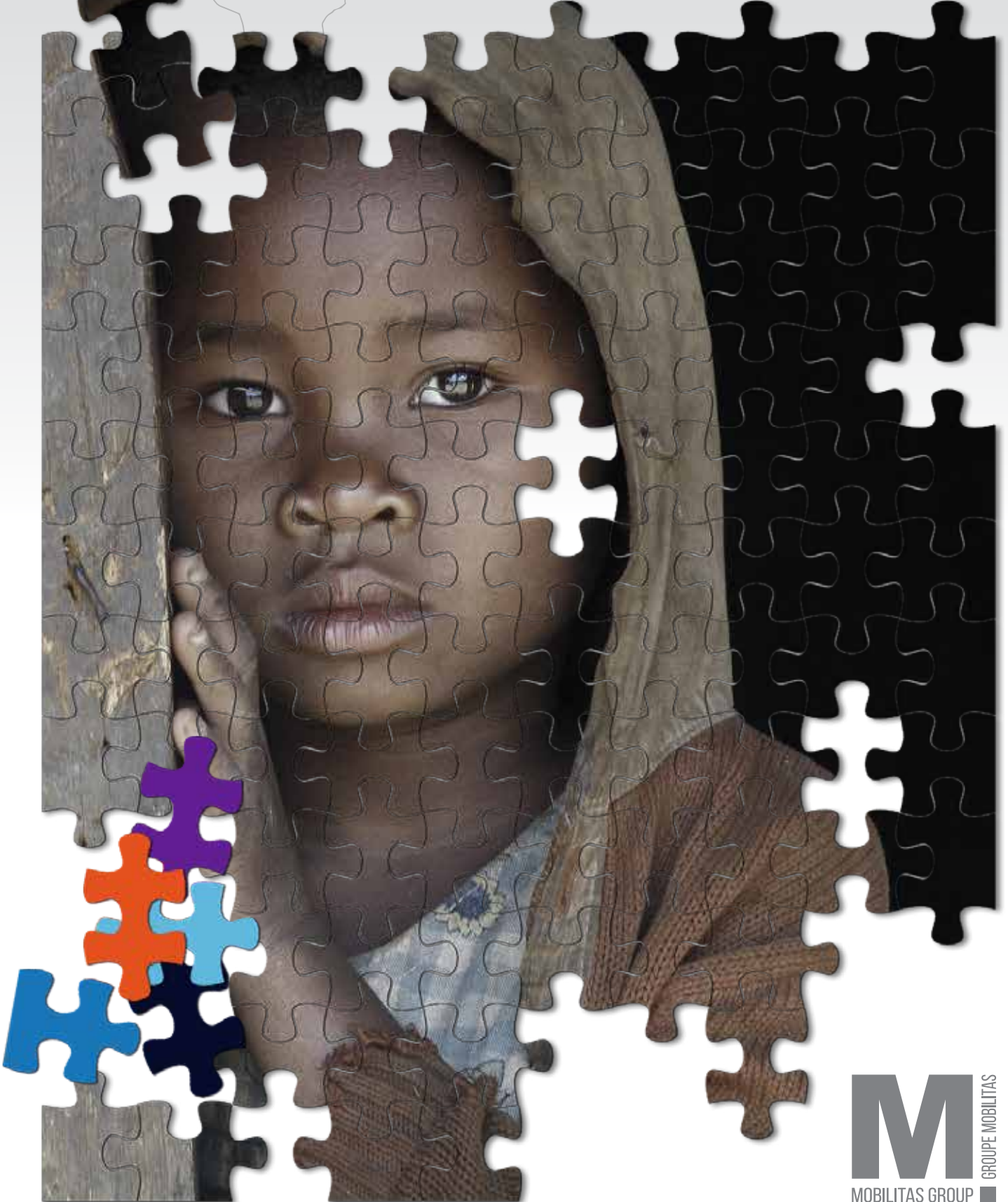




2015

UN GLOBAL COMPACT  
COMMUNICATION ON PROGRESS





“ PUZZLE: A PROBLEM THAT  
REQUIRES INGENUITY AND OFTEN  
PERSISTENCE IN SOLVING OR  
ASSEMBLING. ”



## OVERVIEW

Action Plan  
Chairman's message

## HUMAN RIGHTS

Africa54  
CSR Activities  
Actions in disaster-stricken countries

## LABOUR

LTG Social Ethics Committee  
VIE program  
Personal security in Africa

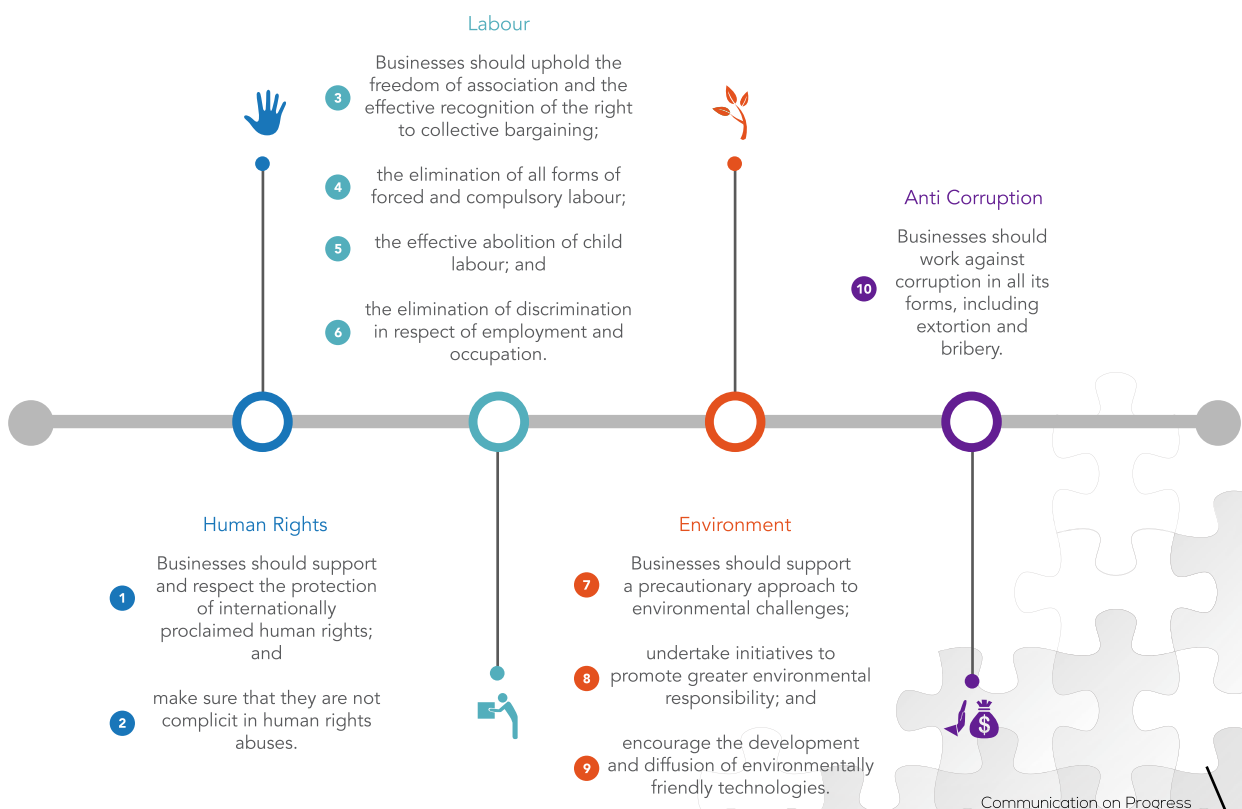
## ENVIRONMENT

Bilan Carbone©  
Planète Urgence

## ANTI CORRUPTION

Code of Conduct

## UN GLOBAL COMPACT 10 PRINCIPLES



UN PRINCIPLES



MOBILITAS ACTIONS



STAGE



ACTIONS FOR 2015



ACTIONS FOR 2016



<p>HUMAN RIGHTS</p>	<p><b>BUSINESS FOR PEACE AFRICA54</b></p>	2 <sup>nd</sup> year: Action	Opening of new branches as per our Africa54 project	Finalisation of the Africa54 project
	<p><b>CSR ACTIVITIES</b></p>	>5 years Communicate	Communicate on selected initiatives worldwide	Continued involvement in local communities and charitable initiatives
	<p><b>ACTION IN DISASTER-STRICKEN COUNTRIES</b></p>	Crisis management in affected countries	<p>Fundraiser following the earthquake in Nepal</p> <p>Caravane solidaire in Morocco after devastating floods</p> <p>Community initiatives following the drought in South Africa</p>	Remain closely involved with local communities to ensure fast response to crises
<p>LABOUR</p>	<p><b>LTG SOCIAL ETHICS COMMITTEE</b></p>	2 <sup>nd</sup> year: Implementation of policies	<p>Adoption of policy principles building on the values established with the Ethical Employee Conduct Pledge in 2014</p> <p>Preparation phase of HR succession planning and management systems</p>	<p>Implementation of succession planning and management systems</p> <p>Training, improved learning and development initiatives linked to staffing and equitable ethical recruitment; diversity management and employment equity; focus on Occupational Health and Safety</p>
	<p><b>VIE PROGRAMME</b></p>	>5 years	Continued active participation in the programme	Continued active participation in the programme
	<p><b>PERSONAL SECURITY TRAINING INITIATIVES</b></p>	>5 years	<p>Training resources sent out to staff across all branches</p> <p>Guidelines and close support provided to staff and clients regarding security hotspots and flare-ups</p>	<p>Finalize training resources for consultants and make security training part of the induction training of all staff</p> <p>Extend security training to clients as our business grows</p>
<p>ENVIRONMENT</p>	<p><b>ENVIRONMENTAL IMPACT OF BUSINESS</b></p>	4 <sup>th</sup> year: Action to reduce environmental impact	<p>Assessment of packing materials and progressive move to exclusive use of non-bleached boxes</p> <p>Bilan Carbone© Demepool / AGS Paris</p>	<p>Roll out of the new sustainable materials procurement strategy</p> <p>Renewal the of Bilan Carbone© assessment</p>
	<p><b>PLANÈTE URGENCE</b></p>	>5 years	Commitment to continued working with Planète Urgence	Commitment to continued working with Planète Urgence
<p>ANTI CORRUPTION</p>	<p><b>CODE OF CONDUCT</b></p>	4 <sup>th</sup> year: Assessment and communication	<p>Group-wide supplier survey to assess compliance with the Global Compact principles</p> <p>Review and update of the AGS Code of Conduct</p>	<p>Focus training on specific areas of corruption and bribery</p> <p>As records management activity grows, training of new staff to anti-corruption guidelines</p>



Over the last 42 years, MOBILITAS has grown into a global company present on four continents. Our international reach raises challenges which our group is committed to take on while always keeping our values of quality, performance, innovation, respect and solidarity at the core of our policies and operations. These values form the pillars of our commitment to sustainable business practices across the globe.

This report highlights some of the initiatives taken by our subsidiaries and staff in various countries. I would like to bring the focus on three of these initiatives, motivated by solidarity and a long-term development vision.

**Africa54:** 2015 marked the penultimate year of our Africa54 project, through which we aim to cover the entire African continent by the end of 2016. Our growth goes hand in hand with our continued commitment to the socio-economic development of local communities, through professional training and career opportunities.

**Crisis response:** The global response to the Ebola epidemic over the last two years has raised awareness of the vital necessity for businesses to be involved in their communities in order to provide quick response to potential crises. The MOBILITAS group has demonstrated year after year its dedication to act on this key principle of solidarity and, in 2015, contributed to local efforts to alleviate the impact of natural disasters taking place in Africa and South Asia.

**Personal safety:** Personal security is also a key concern to our company, which is called upon to operate in unstable regions where the safety of our staff and clients may be at risk. Training programmes are put in place to ensure the protection of all involved in our operations.

As chairman of the MOBILITAS group, I am proud to reaffirm our commitment to the ten principles outlined in the UN Global Compact, which we continue to uphold in all of our activities and operations.

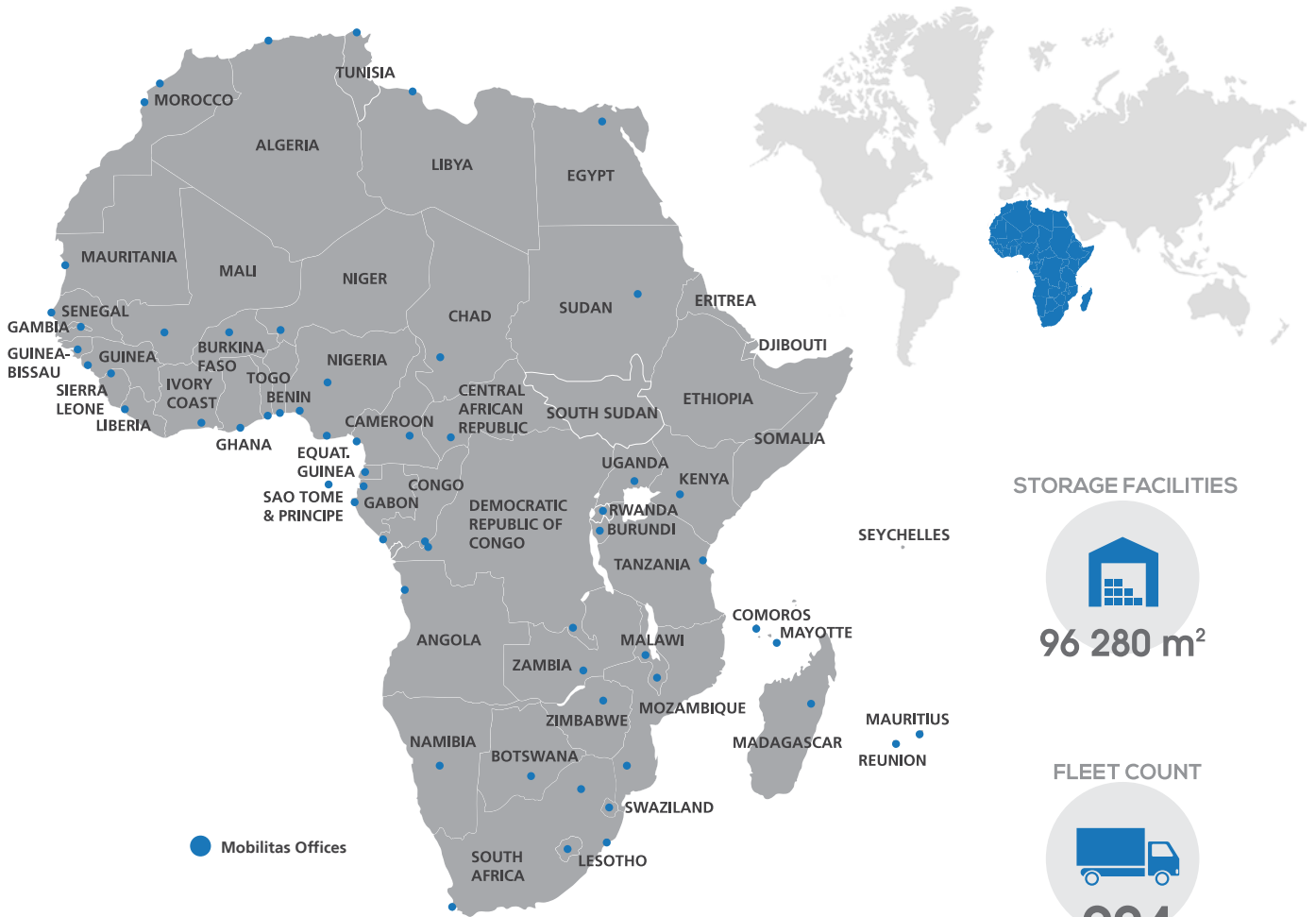
“ OUR VALUES FORM THE  
PILLARS OF OUR COMMITMENT  
TO SUSTAINABLE BUSINESS  
PRACTICES ACROSS THE GLOBE ”



## MOBILITAS VALUES



## PROMOTE SUSTAINABLE INVESTMENT: AFRICA 54



### STORAGE FACILITIES



### FLEET COUNT



### LOCATION COUNT



### STAFF COUNT



Since 1993, MOBILITAS has developed its footprint in Africa, the second largest continent and one of the world's leading provider of natural resources. Over the past two decades, we have constantly invested in our growing network to reach our current number of 81 branches in 48 African countries, supporting hundreds of people through local employment opportunities.

In order to further support the advancement of human rights in Africa, MOBILITAS launched its Africa54 project, which aims for complete coverage of all 54 African countries by September 2016. 2015 saw the opening of branches in São Tomé and Príncipe, the Comoros and Guinea Bissau. The 6 remaining countries, namely Djibouti, Ethiopia, Eritrea, the Seychelles, Somalia and South Sudan, will be opened in 2016.

By being present on the ground with local branches, we help international companies and their employees as well as diplomats and NGO staff operate in less accessible markets, contributing to building up an infrastructure that allows for economic growth. Numerous studies show that well-functioning market economies can play major roles in building broad support for a strong civil society.

We believe in the growing significance of the African economies and support their development with continuous, sustainable investments. All our branches aim for constant growth, allowing us to hire and train more people. We are committed to contributing to higher living standards and improved professional skills by offering career opportunities for local employees everywhere we operate.

The Africa54 project will culminate in high-profile events in Paris, London and Johannesburg in September 2016 – celebrating the Group's 'All of Africa' presence and, hopefully, encouraging others to follow in our footsteps.



MOBILITAS subsidiaries continue to positively engage with the communities in which they operate. For 2015 please find a selection of activities undertaken by the different branches, in line with MOBILITAS' commitment to protect human rights:

AGS FRASERS NIGER

For the past two years, AGS Frasers Niger has been sponsoring library memberships for the children of all their staff, offering them a free subscription to the multimedia library of the Franco-Nigerien Cultural Centre in Niamey. A party was organized for the children to welcome them to the library, where they were given their membership card and treated to snacks and drinks before the day ended with a story-telling.



AGS FRASERS GUINEA

French bank BNP Paribas and AGS Frasers Guinea joined forces in support of the Mgr Robert Sarah orphanage. The centre, founded in 1996 in the city of Coyha, cares for 33 children. BNP donated furniture to the orphanage which AGS delivered and assembled on site.



URUGUAY

Uniting with fellow women of the industry, AGS Director Joëlle Castro, along with Portan's Paula Colmenares from Columbia and Marcela Balderas from Mexico, led the first LACMA Ladies convention, which brought together women of the Latin American and Caribbean removals industry in support of a good cause. The event raised US \$ 4,060 towards a literacy project at the San Adolfo School in Las Piedras, Uruguay. The "Ultreia Project" will benefit over 120 pupils in pre-school and primary school.



STUTTAFORD VAN LINES

Stuttaford Van Lines got involved throughout the year with local schools, charities and good causes. After hosting a fundraising event in aid of Johannesburg's Bertrams Junior School in February, the staff of the Johannesburg branch visited and showed their support for Gauteng non-profit organizations Casa Caritas, a home for the physically and mentally disabled, and Kid's Haven, a charity focused on bringing children off the streets and reintegrating them into communities.

While taking part in Cell C's national "Bring a Girl Child to Work Day" initiative, Stuttaford's Johannesburg branch welcomed 10 young girls from a local school and introduced them to their work, inspiring them through example and an interactive workshop.



AGS PARIS

AGS Director Joëlle Castro, alongside her colleagues from the Femmes Chefs d'Entreprise association, an organization of women business leaders, organized a prestigious evening to raise funds for the Sparadrapp association. The event raised 10,250 euros which will benefit the charitable association dedicated to improving children's medical care. Sparadrapp educates and provides tools to children, families and medical staff in order to create a better nursing environment for children during hospitalizations as well as routine medical consultations.



AGS ROMANIA

Throughout last summer, AGS Romania collected donations of furniture, toys and clothing from customers. Those were then handed to the Innocenti Foundation, a non-profit organization providing education and social support to children in need and their families.

In December, the AGS staff in Bucharest worked with the German school of Bucharest to deliver gifts to the children of the Asociatia Sfantul Stelian, an association dedicated to helping Romanian children in need find their place in society. The gifts were transported by AGS and delivered to the children by Santa Claus himself!

AGS FRASERS SUDAN

The German Embassy in Khartoum led a fundraising project with the objective to rebuild the children's playground for local orphanage Mygoma. AGS Frasers Sudan sponsored and actively participated in the project's successful fundraising gala. Thanks to the money raised, the orphanage was able to inaugurate their new playground in March 2015, in the presence of German Ambassador Rolf Welberts.



AGS FOUR WINDS MALAYSIA

AGS Four Winds Malaysia has been sponsoring the Kuala Lumpur's Tigers Rugby Club since its inception in 2014. As part of its commitment to the club, which benefits 450 children and 50 adults, AGS stores the club's equipment in its warehouse and delivers the kit every Saturday to the training fields. The staff also set up tents where the children and their families can gather after the training sessions for an afternoon lunch. In September, AGS offered all the children mini rugby balls to celebrate the start of the Rugby World Cup.



AGS FRASERS CAPE TOWN

In June and July, AGS Frasers sponsored their Cape Town branch manager, Andro du Plessis, as he undertook the Put Foot Rally, a 23 day rally through Southern Africa which aims at breaking down the misconceptions about the remoteness of Africa. The rally this year supported two charities, the Thula Thula Rhino Orphanage and the Put Foot Foundation. AGS made a sizeable donation towards the latter, in whose name rally participants donated shoes and stationery to over 450 children from Okaukuejo Primary School in Etosha, Namibia.





## ACTION IN DISASTER-STRICKEN COUNTRIES

# NEPAL

## EARTHQUAKE

**7.8** EARTHQUAKE  
MAGNITUDE

**8 850**  
DEATHS

**8 000 000**  
PEOPLE  
AFFECTED

**22 200**  
INJURED

**505 000**  
HOUSES  
DESTROYED

### RESPONDING TO THE CRISIS IN NEPAL

On Saturday, 25 April 2015 a massive 7.8 magnitude earthquake struck Nepal. It severely shook the lives of at least 8 million people and left many homeless. Nepal's major cities, including the capital Kathmandu, were badly damaged and rural areas near the epicentre were completely cut off by avalanches.

The earthquake hit the capital, but its impact spread far beyond. At least 18 people died on the slopes of Mount Everest, where avalanches buried part of the base camp packed with foreign climbers.

Just one of the climbers hiking up the side of Everest that day was AGS 360° Solutions' International Sales Director, Andrew Elliman, who together with a team of nine mountaineers and two sherpas was attempting to break the world record for the black-tie dinner hosted at the highest-ever elevation – 7,100 metres above sea level.

More than just for the record however, Elliman's team of mountaineers (including British celebrity chef Sat Bains) were officially raising funds for Community Action Nepal – a mountaineers' charity assisting Nepalese porters and their neighbouring communities.

Fortunately for Andrew, his team, and their supporting sherpas, they had selected to tackle Everest from its northern slope and were spared the worst of the earthquake's devastation experienced by mountaineers at the Base Camp on the southern slope. The team had reached an elevation of 6,400 metres and were within touching distance of a world record and reaching their fundraising goal, before having to turn back from Everest's Advanced Base Camp – a mere 700 metres away from the North Col.

In light of the disaster, it was decided by the team that it would be inappropriate to continue with the dinner party, and to instead focus on the other part of their mission: raising funds for the Community Action Nepal charity. And although their world record attempt was called off, their fundraising initiative, which raised a total of £100,000, could not have come at a more opportune time to support Nepal.

AGS contributed £15,000 to the campaign and continues to support Andrew's fundraising efforts.

**“ A TOTAL OF £100,000  
WAS RAISED TO SUPPORT NEPAL ”**





## ACTION IN DISASTER-STRICKEN COUNTRIES

### SUPPORT FOR FLOOD-AFFECTED FAMILIES IN MOROCCO

Morocco suffered severe floods during the winter of 2014-2015 which caused many casualties and damage to infrastructure. Roads and villages were swept away and isolated villages in the Atlas Mountains found themselves cut off from the rest of the world.

AGS Frasers Morocco joined forces with the Rabat Association Flambeau Arc-en-Ciel, a branch of the Lions Club, in their efforts to bring assistance to the families living in these remote douars. This was achieved through a "Solidarity caravan" transporting much needed food and clothes supplies to the Atlas Mountains.

The AGS teams provided packaging and logistics for the goods, which were delivered by them to the High Atlas village of Setti Fatma. From there, the boxes of supplies were loaded onto lightweight vehicles and donkeys, better able to take on the rest of the journey towards altitudes of up to 4,000 metres.

Thanks to the joint efforts of AGS, Flambeau Arc-en-Ciel, and generous donors, 150 families received a box containing flour, sugar, oil, lentils, tea, couscous and rice as well as blankets and items of clothing.

### Flood-affected areas of Morocco:



### DELIVERING WATER TO DROUGHT-STRICKEN AREAS IN SOUTH AFRICA

South Africa has been subjected to severe droughts over the recent years, which have led to five of the country's nine provinces being declared disaster areas. Farmers have been the most severely affected by the water shortage, while families are relying on drinking water donations collected and distributed by associations such as Water Shortage South Africa (WSSA).

WSSA collects donations of drinking water as well as bottled tap and rain water, to distribute it in areas that need it most. Water is donated and dropped off by South Africans who want to help and transported by volunteers to the WSSA's regional warehouses, from where it is despatched across the country according to regional needs.

Stuttaford Van Lines in South Africa assisted with logistics support to transport and deliver donated water to and from the association's warehouses and distribution hubs.

The SVL Johannesburg branch despatched a vehicle to be part of a 37-truck convoy carrying two million litres of water to the north of the country. Staff also contributed to the packing effort and donated pallets and packaging material, while Stuttaford Van Lines' branch in Cape Town provided transport and packaging for 30 pallets of water, delivering thousands of litres of water to Bloemfontein.

Both branches used this opportunity to raise awareness among their staff and clients to the dire necessity of using water sparingly and responsibly to ensure a sustainable future for all.

MOROCCO

SOUTH AFRICA

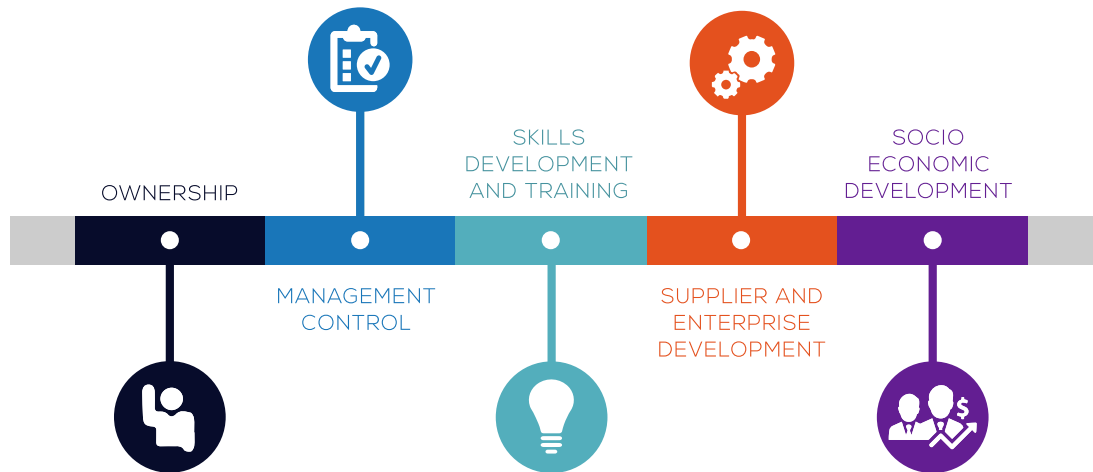
### 5 of the 9 provinces in South Africa were declared disaster areas:



### RE-DEVELOPING OUR HUMAN RESOURCE CAPACITY

The Laser Transport Group (Pty) Limited (LASER), the South African subsidiary of the MOBILITAS Group, began in 2015 the implementation of succession planning and management systems to ensure an integrated, systematic approach to identifying, developing and retaining employees in line with current and projected business objectives. Developed

over 3 years, this initiative will be implemented through training, improved learning and development initiatives linked to staffing, equitable ethical recruitment, and diversity management and employment equity. In May 2015, the country's new Broad Based Black Economic Empowerment Act came into effect, focussing on guaranteeing:

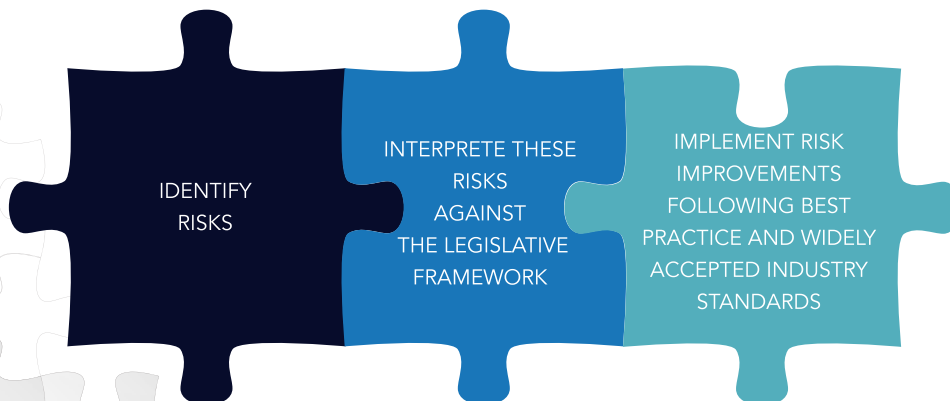


Committed to complying with BBBEE policies, the Laser Transport Group will focus on the medium term on spending 6% of payroll on Skills Development while ensuring the implementation of principles of fairness, equality and commitment to the development of those less fortunate.

### OCCUPATIONAL HEALTH AND SAFETY POLICY

A part of their 3-year management systems development plan, LASER will place a renewed strategic focus on ensuring that Occupational Health and Safety compliance remains the top priority within all operational areas of the group. The Laser Transport Group will embrace a more formal approach

to managing its risks by adopting and implementing a formal safety program which complies with all the legislative requirements of their operations. Principles of OHSAS 18001 will be incorporated with a view to providing a means to:



## PERSONAL SECURITY TRAINING FOR ERA STAFF

Executive Relocations in Africa devised a personal security training programme in 2014 which has since been rolled out to branches across the continent. The programme can be delivered online as well as through direct onsite training in more sensitive regions. Its aim is to guarantee the security of employees operating in high risk areas and give them the tools to respond to potential dangers. In this way they can ensure their own safety as well as that of those under their

responsibility, whether they are subordinates, colleagues or clients. In addition to this formal training, staff are instructed to follow strict guidelines from managers and, when applicable, governments and international organizations, with respect to what constitutes dangerous behaviour in their respective regions of operation. Meanwhile, the company is committed to informing staff clearly and promptly of any threats to their security in hotspots and sensitive regions.

### COUNTRY FOCUS: **SUDAN**

POPULATION: **36,108,853**



**May 2008: Rebel attacks in Omdurman and Khartoum**  
AGS business meetings are confined to diplomatic areas and neighbourhoods away from the city centre.

**September 2013: Clashes in Khartoum following fuel subsidies crisis**  
AGS staff is evacuated from the offices and warehouse and sent home before road blocks are set up.

**2015: Ongoing ethnic violence in Darfur and Khartoum**  
AGS staff and clients are expressly urged to follow safety and emergency guidelines.

#### EMERGENCY ACTION PLAN

- Assess position and safety status of all staff, offices and vehicles.
- Avoid affected areas and communicate all relevant information to the appropriate authorities.
- Follow all instructions from the Ministry of the Interior (eg: curfew) and relevant embassies.
- Inform management of any risk situation and communicate instructions to all staff.
- Make provisions for water and non-perishable food items as per authority recommendations.
- Identify emergency meeting points and be ready for evacuation.
- Keep an operational radio set and be ready to receive emergency radio transmissions.

#### QUICK FACTS



LIFE EXPECTANCY:

**63** years

**GDP**  
PER CAPITA:

**\$4,500**



**Perceived criminality:**

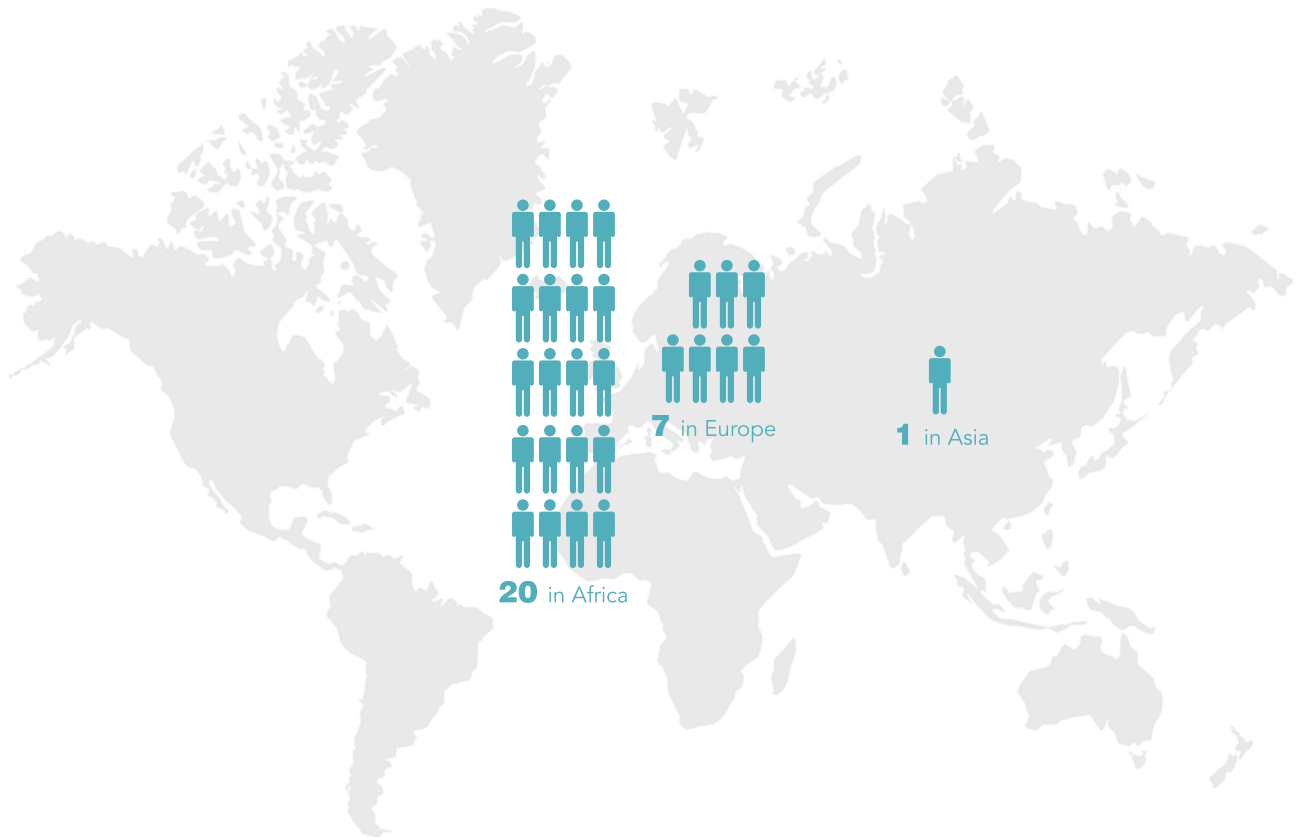
- Personal crime: Low
- Personal robberies: Medium
- Political violence: High
- Terrorism: High

\* 2015 figures from the CIA World Factbook  
<https://www.cia.gov/library/publications/the-world-factbook/geos/su.html>

\*\* Crime data from US Overseas Security Advisory Council  
<https://www.osac.gov/pages/ContentReportDetails.aspx?cid=17690>

## V.I.E PROGRAMME

Every year, MOBILITAS continues to help young graduates gain critical business experience in an international context via the V.I.E (Volunteer for International Experience) programme. In 2015, 28 V.I.E candidates were given global corporate experience in the group, mainly in Africa, but also in Europe and Asia.



INTERNATIONAL V.I.E PROGRAMME





## LOÏC DELCON, 29, SHARES HIS EXPERIENCE

“ IF I HAD A CHOICE... I WOULD DO IT  
ALL OVER AGAIN ”



### What was your role on arrival and how was the transition to your new post?

I arrived in Ivory Coast as Deputy Branch Manager. 3 days earlier I was still at my previous job in France. The transition was rapid and intense: new company, new position, new industry, new continent, and mostly, new culture! It was so interesting I did not see the time go by and if I had a chance, I'd do it all over again.

### What are some of the challenges you faced working in Ivory Coast?

We worked on many big projects: implementation of the records management and relocation activities, preparation of the FAIM audit which we successfully passed, repatriation of the AfDB (African Development Bank) headquarters and officials.

### What personal challenges did the V.I.E experience bring you?

My work and my skills had to develop along with these very different projects – they were a true source of professional and personal enrichment.

### What has your experience been in daily life (outside of work) in Ivory Coast? Is there anything that has been especially difficult to get used to?

I love this country and its kind, witty, astute but also hard working people. Ivory Coast's main assets are its many different communities. Lebanese and French communities already settled for generations in addition to a large

number of expats, as well as a really abundant international community. This diversity translates itself in everyday life and in business opportunities – with an annual growth rate of 10%, everything here is in motion and grows fast, so is AGS Frasers Ivory Coast.

I'm involved in some charity work (free meals distribution to kids from disadvantaged areas, visits to orphanages). It's a way of giving back to this country that gives me so much every day.

### How does AGS Ivory Coast work towards the 10 principles of the Global Compact in the areas of the Environment, Labour, Anti-Bribery & Corruption and Human Rights?

Littering is very common in Ivory Coast – I find it very annoying. As a responsible company, we have to set an example. This is why AGS Frasers Ivory Coast has been recycling its packing materials since 2014 through a local subcontractor who processes them into cardboard egg trays. We have extended this initiative in 2015 at PRO ARCHIVES SYSTEMES with the destruction of records.

### What did you do to share your experience with other V.I.E?

As a V.I.E myself, I have always had strong ties with Business France. We have launched an "Old V.I.E Club" in Abidjan and I have animated discussions about building a network as a V.I.E.

OPERATION "1 MOVE = 1 TREE"

Since 2009, MOBILITAS has been partnering with NGO Planète Urgence in support of their Environment & Development programme. The programme works towards ensuring a sustainable future for communities in Mali, Madagascar, Indonesia and Haiti. In an effort to offset the environmental impact inherent to their activities, subsidiaries

of the group have committed to contributing to the reforestation of those regions, planting one tree for every international move carried out by the company, and for every 15 archive boxes stored within our warehouses. Together with Planète Urgence, MOBILITAS has planted 148,000 trees since the beginning of our partnership six years ago.

THE PROJECTS

Planète Urgence works with local organizations in countries that are particularly vulnerable to climate disturbances. Through various projects in Mali, Madagascar, Indonesia and Haiti, Planète Urgence provides communities with the skills and resources they need to develop their local economy, in a manner which is both environmentally and economically sustainable.

Since the inception of the programme, the association has planted 5.5 million trees in affected regions, benefitting 15,000 families.



MALI - SINCE 2009

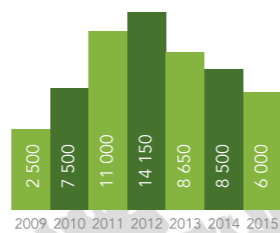
Planète Urgence contributes to the fight against desertification in the Mopti and Ségou regions of Mali. By providing sustainable resources for fruit and wood production, the project supports local families working towards income and food security.



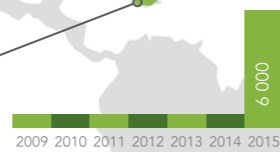
HAITI - SINCE 2015

Planète Urgence has been working in Haiti since 2014, leading a reforestation project in the Jacmel region in partnership with the Haitian Movement for Rural Development.

The project aims to rebuild the forest areas and to provide sustainable resources for farming and wood.



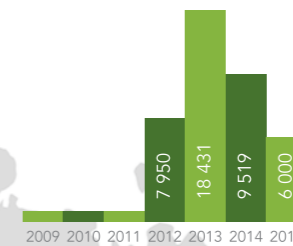
MALI



HAITI



MADAGASCAR



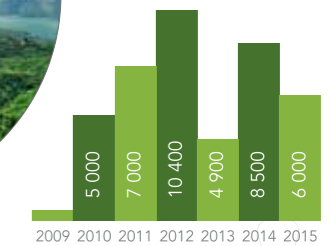
MADAGASCAR - SINCE 2012

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

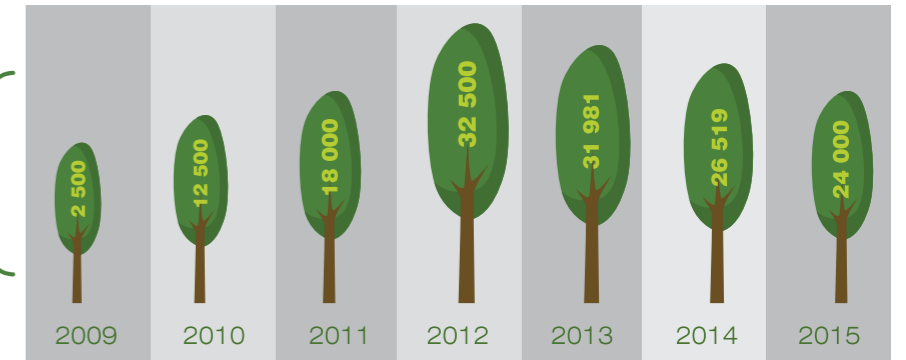


INDONESIA - SINCE 2010

Following a vast reforestation project on the island of Sumatra through which over 3.3 million trees were planted, Planète Urgence now concentrates its efforts on the conservation and restoration of the mangrove forests of the Mahakam Delta. The region is home to hundreds of species of fish and birds and its inhabitants rely on aquaculture and fishing. The project supports local families by providing them with the skills and financial resources to develop a sustainable aquaculture industry.



INDONESIA



CONTRIBUTIONS TO THE PROGRAMME

Together with Planète Urgence, MOBILITAS has planted 148,000 trees since the beginning of our partnership six years ago.

CONTRIBUTIONS BY MOBILITAS TO PLANÈTE URGENCE'S ENVIRONMENT & DEVELOPMENT PROGRAMME:

## DÉMÉPOOL ASSESSES ITS CARBON FOOTPRINT

As part of the company's commitment to improving its environmental footprint, French removals specialist DÉMÉPOOL completed its Bilan Carbone® assessment for the year 2015. DÉMÉPOOL has put in place measure indicators to assess the impact of the business on the environment by measuring the CO<sup>2</sup> emissions equivalents for all business activities. The assessment covers such areas as fuel and energy consumption, paper consumption and

waste management. After successfully reducing their carbon impact in terms of fuel consumption and actual carbon emissions, the company has set objectives to reduce their use of paper resources and ink cartridges.



### 2014/2015 ASSESSMENT RESULTS

	2014 Objectives	2014 Results	2015 Results	2016 Objectives
Total carbon emissions by DEMEPOOL headquarters	-10%	223.08	178.96	-10%
Fuel consumption over global fleet	-5%	5.43 ℓ/100km	5.12 ℓ/100km	-5%
Ink cartridges consumed	not assessed	not assessed	45.8kg	35 kg
Paper usage	not assessed	not assessed	5250kg	4200 kg

## AGS INTRODUCES "CLEANER" PACKING CARTONS

In 2015, a group-wide procurement strategy based on environmental impact was developed and a key focus was on the packing materials we currently use for AGS, the largest consumer of this type of material in the MOBILITAS group.

The iconic white AGS box will be replaced by a more eco-friendly brown cardboard, which requires no bleaching. The quality of the box is not affected at all, which is an essential aspect of moving personal effects, particularly when some

goods are travelling thousands of kilometers, and taking up to 8 weeks or more to arrive in their new home. As an added benefit, this new brown packaging is also more cost-effective to produce, without compromising the levels of protection offered.

AGS will be phasing in the packaging throughout 2016 globally.





## UPDATE ON THE AGS CODE OF CONDUCT

### TIGHTENING OF ANTI-CORRUPTION POLICY

AGS was the first removals company to join the UN Global Compact in 2009 and has adhered to its principles on anti-corruption ever since. Our commitment to stamp out corruption is held at the highest levels of the company.

As part of this commitment, the AGS Group created a Code of Conduct to communicate our standards to all our staff, suppliers and clients.

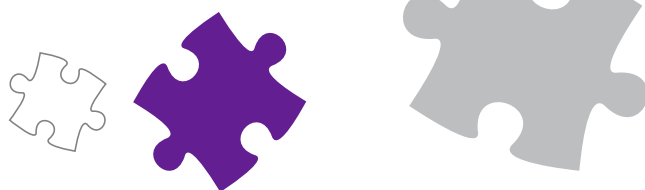
This Code of Conduct is revised regularly to make sure it remains up-to-date in an ever-changing environment. In 2015, AGS updated its Code of Conduct and tightened its policies. Where facilitation payments were previously tolerated in exceptional circumstances, they are now, following this update, strictly prohibited. Such payments constitute a form of bribery made with the purpose of expediting or facilitating the performance by a public official of a routine government task. Every manager and employee has an

independent obligation to ensure that any interaction with public officials complies with all relevant laws and regulations, as well as with the AGS Code of Conduct. Failure to observe this code will result in disciplinary action, and no employee will ever be penalised for refusing to pay bribes, even when it should result in a loss of business for AGS.

The fight against corruption can sometimes be a draining ongoing fight for our staff on the ground, when some officials try to impose unnecessary taxes. One of our branch managers explains:

*“In this country, fighting against corruption is an achievement in itself. You systematically have to argue and prove that the client does not need to pay unnecessary duties and taxes, which can sometimes take days. But where clients would sometimes rather give up and pay or find an arrangement, I would rather spend energy and time to get justice.”*

“ IN THIS COUNTRY, FIGHTING AGAINST CORRUPTION IS AN ACHIEVEMENT IN ITSELF ”





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