



UN GLOBAL COMPACT 2019

[COMMUNICATION
ON PROGRESS]

Our commitments 2020

M GROUPE MOBILITAS
MOBILITAS GROUP ■

OVERVIEW

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10 PRINCIPLES OF THE GLOBAL COMPACT



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.

UN PRINCIPLES	MOBILITAS ACTIONS	STAGE	ACTIONS FOR 2019	ACTIONS FOR 2020
 HUMAN RIGHTS	GENDER EQUALITY	4th year: Action	Continued commitment to the promotion of gender equality	Continued commitment to the promotion of gender equality
	ACTION IN DISASTER STRICKEN COUNTRIES	Crisis management in affected countries	Continued involvement with local communities to ensure fast response to crises	Remain closely involved with local communities to ensure fast response to crises
	CSR ACTIVITIES	>5 years communicate	Continued involvement in local communities and charitable initiatives	Continued involvement in local communities and charitable initiatives
 LABOUR	LTG SOCIAL ETHICS COMMITTEE	>5 years implementation of policies	Renewed focus on the five general ethical principles in business	Renewed focus on the five general ethical principles in business
	VIE PROGRAMME	>5 years	Continued active participation in the VIE programme	Continued active participation in the VIE programme
	TRAINING INITIATIVES	>5 years	Skills growth and development of training portfolio	Skills growth and further development of training portfolio
 ENVIRONMENT	PLANÈTE URGENCE	>5 years	Commitment to continue working with Planète Urgence	Commitment to continue working with Planète Urgence
	ENVIRONMENTAL IMPACT OF BUSINESS	>5 years	Continued encouragement of environmental initiatives at local branches	Continued encouragement of environmental initiatives at local branches
	BILAN CARBONE	>5 years	Bilan Carbone© Demepool / AGS Paris	Bilan Carbone© Demepool / AGS Paris
 ANTI-CORRUPTION	SUPPLY CHAIN MANAGEMENT	>5 years	Continued improvement of supply chain management processes throughout the Group	Continued improvement of supply chain management processes throughout the Group

CHAIRMAN'S MESSAGE

MOBILITAS



THIS REPORT HIGHLIGHTS SOME OF THE INITIATIVES TAKEN BY OUR SUBSIDIARIES AND STAFF IN VARIOUS COUNTRIES IN 2019. I WOULD LIKE TO FOCUS ON THREE OF THESE INITIATIVES, MOTIVATED BY SOLIDARITY AND A LONG-TERM DEVELOPMENT VISION.

The MOBILITAS Group is committed to reporting on our role in promoting and enshrining the universal principles defined in the United Nations Global Compact.

Over the last 46 years, we have grown into a global company, present on four continents. Our international reach raises challenges which our Group is committed to taking on in a manner that is true to our core values of quality, performance, innovation, respect and solidarity. These values form the pillars of our commitment to sustainable business practices across the globe.

we have with our customers. Comprehensive anti-bribery and corruption and anti-trust policies, privacy policies and compliance surveys ensure that our suppliers comply with UN Global Compact Principles and adhere to internationally recognised 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. WE WILL CONTINUE TO UPHOLD THEM IN ALL OUR ACTIVITIES AND OPERATIONS.

CRISIS RESPONSE

We believe it is vital for businesses to be involved in their local communities and come to their aid in potential crisis. The MOBILITAS Group has demonstrated year after year its dedication to this key principle of solidarity, and in 2019, contributed to local efforts to alleviate the impact of natural disasters in Southern Africa in particular.

As I write today, at the start of April 2020, amid the global health

crisis that engulfs the world economy, it is clear that showing solidarity with our communities on a local level will form the focal point of our commitment in 2020. knowledge sharing and capitalise on staff strengths in the context of our environment, our international presence and the difficulties that sometimes present themselves.

TRAINING AND SKILLS DEVELOPMENT

As the MOBILITAS Group expands and develops new activities, the progression of our staff is our key concern. Focused training and skills development enable

SUPPLY CHAIN MANAGEMENT

Supply chain management is a vital aspect of our business and we do our utmost to ensure that our high standards of service and quality go beyond the direct contact



Alain Taïeb
Chairman
of the Supervisory Board



QUALITY

At MOBILITAS we are devoted to finding a better way. We believe that quality begins by focusing on our clients' needs. 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 customer service.

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 around 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 and wiser.

HUMAN RIGHTS GENDER EQUALITY

ENDORSEMENT OF THE WOMEN'S EMPOWERMENT PRINCIPLES

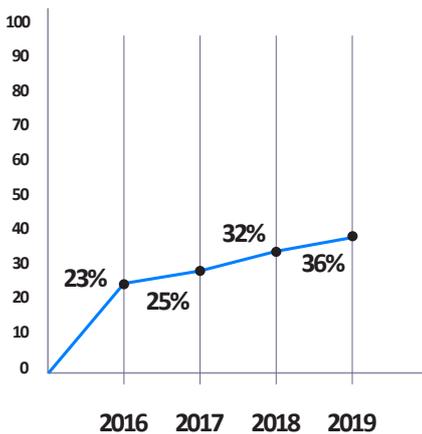
MOBILITAS recognises that women remain under-represented in non-traditional industries and occupations, also in the mobility sector. To better understand the representation of women in this industry, we

must acknowledge that mobility relies heavily on male workers because the job - by its nature- requires physical strength, an inherently male attribute. Nevertheless, we are pleased to report that, in 2019, 36% of our staff was female. This is a year-on-year improvement of 4% from 2018, and a total of improvement of 13% since 2016, when we first implemented the UN Women's Empowerment Principles.

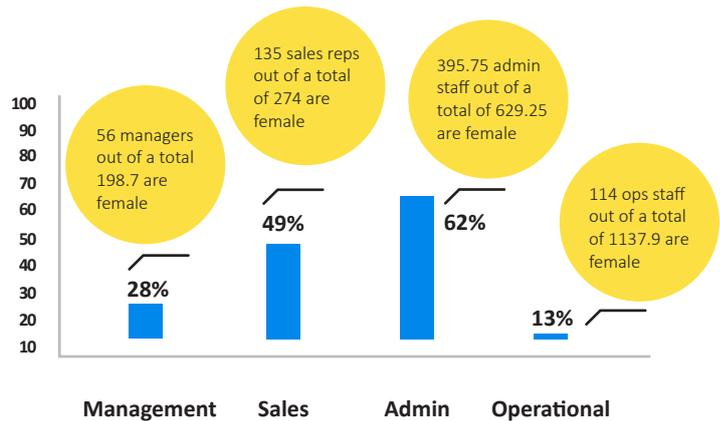
Approx. **36%** of our workforce is female

Approx. **62%** are employed in sales or administrative roles

% of female employees at the MOBILITAS Group



% of female employees per staff category



We affirm our commitment to the UN Women's Empowerment Principles through our actions:

- 1) We aim to increase female representation within the MOBILITAS Group by another 2% in 2020 to further focus on the professional development of women.
- 2) Each manager completes an annual HR metrics report which is distributed internally to raise awareness for gender equality. In this way, we encourage hiring and internal promotion of female staff.
- 3) Our human resources department focuses on changing attitudes towards women to ensure that they are treated equally.
- 4) We have a comprehensive grievance procedure in place for all employees so that they can inform us if they feel they are being treated unfairly, and we encourage our managers to have an open-door policy.
- 5) When selecting suppliers, we use non-discriminatory selection criteria to ensure that female-owned companies are given fair opportunities.
- 6) Our marketing materials respect the dignity of women.
- 7) We participate in community initiatives that promote gender equality, and we use non-discriminatory selection processes when selecting event sponsorship opportunities and charities with which to partner.

HUMAN RIGHTS IN DISASTER STRICKEN COUNTRIES



The Stuttaford van Lines Johannesburg and Sandton Office Removal teams with 67 Blankets for Mandela founder Caroline Steyn (bottom row, centre)

FLOODING IN MOZAMBIQUE

Following the destruction caused in Mozambique by Cyclone Idai in March 2019, Stuttaford Van Lines Johannesburg stepped up to help those who had been displaced due to flooding and wind damage. In partnership with the 67 Blankets for Nelson Mandela Day organisation, volunteers at the Gauteng logistics hub collected thousands of donations, including food, clothes, blankets and toys, which we delivered to Mozambique to be distributed to the victims of the cyclone.

BUSHFIRES IN SOUTH AFRICA

After bushfires devastated Knysna and the greater Overberg region in January 2019, the Laser Transport Group and its subsidiaries donated their services and resources, collecting donations of clothes, food and water for the victims of the blaze. Our trucks delivered the donations to fire relief in the Overberg, while our HR department set up an operations point in Betty's Bay to house residents who had lost their homes. Donations were handed out at collection points, manned after hours and over two consecutive weekends.



Knysna bushfires

MOBILITAS is committed to engaging and supporting the local communities in which our subsidiaries operate. In 2019, MOBILITAS staff around the world got involved in projects and fundraisers aiming to improve the lives and conditions of vulnerable people everywhere.

ANGOLA — AFRICAN LIBRARY PROJECT

By establishing libraries in rural Africa, the African Library Project (ALP) aims to improve literacy, education, and self-empowerment amongst Africa's children. In support of the ALP, Stuttaford Van Lines Lesotho provided import customs clearing services and delivery of ALP containers free of charge in that country. The containers were filled with books and educational supplies collected by ALP volunteers in the US. The books are not for resale but are donations to schools in Lesotho so that they may develop libraries of their own. The next container is due to arrive in Maseru in mid-February 2020.

The ALP is organising a conference in Lesotho in March 2020 where all US and African representatives will be present, as well as Lesotho ministers, the US embassy ambassador and the US Peace Corps director. Stuttaford Van Lines has been invited as a guest of honour.



ROMANIA — FOR THE CHILDREN

In 2019, AGS Movers Bucharest teamed up with the Inocenti Foundation, a non-governmental organisation that aims to prevent child abandonment by supporting Romanian families and children in need.

Every day, 36 Inocenti staff members and more than 500 volunteers serve more than 2 000 abandoned, at-risk and special-needs children in Bucharest and Bistrita-Nasaud County. AGS Movers contributed to the cause by distributing food packages to pupils at three schools located outside the Romanian capital.



SOUTH AFRICA — LOVE STORY IN THE EASTERN CAPE

Pickfords Removals Port Elizabeth was one of the main partners of a campaign designed to restore hope to the city's residents through the collection of everyday essentials for the poor and marginalised. The campaign, organised by a local relief organisation, Love Story, ran from August to November 2019.

Pickfords Port Elizabeth acted as one of the main drop-off points for members of the public wanting to donate to the campaign. The branch also collected items from donors who were unable to bring them to the depot personally.



Love Story opened its first soup kitchen in Port Elizabeth city centre in 2012, and within a few months was feeding over 200 people, five nights a week. To date, it has established 20 soup kitchens, serving an average of 30 000 meals a month.

SOUTH AFRICA — VIOLENCE AGAINST WOMEN

Stuttaford Van Lines is proud to be the logistics partner for the Jessica Foord Handbag Project, an initiative that collects new and used handbags filled with toiletries and personal care items to give to rape victims after they have reported their trauma. The 'Kiddi Packs' are packed for children under the age of 12 and sadly make up 60% of the monthly quota. Every handbag is the beginning of a survivor's new life after their ordeal and gives them hope, which is a fundamental step in recovery.



SOUTH AFRICA — DELIVERING HAPPINESS TO DIEPSLOOT

In 2019, Stuttaford Van Lines Johannesburg supported Delivering Happiness to Diepsloot, a Steyn City CSI project that supplies much needed educational items to the township's children during the festive season. A fleet of our large trucks transported backpacks and handmade blankets to various schools in the Diepsloot area, providing each child with their own, brand-new school bag loaded with stationery, sweets and toys. Many of the township's children previously relied on plastic bags to carry their schoolbooks, so we are proud that we could play even a small role in building our nation, one child at a time.



SOUTH AFRICA — DESMOND TUTU HIV FOUNDATION

AGS is supporting the Desmond Tutu HIV Foundation (DTHF) in South Africa, specifically to raise funds for the DTHF's Tutu Tester mobile clinic programme. The Tutu Tester mobile clinic offers a 'Health on Wheels' wellness service, providing family planning services and point-of-care testing and screening for a range of chronic illnesses. These include HIV, tuberculosis, STIs, diabetes and high blood pressure. The advanced point-of-care technology allows patients in under-served communities, with limited access to primary healthcare clinics, to receive their test results in under 20 minutes.



SOUTH AFRICA — CYCLETHON

As national sponsors of the Smile Foundation's Cyclethon charity drive, Stuttaford Van Lines and Pickfords Removals transported Planet Fitness-sponsored spinning bikes and media trucks to and from many of the Cyclethon events around South Africa. During these events, members of the public could donate to the Smile Foundation by paying to cycle on a spinning bike for a pre-determined amount of time. As the name suggests, the mission of the Smile Foundation is to transform the lives of South African children struggling with facial conditions.



SOUTH AFRICA — MUDDY PRINCESS PARTNERSHIP

Pickfords Removals signed up as a national corporate partner for Muddy Princess, a women-only 5km outdoor obstacle course held in various, preferably muddy, locations throughout South Africa. Muddy Princess aims to raise funds for the Cancer Association, and Pickfords Removals was pleased to provide logistical support to achieve this goal.



SOUTH AFRICA — FOOD GARDEN INITIATIVE

Pickfords Removals continued to support the Mother of Peace Organic Garden and Food Forest initiative in Illovo, KwaZulu-Natal, again focusing on food gardens for abused, abandoned or orphaned children. A team of volunteers, among them Pickfords staff members, planted a wide variety of produce, including cabbage, turnips, avocado and naartjie trees. The gardens support the greater aim of the project, which is to offer workshops to residents on food security and sustainability.



SOUTH AFRICA — WATER SHORTAGE

In 2019, the Laser Transport Group continued to support Water Shortage South Africa (WSSA), a national volunteer network that emerged at the end of 2015 in response to the urgent need for water in communities most affected by the ongoing drought. As part of the network's WATERDROP campaign, the group assisted in regional water collection activities in Cape Town, transporting water from designated collection points to the areas most in need.



LABOUR SOCIAL ETHICS

THE LASER TRANSPORT GROUP CONTINUED TO FOCUS ON THE FIVE GENERAL ETHICAL PRINCIPLES IN BUSINESS IN 2019

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

ETHICAL BUSINESS PRACTICES

The Laser Transport Group continued its proactive approach in 2019 by increasing information sharing on fraud prevention and the importance of remaining vigilant in the workplace, with a dedicated, renewed focus on ethical business alignment in all spheres of operation.

To raise awareness for anti-corruption and anti-trust measures, and in line with the Group’s Ethical Employee Conduct Pledge, we introduced employee EU GDPR training modules in accordance with international standards. The Group’s zero tolerance approach towards anti-competitive behaviour, anti-corruption and unethical business practices was also highlighted during various roadshows in 2019. Further roadshows are planned for May 2020.

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

BROAD-BASED BLACK ECONOMIC EMPOWERMENT (BBBEE)

Empowering the poor and disadvantaged remains a key priority for The Laser Transport Group. As such, our BBBEE strategies focus on the empowerment and upskilling of staff from previously disadvantaged communities. To that end, and in partnership with Tsiba Education, 12 learners were recruited and placed in a business administration learnership programme designed to develop future business leaders by accommodating disability in the workplace. After their excellent performance, three of the learners were offered extended contract positions within the Group. In 2020, we will see a new group of 12 learners embarking on a learnership and intern workplace experience.



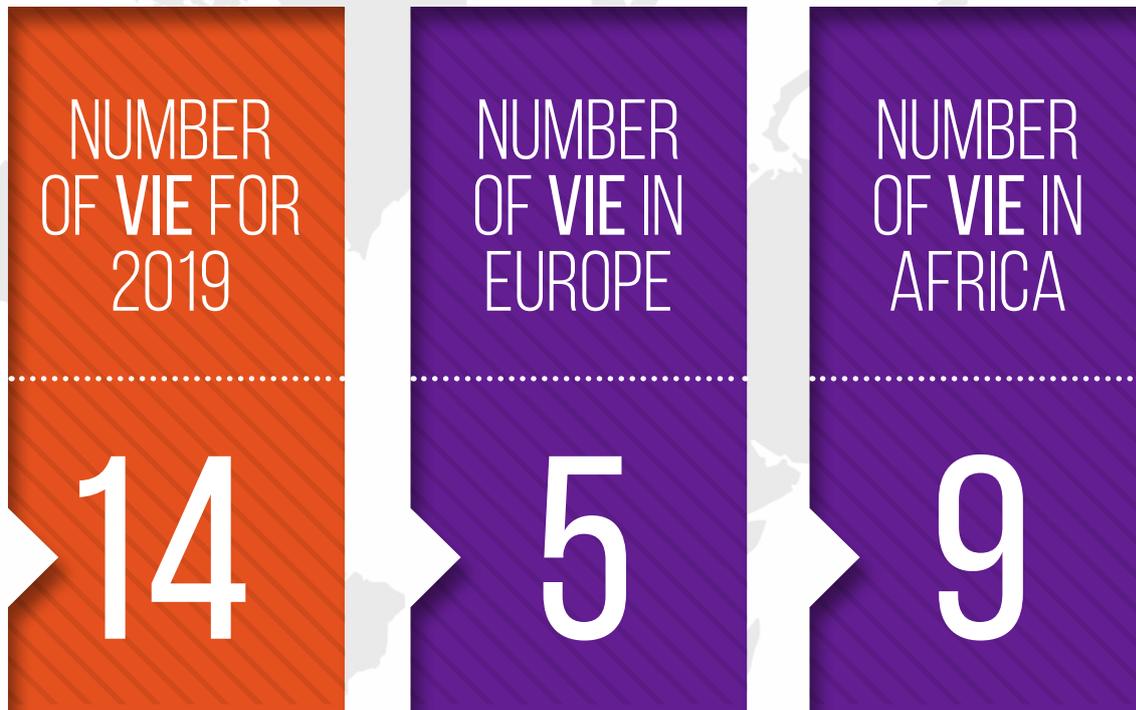
DIVING INTO THE TALENT POOL

VOLUNTEER FOR INTERNATIONAL EXPERIENCE

AT MOBILITAS, WE KNOW THAT TO GROW OUR BUSINESS WE NEED ENERGETIC, TALENTED EMPLOYEES WHO WILL BE AS COMMITTED TO OUR GROWTH AND SUCCESS AS WE ARE. FOR THAT REASON, WE CONTINUED OUR PARTICIPATION IN THE VOLUNTEER FOR INTERNATIONAL EXPERIENCE (VIE) PROGRAMME IN 2019.

- The VIE programme aims to develop the talent pipeline for French businesses by offering a structured programme for young French university graduates who wish to gain entry-level work experience abroad for periods ranging from six months to two years.
- Programme participants are recruited and managed through Business France (previously UBIFRANCE), the French Agency for International Business Development, a division of the French Ministry for Economy, Industry and Employment.
- As an established French company, we are proud to be able to nurture young talent and offer deserving candidates the opportunity to expand their professional horizons, while at the same time benefitting from the energy and dynamism that they bring to our organisation.
- MOBILITAS has hired 400 VIE participants since joining the programme.
- 61 of our VIEs have gone on to be employed at management level.

FIGURES:



LABOUR INTERVIEW WITH ARTHUR DESAULES, 27 YEARS OLD, VIE AT AGS BENIN AND EXECUTIVE RELOCATIONS AFRICA, CAPE TOWN, SOUTH AFRICA

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

I started the programme at AGS Benin, where I was assigned the role of deputy branch manager. My responsibilities included organising day-to-day operations, import and export, and heading the customer relations department. I then joined Executive Relocations in Cape Town, South Africa, where I supervised the Executive Move Management (EMM) department. This involved not only supervising client moves but also handling invoicing and debtors, submitting tenders, collating statistics and overseeing the implementation and improvement of new and ongoing processes.

While I was at Executive Relocations, a decision was made to move the EMM department from Cape Town to Brest, France, which is where I am now. I'm setting up the department in its new location, supervising employee training and training my successor.

How did you integrate into Benin, and subsequently South Africa?

I was well supported when I arrived in Benin. Professionally, the AGS Benin branch manager, Frédéric Léomant, explained many aspects of the removals industry to me and gave me sound advice that I follow to this day. Socially, I found it easy to meet people, because Benin is a lot like a small village where everyone knows each other. About a month after I arrived, the French embassy in Benin organised a VIE meeting for programme participants and together we arranged other social activities, including visiting different sites around the country, going to Lomé, Togo, for the weekend, and playing sport. I love tennis so I was happy to find other tennis enthusiasts to play with.

During my time in South Africa, I received excellent guidance from the people at Executive Relocations Africa (ERA). Everybody was very warm and welcoming. I found it easy to navigate my way around Cape Town as South Africans are very hospitable.

There is also a strong sense of community among VIE graduates and regularly connecting with them was very helpful when it came to learning about life in a particular country.

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

I think my biggest challenge was understanding the local culture and how it differs from country to country, both socially and professionally. For instance, in Europe customers are accustomed to very quick service – especially in the removals industry – so they find it hard to understand that, because the import and export processes in Africa are more complex than anywhere else in the world, there may be shipment delays.

Also, as a VIE graduate, you often find yourself in situations where you are the youngest person in the room. Since age is considered a sign of wisdom in many African countries, you do have to prove yourself as a young foreigner to the local staff.



What have you learned from the experience?

Mainly I would say that I have improved my ability to understand the needs and concerns of the customer. But also, being part of the VIE community, and as a service provider to expats, I have learned to be a good ambassador by always behaving in a manner that is appropriate and upholds the positive image of those I represent.

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

The VIE programme contributed to my growth in several ways. Firstly, it gave me the opportunity to formulate my own perception of the environment I was in, as living overseas shows you a reality beyond what you will experience as a tourist. Secondly, living and working in another country makes you more openminded in your profession as it shows you another perspective. You learn to think more out of the box. The VIE programme is an amazing opportunity to have responsibility and get out of your comfort zone while you are young.

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

Yes, I was. The VIE programme is like a community. The participants meet each other whenever possible, share our experiences and even do business together if we can. Then there are the social networking events organised by Business France, where I give advice to other participants if my experience is relevant to them.

What are your plans for the future?

After being overseas for more than two years, I am not ready to stay in France. In the time that I have been with the AGS Group, I have enjoyed learning about the many facets of the industry and I am open to continue in this area.

LABOUR TRAINING & SKILLS DEVELOPMENT

As a group, MOBILITAS recognises that our human resources ensure our continued success. To this end, we are committed to supporting and highlighting the talents of our employees through training programmes. We train our staff across various platforms, including the internet, corporate universities, internal experts and external training providers.

ACHIEVEMENTS IN 2019



€350 000

invested at Group level for management, admin, technical training & sales coaching



2 280

courses given on 3 continents (25% desktop training)



1 500

people trained (4% management, 96% admin & technical staff)



30

trainers (95% internal)

20 000

hours trained

A FOCUS ON E-LEARNING



In 2019 we continued to make e-learning the go-to platform for skills development by creating and testing multiple internal online training modules scheduled for launch in 2020. The modules are designed to assist in the onboarding of new staff, providing background information that will enhance further face-to-face training. We also promoted existing training modules, encouraging employees to complete the courses most beneficial to their positions.

Moreover, in October we entered into an agreement with the International Association of Movers (IAM) that allows all AGS staff to complete the IAM Move Coordinators Training Program.

Experience has shown us that e-learning is the best way to ensure that all our employees can access the

same level of training, regardless of their location, and thereby offer our customers the same high-quality service worldwide

In 2020, we will continue to encourage skills growth across the Group. Key focus areas will include:

- Sharing expertise and promoting our internal experts
- Sharing good managerial practices internally and with our partners
- Digitising the training portfolio on a shared online training platform
- Developing targeted training courses for specific groups, regardless of their position in the company (technical, sales, new hires, etc.)
- Supporting end users during the deployment and use of new applications (Arcania, IRISE, mobile applications, virtual survey, etc.).

CORPORATE UNIVERSITY

In 2017, in partnership with five other mid-sized owner-managed companies, MOBILITAS created the Aletia Corporate University. The university allows employees to participate in training and management programmes that address their shared challenges, giving them the opportunity to compare their experiences and learn from one another.

In 2019, Aletia began the creation of five "Talentia" modules, aimed at equipping participants with the skills they need to progress to senior management positions. In addition, it launched a full range of new courses and hired an English-speaking trainer to develop courses for English-speaking participants, including a module titled Time Management and Prioritisation.

17 MOBILITAS employees participated in Aletia courses in 2019, and more than 24 employees have taken courses in the first two months of 2020.

ACCREDITATIONS AND MEMBERSHIPS

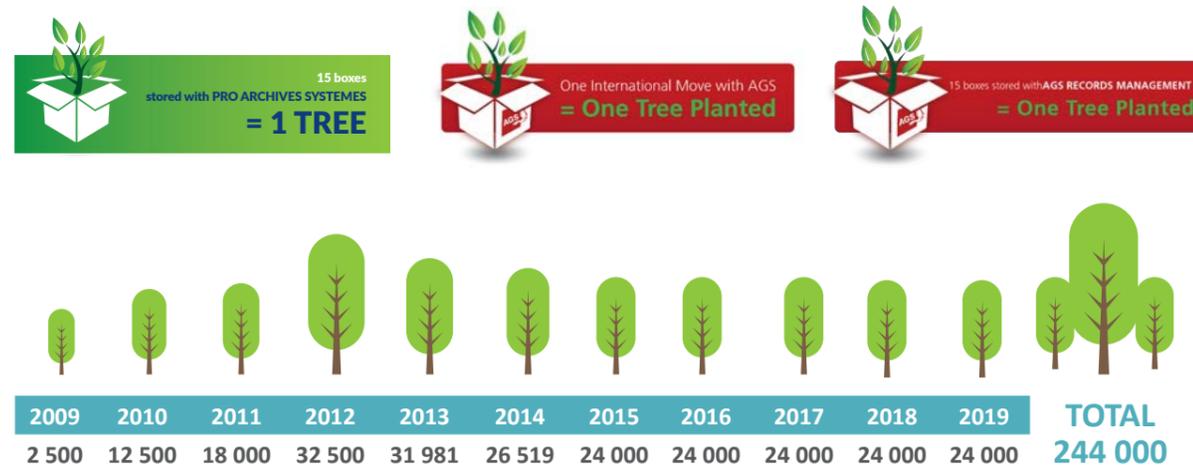
The AGS Group was awarded the FIDI Platinum Award in 2019, in recognition of driving and promoting industry knowledge amongst its employees. Only two FIDI-accredited companies earned the Platinum Award, and we are proud to be one of them.



ENVIRONMENT TREE PLANTING MOBILITAS COMMITMENT

MOBILITAS has partnered with the NGO Planète Urgence for the last 10 years to support their Environment & Development Programme. The programme works towards ensuring a sustainable future for the people of Mali, Madagascar, Indonesia and Haiti through reforestation actions in their local communities.

To offset the environmental impact inherent to our activities, we have contributed towards the reforestation of these countries, planting one tree for every international move we carry out and one tree for every 15 archive boxes stored in our warehouses. MOBILITAS has planted a total of 244 000 trees since joining the programme in 2009.



Our partner

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

Unfortunately, the Mali project was concluded at the end of 2016 due to deteriorating security in that country. As it successfully supported local families for the eight years that it was active, Planète Urgence is keen to pursue other projects in Mali when security improves. The Haiti project was also finalised at the end of 2016 for safety reasons. With tree planting capacity to spare, we shifted our focus to planting more trees in Indonesia and Madagascar.



HAITI COMPLETED PROJECT 2015 - 2016

Following the devastating 2010 earthquake, Planète Urgence partnered with the Haitian Movement for Rural Development to lead a reforestation project in the south and south-east of the country. The project aimed to rebuild the forested areas that had been destroyed and to provide sustainable resources to the local people.

2015	2016	TOTAL
6 000	6 000	12 000



INDONESIA SINCE 2010

Following a vast reforestation project on the island of Sumatra, during which over 4.3 million trees were planted, Planète Urgence now concentrates its efforts on the conservation and restoration of the Mahakam Delta mangrove forests. 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	2017	2018	2019	TOTAL
5 000	7 000	10 400	4 900	8 500	6 000	6 000	12 000	12 000	12 000	83 800

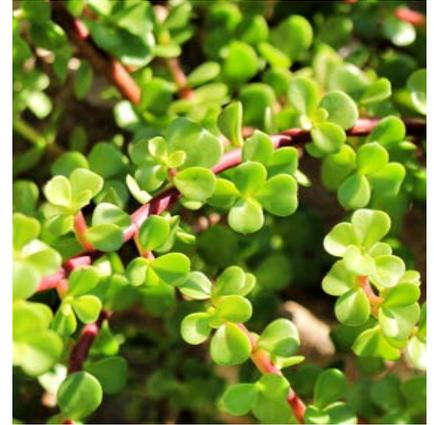


MADAGASCAR SINCE 2012

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

2012	2013	2014	2015	2016	2017	2018	2019	TOTAL
7 950	18 431	9 519	6 000	6 000	12 000	12 000	12 000	83 900

ENVIRONMENT INITIATIVES



SOUTH AFRICA - SPEKBOOM CHALLENGE

To combat climate change at an individual level, hundreds of South Africans answered the call to plant spekboom trees (*Portulacaria afra*) in their gardens and around their workplaces, neighbourhoods and schools. The spekboom is a succulent native to South Africa which has a positive impact on the environment:

- 10 times more effective at reducing carbon than an entire rain forest
- 1 tree can remove 8.5kg of CO₂ per year
- Needs 25ml of water per year to survive
- Easily propagated from cuttings

In 2020, the Laser Transport Group and our subsidiaries will resume our commitment to planting spekboom trees around impoverished schools and local businesses.

SOUTH AFRICA - WATER CONSERVATION

As part of the Make Every Drop Count campaign, we rolled out various water-saving measures at our operations across the Western and Eastern Cape. These measures include water tanks for harvesting rainwater, water-saving devices, recycling and using grey water. Similarly, we gave our branch gardens a makeover, replacing many of the plants with waterwise succulents.

ENVIRONMENT CARBON FOOTPRINT ASSESSMENT FOR DEMEPOOL HQ

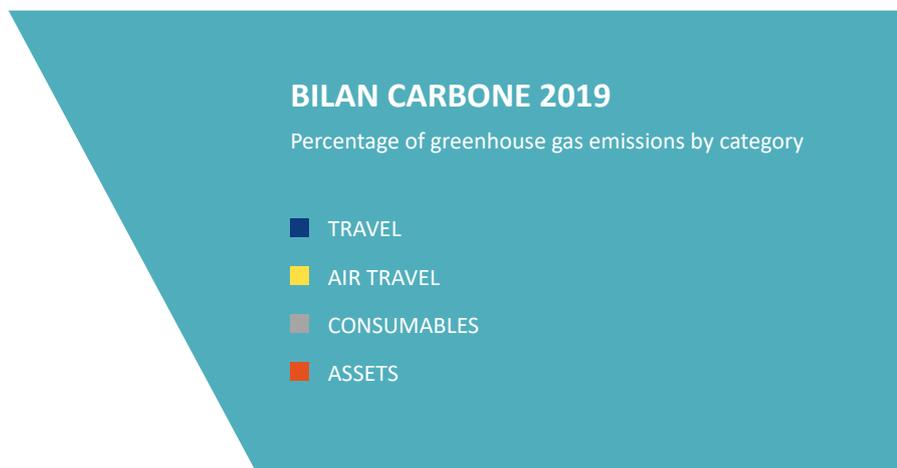
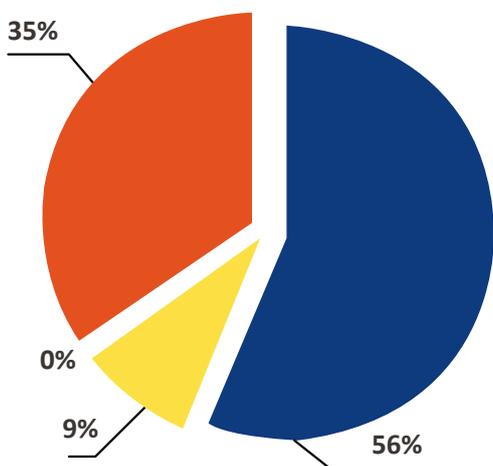
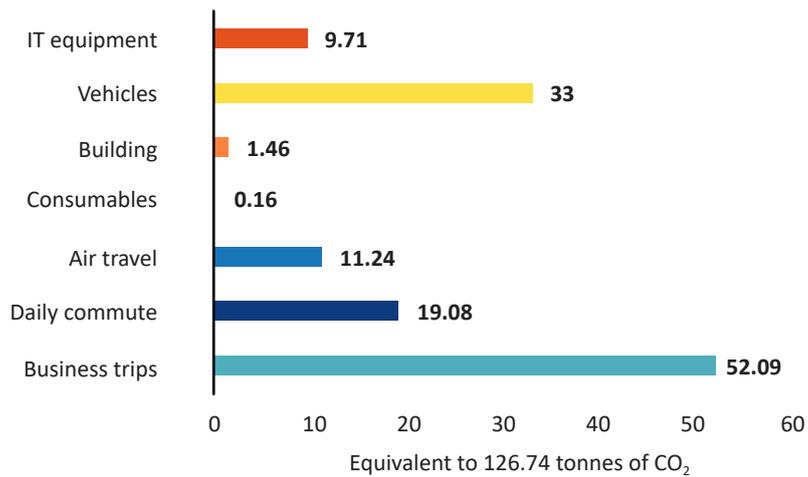
MOBILITAS is committed to sustainable and environmentally friendly business practices. That's why, in 2012, we started using the Bilan Carbone® method to calculate the carbon footprint of our French subsidiaries. In 2019, Demepool headquarters in Gennevilliers applied the method to its activities.

Bilan Carbone® quantifies organisations' greenhouse gas emissions by multiplying data on an organisation's activity by an emission

factor. In the mobility industry, activity is defined as the total number of moves carried out each year, taking into account all modes of transport (sea, air and land).

Monitoring and measuring greenhouse gas emissions is the first step to effectively reducing our impact on the environment. We use the information we gain from Bilan Carbone® to work together with our clients to implement solutions that reduce our carbon footprint.

BILAN CARBONE 2019



ENVIRONMENT ENVIRONMENTAL SUSTAINABILITY AT AGS PARIS

AGS Paris continues to monitor a range of environmental sustainability indicators to identify areas for improvement and implement appropriate corrective measures.

Reduction of Ordinary Industrial Waste

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

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

Recycled cardboard

Owing to the disruption caused by the coronavirus, the tonnes of recycled cardboard for 2019 are estimated. Our recycling partners had to close their facility before the final numbers could be confirmed. A more accurate figure for 2019 will be included in next year's report, along with next year's figures.

RECYCLED CARDBOARD (in tonnes)	2012	2013	2014	2015	2016	2017	2018	2019
	95	380	306	230	214	263	236.38	102

Fuel consumption

A well-maintained vehicle fleet and the introduction of eco-driving methods has resulted in a noticeable year-on-year reduction in fuel consumption. AGS Paris is also Masternaut "Flotte Bronze" (Bronze fleet) certified, which confirms our commitment to reduce CO₂ emissions.

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



ANTI-CORRUPTION

The quality of our service is, at least in part, dependent on the quality of the services in our supply chain. To ensure a high level of service from our partners, we collaborate exclusively with companies that - like ourselves - are FIDI accredited.

The FIDI-FAIM certification is globally recognised as the benchmark of quality in the international removals industry. It ensures that all FIDI-accredited companies work toward a common standard in the management and execution of international moves, thus leading to a worldwide level of consistency in the range and quality of the services offered.

FAIM 3.2 is the current version of the FIDI standard. It aims to raise the level of global quality to meet the industry's current market needs and regulatory requirements. In 2019, FIDI implemented the Anti-Trust Charter, which complements the anti-corruption and anti-bribery processes that were already in place.

Internally, the Group has also begun development of a new operations management platform called ARCANIA. The platform will automatically verify that our suppliers are complying with their service-level agreements, thereby giving us greater supervision of our entire supply chain. The supplier management module in ARCANIA is due to be implemented by the end of 2023.

Data protection and privacy

Following the implementation of the EU General Data Protection Regulations (GDPR) in 2018, we amended our supplier code of conduct to ensure that our supply chain treats customer data as securely as we do, according to regulation.

In 2019, all MOBILITAS staff members underwent online training to help them understand the regulations and to know how they should be applied. Certificates were awarded upon completion of the course.





IN SUPPORT OF THE UNITED NATIONS GLOBAL COMPACT

