



UN Global Compact

MOBILITAS

Communication on Progress 2012



MOBILITAS

Contents



Chairman's Message	4
Overview	5
Human Rights	7
Code of Ethics	7
CSR	8
Labour	9
VIE program	9
Training	10
Environment	11
One move one tree	11
Environmental Posters	14
Bilan Carbon	15
Anti-Corruption	16
Anti corruption code of conduct	16
Supplier Code of Conduct	16



UN Global Compact 10 principles



Human Rights

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

Labour

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

Environment

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

Anti-Corruption

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



Chairman's Message



In this, MOBILITAS' fourth Communication on Progress, I would like to strongly confirm our commitment to the principles as outlined in the UN Global Compact. We renew our company's ongoing commitment to this initiative and to further embedding these principles in the global activities of the group.

For 2012 we strongly focused on environmental initiatives with expansion of our one international move equals one tree initiative and the successful completion of the Bilan Carbon Assessment at the operations hub of AGS Paris. Our 2012 activities include the initiatives of the different affiliates globally both central and locally developed in line with the overarching values of Mobilitas.

Alain TAÏEB MOBILITAS Chairman

MOBILITAS Values

Quality

At Mobilitas we are devoted to finding a better way. We believe that quality begins by focussing on our clients' needs and all else will follow.

Performance

Excellence is at the heart of Mobilitas. Our pulse is improvement. We aim to exceed expectations and demonstrate to our clients that our standards are the world's best.

Innovation

Innovation is the keystone of our success and sustainability. We set trends in technology and methodology, measuring them by customer feedback. In this way, we aim to create ideas with the potential to change our industries and improve how our customers are served.

Respect

We believe both in listening and being worth listening to. We value others' viewpoints and diversity of thought. We respect honesty and believe in the highest ethical standards, earning trust through commitment, consistency and principled actions.

Solidarity

We commit ourselves to working with our neighbours and communities of the world, recognising that although we may not be the same, we live on common ground. In standing together we believe we are always stronger, wiser and more aware.

“ I WOULD LIKE TO STRONGLY CONFIRM OUR COMMITMENT TO THE PRINCIPLES AS OUTLINED IN THE UN GLOBAL COMPACT. ”



MOBILITAS is a medium size French company with a diverse range of subsidiaries across the globe. Bound together by the shared values of the company and a common commitment to quality, 2012 has been a year to systematically assess our initiatives in line with the Global Compact and to further develop new initiatives.

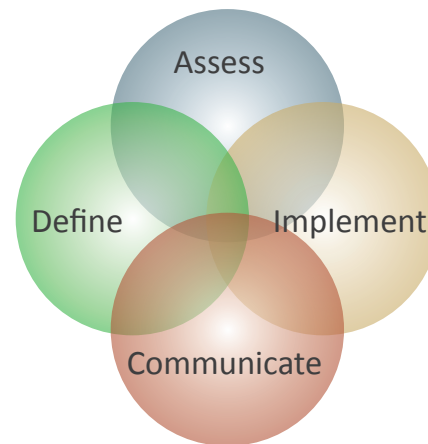
We use the methodology outlined in the Global Compact self assessment which sees 4 interrelated components per initiative: assess, define, implement and communicate.

We will evaluate the ongoing and new initiatives according to this methodology.

The MOBILITAS Group is made up of 118 subsidiaries present in 78 countries worldwide. For most of the initiatives the assessment and definition takes place at a central level ensuring a consistent framework across the branches and clear calls to action for all the subsidiaries. The implementation is done both on a centralized level (one international move, one tree) and decentralized (AGS Paris Bilan Carbon Assessment) level depending on what has been assessed to have the maximum impact for the business.

Policy is always formulated centrally for the MOBILITAS Group followed by engagement with the management team allowing for feedback and analysis on the best way forward. After internal consensus building, the policy is actively rolled out to the applicable business units and results and measurements of the activities are centrally monitored. We then measure and assess our performance on these initiatives through the Global Compact Update on Progress as well as emails and newsletters internally and externally.

From 2012, to ensure the initiative receives attention and focus - particularly during the first implementation stage, MOBILITAS has allocated an executive sponsor for each new initiative. This senior manager helps to imbed the initiative within the business operations through clear communication about the change, the objectives and MOBILITAS' commitment to the changes.



“ EXECUTIVE SPONSORS
DRIVE NEW INITIATIVES
THROUGHOUT THE
GLOBAL NETWORK. ”



UN Principles	MOBILITAS Actions	Stage	Executive Sponsor	Actions for 2012	Actions for 2013
Human Rights	Ethics Charter	2nd Year Communicate	Gilles Taieb	External launch on MOBILITAS website	Branding for the Business units- starting with AGS Communicate to employees Selected partners/suppliers to sign
	CSR activities	>5 years Communicate	Decentralized locally for each action	Communicate selected initiatives- for 2012 specific focus on children	Decentralized model to continue informed by the guidelines contained in Ethics Charter and Code of Conduct
Labour	VIE program	>5 years	No executive sponsor allocated	Continued active participation in the program	Continued active participation in the program
	Training initiatives	>5 years	No executive sponsor allocated	Extensive and measured training for employees	Continued measurement and monitoring
Environment	Planete Urgence	3rd year: Communicate	No executive sponsor allocated	First year of activity in Madagascar	Commitment to further working with Planete Urgence
	Bilan Carbon	1st year: Implement	Sophie Lucas	Carbon footprint of AGS Paris operations assessed	Action to mitigate environmental impact of the AGS Paris operations to be measured Expansion of the pilot project to another location (to be assessed)
	Environmental posters	2nd year: Communicate	finalized	Email and posters shared throughout the AGS locations Staff engaged and committed for grassroots change in behavior	No further activity planned for environmental posters
Anti Corruption	Code of Conduct	2nd year: Implement	Christophe Mordelet	After policy defined, rolled out for AGS offices to the management team as clear statement of intent for counter signature. Copies kept and common language used.	Communication to staff with concrete steps to live the values in the business. Rebrand Code for other MOBILITAS affiliates Share the Code of Conduct with suppliers



Executive sponsor: Gilles Taïeb

Executive Board Member: MOBILITAS

As the Executive Board Member for Operations and Sales, Gilles Taïeb will spearhead the external roll out of the Supplier Code of Conduct to actively engage with the different stakeholders in our industry.



Quote:

“Our commitment to the UN Global Compact Principles is enshrined in the Code of Ethics and the Anti-Corruption Code of Conduct for the MOBILITAS Group. We would like this commitment to be shared with our valued business partners for our global operations. We understand that achieving the values and standards will present challenges for operations in the different parts of the world, but we intend to work together toward these standards.”

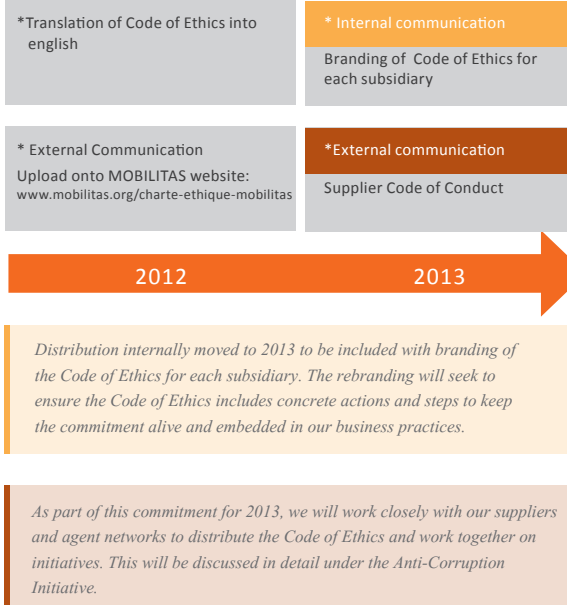
MOBILITAS commitment:

MOBILITAS understands that operating in communities and countries is a privilege. We also recognize that the success of business is embedded in the progress of society. We therefore see our support of international human rights and investment in communities as designed for the long-term success of both our society and our company.

In the communities we operate in, often in rapidly growing economies with significant structural constraints to growth and significant inequality, the commitment to support and protect human rights is essential to the MOBILITAS Code of Ethics. The role of our subsidiaries, particularly in offering a range of entry level positions, means we are committed to responsible policies and behaviors which support human rights.

Action: Code of Ethics

At the end of 2011, MOBILITAS adopted its Code of Ethics which referenced the Universal Declaration of Human Rights, Conventions of International Labor Organization (ILO) and the principles of the UN Global Compact. The Code of Ethics is both a declaration of the company’s values and a guide to our activities and relationships with suppliers, customers and communities.



Human Rights

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



Action: CSR

For this Communication on Progress we would like to share some of the ways the different MOBILITAS subsidiaries have positively engaged with their communities. Guided by the framework of the Ethics Charter and the Anti-Corruption Code of Conduct, the subsidiaries partner up with organizations that positively impact the communities they operate in. In addition to financial and logistics support, the employees also have the opportunity to directly get involved.

For 2012, we would like to present some of the subsidiaries and the activities which specifically focused on children.

AGS Bucharest

Directs % of salary to the Second Change Romania Foundation, which supports children in need in the Berceani area of southern Bucharest.



AGS Four Winds Hong Kong

Proud sponsor of "Picnic in the Park", a charity event that helps raise funds for two children's charities: Hong Chi Association and Hong Kong Student Aid Society.



AGS Four Winds Thailand

Sponsorship of the Jesters Fair- part of the Jester Care for Kids Charity Drive which cares for abandoned, orphaned and disabled children in the community.



AGS Rhone-Alpes - Lyon

Providing items and logistical support for the French association ALMNS who organized a clothing/toys collection for children in the community.



AGS Belgrade

AGS Belgrade ran the face painting stand at the British International School's Spring Charity Bazaar helping to raise funds for two local orphanages, Dom Dragutin Filipovic – Jusa and Dom Jovan Jovanovic – Zmaj.



Stuttaford Van Lines Johannesburg

Offer logistics support and sponsorship for the Nelson Mandela Children's Fund.



AGS Frasers South Africa

Managing Director of AGS Frasers South Africa, Gregory Masanet, climbs Mount Kilimanjaro to raise money for a children's home in Cape Town, South Africa.



Archiv System Madagascar

Sponsorship of the Lycée français's rugby team in Antananarivo.



MOBILITAS commitment:

As a growing company, MOBILITAS is keenly aware of the need for highly trained and motivated employees who can continue to grow and develop the business. We commit to the 4 UN Global Compact principles on labor as necessary to the development of a skilled and diverse workforce to meet the needs of the different economies in which we operate.

“ A COMPANY THAT DOESN'T INVEST IN YOUTH, DOESN'T EMBRACE THE FUTURE. ”

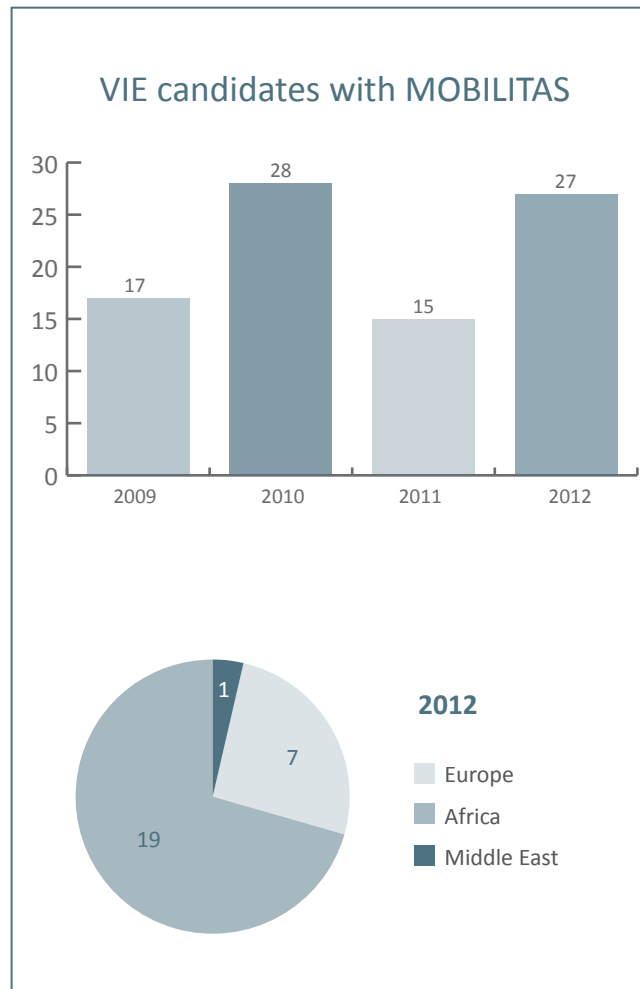
Action: VIE Program

MOBILITAS continues its commitment to the VIE program.

The VIE (Volunteer for International Experience) program sets up a structured framework for French companies to send young graduates abroad for an assignment between 6-12 months. This helps to develop the talent pipeline by offering a well-designed and implemented entry level program.

MOBILITAS continues to be actively engaged in this program run by UbiFrance, a French government agency. In 2012, Alain Taïeb, the Chairman of the MOBILITAS Group, continues in the second year of his role in the Steering Committee of the VIE/VIA Africa Grand Prix.

For 2012 our VIE candidates were based mainly Africa, Europe and the Middle East allowing them to gain critical business experience in an international context. For MOBILITAS, we see value in energetic and dynamic additions to the team and also doing our part to nurture talent and offer opportunities. One of our 27 VIE candidates shares his experience for 2012 on the next page.



Labor

- Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;
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- Principle 6: the elimination of discrimination in respect of employment and occupation.



Nicolas Martin

AGS Frasers Guinea-Conakry



Excerpt from report on his VIE experience:

Job experience

“Before my dispatch to Guinea-Conakry I did not have much knowledge of working in Africa and I had to quickly adapt to the environment in order to succeed at work and get the maximum experience from this opportunity.

I arrived in the middle of the peak season for the AGS Frasers branch and I had to hit the ground running, taking on responsibilities while learning and discovering the living and working culture.

The advantages of working in a smaller subsidiary of the global group is to be involved in all the different aspects of the business- to wear “multiple hats” I gained experience in accounting and financial management, working and leading a team, sales and customer skills as well as developing operational and reporting abilities.

Working with the Global Compact

Building rapport and understanding of the AGS Frasers Guinea-Conakry team was one of the biggest learning opportunities to understand how to build employee motivation. I worked with the labor inspectorate in the team and the employees focused on building a climate of trust. The critical component was a well designed internal training plan which included aspects of language, conduct and health and safety developed according to the needs of

each employee. This helped develop a common level of skills avoid any sense of discrimination.

The business environment is challenging and integrity and professionalism are needed to address the destabilizing impact of corruption present in everyday life. It was necessary to work as a team to address the pressures for corruption. The Anti Corruption Code of Conduct assists with embodying the standards and appropriate behaviors so the team can act in unison.

To ensure compliance with environmental standards of the group and building greater responsibility for environmental awareness, training within the branch is vital. The focus is on fun and empowering approaches including video and posters. In addition providing the tools and solutions for environmentally- friendly behaviour helps to transform education in action in the branch.



Action: Training

The different subsidiaries in the MOBILITAS Group invest heavily in training for staff. The positive impact of this investment is particularly felt in the subsidiaries which offer a range of entry level positions. The training and investment in the local staff has a positive impact on helping to create a skilled labor pool which has spillover effects into the wider community. As a measurement of the actions, please find detail on the training activities of two of the brands under the MOBILITAS Group:



Stuttaford Van Lines South Africa

Present in over 14 locations in Southern Africa, the company specializes in removal activities both nationally and internationally. Establishing a strong tradition of leadership through its people, the focus is on providing each employee with an opportunity to develop through a range of training initiatives which address both company-specific competencies for the different roles (hard skills) as well as general competencies (life skills).

In line with this, each employee undergoes general induction and regular “on the job” training by one of the 3 regional trainers employed by Stuttaford Van Lines. For 2012 (April-April); Stuttaford Van Lines provided training for 430 employees including 82 new joins. This means over 65% of the employees received training in 2012 helping to develop and upskill our employees in Southern Africa.



AGS Group

Present in over 126 locations, the training for staff at AGS relies on both local initiatives and central programs. All branches have a robust on-boarding program which includes operational instruction as well as careful supervision by an experienced supervisor.

For 2012, central programs in commercial and financial training continued their roll out. The primary focus was on training for the operational information system which gives worldwide visibility on the movement of shipments and allows both our staff and customer to keep track of their goods. From 2009 more than 1,300 staff have received training in the system- with 366 employees being training in 2012 through both face-to-face and WebEx session. Adjusting for employee turnover, this means that in the last 4 years the AGS Group has provided functional training for over 62% of the staff.

MOBILITAS commitment:

Preserving and caring for the environment is, for the MOBILITAS Group, both a moral imperative and part and parcel of sound business practices. Over the course of the last 4 years as part of committing to and embedding the principles of the UN Global Compact, we have developed and rolled out initiatives which minimize the environmental impact of our business and promote environmental awareness.

Action: One move one tree

Our focus and commitment to caring for the environment can be most clearly seen in the MOBILITAS reforestation initiative. This is in place for both the AGS and Archiv System subsidiaries:



The MOBILITAS Group has partnered with the NGO Planète Urgence on this initiative from the kick off of the program in 2009. MOBILITAS, the subsidiaries and our customers have been excited to be part of a project which has planted over 65,500 trees in Mali, Indonesia and Madagascar. By the end of 2013, this figure is planned to increase to a total of 87,000 trees.

This reforestation initiative is in line with MOBILITAS' social and environmental commitments. With the planting of trees, the MOBILITAS Group is compensating for the environmental impact that is inherent to its business activity, which includes the production of packing materials and carbon dioxide emissions during transportation. The projects also support local communities by providing opportunities for growing fruit, market gardens and fodder production which contribute to local economic development.



Environment

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



Our partnership with the NGO Planète Urgence was carefully selected for its aims of protecting biodiversity and promoting local socio-economic development in the local communities where these initiatives take place. Planète Urgence is a well-respected NGO with vast experience working with communities- we focus on our core business, they focus on planting the trees and working directly with the communities.

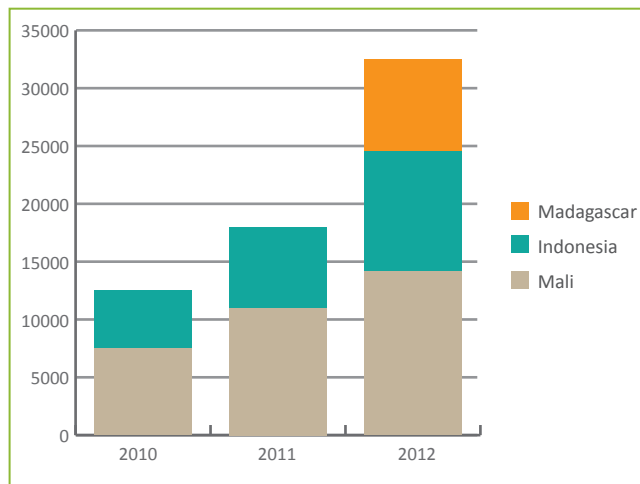
The visibility of this project is in line with the Global Compact principle to promote environmental awareness. We wanted all our customers to know the work we were doing and to feel a part of the process. A certificate was designed to communicate that a tree had been planted on behalf of the customer. In addition, to heighten the awareness through further customer involvement, we were able to work with Planète Urgence in order to enable the customer to decide where the tree is planted. The “one move=one tree” message has been fully incorporated into the communications of our company. Logos were specially designed and added to all standard company materials and regular communications report on the project’s progress.

In addition, our staff has fully embraced the initiative. It has been an invaluable sales tool worldwide, and has been used at environmental themed events in addition to our normal sales activities.

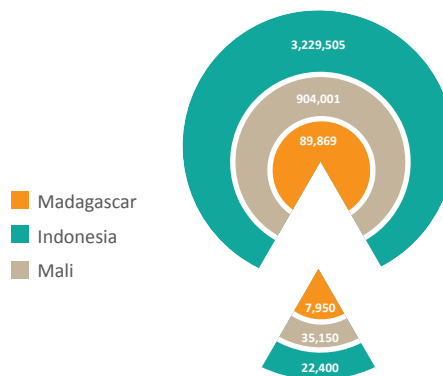
“ FROM THE START OF THE PROGRAM MOBILITAS HAS PLANTED 65,500 TREES. ”



MOBILITAS



Trees planted by Planète Urgence 2007 - 2012



Trees planted by Mobilitas Group: 2010-2012

Madagascar
Indonesia
Mali

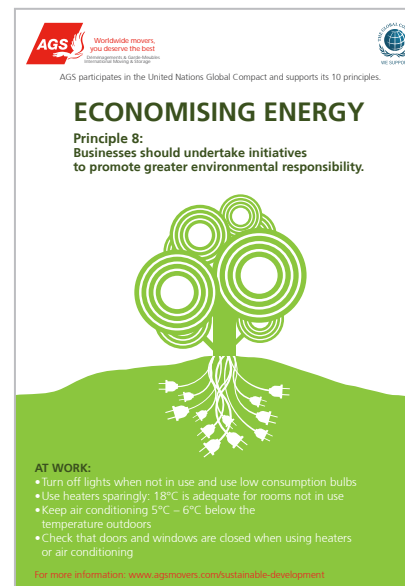


Action: Environmental Posters

MOBILITAS is committed to environmental principles that aim at preserving the environment and ensuring sustainable development. Environmental preservation is an integral part of the subsidiary quality management processes and in complying with the current laws and regulations of the countries in which we operate. Beyond compliance and best practice, we recognize that we have a role to play communicating good environmental practice to our staff and externally. This communication ensures we better embed the principles in daily practice and motivate our employees to take concrete steps in operations to minimize the environmental impact of our activities.

To this end, for the AGS brand we created and then disseminated a series of environmental posters based on discussion with employees of best steps they can take to reduce the environmental footprint. Some of the initiatives are small scale- but all are concrete steps in each employee's power to implement.

These were shared with the branches that chose where to display them in the offices to keep the messages alive.



“ MOBILITAS CARES FOR AND PROTECTS THE ENVIRONMENT IN OUR DAY TO DAY WORK. ”



Executive sponsor: **Sophie Lucas**

Vice President: **Procedures and Methodology, Quality Process, Agent Relations for AGS Group**

Sophie Lucas has been engaged with the selection of the Bilan Carbone® method, assessment and now implementation of the carbon assessment at AGS Paris. In her role as executive sponsor she will drive the implementation of the assessment findings as part of 2013 activities.



Quote:

“In conversations with our key customers, in discussion with industry affiliations and in my day to day implementation of robust business process, environmental responsibility is part of the standard way we do business. Being involved in the Bilan Carbone® Assessment for AGS Paris activities has been an exciting opportunity to measure our impact, and I look forward to driving concrete improvements as well as expanding the scope of this project in 2013.”

Action: Bilan Carbone®

As part of the group’s deep commitment to sustainable business and caring for the environment, the carbon assessment pilot was concluded in AGS Paris in 2012.

Tracking and quantifying the emission of greenhouse gases is the first stage of developing and implementing innovative solutions that will soften our environmental footprint, first in AGS Paris and then globally.

The findings from the carbon assessment have been finalized.

Bilan Carbon Actions for 2013

The long term goal for AGS Paris is to decrease the carbon emission by 20% for 2020. As this will be the first year to implement initiatives we have not adopted firm measures but instead will work with the sales and operations teams to assess and share concrete numbers for the 2013 results.

For 2013 we have chosen to focus on 3 priorities for AGS Paris to decrease the carbon footprint of our operations.

Air Transport

Ocean Transport

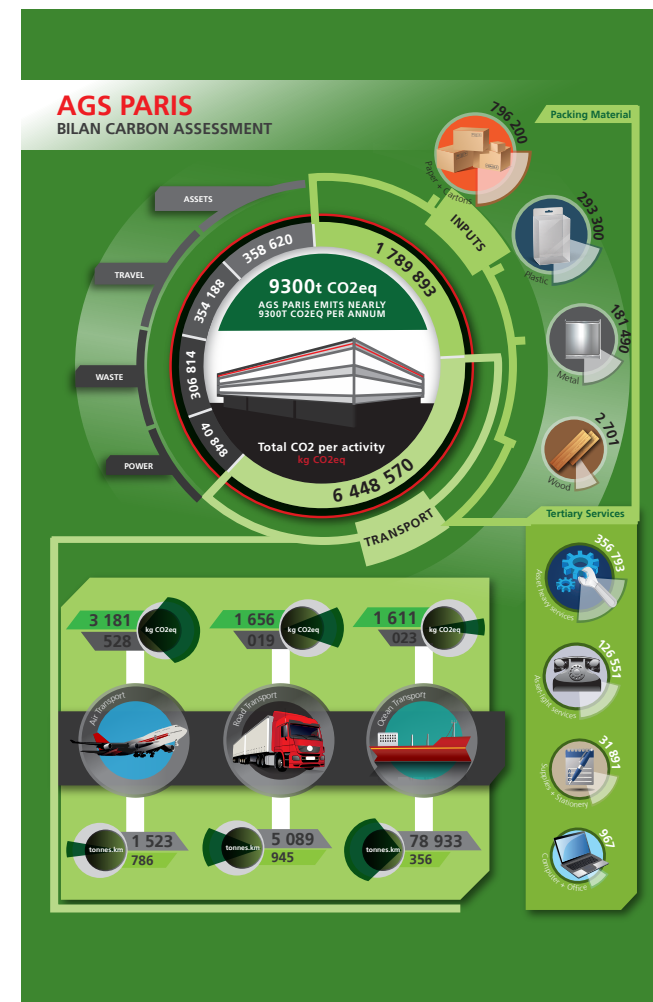
REDUCE:
Actively promote use of sea versus air transport when suitable

Road Transport

Ocean Transport

REUSE:
Intra-European Fleet coordination

RECYCLE:
Paper use in AGS Paris



Executive sponsor: Christophe Mordelet

General Secretary and HR Director for the MOBILITAS Group

Christophe Mordelet has been involved with the implementation of anti-corruption measures for the MOBILITAS Group including the initial assessment and creation of the Anti-Corruption Code of Conduct. As executive sponsor, he will drive the actions for 2013 for the MOBILITAS Group.



Quote:

“Our commitment to the UN Global Compact Principles is enshrined in the Code of Ethics and the Anti-Corruption Code of Conduct for the MOBILITAS Group. We would like this commitment to be shared with our valued business partners for our global operations. We understand that achieving the values and standards will present challenges for operations in the different parts of the world, but we intend to work together toward these standards.”

MOBILITAS commitment:

MOBILITAS operates in a multiple global locations which are subject to varying levels of governance and corruption. Our experience operating in these environments and in participating in business forums and industry affiliations is that absolute commitment to this principle needs to be supported by continued dialogue, feedback and support to the operations managers. Building awareness and sound business practices around this complex issue is a process that we commit to both within the company and in our industry.

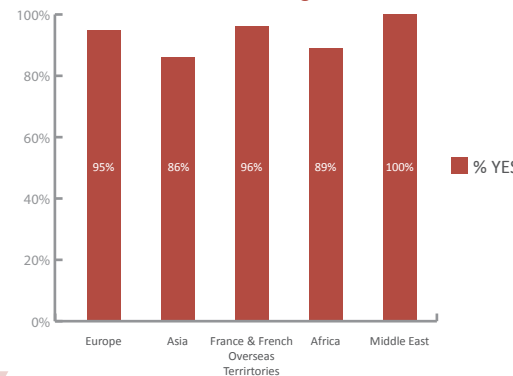
Action: Anti-corruption code of conduct

Using the MOBILITAS Ethics Charter as its base, we have rolled out the Anti-Corruption Code of Conduct for the AGS brand as reported in our previous COP as part of the assessment and definition stage of this initiative.

For 2012, the focus was on building internal engagement around this policy through discussion and roll out to all the branch managers globally for the AGS brand. Each branch manager was asked to sign this charter

and return a copy. Rather than an exercise in compliance, this process for 2012 is part of the strategy to raise awareness around the issues of corruption.

AGS Code of Conduct Signed in 2012



“ **100% COMPLIANCE TARGETTED FOR 2013.** ”

Anti-corruption

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



Action: Supplier Code of Conduct

Based on feedback and discussion with the branch managers and network managers for the different regions, we understand that it is difficult for a company to change a corrupt environment by themselves and collective action is an effective strategy to increase fair and transparent business practices. For this reason the executive sponsor, Gilles Taïeb, will be engaged with the roll out of the Supplier Code of Conduct and positioning MOBILITAS within the industry memberships and committees to collectively build integrity and reduce corruption.

The Supplier Code of Conduct will combine anticorruption principles along with the human rights principles. For 2013 the focus will be on the drafting of the document for the different brands and initial feedback from our most important partners and suppliers.

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In support of the United Nations Global Compact

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