



2016 UN GLOBAL  
COMPACT

[ COMMUNICATION ON PROGRESS ]

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**“CONNECTEDNESS”** THE STATE OF BEING CONNECTED AND HAVING A CLOSE RELATIONSHIP WITH OTHER THINGS OR PEOPLE.



# UN GLOBAL COMPACT 10 PRINCIPLES



UN PRINCIPLES	MOBILITAS ACTIONS	STAGE	ACTIONS FOR 2016	ACTIONS FOR 2017
 <b>HUMAN RIGHTS</b>	BUSINESS FOR PEACE AFRICA54	3 <sup>rd</sup> year: Action	Finalization of the Africa54 project	Development of emerging markets outside of Africa
	GENDER EQUALITY	1 <sup>st</sup> year: Action	Endorsement of the Women's Empowerment Principles	Commitment to promotion of gender equality
	CSR ACTIVITIES	> 5 years Communicate	Communicate on selected initiatives worldwide	Continued involvement in local communities and charitable initiatives
 <b>LABOUR</b>	LTG SOCIAL ETHICS COMMITTEE	3 <sup>rd</sup> year: Implementation of policies	Training, improved learning and development initiatives linked to staffing and equitable ethical recruitment; diversity management and employment equity; focus on Occupational Health and Safety	Implementation of succession planning and management systems
	VIE PROGRAMME	> 5 years	Continued active participation in the VIE programme	Continued active participation in the VIE programme
	TRAINING INITIATIVES	> 5 years	Implementation of a staff Training and Skills Development programme	Provision of training plans and resources to staff across all branches
 <b>ENVIRONMENT</b>	ENVIRONMENTAL IMPACT OF BUSINESS	5 <sup>th</sup> year: Action to reduce environmental impact	Assessment of packing materials and progressive move to exclusive use of non-bleached boxes  Bilan Carbone© Demepool	Encourage smaller scale environmental initiatives at local branches  Bilan Carbone© Demepool / AGS Paris
	PLANÈTE URGENCE	> 5 years	Commitment to continued working with Planète Urgence	Commitment to continued working with Planète Urgence
 <b>ANTI CORRUPTION</b>	CODE OF CONDUCT	5 <sup>th</sup> year: Implement and communicate	Review of Supply Chain Management processes throughout the Group  Implementation of a Group wide Compliance programme	Improving Anti-corruption policies and processes throughout the Group



# CHAIRMAN'S MESSAGE

2016 HAS BEEN A PIVOTAL YEAR FOR THE MOBILITAS GROUP, ONE IN WHICH DESPITE VERY REAL GLOBAL CHALLENGES, WE HAVE BEEN ABLE TO SET CONCRETE PLANS FOR FUTURE CONTINUED DEVELOPMENT GUIDED BY THE PRINCIPLES OF THE UNITED NATIONS GLOBAL COMPACT.

More than ever, MOBILITAS employees have engaged with our company's values of Quality, Performance, Innovation, Respect, and Solidarity, to make a difference in the communities we operate in. This report highlights some of the initiatives taken by our subsidiaries and staff in various countries.

## AFRICA54

With an established physical presence in all 54 African countries, 2016 marked the finalization of phase one of this project. Africa 54 is both a growth strategy for MOBILITAS and a development strategy for the countries in which we operate. Our aim is to contribute to inclusive, sustainable growth that creates value and jobs, and improves people's well-being through strong commitments in the health, education and environmental sectors, among others. The group will now undertake to develop new activities on the continent such as records management and global mobility services, creating further opportunities for growth and employment.

## TRAINING AND SKILLS DEVELOPMENT

As the MOBILITAS Group expands and develops new activities, the progression of our staff is a key concern for our company. Focused training and skills development will seek to share knowledge and capitalize on staff strengths, while taking into account our environment, our international presence and the difficulties that sometimes present themselves.

## SUPPLY CHAIN MANAGEMENT

Supply Chain Management is a vital aspect of our business and we do the utmost to ensure that our high standards of service and quality go beyond the direct contact we have with our customers. Comprehensive anti-bribery and corruption policies, privacy policies and compliance surveys ensure that all suppliers fully comply with UN Global Compact Principles and adhere to internationally recognized environmental, social and corporate governance standards.

As chairman of the MOBILITAS group I am pleased 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.



Alain Taïeb Chairman of the Supervisory Board

# MOBILITAS VALUES

**QUALITY**

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

**PERFORMANCE**

Excellence is at the heart of MOBILITAS. We aim to exceed expectations and demonstrate to our clients that our standards are world class.

**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 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, recognizing that although we may not be the same, we live on common ground. In standing together we believe we are always stronger and wiser.



# HUMAN RIGHTS

## FINALIZATION OF THE AFRICA 54 PROJECT



THIS YEAR MARKED THE COMPLETION OF THE FIRST PHASE OF THE MOBILITAS GROUPS' AFRICA54 PROJECT. THE PROJECT, WHICH COMMENCED IN 1993, SAW THE GROUP ATTAINING ITS GOAL OF HAVING A PHYSICAL PRESENCE IN ALL 54 AFRICAN STATES. THE COMPANY HAS OPERATED IN AFRICA FOR 25 YEARS AND BECAME THE FIRST PRIVATELY-OWNED COMPANY TO ACCOMPLISH THIS SIGNIFICANT ACHIEVEMENT.



MOBILITAS identified the need for high quality mobility services shortly after establishing its first African branch in the Ivory Coast in 1993. There was a growing number of multinationals entering the continent and the company immediately recognised the region's growth potential. The rising middle-class, coupled with the increased buying power of its youthful population offered new opportunities to foreign businesses.

For MOBILITAS, however, the historic Africa54 milestone did not come without its challenges. The risks of doing business in Africa remain high and prospective investors are often discouraged from the get-go. Difficult business conditions, poor infrastructure, political unrest and unfavourable government policies are just some of the contributing factors that significantly reduce the accessibility of Africa.

We believe we had a slightly different approach which contributed to our company's successful African execution; "In order to experience and reach Africa, you have to be persistent and have endurance, you need to go the extra mile, familiarise yourself with the local history and traditions - go to Africa to learn and not to teach," notes Alain Taïeb, Chairman of MOBILITAS Group's Supervisory Board. Knowing the risks associated with each country and understanding the culture are vital to success.

Indeed, we have been persistent in pursuing our place under the African sun and our hard work paid off; the Seychelles branch, the final elusive country, opened its doors in the second half of 2016 and officially cemented our company's deeply-rooted relationship with the African continent.

In celebration of this momentous achievement, MOBILITAS hosted three celebratory events in Johannesburg, London and Paris in September 2016. The events were well attended by executives, government and social society which was testament to our brand's established reputation within the industry.

MOBILITAS has worked hard to improve accessibility to the remotest areas in Africa and we're not stopping there. We're aiming to increase our activities on the continent to respond to market demand for global mobility and records management services. We aim to support and accelerate growth and economic change on the continent. Today, the Group employs 4324 people, with 2807 in Africa alone, and will continue to be committed to this vibrant continent, aiming to create 6000 jobs in Africa in the coming years.



# HUMAN RIGHTS

## ENDORSEMENT OF THE WOMEN'S EMPOWERMENT PRINCIPLES

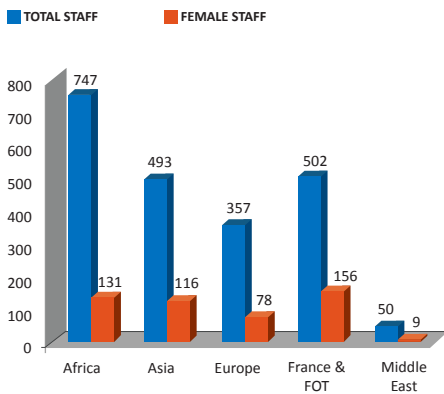
MOBILITAS RECOGNIZES THAT WOMEN CONTINUE TO BE UNDER-REPRESENTED IN NON-TRADITIONAL INDUSTRIES AND OCCUPATIONS, ESPECIALLY IN THE MOBILITY AND TRANSPORTATION SECTORS, THE CORE BUSINESS OF THE GROUP. INDEED, OUR OWN EMPLOYEE STATISTICS REVEAL A GENDER IMBALANCE:

APPROX. **23%** OF OUR WORKFORCE IS FEMALE

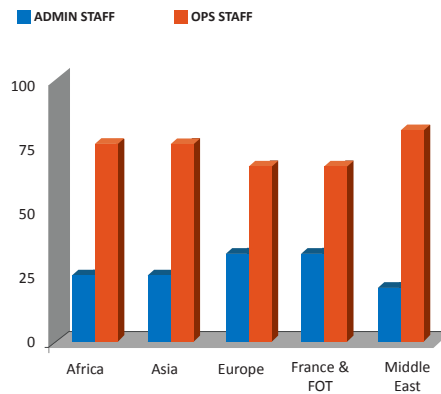
OUR FRENCH AND FOT NETWORK EMPLOYS THE HIGHEST NUMBER OF FEMALES, APPROX. **31%**

APPROX. **83%** ARE EMPLOYED IN SALES OR ADMIN ROLES

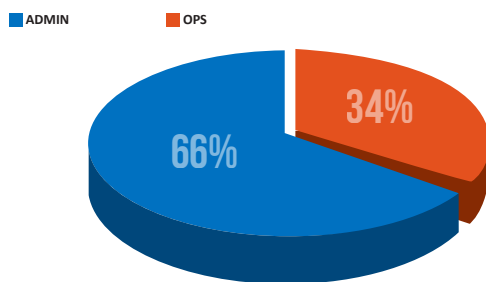
### NUMBER OF FEMALES EMPLOYED BY MOBILITAS



### PERCENTAGE OF ADMIN VS OPERATIONS STAFF



### PROPORTION OF FEMALES IN ADMIN AND OPERATIONS



Although our core business is removals and transportation which is largely reliant on physical strength, MOBILITAS is diversifying its services into records management, for example, which is more likely to attract a greater number of female recruits and will help to address the gender imbalance.

MOBILITAS has therefore committed to take action to promote gender equality and women's empowerment across the Group. We welcome the provisions of the UN Women's Empowerment Principles, and our Chairman of the Supervisory Board, Alain Taieb, has signed the CEO Statement of Support as confirmation of our participation.

### THE MOBILITAS GROUP ARE COMMITTED TO TAKING ACTION ACROSS ALL SEVEN PRINCIPLES:

1. The MOBILITAS Group affirms high-level support for gender equality and human rights, and has appointed Werner Steffen, International Human Resources Manager, as our dedicated corporate leader. Werner will establish company-wide goals and targets for gender equality and will engage internal and external stakeholders in the development of company policies, programmes and implementation plans that advance equality.

2. Gender-sensitive recruitment and retention practices will be implemented and women will be proactively recruited and appointed to all possible roles, especially in traditionally patriarchal African societies, where cultural barriers impact on the employment of women within our industry. In the country of origin of the Group, France, laws are already addressing the challenges related to gender equality (e.g. equal remuneration and maternity protection) and our European branches are already in compliance.

3. MOBILITAS undertakes to provide safe working conditions for both men and women and protection from exposure to hazardous materials and disclose potential risks, including to reproductive health. In consultation with employees, MOBILITAS will also identify and address security issues, including the safety of women travelling to and from work and on company-related business, especially in high risk countries.

4. We will ensure equal access to all company-supported education and training programmes, including literacy classes, vocational and information technology training. MOBILITAS will also provide equal opportunities for formal and informal networking and mentoring.

5. MOBILITAS commits to respecting the dignity of women in all marketing and other company materials.

6. We will encourage the promotion of equality through community initiatives at branch level.

7. MOBILITAS will establish benchmarks specific to each industry in which we operate (i.e. removals, relocations, records management), that quantify the inclusion of women at all levels. New targets will be set each year and progress will be measured and reported on, both internally and externally, using data disaggregated by sex.



# HUMAN RIGHTS CSR ACTIVITIES

MOBILITAS IS COMMITTED TO ENGAGING AND SUPPORTING THE LOCAL COMMUNITIES IN WHICH ITS SUBSIDIARIES OPERATE.  
IN 2016, MOBILITAS STAFF AROUND THE WORLD PARTICIPATED IN PROJECTS AND FUNDRAISERS AIMING TO IMPROVE THE LIVES AND CONDITIONS OF WOMEN AND CHILDREN EVERYWHERE.



## 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.



## FRANCE

AGS Paris assisted ADIFLOR, an association that disseminates French books and magazines internationally, by shipping books to several countries at cost price. A container of books was shipped to both Madagascar and Niger, while Serbia and Senegal each received several pallets full. More books were distributed in this way than expected, and the recipients were many more.



## 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.



Staff from AGS Romania joined members of the American Chamber of Commerce in their 'AmCham Goes Green' project for a greener Bucharest, with participants planting trees in the AmCham forest.

## SIERRA LEONE

AGS Frasers Sierra Leone assisted two NGO's, Save the Children and Doctors with Africa CUAMM, to clear their shipments in one day instead of the usual 10 to 15 days minimum. AGS were able to collect medications for children and women the same day, to store it for free and to deliver it when needed. The branch was able to offer its support to these NGOs thanks to its logistic skills and knowledge of the country.



## HONG KONG

AGS Hong Kong helped a local charity called Po Leung Kuk by providing them with some extensive logistics support for their annual charity ball whose aim is to raise funds for scholarships for underprivileged children of Hong Kong. The Scholarship Fund was set up in 2001 and helps students from Hong Kong's low-income families who wish to pursue tertiary education. It has supported 162 scholarship recipients through their college and university education.



## LESOTHO

Stuttaford Van Lines' Lesotho branch imported containers of shoes free of charge for the Sentebale charity, which was founded by Prince Harry and Prince Seeiso in 2006. Sentebale supports orphans and vulnerable children, many of whom are affected by the HIV/AIDS epidemic.



The branch also assisted the African Library Project, a US based charity organisation that sets up libraries in African countries, by importing shipments of books at no cost.

## 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.



## SOUTH AFRICA

Stuttaford Van Lines branches across South Africa assisted organisers of the '67 Blankets for Nelson Mandela Day' project by providing comprehensive logistics support. Truckloads of wool were transported to those knitting, and later the 10 324 finished blankets were delivered to a site where they were laid out and knitted together by an extremely dedicated team of volunteers. The finished blanket measured an impressive 17 181 m<sup>2</sup>, which set a new world record for the largest blanket.

the project brought joy to over 9 000 primary school learners from the township ahead of the Christmas' festive season. Backpacks filled with all kinds of wonderful goodies including stationery for school, sweets and toys were delivered to the children.



Pickfords' Port Elizabeth branch participated in the Radio Algoa Charity Golf Day, which was held in aid of The Nkosinathi Foundation of and for the Blind and Partially Sighted. The team was delighted to be able to help support and improve the lives of the children of the foundation.

After the record-breaking blanket was dismantled, the thousands of individual blankets were transported by Stuttaford Van Lines back to the regions that had contributed them, for distribution to the needy.

The Pickfords Durban team volunteered at the Mother of Peace's Organic Garden and Food Forest in Illovo, Kwazulu Natal by planting nut trees, cabbage, turnips, watermelons, mandarins, avocados, litchis and many other produce. The Mother of Peace, a non-profit organisation that cares for children who have been abandoned, orphaned or abused, has based the garden on the principles of permaculture and aims to educate locals on sustainability.

Stuttaford Van Lines' Johannesburg branch offered its support to a project run by a well-known Gauteng lifestyle residential development, Steyn City. Called 'Delivering Happiness to Diepsloot',

## KENYA

AGS Frasers Kenya recently sponsored a family in their quest of climbing Mount Kilimanjaro, with the objective of supporting the Rotary Club of Nairobi East in their global fight against polio. Part of the funds gathered during this operation will also be used to improve the education of the less fortunate in society, and to assist maternal and child healthcare service clinics in Nairobi's poorest areas.



## INDIA

AGS Hyderabad sponsored a cultural and sporting event called Insignia which was hosted by the Indus International School in Hyderabad. All sponsorship money was donated to the school's NGO to fund the building of a school in the small village of Kondakal.



## MADAGASCAR

AGS Madagascar safely transported and delivered a container filled with donated clothes and school supplies to the 104 children of the Paulins orphanage in Antananarivo. The branch also assisted by distributing boxes for a food drive organized by 'Les Courses du Coeur', a volunteer organisation providing aid to the underprivileged children of Madagascar.







# LABOUR

## LASER TRANSPORT GROUP – SOCIAL ETHICS

THE LASER TRANSPORT GROUP (PTY) LIMITED (LASER), THE SOUTH AFRICAN SUBSIDIARY OF THE MOBILITAS GROUP, ROLLED OUT VARIOUS STRATEGIES IN 2016 TO CEMENT THE POLICIES OF ANTI-CORRUPTION MEASURES.



### BUILDING AN ETHICAL COMPANY CULTURE

The Group continued to build on the principles established with the Ethical Employee Conduct Pledge of 2014. LASER's key focus on anti-competitive behaviour has reinforced this zero-tolerance to fraudulent activities and ensuring ethical behaviour by its employees, clients and the environment.

The Group's Social Ethics Committee's focus is the establishing of a committed diversified workforce, aimed at eradicating all forms of fraud and corruption, underpinned by the Board's commitment to build an ethical company culture, measuring adherence to legal compliance and incorporating ethics into its risk management, and protecting the environment during operations.

### PROFESSIONAL DRIVERS LEARNERSHIP

The beginning of 2016 was the start of an initiative to create a pool of dedicated professional drivers within the transport industry by training and developing staff from previously disadvantaged groups. A total of 31 employees are currently enrolled in the professional driver's learnership, which is a partnership between TETA (Transport and Education Training Authority) and LASER to up-skill current employees to become code 14 truck drivers. The employees will exit the programme during 2017 as fully qualified professional drivers.

### OCCUPATIONAL HEALTH AND SAFETY POLICY

As part of their 2-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. "Safety First" is the key priority.

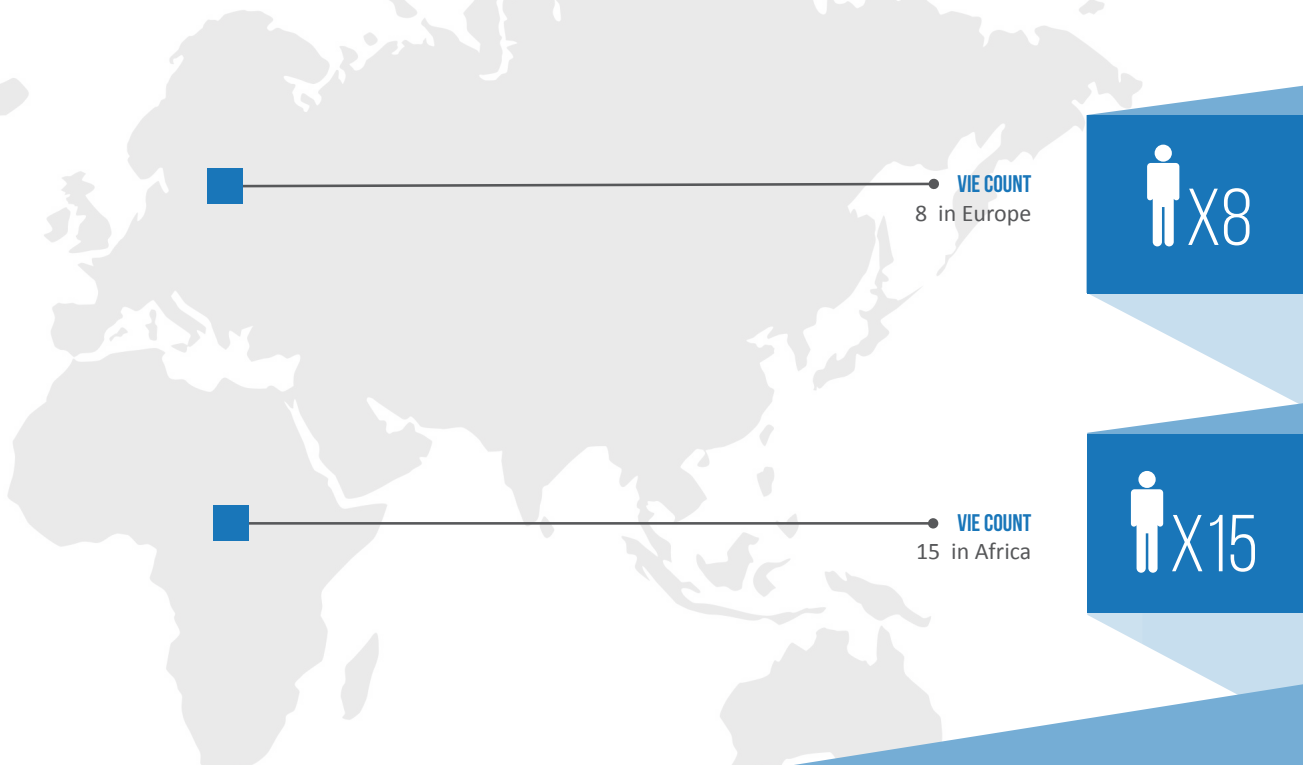
As part of Human Resource Development of its staff, LASER will implement succession planning and management systems to ensure an integrated, systematic approach to identifying, developing and retaining employees in line with current and projected business objectives.

The implementation of further training, improved learning and development initiatives linked to staffing and equitable ethical recruitment remain a key priority. A total of 376 employees were trained in basic systems in 2016. A key focus was the development of safety systems in Occupational Health and Workplace Safety, and ensuring that environmental health and green initiatives are part of health and safety.

# LABOUR

## VIE PROGRAMME - VOLUNTEER FOR INTERNATIONAL EXPERIENCE

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. THE GROUP COMMITS TO THE 4 UN GLOBAL COMPACT PRINCIPLES ON LABOUR AS NECESSARY TO THE DEVELOPMENT OF A SKILLED AND DIVERSE WORKFORCE, TO MEET THE NEEDS OF THE DIFFERENT ECONOMIES IN WHICH WE OPERATE.



### IN 2016, MOBILITAS ACTIVELY CONTINUED ITS COMMITMENT TO THE VIE (VOLUNTEER FOR INTERNATIONAL EXPERIENCE) PROGRAMME.

- This programme offers a structured entry level programme for young French graduates showing an interest for positions abroad from 6 to 24 months.
- This helps to develop the talent pipeline by offering a well-designed and implemented entry level programme.
- Candidates are recruited and managed through Business France (previously UBIFRANCE), the French Agency for International Business Development, which falls under France’s Ministry for the Economy, Industry & Employment.
- MOBILITAS sees value in energetic and dynamic additions to the team and also doing its part to nurture talent and offer opportunities.
- The Group has hired 267 participants since the programme was introduced, and over 350 VIE or CNSE (which was the previous version of VIE) altogether.
- 56 VIEs have gone on to be employed at management level.

In 2016, 23 VIE candidates were given global corporate experience in Africa and Europe, allowing them to gain critical business experience in an international context.

ONE SUCH GRADUATE, CHARLES BAUDART, STARTED HIS CAREER AS A VIE AT AGS IN 2008. LITTLE DID 22-YEAR-OLD CHARLES KNOW THEN, THAT HE WOULD CLIMB THE INTERNAL RANKS TO BECOME THE YOUNGEST CEO OF AGS FRANCE, THE GROUP’S LARGEST SUBSIDIARY, BEFORE THE AGE OF 30.



During his time as a VIE, Charles was invited to participate in a number of external growth and development projects and had the opportunity to attend several of the industry’s international conventions, effectively acquiring an extensive knowledge of the agent world and establishing a vital web of relations.

With the support and guidance of colleagues and managers, Charles rose quickly through the ranks, as opportunities for promotion presented themselves.

**“I’ve been very fortunate to have people who trusted and believed in me throughout my career,” Charles said. “My managers contributed toward my success and I try to provide the same support to my own team today.”**

The importance of the VIE programme is undeniable. In addition to creating a talent pool within MOBILITAS, the programme continues to offer a structured approach to addressing the employment of youth and giving candidates global corporate experience.



# LABOUR

## TRAINING & SKILLS DEVELOPMENT

**DURING THE LAST YEAR, MOBILITAS HAS CREATED A NEW 'TRAINING AND SKILLS DEVELOPMENT DEPARTMENT' UNDER THE LEADERSHIP OF ALEXANDRE LEBEGUE, WHO IS RESPONSIBLE FOR ITS DEVELOPMENT AND MANAGEMENT.**



As the Group is expanding in size and developing new activities, the Board decided to create this department in order to capitalize on each industry's staff strengths. Sharing knowledge across our diverse crafts will allow more flexibility for employees willing to navigate from removals to records management for example. Alexandre's first task will be to identify the existing needs, assess priorities and expectations across branches and management. In light of those assessments, he will put together the training modules and establish a team of trainers to disseminate and share the knowledge amongst staff.

Training plans that are adaptable to different target groups will be developed and rolled out to staff via different channels – internet, internal business universities, selected internal trainers and external training providers. All training and skills development will take into account our environment, our international presence and the various difficulties that sometimes present themselves.

This will allow the Group to offer more opportunities for training and skills development to all staff worldwide, and should in time lead to happier staff, facilitating flexibility and internal promotions.

Alexandre is tasked with identifying the needs, priorities and expectations of both the Board and the operational branches, produce the necessary and appropriate training supports and identify referents per industry and network. In due time, he will implement a schedule of internal training provided by the referents as well as incorporating external providers when needed.

A key part of the programme will be the development of a number of new training modules which will be posted on our staff intranet by the end of March 2017. These videos will address several topics, including the correct packing, loading, handling, unpacking and re-assembly techniques.

The focus of the training programme will be on staff expectations, observations and requests, while maintaining a quality management approach in the choice of training and its provision, with the sole objective being the skills growth of all MOBILITAS staff.



The AGS Group has been awarded the FIDI Platinum Award in 2016 in recognition for driving and promoting industry knowledge amongst our employees.





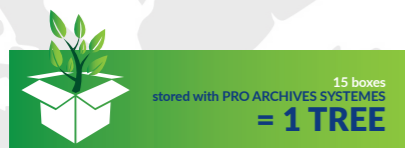
# HUMAN RIGHTS

## PLANÈTE URGENCE - MOBILITAS COMMITMENT

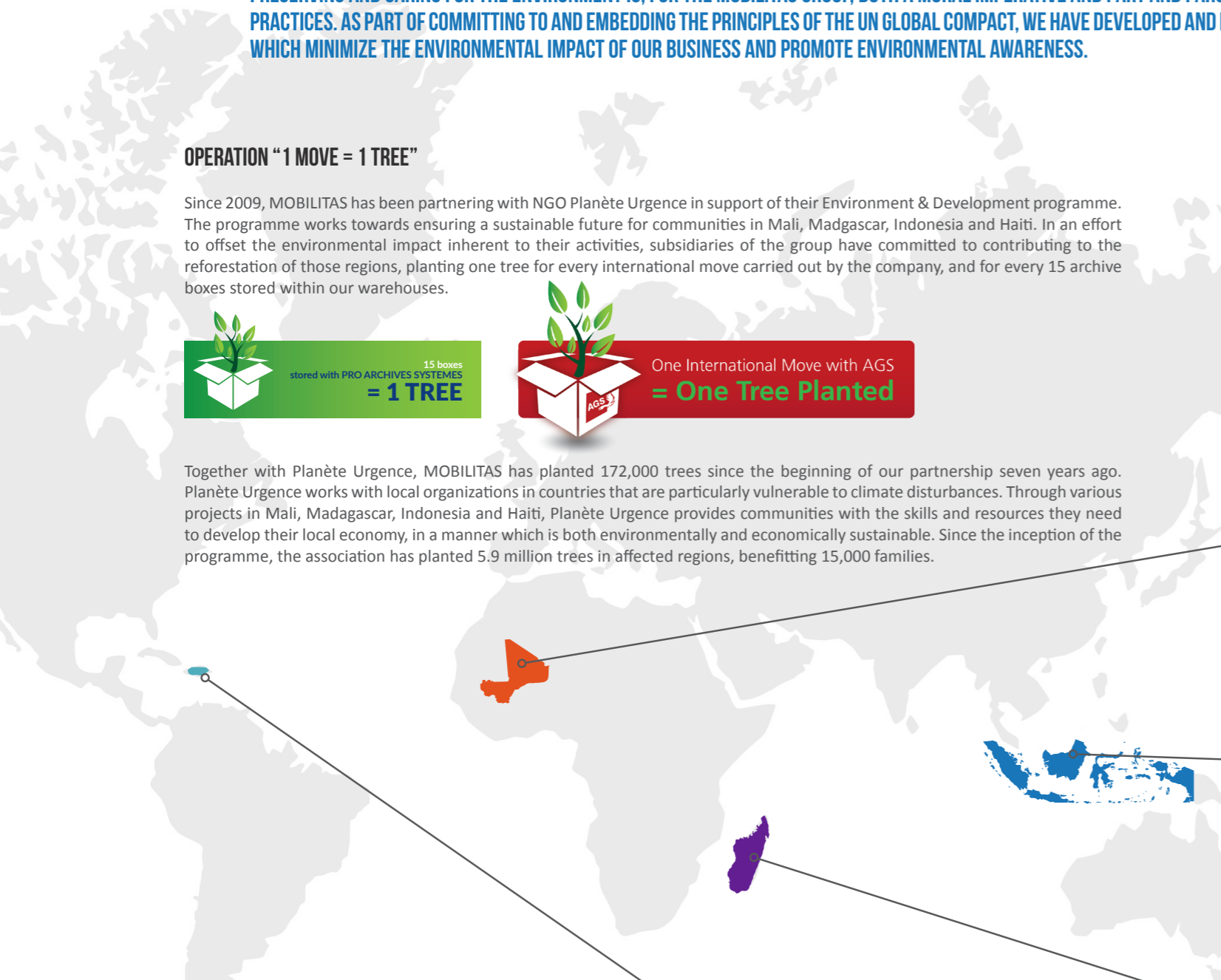
PRESERVING AND CARING FOR THE ENVIRONMENT IS, FOR THE MOBILITAS GROUP, BOTH A MORAL IMPERATIVE AND PART AND PARCEL OF SOUND BUSINESS PRACTICES. AS PART OF COMMITTING TO AND EMBEDDING THE PRINCIPLES OF THE UN GLOBAL COMPACT, WE HAVE DEVELOPED AND ROLLED OUT INITIATIVES WHICH MINIMIZE THE ENVIRONMENTAL IMPACT OF OUR BUSINESS AND PROMOTE ENVIRONMENTAL AWARENESS.

### 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 172,000 trees since the beginning of our partnership seven years ago. 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 5.9 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.

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



### 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.

2010	2011	2012	2013	2014	2015	2016	TOTAL
5,000	7,000	10,400	4,900	8,500	6,000	6,000	47,800



### HAITI SINCE 2015

Planète Urgence has been working in Haiti since the devastating earthquake in 2010, leading a reforestation project in the south and south-east of the country 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.

2015	2016	TOTAL
6,000	6,000	12,000



### 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.

2012	2013	2014	2015	2016	TOTAL
7,950	18,431	9,519	6,000	6,000	47,900





# ENVIRONMENT

## AGS ROLLS OUT NEW SUSTAINABLE PACKAGING

IN 2016, THE MOBILITAS GROUP RENEWED ITS DEDICATION TO PRESERVING OUR PLANET BY INTRODUCING A MORE ECO-FRIENDLY PACKAGING, WHICH HAS NOW BEEN ROLLED OUT TO ALL AGS BRANCHES WORLDWIDE.



AGS replaced its former white packaging with more ethical packing materials that use no whitening chemical products which are harmful to the environment. These new brown boxes provide the same optimal protection and security for their contents.

AGS' new packaging is a clear indicator of our commitment to sustainable development.

As part of its commitment to sustainable and environmental-friendly business practices, AGS Frasers Senegal introduced a recycling initiative with UNICEF in 2016, which sees crushed or shredded paper collected free of charge.

Since the beginning of the year, the branch has collected 1869kg of crushed paper which has been re-used to protect fragile objects during packing.

MOBILITAS commits to encourage similar smaller scale environmental initiatives at local branches in 2017.

### EURO 6 COMPLIANT FLEET ACROSS FRANCE

As part of the renewal of its fleet, MOBILITAS subsidiaries across France have acquired Euro 6 compliant trucks in an effort to reduce harmful pollutants from vehicle exhausts, including nitrogen oxide, carbon monoxide, hydrocarbons and particulate matter.

The knock-on effect of reducing these pollutants will also mean improved fuel economy and lower CO2 emissions.

The MOBILITAS group will continue taking measures to control pollution and reduce greenhouse gas emissions resulting from its activities.





# ENVIRONMENT

## BILAN CARBONE DÉMÉPOOL ASSESSES ITS CARBON FOOTPRINT

AS PART OF THE COMPANY'S COMMITMENT TO IMPROVING ITS ENVIRONMENTAL FOOTPRINT, FRENCH REMOVALS SPECIALIST DÉMÉPOOL COMPLETED THEIR BILAN CARBONE® ASSESSMENT FOR THE YEAR 2016.

DÉMÉPOOL has put in place measure indicators to assess the impact of the business on the environment by measuring the CO2 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 RESULTS	2015 OBJECTIVES	2015 RESULTS	2016 OBJECTIVES	2016 RESULTS
TOTAL CARBON EMISSIONS BY DEMÉPOOL HEADQUARTERS	223,08	-10%	178,96	-10%	161,74
FUEL CONSUMPTION OVER GLOBAL FLEET	5,43	-5%	5,12	-5%	5,04
INK CARTRIDGES CONSUMPTION	NOT ASSESSED	35 KG	77,7 KG	35 KG	22,5 KG
PAPER USAGE	NOT ASSESSED	4200 KG	5250 KG	4200 KG	4550 KG



# ANTI-CORRUPTION SUPPLY CHAIN MANAGEMENT ANTI-BRIBERY AND CORRUPTION, AND DATA PROTECTION (PRIVACY) MANAGEMENT

**SUPPLY CHAIN MANAGEMENT IS A VITAL ASPECT OF OUR BUSINESS AND WE DO THE UTMOST TO ENSURE THAT OUR HIGH STANDARDS OF SERVICE AND QUALITY GO BEYOND THE DIRECT CONTACT WE HAVE WITH OUR CUSTOMERS**

2016 was an excellent year for our supply chain management efforts. Many of our brands underwent the FIDI accreditation renewal process and all were successfully re-accredited, bringing our standards of supply chain management on par with the highest of international standards. Amongst others, Pickford's, AGS Frasers (Ghana, Botswana, Johannesburg) and Magna Thomson all passed their audits successfully in 2016, thus raising the bar within their respective markets and ensuring they truly stand out from the rest.

The FAIM accreditation, offered by the removal industry's awarding body FIDI, requires a meticulous audit by Ernst and Young of the branches existing supply chain management procedures and provides an opportunity to review existing strategy and improve on it, with international benchmarks. FIDI introduced new requirements in 2016, the FAIM 3.1 Quality Accreditation, and this meant that we examined our supply chain management procedures across the group and applied stricter, more robust measures due to these new requirements. Various new procedures were implemented during the course of the year, and they included the establishment of a formal Privacy Policy.

This policy outlines, to our suppliers and customers, our position with regards to the protection of customer's information. It is communicated to all our employees and throughout our supply chain and all are expected to adhere. The customer is given a platform to voice any concerns and is made fully aware of their rights, and suppliers are expected to provide this same level of service and conform to these recommendations.

We continued to follow our comprehensive Anti-Bribery and Corruption Policy, which is always used together with the FIDI ABC Policy (FIDI Anti-Bribery and Corruption policy) to ensure the highest ethical standards throughout our supply chain, as well as internally. These policies are communicated to all stakeholders and compliance is expected. We take this topic very seriously and enforce these policies firmly. No matter the scale, corrective action is taken if there is a breach from any supplier.

We conducted a complete overhaul of our supplier evaluation processes and new processes that were introduced included three compliance surveys, which suppliers are expected to complete in order to ensure they are committed to complying with our standards. There is an Anti-Bribery and Corruption Survey, a Quality Management Survey and a Data Protection

Management (Privacy) Survey. These ensure thorough evaluation before selection, to ensure only good quality suppliers are chosen. Each branch started to keep a List of Preferred Suppliers and so properly evaluated and carefully selected suppliers are always used. A Supplier Evaluation Spreadsheet was also introduced and used to ensure that after selection standards and quality are continuously maintained. Suppliers are evaluated after each use, these results are analyzed by management, up to group level, and action is taken when expected standards are not met to rectify when necessary. If the suppliers' level of service is dropping we may discontinue using them, if they are exceeding expectations they will be placed on top of the Preferred Supplier list and used more often.



All our suppliers are also still expected to sign our Supplier Code of Conduct and comprehensive SLA's to ensure contractual obligations exist in the areas of ethics, quality and privacy.

Many progresses were made in 2016, and we will carry on through to 2017 to ensure there is continuous and consistent improvement within our supply chain management processes. All the previously mentioned implementations were successful and so will continue to be implemented in 2017. We are constantly seeking out new and improved ways to manage our supply chain, and so 2017 will be a year of brainstorming, environmental scanning and developing new ideas from experience. More of our brands will undergo their FAIM 3.1 audits and we hope to retain and gain these prestigious accreditations.

# ANTI-CORRUPTION

## AGS INTRODUCES A COMPLIANCE PROGRAMME

**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, AGS has begun implementing a Compliance Programme across the Group, in order to detect and prevent violations of law by the agents, employees, officers and directors of the company. At present, Compliance Programmes have been implemented in AGS branches in France, Spain, Germany and the French Overseas Territories. The programme will be rolled out to further branches over the next year, particularly within our Asia network.

### THE COMPLIANCE PROGRAMME IS ORGANIZED AROUND THREE ACTIONS:

#### PREVENTION

- TRAINING OR DISSEMINATION OF INFORMATION
- ACT OF COMMITMENT SIGNED BY EACH EMPLOYEE

#### CONTROL

- APPOINTMENT OF COMPLIANCE OFFICERS TO IDENTIFY AND REPORT ON ANY NON-CONFORMITIES

#### SANCTIONS

- IMPOSITION OF ANY DISCIPLINARY SANCTIONS IF APPROPRIATE

Training by independent external lawyers is provided annually to all AGS staff, on specific issues such as compliance with competition law, in order to comply with the local laws of the country in which the branch is. All staff at risk are required to sign an act of commitment at the request of shareholders.

Compliance Officers have been appointed at each of the aforementioned branches, and it is their responsibility to monitor the proper execution of the Compliance Programme, including:

- Supervise the proper compliance of the programme, including the proper training of the AGS staff on the anti-trust regulations and on the AGS Code of Conduct
- Identify, gather, monitor and report on any non-conformities
- Decide reasonably on the imposition of any disciplinary sanctions in the event of an infraction
- Take all necessary internal measures to ensure that such conduct does not take place in the future
- Act as a sounding board for doubts about the possible violation of competition law by any member of staff, by contacting lawyers who are specialists in the matter if necessary

### INTERNAL REPORTING PROCEDURES AND MECHANISMS

Every month an email is sent by the Compliance Officer to the Branch Manager, identifying all possible incidents that may have arisen. Every two months an e-mail is sent to all personnel at risk, reminding them of the importance of the strict compliance and the actions that should be taken to notify any type of incident with suppliers or customers, and how to properly record it.

Any AGS staff who derogates from the rules of law and the commitments we have taken may run the risk of dismissal for fault. AGS will review its compliance programme annually so that relevant regulations and case law are duly updated and will progressively implement this initiative in all branches and sectors of activity.





**IN SUPPORT OF THE UNITED NATIONS GLOBAL COMPACT**