.org/entreprise/geolocalisation.htm>



AGS supports the United Nations Global Compact and adheres to its 10 principles.
 For more information visit www.agsmovers.com/globalcompact



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AGS renews its partnership with **Planète Urgence** for 21,500 trees and expands the project to **Madagascar**



Dear Colleagues

The AGS Group, represented by Gilles Taieb, current Executive Director, signed a renewal of the partnership with Planète Urgence on 15 January. This renewed commitment testifies to the Group's determination to lead several actions to ensure environmental sustainability within the framework of the United Nations Global Compact, which we joined in 2009.

As an eco-responsible company, the AGS Group has planted 44,000 trees in Mali and Indonesia since the beginning of the partnership in January 2010.

To date, more than 44,000 trees have been planted.

This new agreement is much more than a simple renewal. Enthused by the partnership, the Group decided to expand its tree planting efforts into Madagascar, therefore participating in the reforestation of local forests here too.

Due to its presence in Indonesia, Madagascar and Mali, AGS has been involved in projects through its AGS Frasers and AGS Four Winds branches. We are not only contributing to reducing greenhouse gas emissions, but also to restoring the mangroves, fighting against desertification, developing communities, optimising household energy and many other projects linked to this unique commitment.

Focus on Madagascar

- Nearly 8,000 trees will be planted by the Group in 2012
- Reforestation of *lapia* forests (a Madagascan tree)
The forests are full of vital resources for the local economy, including silkworms, fruits and mushrooms.
- Awareness raising and support for communities

[Click here](#), select a partner country in the navigation menu on the right side, and tick Mobiiitas' red circle in the list of partners to view our planting sites.

Click on the [reforestation initiative](#) section on the intranet to download the communication tools, including an e-brochure and logos to be printed on recycled paper only.

We believe that this project is an excellent sales tool which will be highly appreciated by your clients.

AGS' objective is to plant 21,500 trees in 2012.

If you have any question or need any further information, don't hesitate to write to us csr@agsmovers.com

Thank you for your support



One International Move with AGS
= One Tree Planted





One International Move with AGS
= One Tree Planted

June 2012



Our sustainable company policy

Global Compact



AGS' core values: **Quality, Performance, Respect, Innovation and Solidarity.**

The Group participates in the United Nations Global Compact and supports its 10 principles.

We undertake to promote these principles in all our activities in the following areas:

- *Human Rights*
- *Labour*
- *Environment*
- *Anti-corruption*





**PLANÈTE
URGENCE**
NOUS VOUS AIDONS À AGIR



NGO: Planète Urgence

Environmental and Sustainable Program (Mali)



Agro-silvicultural development in Mali: Planète Urgence's global project entailed the planting of 839 957 trees in the Mopti region. The harvesting of fruit, market gardens and fodder production have been put in place to combat desertification and to promote local economic development.



NGO: Planète Urgence

Environmental and Sustainable Program (Indonesia)

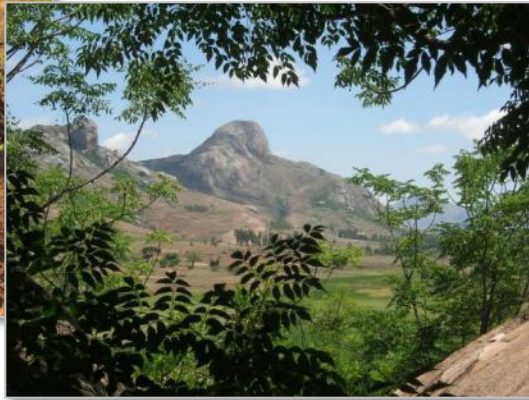


Restoration of the mangrove swamp in Indonesia: Planète Urgence's global project consisted of the planting of 2 283 900 trees in the North Sumatra region. The mangrove corridor was reconstructed to act against global warming and to protect biodiversity.



NGO: Planète Urgence

Environmental and Sustainable Program (Madagascar)



Reforestation of Tapiia forests in Madagascar: 10 000 trees planted in the Itasy region near Antananarivo. Answering the urgent need for tapia tree planting while raising awareness of deforestation, providing economic support for local people.



Our sustainable company policy

1 Move = 1 Tree Initiative



The AGS Group is planting thousands of trees to reduce the carbon footprint generated by its actions. We are participating in tree-planting projects in Mali, Madagascar and Indonesia.



AGS plants **one tree** for **every international move**. Each transferee receives a certificate confirming that a tree has been planted on their behalf. Please check that the certificate has been given.

44 000 have been already planted

And 21 500 trees will be planted in 2012



Our sustainable company policy

Certificate Sample (Indonesia)



Tree Certificate

AGS, in partnership with Planète Urgence,
has planted one tree in Indonesia for :



AGS is committed to protecting the environment and thanks you for participating in this initiative.

A handwritten signature in black ink.

Christophe Mordelet
General Secretary



2 283 900 trees have
already been planted in
Indonesia (North
Sumatra Region)

© Photographs : PLANÈTE URGENCE



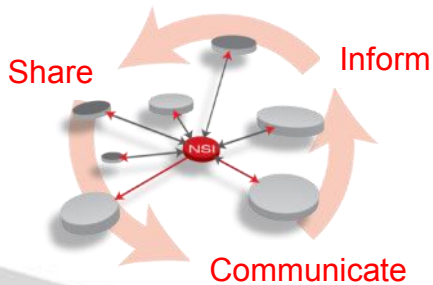
Automatized Sending Process

Because the Job Card has been created in NSI, an email which includes a link will be sent to allow the customer to download his own certificate automatically.



E-mail sent to the client

It is important to record or update the customers details (including email adress) in NSI from the first appointment with the client.



With partial or incorrect data in NSI, there is no way to create nor send the certificate .



Wrong e-mail example



Giving visibility to the initiative

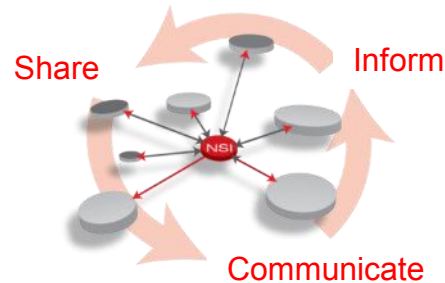
Reports



The report will give monthly feedback on the number of certificates created by each subsidiary.

This report will be sent to the branch manager and to greenmove@agsmovers.com

**With partial or incorrect data in NSI,
the report will not be accurate.**



Documentation

- Brochure (to be sent by e-mail)
- Brochure (to be printed on recycled paper)
- Logos

(These documents are available on the AGS intranet in the Reforestation Initiative folder)

Why AGS ?

- Make your move sustainable and eco friendly, reduce your carbon footprint
- The customer is getting directly and personally involved and becomes a responsible stakeholder, thus contributing to socio-economic development

Added value services

- The transferee can choose in which country they want to plant their tree (when they take an appointment with us)
- A geolocation tool is provided to check which tree has been planted under the customer's name.

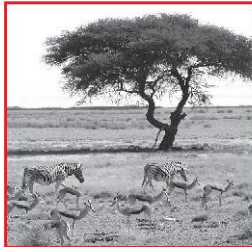




AGS Worldwide Movers

Code of Conduct

April 2012



INTERNATIONAL

MOVING AND STORAGE



Our Policy

1.1 As employees representing AGS we:

- Behave honestly, are trustworthy and set a good example.
- Ensure that our behaviour complies with the policies and rules of AGS.
- Use our resources in the best interest of AGS, without misusing them.
- Do not pay or accept bribes.
- Make a clear distinction between the interests of AGS, and our private interests. We avoid possible conflicts of interest. We do not accept gifts, invitations or other advantages that could contradict this principle.
- Ensure that we comply with national and international legislation.
- Report incidents, risks and issues that deviate from our policies.
- Are continuously conscious about, and aim to maintain, our integrity.

1.2 As representatives of AGS company we:

- Commit ourselves to this policy and to the ongoing effort to maintain our integrity.
- Make sure that our company complies with national regulations and commit to an open and transparent management approach.
- Expect our partners and other business associates to respect this policy.

Definition of Corruption and Bribery

Corruption is the lack of integrity or honesty (especially the acceptance of a bribe) or the misuse of a position of trust for dishonest gain. Bribery includes accepting money or a favour offered or given to a person in a position of trust to influence that person's views or conduct.

Political and Charitable Contributions and Sponsorships

AGS does not grant financial or other support to political parties or political campaigns.

Community support and donations are acceptable be it in-kind, knowledge, services exchanged or direct financial contributions. However, managers and employees must ensure that

charitable contributions and sponsorships are not used as a subterfuge for, or constitutes, bribery. In relation to donations and community support, local stakeholders should be consulted to unveil relevant needs.



Facilitation Payments

Facilitation payments are a form of bribery made with the purpose of expediting or facilitating the performance by a public official for a routine government task, and not to obtain or retain business or any other improper advantage. The facilitation payment is typically demanded by low ranking and low income officials so that the business can obtain services which, under normal conditions, it would not be entitled to. Facilitation payments are prohibited.

Faced with a facilitation payment, the following steps must be taken by the AGS employee:

- Actively resist the payment.
- Inform your manager, if possible, before making any payment.
- Keep any amount to a minimum.
- Create a record of the payment.

Records of any demands will be kept and used as part of regular monitoring to assess how these actions can be positively changed.

Gifts, Hospitality and Expenses

An employee must not give or receive courtesies which could be seen as an illegal or improper exchange. An employee must refrain from offering courtesies which go against the recipient's standards. In addition, government or public officials may be under strict guidelines that prevent them from receiving courtesies. Offering courtesies to government or public officials may be considered an illegal offense in certain countries.

An employee is not allowed to accept or give courtesies, which involves cash or equivalents. Gifts, hospitality and expenses may be offered or received, provided they will not motivate favouritism and/or create any obligation. All courtesies must be reasonable and may not be offered regularly.

Courtesies in the form of travel, meals, receptions, sightseeing, gifts or other expenses may only be offered or given to persons with a professional interest in the relationship and not to any spouses and relatives.

To prevent gifts, hospitality and entertainment from having an undue influence on business decisions, the maximum amount for gifts, hospitality and entertainment must be defined by management in accordance with local professional and industry standards, prior to doing business in the specific country.

Courtesies, whenever accepted or given, must be documented and recorded. The recorded entry must expressly state the nature and purpose of the expenditure, and records must be preserved.



Protection Money

In some instances protection money may be solicited. This is a type of extortion which might involve physical threats. We will not engage in such threats. It is our obligation to protect any employee or partner and such incidents should be reported to management immediately. In certain situations such threats might lead to the termination of business.

Implementation

2.1 Roles and responsibilities

This Anti-Corruption Code of Conduct has been developed to secure and detect actions which do not comply with guidelines herein. It is every employee's responsibility to prevent bribery and corruption in AGS and to comply with the code of conduct.

Every manager and employee has an independent obligation to secure that any interaction with public officials complies with all relevant laws and regulations, as well as this code.

It is the responsibility of every manager to communicate this code and ensure that all relevant employees and external parties working on behalf of AGS, within their area of responsibility, understand and comply with the procedure.

2.2 Business relationships

2.2.1 Subsidiaries and business partners

We act with due care before engaging with a business partner and ensure that subsidiaries and business partners know and respect our code of conduct.

2.2.2 Distributors and agents

Compensation paid to distributors and agents must be appropriate and justifiable remuneration for legitimate services rendered. The relationship must be documented and the agent or distributor must contractually agree to comply with our code of conduct. We will follow the conduct of our agents and distributors and reserve the right of termination in the event that they pay or solicit bribes or in any other way violate this code of conduct.

2.2.3 Contractors and suppliers

We conduct our procurement practices in a fair and transparent manner and we act with due care when evaluating major prospective contractors and suppliers. We will make our anti-bribery policies known to our contractors and suppliers. We will follow the conduct of major contractors and suppliers and have a right of termination in the event that they pay or solicit bribes. We will avoid dealing with prospective contractors and suppliers known to pay bribes.



2.3 Communication and training

The directors of AGS are responsible for ensuring that all employees are informed about and understand this code of conduct. Each employee will receive the relevant training and new employees will be briefed as part of the orientation programme. Key employees will receive yearly mandatory training including compliance with laws, regulations, or standard conduct relevant to our field of business.

2.4 Sanctions

No employee will be penalised or be subject to other adverse consequences for refusing to pay bribes even if it may result in AGS losing business. Failure to observe this code is a cause for disciplinary action.

This Anti-Corruption Code of Conduct is agreed to and signed by the representatives of AGS.

Signature of AGS representative

Date

Name (printed) of signatory

Position

Company

Signature of Network Manager

Date

Name (printed of signatory)

Position



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www.agsmovers.com



Dear Network Manager

As part of our United Nations Global Compact commitment, the AGS group has put in place a **Code of Conduct** which addresses how employees should act when faced with bribery and corruption issues.

There is an industry-wide movement toward putting formal measures in place to combat bribery and corruption. This has also been addressed recently by FIDI, which now asks that every FAIM-accredited international removals company has measures to address these issues in place.

To ensure that we are ahead of industry standards, **we ask that every branch manager reads and signs the Code of Conduct, attached here.** It should be kept on file at each office location.

Furthermore, there is a place for your signature to demonstrate your support of the Code.

Please distribute the Code of Conduct to your branch managers and emphasise the importance of this document to them.

Should you have any queries, or require a Code of conduct that is customised with the branch name for an upcoming FAIM audit, please request it from the Marketing department.



Best regards
[Christophe Mordelet](#)
General Secretary – AGS Group





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