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mobilitas_all_en_qual_pro_CODE OF ETHICS_2024_v1

CODE OF ETHICS

Creation and modifications						
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V1	O. KLOPPERS ESG COORDINATOR 06/06/2024	R. WEBBER-GREEN EXECUTIVE ASSISTANT 06/08/2024	C. CASTRO CEO 19/08/2024	Creation	All	External

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FOREWORD

The MOBILITAS Group remains a **family-owned business** that holds fast to the values which have guided it for generations despite its significant growth since its founding in 1974.

These values are:

**Resilience,
Acknowledgement,
Legacy, Stability, and
Humility**

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

**Professional excellence and
setting a good example as a
company**

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

Cedric Castro

Chief Executive Officer



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UNIVERSAL REFERENCES

Our shared values and consistent business integrity have meant that the MOBILITAS Group has always operated in compliance with the laws in force in each country where it operates.

The MOBILITAS Group is committed to promoting the 10 Global Compact principles inspired by the universal texts below:

- The Universal Declaration of Human Rights
- ILO Declaration on Fundamental Principles and Rights at Work
- The Rio Declaration on Environment and Development
- United Nations Convention Against Corruption

Learn more about the UN Global Compact and its ten principles for responsible businesses [here](#).



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QUALITY

Enabling our subsidiaries to provide excellent quality with superior customer service has always been a key priority at the MOBILITAS Group. We are committed to high quality service delivery which meets our goal of complete customer satisfaction and allows us to build a relationship of trust with the customer.

The responsibility for high quality is with each employee within the MOBILITAS Group - all subsidiaries must ensure the consistent application of quality processes.

The Group’s focus on quality accreditations has been successful, with various branches earning distinct recognitions, including but not limited to:

Quality Management

- **ISO 9001:2015** Quality Management Systems

Information Security

- **ISO 27001:2022** Information Security Management Systems

Storage & Removals

- **FIDI FAIM** Quality standard for international moving and relocation services
- **FIDI DSP** Quality standard for Destination Service Providers
- **NF144 certification** for Moving and Furniture Storage activities

Environmental Management

- **ISO 14001:2015** Environmental Management Systems

Relocation

- **EURA Global Quality Seal** for relocation services

Heritage

- **EPV Label** for unique companies that protect French heritage
- **QUALIOPI certification** for quality training and skills development services

Records Management

- **NF Z40-350** for archival services and external management of documents
- **NF Z42-026** for digitization of paper-based records
- **NF Z42-013** for electronic archiving of digital records
- **ISO 14001:2015** Environmental Management Systems
- **ISO 45001:2018** Occupational Health & Safety Management Systems
- **ISO 27001:2022** Information Security Management Systems

The specific certifications obtained by each of our subsidiaries is outlined in our **Quality Manual**.

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PROFESSIONAL CONDUCT

The vision of the MOBILITAS Group is to conduct its business honestly, transparently and responsibly, without recourse to fraud or deception.

To this end, each employee must:

- Comply with all applicable laws and regulations in their respective countries
- Maintain and develop mutually beneficial business relationships within the MOBILITAS Group and with third parties.
- Enter into contractual agreements with integrity and foresight.
- Not distribute, sell, buy or consume illegal substances in the workplace. No smoking in the workplace except in places provided for this purpose.

For more information, refer to our **Code of Conduct**.

SUPPLY CHAIN MANAGEMENT

The MOBILITAS Group aims to build relationships based on trust and mutual respect, enabling our subsidiaries to establish sustainable partnerships with suppliers and service providers to offer high-quality services to their clients. The selection of suppliers and service providers must be based upon the Group's interest and be in line with our values.

Agreements between the MOBILITAS Group's subsidiaries, suppliers and service providers shall clearly identify the deliverables, the payment conditions and prices applicable for all services. The MOBILITAS Group will ensure that all suppliers, business partners and consultants comply with the relevant Supplier Code of Conduct.

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

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CONFIDENTIALITY & DATA PROTECTION

The MOBILITAS Group operates in compliance with the GDPR legislative requirements regarding the protection of data. In this regard, no employee may reveal confidential information to outside parties either during the term of employment or after leaving the Group. Confidential information includes, but is not limited to, financial data, terms of trade agreements, information on innovations and strategic and business aims. Within the Group, employees must ensure that information flows are limited to people who need the information to do their job.

Each employee should protect their professional data and not seek information about another employee unless authorised by the Director of Human Resources. This Director can have access to confidential personal information for professional reasons or with the express agreement of the employee. The MOBILITAS Group maintains all information relating to the private life of employees confidential.

RESPECT OF PRIVACY

The MOBILITAS Group respects the privacy of its employees and excludes any consideration of religious beliefs, political opinions or sexual orientation in decisions of a professional nature, following the strict laws in each country of operation.

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CONFLICT OF INTEREST

A conflict of interest can occur when an employee's personal interests or relationships interfere with their professional duties or responsibilities, potentially leading to biased decision-making that benefits themselves or related parties at the expense of the MOBILITAS Group or its stakeholders.

A conflict of interest may also arise when an employee, who has access to confidential information from different subsidiaries, faces a situation where their knowledge could benefit one subsidiary over the other, potentially leading to biased decisions or actions that compromise the fairness and integrity of both subsidiaries' operations.

The MOBILITAS Group strictly prohibits any conflicts of interest to ensure integrity and fairness in all operations.

In this regard, employees must:

- Avoid situations where a conflict of interest may arise.
- Steer clear of participation in decision making where personal interest is involved.
- Not use or share confidential information from one subsidiary to benefit another.
- Avoid decision making that could compromise the integrity and fairness of any subsidiary.
- Advise their management of any situation potentially generating a conflict of interest.

Within the MOBILITAS Group, an employee will not be penalised for withdrawing from any situation generating a conflict of interest.

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FUNDING OF POLITICAL ACTIVITIES

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

BRIBERY & CORRUPTION

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


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

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

However, gifts, hospitality and expense payments must be proportionate to the employees' function & stature. An employee must therefore always ask approval from their line manager to receive gifts, hospitality and expense payments.

To ensure compliance with these guidelines, the MOBILITAS Group offers training on anti-bribery and corruption practises to all staff.

Employees may refer to our **ABC & ATC Charter** for detailed information on how anti-bribery & anti-corruption practises are communicated and risks are mitigated.



Any form of corruption or bribery is prohibited.

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HEALTH AND SAFETY

At the MOBILITAS Group, we pledge to do all that is needed to create a pleasant working environment and to ensure the health and safety of our employees.

The MOBILITAS Group's operational activities, such as removals, heritage conservation and document management, are activities that may include the handling and transportation of heavy objects, which can be dangerous if improperly managed. Taking the manual nature of this work into account, each subsidiary is required to create and strictly enforce health and safety procedures. We enable our subsidiaries to comply with local and industry specific health & safety regulations.

- Each subsidiary has developed practical documents which give best procedures for managing the various activities. These documents include comprehensive instructions to mitigate risks and improve the health and safety of all employees including instructions on how to lift, handle and put down heavy loads, and movements and postures to avoid.
- The MOBILITAS Group commits to investing in education and training around the specific health and safety requirements of each location & industry.
- **In this regard, employees must:**
 - Read and follow manuals on Health and Safety,
 - Be careful not to jeopardise or endanger others,
 - Report any equipment, locations or actions which might jeopardise health and safety in the workplace.

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MOBILITAS ACADEMY

At the MOBILITAS Group, our staff is central to our success, and as such, the Group focuses on the professional development of all employees.

Investing in the growth and empowerment of our employees across the MOBILITAS Group is at the heart of our vision. We tailor our training programs to suit various roles and employee profiles, fostering professional development. Each employee follows an induction process and may select additional training aligned with their goals. Annually, we target an average of 12 training hours per employee through the following means:

- **Online training:** All employees have access to the group's training platform through our Intranet, where they can attend an extensive amount of various training modules, both developed internally and by external training providers.
 - **Local training:** In each country where we operate, we recruit local staff contributing to the economic and social development of these countries. Trainers are sent to our locations across the world, building the skills base of the communities where we conduct business.
 - **Practical training:** The MOBILITAS Group is committed to delivering consistent, quality training suitable for all professions present in the Group (movers, packers, etc.).
 - **Administrative training:** We offer training programs for our salespeople, our accounting staff, and our managers.
- Training providers:** Internal trainings are organised throughout the global network. External training takes place in national and internationally recognised training centres like FIDI (International Federation of International Movers) and IAM (International Association of Movers) and we continue to develop our internal educational programs.

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PROMOTING DIVERSITY, EQUITY & INCLUSION

The MOBILITAS Group believes in the value that diversity brings to our group companies operating in multiple markets. The diverse backgrounds of our employees contribute significant value to the Group by leveraging local market knowledge, enhancing adaptability and responsiveness to change, and serving as exemplary role models within the broader business community.

The MOBILITAS Group is committed to eradicating discrimination from both the recruitment stage and throughout the career path of all the MOBILITAS Group's subsidiaries' employees.

In this regard, each employee has a responsibility to ensure they do not discriminate on the following characteristics:

- Colour
- National origin or ethnicity
- Disability
- Marital status
- Pregnancy or maternity
- Veteran status
- Socioeconomic status
- Race
- Language
- Political affiliation or belief
- Citizenship status
- Sexual orientation
- Gender identity or expression
- Age

The MOBILITAS Group respects the right to human dignity and condemns all forms of sexual or psychological harassment in all locations. Our subsidiaries comply with all laws in force in the countries where the Group operates. Additionally, the employees of our subsidiaries should consider that any form of intimidation, humiliation, deprivation, blackmail, improper physical contact or harassment is not acceptable within the MOBILITAS Group.

In this regard, employees must:

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

More than just working on eliminating discrimination, the MOBILITAS Group seeks to actively promote diversity, equity and inclusivity. This is done through our **Diversity, Equity & Inclusion Procedure**, outlining our stand on discriminatory practises.

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ENVIRONMENTAL RESPONSIBILITY

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

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

- The MOBILITAS Group will initiate a process to assess its carbon footprint to both measure and minimize our impact.
- Select subsidiaries are subject to regular on-site audits performed by an external auditor. These audits assess compliance with best-practice procedures and environmental criteria.
- Our teams are encouraged to follow training on ESG related topics including sustainable office practises, eco-driving training and the ESG awareness training.
- Internally, the MOBILITAS Group communicates simple actions which can help conserve the environment as part of educating its employees, which includes:
 - Separation of waste and proper waste disposal,
 - Reducing water consumption,
 - Getting rid of single-use plastics such as disposable cups,
 - Reducing paper consumption,
 - Turning off electronic equipment when not in use,
 - Keeping HVAC (heating & cooling equipment) usage to a minimum,
 - Making use of low-emission transport modes such as trains & bicycles when possible.
- The MOBILITAS Group is a decade-long partner of an international NGO and participates in an extensive reforestation programme in various locations.

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SOLIDARITY

As a responsible business, the MOBILITAS Group is dedicated to promoting the socio-economic development of local communities. This commitment is exemplified through our support of local CSR projects, initiated and supervised by our people worldwide. Our subsidiaries are continuously encouraged to participate in CSR activities that align with the group's priorities of:

- Education
- Environmental protection
- Local emergency aid

Each employee plays a role in contributing, supporting and promoting CSR projects conducted by the MOBILITAS Group. We encourage our staff to bring new CSR ideas to the table, fostering a collaborative and innovative approach to community support.