

Sustainability Report 2024

MOBILITAS Group



A Madagascar silk worm feeding on an indigenous tapia tree. Find out how this MOBILITAS-supported project is helping local communities on p17.

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Message from the CEO



Cedric Castro, CEO MOBILITAS Group

“For the first time, we conducted a social study, assessing essential issues like accessibility and the wage gap.”

After formally adopting the ESG framework in December 2022, the MOBILITAS Group spent 2023 building the foundations of its ESG programme.

This was not a simple process. Sustainability is a multi-faceted issue that affects every aspect of our operations. Deciding the next steps, especially when dealing with diverse business activities in 102 countries, was a decision that required thorough analysis.

Charting the course

For guidance, we asked our stakeholders which sustainability issues mattered most to them. After surveying our employees, our clients and our suppliers, the answer was clear: diversity, equity and inclusion; the environment and resource management; and health, safety and wellbeing.

Their priorities have helped inform which UN Sustainable Development Goals the MOBILITAS Group will support.

They have shaped our CSR strategy, and most importantly, have given us a clear direction in which to proceed.

Embedding sustainability practices

In addition to completing this crucial groundwork and continuing our sustainability initiatives from previous years, we ran an internal emissions calculation pilot in three international removals subsidiaries. We also analysed the emissions of 23 of our records management sites in France. And for the first time, we conducted a social study, assessing essential issues like accessibility and the wage gap.

The information from these studies is shared in this report, and what we have learned will guide how we implement similar studies in other MOBILITAS subsidiaries in the years ahead.

I extend my sincere gratitude to every MOBILITAS employee whose dedication and participation propelled us along the road to sustainability in 2023. I am committed to continuing our progress in shaping a more sustainable future together.

About the MOBILITAS Group

The MOBILITAS Group is a French family-owned-and-operated mid-cap conglomerate active in four principal sectors: removals; relocation; records management; and heritage preservation, conservation, restoration and sharing.

Founded in 1974 by husband-and-wife André and Sarah Taïeb, the company established a firm foothold in France before expanding

into Europe, the Caribbean, Africa, Asia and the Middle East through a mix of organic growth and strategic acquisitions.

Today, led by the third generation of Taïeb and Castro families, the MOBILITAS Group has a stable of more than 30 international brands, employing more than 4500 people in 100 countries at the end of 2023.

MOBILITAS in numbers



+30
brands



100
countries



150 000
moves performed
per year



5 440
kilometers of linear
archives



+4 500
employees



200 000
clients



94
million pages
digitised per year

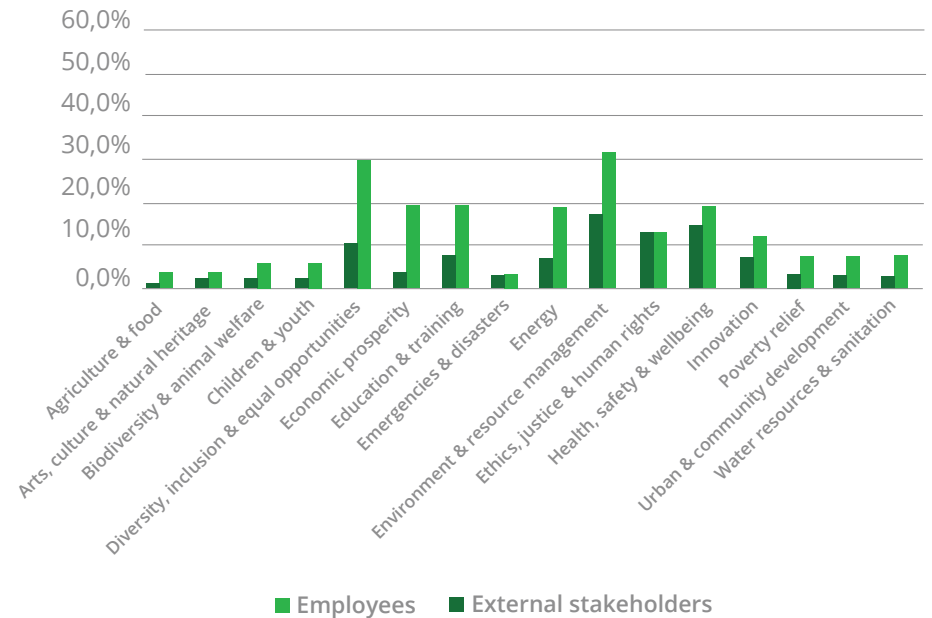
The foundation of our ESG agenda

To help us determine a starting point for the implementation of the MOBILITAS Group ESG strategy, we followed a three-phase process. The objective was to identify goals that are important to our stakeholders and mitigate risk to the group.

01 Stakeholder consultation

Compiling a survey of 16 sustainability issues extrapolated from the UN Sustainable Development Goals (SDGs), we asked our employees, suppliers, and clients to rate which issues mattered most to them. Their priorities were clear. At least 30% of all respondents prioritised diversity, equity and inclusion; the environment and resource management; and health, safety and wellbeing.

Stakeholder ESG priorities



02 Risk analysis

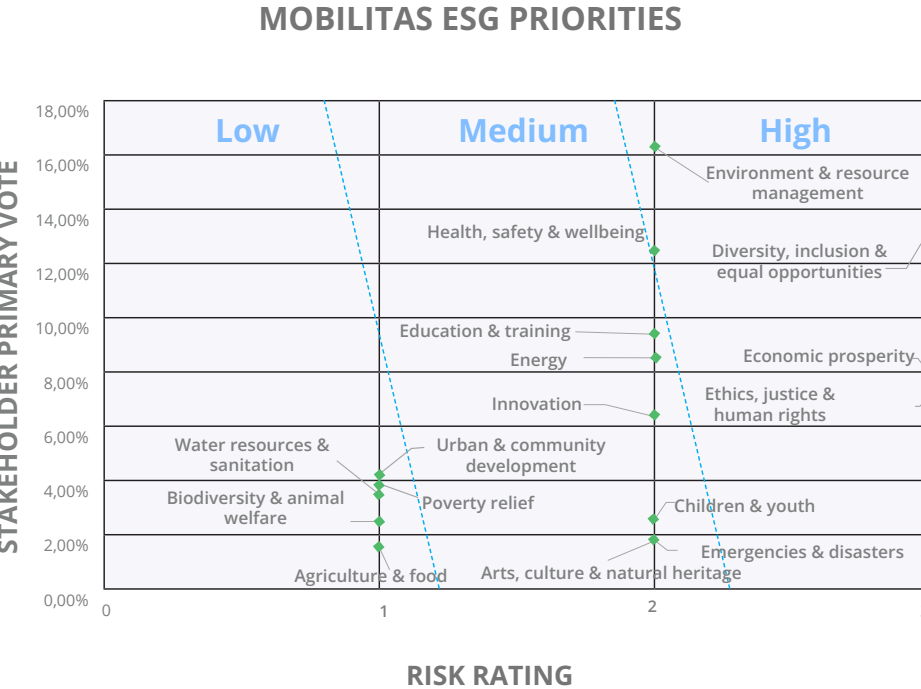
We then conducted a risk analysis on each of the sustainability issues listed in the survey. Our ESG department compared the results of this analysis to the results received from international standards bodies such as EcoVadis and ISO, which audit several of our subsidiaries. This allowed us to identify four risks that are critical for our group.

			Impact			
			0 Acceptable	1 Tolerable	2 Unacceptable	3 Intolerable
			Little or no effect	Effects are felt but not critical	Serious to critical impact	Could result in disasters
Likelihood	Improbable	Risk unlikely to occur		1 2 14		4
	Possible	Risk could occur		3 13 15 16	8	6 10 11
	Probable	Risk will occur			7 9 12	5

- 1. Agriculture & food
- 2. Arts, culture & natural heritage
- 3. Biodiversity & animal welfare
- 4. Children & youth
- 5. Diversity, inclusion & equal opportunities
- 6. Economic prosperity
- 7. Education & training
- 8. Emergencies & disasters
- 9. Energy
- 10. Environment & resource management
- 11. Ethics, justice & human rights
- 12. Healthy, safety & wellbeing
- 13. Innovation
- 14. Poverty relief
- 15. Urban & community development
- 16. Water resources & sanitation

A risk analysis uncovered four sustainability issues that are now a priority for the MOBILITAS Group - highlighted in green in the table above.

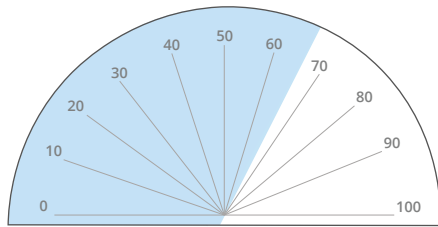
Comparing the risk associated with each issue against how important that issue was to our stakeholders, we noted a large overlap. This allowed us to prioritise four issues on the first steps of our journey to sustainability.



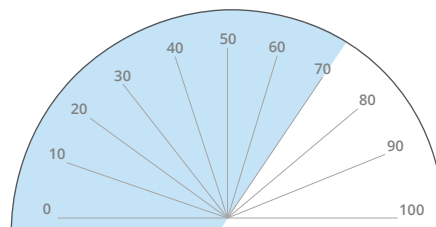
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Alignment with UN Sustainable Development Goals

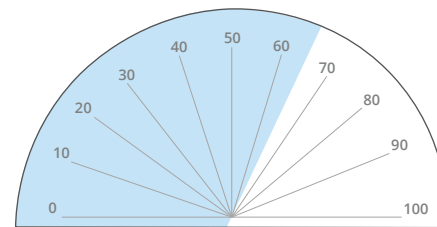
Looking at the UN Sustainable Development Goals (SDGs) and their 169 sub-goals, we see that our priorities align best with the following SDGs, which we commit to supporting as part of our sustainability agenda.



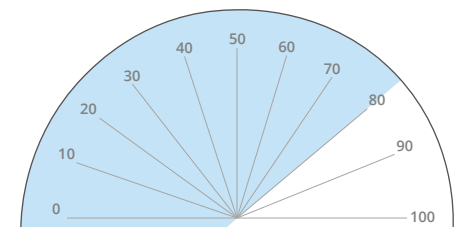
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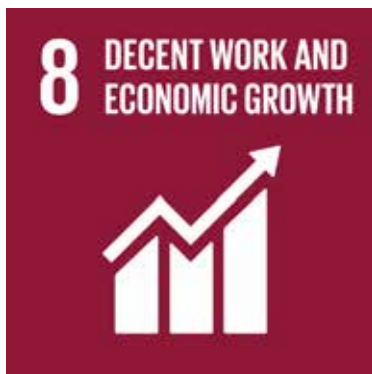
70% aligned



64% aligned



80% aligned



The MOBILITAS approach to CSR

Corporate Social Responsibility (CSR) has always been a priority for MOBILITAS, as evidenced by our previous Communication on Progress reports for the UN Global Compact. That's why, in addition to the SDGs we will support, we have elected to continue our strong commitment to CSR activities, but with new objectives:

- ✓ Increasing employee engagement
- ✓ Building long-term partnerships with the communities in which we operate
- ✓ Making a positive and measurable impact through charitable initiatives.

Based solely on our internal stakeholder analysis, we arrived at three CSR goals that align with our company values and employee priorities:

- ✓ Environmental conservation
- ✓ Education and training
- ✓ Emergency aid.

To monitor our effectiveness in these areas, we have developed a reporting system that allows our subsidiaries to report the impact of their initiatives to the group's ESG department.

The definition of CSR

At MOBILITAS we understand CSR to be the charitable activities we undertake to engage with our communities and make a positive impact.



Environment



Emissions - Pilot study

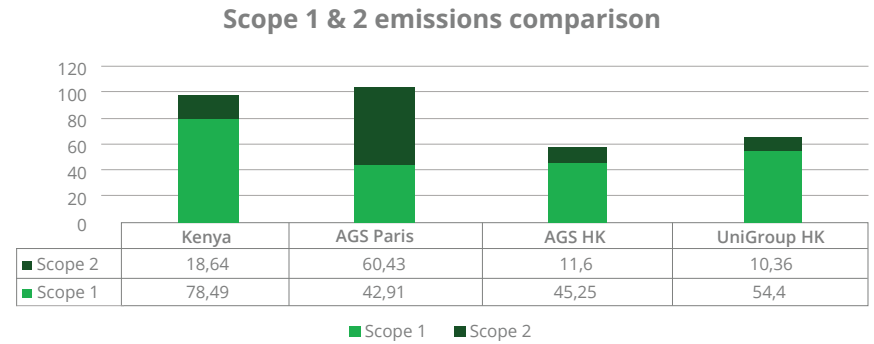
Understanding the extent of our environmental impact was a key objective for the MOBILITAS Group in 2023.

As such, in addition to the data collected from SOFDI (AGS Paris), we assessed the emissions of three other international removals subsidiaries: AGS Kenya, AGS Hong Kong and UniGroup Asia Hong Kong.

Background

At each subsidiary, we assessed scope 1 and 2 emissions as far as possible through a mixture of self-reporting, internal surveys and examination of financial records. Measurement of scope 3 emissions is being implemented for future study.

Findings



Data collected internally, unverified by third party.

Scope 1, 2 and 3 emissions explained

Scope 1

Direct emissions produced by a company, like those from owned or controlled sources such as on-site fuel combustion and company vehicles.

Scope 2

Indirect emissions from purchased electricity, heat, or steam used by the company.

Scope 3

All other indirect emissions that occur in a company's value chain, including activities such as business travel, employee commuting, and product transportation.



Action plans

Solar panels in Kenya

AGS Kenya can greatly reduce its scope 2 emissions. As such we have begun installing solar panels in the Nairobi facility.

In addition, an internal survey revealed that 72% of staff were willing to participate in a carpool programme to reduce scope 3 emissions from staff transport. We have since identified the carpooling routes that would reduce emissions the most. Staff can join this programme voluntarily.

Waste separation and reduction in Hong Kong

Our teams in Hong Kong are focusing their sustainability efforts on waste management, aiming to improve waste treatment and reduce paper waste.

As a first step, they have set up a recycling corner: a dedicated area where employees can dispose of waste in separate bins.

Plans are also underway to reduce paper consumption. To reduce their impact on natural ecosystems even further, they are investigating supporting a local reforestation project.

Sourcing sustainable packing materials in France

The environmental assessment for AGS Paris resulted in an upgrade of our packing materials. Clients will now have their belongings packed in moving boxes made entirely from 100% recycled cardboard, making the environmental impact of our operations considerably more sustainable.

Since AGS Paris sources packing material for most of the AGS network, this initiative will be rolled out to more AGS branches in 2024.

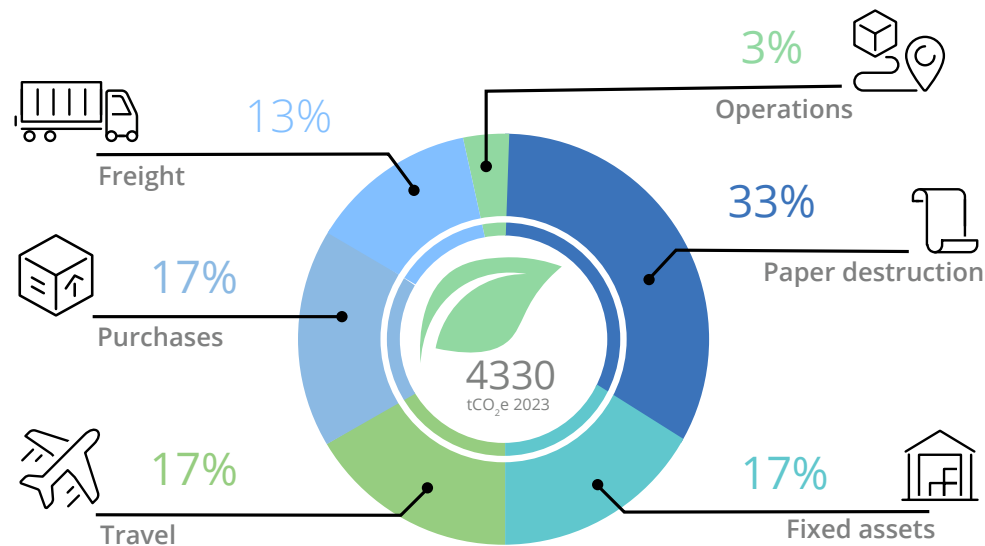


Emissions – AGS Records Management France

In 2023, our records management division began the process of measuring their carbon footprint in France.

Using the Carbon Footprint® method, they examined 23 records conservation facilities. They also measured the emissions of the records management consulting division, which performs most of its activities on client sites.

In total, the sites surveyed emitted 4 330 tCO₂e in 2023.



Action plans

Having established this benchmark, the records management division has committed to implementing the following actions in the coming years to reduce their footprint:

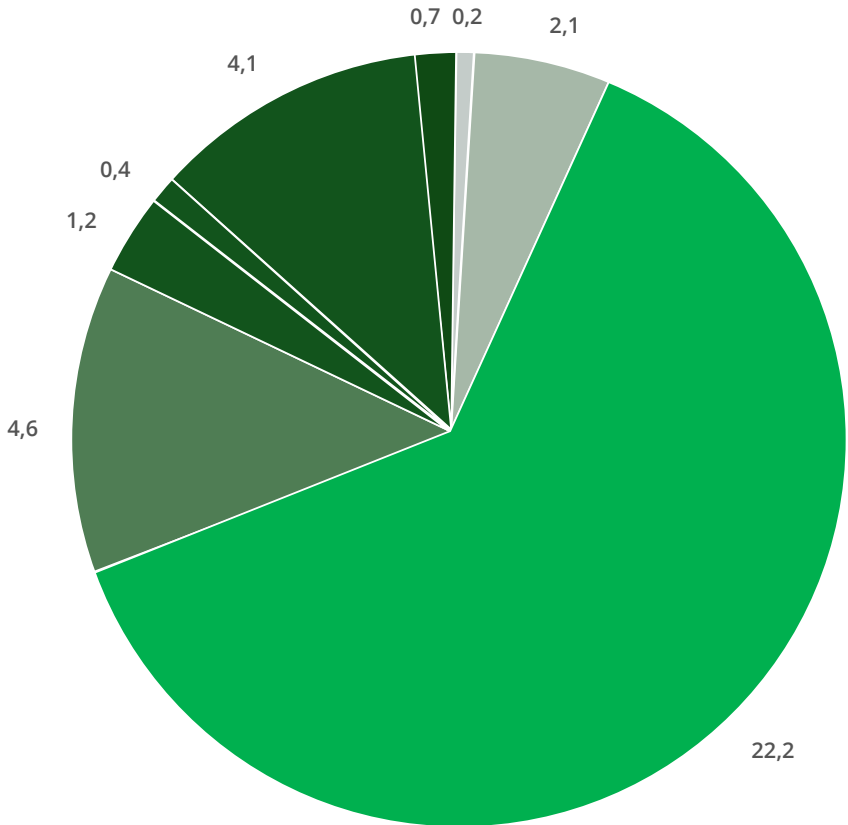
- ✓ Improving energy efficiency by installing LED lightbulbs, replacing inefficient heating systems, and reducing energy consumption. Site managers will also monitor their facilities' energy consumption more closely.
- ✓ Shifting toward less carbon-intensive processes for handling archives and renewing the vehicle fleet according to new low-carbon criteria.
- ✓ Raising awareness for initiatives dedicated to environmental causes (through competitions, eco-driving training, internal signage, etc.).
- ✓ Working with responsible suppliers who share their convictions about sustainability.
- ✓ Reducing paper consumption by digitising documents, limiting printer use, and implementing waste sorting.

Emissions – Démépool Removals

Since 2012, Démépool Removals – a MOBILITAS subsidiary in France specialised in domestic removals – has used the Bilan Carbone® method to calculate their carbon footprint. Bilan Carbone® quantifies an organisation’s greenhouse gas emissions using ADEME and ABC method.

In 2023, Démépool emitted 35,5 tonnes of CO₂. This increase is almost entirely due to the variation in the emission factors used and the inclusion of other inputs not considered in previous years.

Démépool emissions 2023



- Paper & cardboard
- Other inputs
- Commuting
- Business travel, car
- Business travel, aeroplane
- Direct waste
- Buildings
- IT





Action plans

Démépool has committed to the following actions to reduce their carbon footprint in the years to come.

At Démépool headquarters

- ✓ Favouring email communication
- ✓ Raising employee awareness of sustainability issues
- ✓ Favouring train travel
- ✓ Maintaining a new car fleet to optimise fuel consumption
- ✓ Optimising appointments within the same geographical area.

On client sites

- ✓ Supporting clients in waste management and offering them the most environmentally friendly solutions with the help of specialist partners
- ✓ Reusing packaging to protect common areas such as elevators, corridors and floors, subject to client consent
- ✓ Favouring the use of durable plastic materials, such as wardrobes and crates for crockery. These alternatives offer a reusable, hard-wearing solution that replaces single-use cardboard boxes.

At branch level

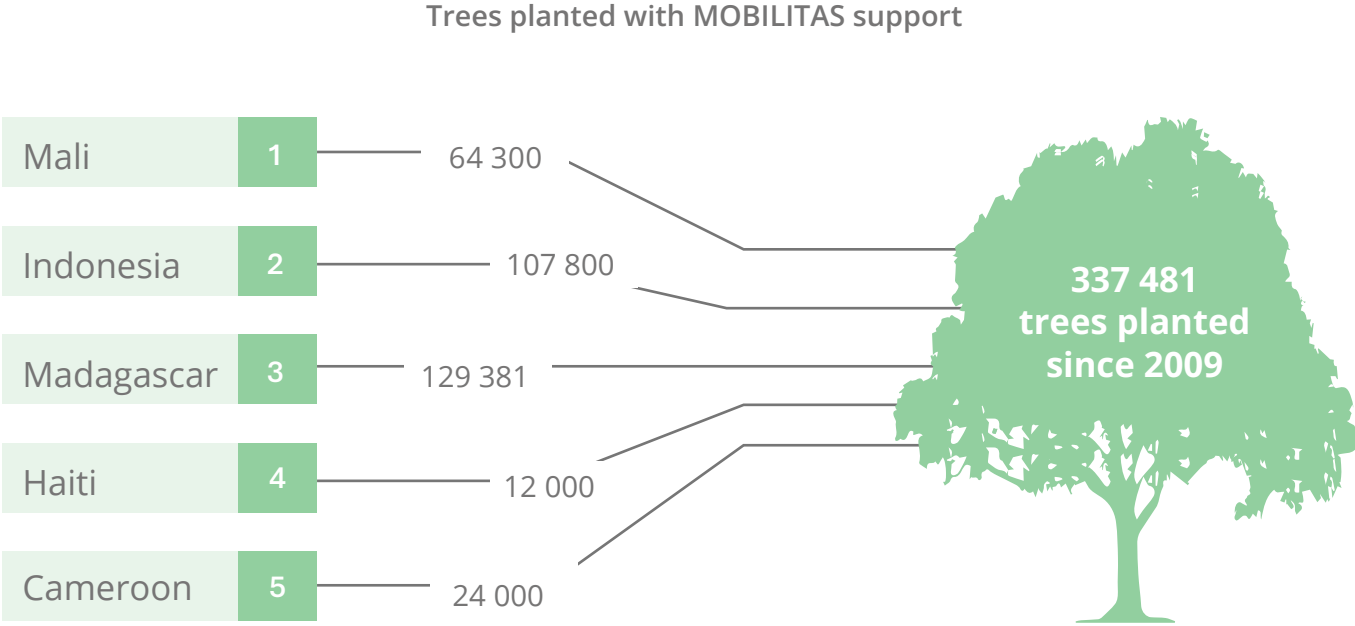
- ✓ Optimising appointments in the same geographical area
- ✓ Using alternative transport, in particular combined rail-road transport. Démépool branches are equipped with swap bodies to facilitate this mode of transport
- ✓ Networking to reduce empty transport runs and minimise the number of unoccupied vehicles on the road
- ✓ Offering clients the 'eco-move' option – a groupage solution that groups the goods of several customers together in a single move
- ✓ Equipping vehicles with geolocation systems to plan and adjust routes in real time. This will reduce fuel consumption and therefore CO₂ emissions.



Reforestation with Planète Urgence

2023 also saw us continue our long-standing partnership with the NGO Planète Urgence. As part of their Environment & Development programme, Planète Urgence reforests areas vulnerable to climate change and provides the communities affected by deforestation with the skills and resources to develop their local economy in an environmentally and economically sustainable manner.

Since joining forces with Planète Urgence in 2009, MOBILITAS has facilitated the planting of more than 335 000 trees. Initially in Haiti, Indonesia, and Mali, and now in Cameroon and Madagascar.



Cameroon – since 2022

Cameroon is home to abundant biodiversity. However, it is particularly vulnerable to desertification in the north, a phenomenon that has been accelerated by climate change. Planète Urgence’s FARE project aims to fight desertification around the country’s Benue National Park through cashew reforestation and the restoration of wildlife migration corridors.

The project supports the production and maintenance of cashew orchards for the benefit of the park’s local population. By creating cooperatives and training farmers in orchard maintenance, Planète Urgence supports the emergence of the cashew nut industry.

“In 2023, MOBILITAS’ contribution helped plant 132 hectares of cashew trees and restore 11 hectares of wildlife corridors in Cameroon.”



Community cashew tree nursery in the village of Guijiba, Cameroon.

Madagascar – since 2012

Planète Urgence has been working for more than a decade to preserve and reforest the tapia forest endemic to the central highlands of Madagascar.

Around 77% of rural Malagasies depend on tapia wood for cooking and heating, and due to the resulting deforestation, only 3% of the tapia forest remains.

The new tapia trees help reduce the harmful effects of deforestation on the island's natural habitats and biodiversity. They also play an essential role in combatting climate change.

Planète Urgence also ensures that the local communities reap the economic benefits of this project by encouraging and supporting beekeeping, the silk industry, and agroforestry.

“In 2023, MOBILITAS helped Planète Urgence expand the Madagascan tapia forest by 12 000 trees, covering 3.41 hectares.”



Tapia nursery to create new wood-energy plantations, refill old plantations, and restore the coppice.

Subsidiary initiatives

In addition to the environmental actions taken by the MOBILITAS Group as a parent company, we encourage our subsidiaries to conserve the environment in their local communities. They are best placed to understand how to reduce the impact of their operations on the local ecosystem.

AFRICA

01 *AGS Mozambique – electric forklift*

AGS Mozambique purchased its first electric forklift. With its 404-AH lithium battery, we calculate it will save the branch around 83.69 kgCO₂e per year compared with a similar diesel forklift operating for one eight-hour shift five days a week.

02 *AGS Senegal – compost creation*

AGS Senegal joined forces with Passion Nature Organic farm to turn carton boxes at the end of their lifespan into compost. On the farm, the cartons are laid on the ground and watered. Over time, they decompose, releasing cellulose which, when combined with manure or compost, transforms into high-quality soil.

03 *Pickfords South Africa – sustainable seas*

For the third year running, Pickfords chauffeured Munch the wireframe coelacanth fish to multiple schools around South Africa's Eastern Cape. The Munch on the Move Programme is the brainchild of the Sustainable Seas Trust, a non-profit dedicated to reducing marine pollution. Doubling as a recycling bin, Munch helps teach children about waste sorting, encouraging them to collect and sort waste at source so that it doesn't reach the ocean.



The Pickfords Gqeberha crew with Munch, the wireframe coelacanth.

ASIA

04 AGS Thailand – tree planting

The AGS Thailand team planted a selection of Queen’s Flowers saplings a stone’s throw from their offices in the Lat Krabang industrial district. The event formed part of the One Million Trees project which aims to create a greener Bangkok. Queens Flowers are known for their beauty, but also their resilience and ability to capture particulate matter – the fine dust that is a feature of polluted city air.

05 AGS Beijing – electric vehicles

For the first time, AGS Beijing added an electric vehicle (EV) to its fleet. For use by the sales team, the car will help reduce their carbon emissions as they drive around the city. Studies show that EVs typically have a smaller carbon footprint than their fossil-fuel equivalents, even when accounting for emissions from electricity production. ¹



The AGS Thailand team planted Queen’s Flowers trees to improve air quality in Bangkok.

EUROPE

06 *AGS Rhône-Alpes – recycling and waste sorting*

In Southeast Central France, AGS Rhône-Alpes began recycling their paper by teaming up with a local waste management and recycling company. The team also began separating food packaging waste into a separate container to promote waste sorting.

07 *AGS Romania – sustainable crockery*

The AGS Romania team permanently disposed of disposable cups, introducing glasses and ceramic mugs for use by office staff. Employees are also urged to bring their own cutlery to work to further reduce their environmental impact.

08 *Noble Group – electric vehicles*

In the Netherlands, the Noble Group equipped their sales teams with two electric vehicles. To maximise efficiency, they also installed a charging station at the office. Studies show that the manufacture of EVs emits more CO₂e than combustion-engine equivalents. However, when emissions are measured across the vehicle's lifespan, EVs are more eco-friendly. ²





Social



Diversity, Equity & Inclusion – Pilot study

As a global group active in 100 countries, working with people from different cultures and backgrounds is inherent to our operations. As an employer, we want to ensure a welcome, just and equitable work environment for all our employees.

As such, we began assessing key diversity metrics in 2023.

Background

Our pilot study took place at three subsidiaries: AGS London, AGS Vietnam, and Executive Relocations France. The objective was to create a more diverse and inclusive work environment and heighten local awareness of MOBILITAS ESG activities.

For each subsidiary we analysed:

- ✔ Gender composition and wage gap
- ✔ Internal grievance escalation
- ✔ Accessibility

Not surprisingly, we found that each subsidiary faced different challenges.

“As an employer, we want to ensure a welcome, just and equitable work environment for all our employees.”



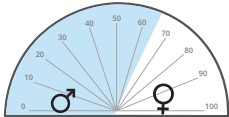
Findings

Gender composition and wage gap

AGS London

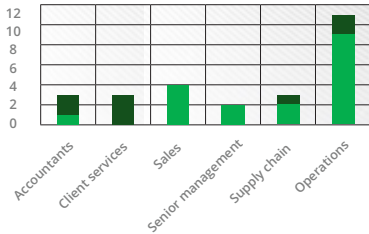
Finding

- 65% male and 35% female



- Client services is female dominated, sales and management are male dominated.

Gender per position



Male Female

- Men earn slightly more (8%) but also have more experience (41%).

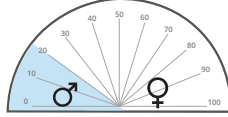
Corrective action

None required.

Executive Relocations France

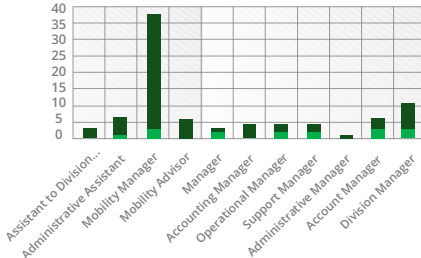
Finding

- 19% male and 81% female



- Both genders are represented in all departments.

Gender per position



Male Female

- No wage gap identified.

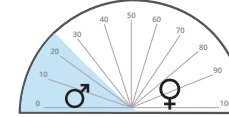
Corrective action

Committed to a more diversity-focused recruitment strategy and attending job events that attract both genders.

AGS Vietnam

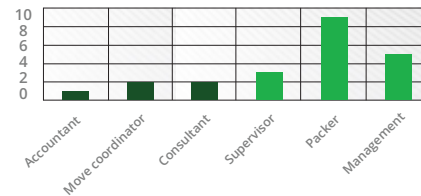
Finding

- 24% male and 76% female



- Each department is represented by one gender only.

Gender per position



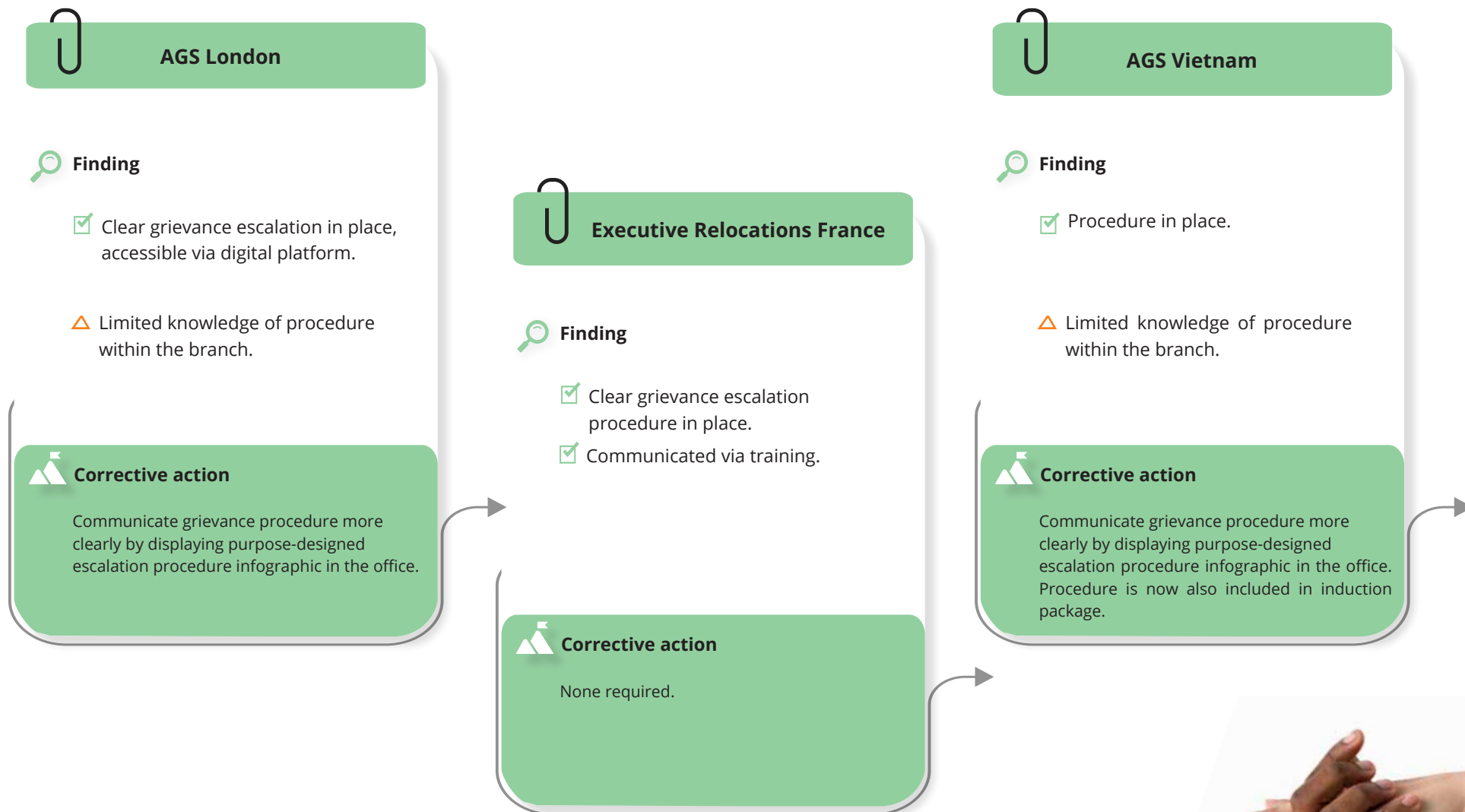
Male Female

- Since there is no department with both genders there is no data with which to conduct a wage gap study.

Corrective action

Implemented a leadership development programme for female staff.

Internal grievance escalation



Accessibility

AGS London

Finding

- ✓ Wheelchair friendly.
- ✓ Elevator
- ✓ 7% of parking bays reserved for people with limited mobility.
- ✓ Accessible toilets
- ✓ Customised equipment purchased for disabled employees as needed.

- △ No disability awareness orientation available.

Corrective action

MOBILITAS is developing an ESG training course for all employees in all subsidiaries. The course will also be included in the induction programme. DE&I awareness is included in the training course.

Executive Relocations France

Finding

- ✓ Customised equipment purchased for disabled employees as needed.

- △ Entrances are not wheelchair friendly.
- △ 0% of parking spaces are preserved for people with limited mobility.
- △ No elevator in the building.
- △ Toilets are inaccessible for people with limited mobility.
- △ Working stations and meeting rooms are not accessible.
- △ No disability awareness orientation available.

Corrective action

Executive Relocations France has reserved a parking bay for disabled people and has plans to make their premises more accessible as part of a renovation of the entire building. They are currently awaiting plan approval. In the meantime, accommodations will be made for any employees with limited mobility.

AGS Vietnam

Finding

- ✓ 2.5% of parking spaces reserved for people with limited mobility.
- ✓ Elevator
- ✓ Working stations and meeting rooms are accessible.

- △ Limited accessibility for wheelchairs.
- △ Toilets are inaccessible for people with limited mobility.
- △ No disability awareness orientation available.

Corrective action

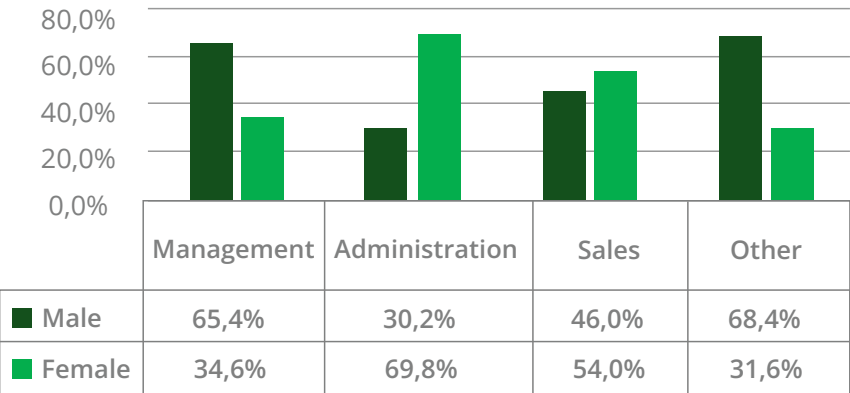
AGS Vietnam modified one of their entrances to ensure easier access through a removable wheelchair ramp.

In 2024, staff want to follow a local training course on how to better assist people with disabilities.

Gender representation in the MOBILITAS Group

We are pleased to report that, in 2023, 44.3% of our permanent staff were female. Overall, female representation in the MOBILITAS Group increased by 0.6% in 2023.

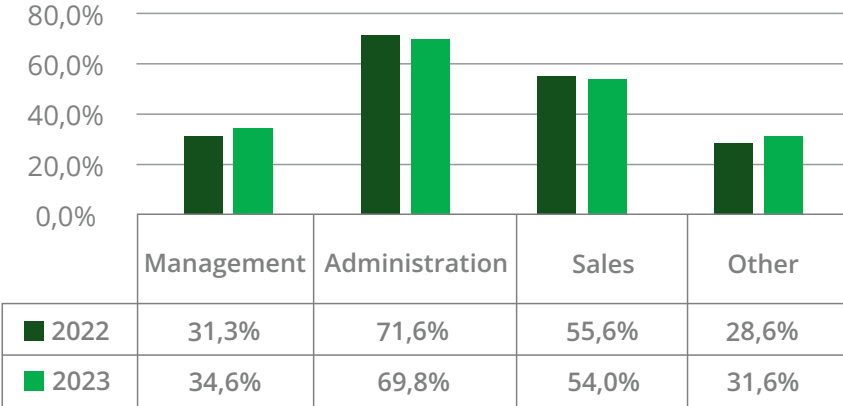
Gender representation 2023



■ Male ■ Female

In 2023, administrative and sales roles were mostly occupied by women, 69.8% and 54%, respectively.

Female representation by department 2022 vs 2023



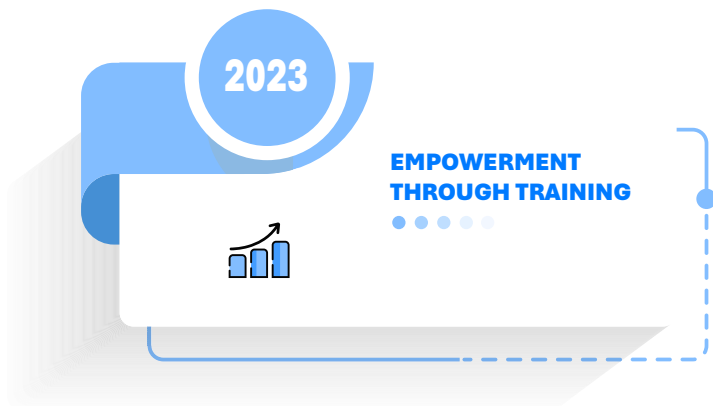
■ 2022 ■ 2023

In 2023, the management function saw the biggest increase in female representation (+3.3%), while representation declined most in the administrative function (-1.8%).

Employee empowerment through training

Training our staff is an integral part of MOBILITAS' sustainability mission. We believe that by empowering employees with skills and knowledge, we create a more inclusive work environment and improve our clients' experiences.

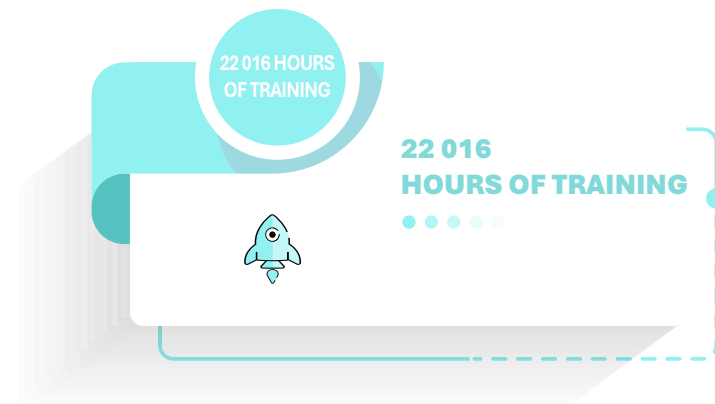
Training is conducted via our internal online platform which contains more than 340 courses on diverse topics, from basic marketing to how to use Microsoft PowerApps.



In 2023, the most frequently completed training course was Phishing Attacks and Ransomware Awareness, a 60-minute deep dive into how to recognise hackers' attempts to gain access to your device and personal data. Completed by 765 users, this training course received an average rating of 4.68 out of 5.



The most highly rated training course was Warehouse Management. Developed internally, it received an average rating of 4.98 out of 5 from 57 users.



Overall, employees from 188 subsidiaries received 22 016 hours of training in 2023 – an average of 7.97 hours of training per employee.

Subsidiary initiatives

In addition to the actions that MOBILITAS takes as a parent company, we encourage our subsidiaries to contribute to social causes in their local communities.

AFRICA

01 AGS Morocco – earthquake support

The village of Moulay Brahim received essential supplies and donations with the logistical support of AGS Morocco after it was struck by a devastating earthquake in September 2023.



Above and left: the AGS Morocco team delivered essential supplies to the victims of the Marrakesh-Safi earthquake in September 2023.

02 AGS Kenya – helping drought-affected communities

AGS Kenya supported a borehole renovation project to help local communities affected by severe drought in Goda Korma. The initiative improved access to water, sanitation, and hygiene services for 1 350 people.

03 *AGS Liberia – after-school activities for underprivileged youth*

The Liberian Ballroom Academy has transformed after-school activities for youth in underprivileged communities. AGS Liberia provided shoes, clothes, and funded teachers to give dance classes – a positive outlet for young participants.

04 *Laser Group – youth employment and poverty alleviation*

The Laser Transport Group partnered with the Youth Employment Scheme to host 16 unemployed youth graduates in a business administration learnership. By December 2023, more than 40% were employed within the group after completing the programme, which focused on developing skills in removals and heritage preservation.

The group also partnered with Kindness Like Confetti (KLC), a non-profit association focused on alleviating food shortages, providing childcare assistance, trauma relief and support for the equal treatment of women in Johannesburg and Gqeberha.

Trucks from Laser’s subsidiaries, Stuttaford Van Lines and Pickfords Removals, delivered goods collected by KLC to the Even Tide Old Age Home and various other destinations in greater Johannesburg.

05 *Overseas Administration Management – supporting people with disabilities*

The MOBILITAS Group’s administrative subsidiary, Overseas Administration Management, raised 460 USD (8 280 ZAR) for The National Council for Persons with Disabilities to celebrate South Africa’s annual Casual Day. The charity supports education, job placement, skills development, youth and women’s programmes, as well as those affected by gender-based violence.



06 *Stuttaford Van Lines – community support*

Stuttaford Van Lines kicked off 2023 by hosting a blood drive at their Durban branch. During winter, they delivered blankets to the less fortunate across South Africa in support of 67 Blankets for Nelson Mandela Day.

In Cape Town, the Stuttaford Van Lines crew crated, transported and delivered a specialised eye machine to Paarl where it will be used to provide free screenings to the underprivileged.



Below and left: the Stuttaford Van Lines crew delivered blankets for the less fortunate on Nelson Mandela Day.



07 *Pickfords – support for underprivileged communities and breast cancer awareness*

Pickfords Removals again partnered with the charity Love Story to collect essential items for the underprivileged in South Africa, with Pickfords dropping off clothing at selected children's homes in major cities.

Love Story also feeds homeless people five nights a week, serving 30 000 meals monthly through 20 soup kitchens. The Gqeberha Pickfords team supported this cause by making sandwiches for Love Story's weekend feeding scheme. They also serve as a drop-off point for donations.

In Johannesburg, Pickfords delivered tables and chairs to the non-profit Rays of Hope. This charity runs various programmes to improve the lives of children and their families in Alexandra Township.

To raise awareness for breast cancer, the team supported Muddy Princess events across South Africa. Crews transported the obstacles for these women-only obstacle courses around the country. Funds raised by Muddy Princess are donated to Pink Drive, a charity focused on raising awareness, early detection, and breast cancer screening.

ASIA

AGS Vietnam hosted match screenings during the 2023 Rugby World Cup to collect funds for children with disabilities.



08 *AGS Malaysia – support for refugees*

AGS Malaysia provided free moving services to relocate a sewing workshop of Tanma, an NGO that helps female refugees from Myanmar.

09 *AGS Vietnam– support for children with disabilities*

During the 2023 Rugby World Cup, AGS Vietnam raised 1 570 USD (40 000 000 VND) by hosting match screenings at the High Tide Restaurant. This money was used to purchase washing machines, clothes, toys, food items and other necessities for the Tam Binh Children Care Centre – a school for the deaf and handicapped.

10 *AGS China – support for underprivileged children*

AGS China supported A PLEINES MAINS in Gansu Province, an NGO dedicated to helping disadvantaged children, by donating sleeping bags, mattresses, and footballs to their summer camp.

CARIBBEAN & FRENCH OVERSEAS TERRITORIES

11 *AGS Haiti – educational support*

Select students at Haiti Tec, a vocational training centre in Port-au-Prince, had their tuition paid by AGS Haiti. Upon graduation, AGS also provides job opportunities or seasonal work if needed.

12 *AGS Reunion – support for victims of domestic violence*

Victims of domestic abuse in Reunion received crucial assistance from AGS and CEVIF, a local women’s shelter. While the victims collect their belongings, the presence of the movers deters further violence. CEVIF staff offer psychological, legal, and administrative support.

13 *AGS Martinique – Raid des Alizés*

AGS Martinique sponsored the French Navy ladies’ team during the Raid des Alizés sporting event, with all funds raised by the team benefiting The National Sea Rescue Society.



Sponsored by AGS Martinique, the French Navy ladies’ team raised funds for the National Sea Rescue Society during the Raid des Alizés.

EUROPE

14 Noble Group – support for the elderly and people with disabilities

The Noble Group lent their trucks and drivers to the Ooievaars (Stork) run, an annual event that offers over 550 people with disabilities a memorable truck tour from The Hague to Scheveningen. Additionally, the Noble CSR committee spent two afternoons at the Herbergier (Innkeeper) care home, engaging in games with elderly residents living with dementia.



The Noble CSR committee spent two afternoons with residents of the Herbergier care home in the Netherlands.

15 AGS Romania – support for underprivileged hospitalised children

AGS Romania and the AGS European Traffic Centre donated colouring books and crayons to Fundatia Inocenti, a non-profit organisation that supports disadvantaged children in hospital.



AGS Romania donated colouring books and crayons to hospitalised children from underprivileged backgrounds.

16 *AGS Slovakia – support for those displaced by war*

AGS Slovakia supported Caritas by donating second-hand furniture and clothing to Ukrainian families in need. Caritas is an international organisation that assists abandoned and orphaned children, families in need, the homeless, migrants and refugees, single mothers and the elderly.

17 *AGS Poland – support for earthquake victims in Morocco*

Through an auction hosted by SOS Enfants Villages Maroc in Poland, AGS Poland helped raise 12 800 USD (50 000 PLN) to help reconstruct facilities for children and provide ongoing support after the earthquake in Morocco.

18 *AGS Records Management France – advancing diversity and inclusion*

AGS Records Management in France continued its partnership with the Néa Group, allowing people with disabilities to work in an environment adapted to their needs.





Governance



Policy development

In 2023, in addition to the anti-bribery, anti-corruption and anti-trust policy and the employee and supplier codes of conduct that were already in place, we formalised sustainability policies for multiple MOBILITAS subsidiaries.

Heritage Division	International Removals Division
	
<p>Sustainability policy</p> <p>Mitigates environmental impact in all aspects of operations by:</p> <ul style="list-style-type: none"> - Transitioning to hybrid and electric vehicles - Promoting use of public transport - Formalising local data management - Refurbishing IT equipment - Implementing energy-efficient lighting. <p>Promotes social responsibility through:</p> <ul style="list-style-type: none"> - Inclusive hiring practices that promote gender equality - Collaborating with third-party organisations to provide employment opportunities for individuals with disabilities, prioritising local hiring, and supporting continuous professional development - Youth internships and educational outreach. 	<p>Environmental policy</p> <p>Mitigates environmental impact in all aspects of operations by:</p> <ul style="list-style-type: none"> - Transitioning to zero- and low-emission vehicles - Optimising data management - Refurbishing IT equipment - Implementing energy-efficient lighting and insulation - Maximising recycling and reducing use of non-recyclable materials. <p>Equality Diversity Policy</p> <p>Ensures all stakeholders are treated with fairness and respect by:</p> <ul style="list-style-type: none"> - Promoting a diverse and inclusive work environment - Mitigating the risk of discrimination and harassment - Fostering a culture of equality and mutual respect.

Third-party certifications and compliance

The following external bodies hold the MOBILITAS Group and its subsidiaries accountable.

✓ **ISO 14001 – Environmental management systems**

Renewed in 2023 by AGS Paris and the Noble Group in the Netherlands, the parent company of Royal De Gruijter, AGS Netherlands, Passies and XL Pack.

✓ **ISO 27001 – Information security management**

Renewed by AGS Paris, Executive Relocations France, AGS Records Management Germany, and Cygest, the group's proprietary software development company.

To ensure data privacy and compliance with the GDPR, the MOBILITAS head office also migrated the database of the group's email service provider, Zoho, from US servers to EU servers.

✓ **ISO 9001 – Quality management**

Renewed by the MOBILITAS Group head office, covers all subsidiaries.

✓ **UN Global Compact**

The UN Global Compact requires its members to annually report on their progress in aligning their strategies and operations with the universal principles governing human rights, labour, the environment, and anti-corruption, and to take actions that advance societal goals. As part of our membership, MOBILITAS has been compliant with the guidelines of the UN Global Compact since 2009.



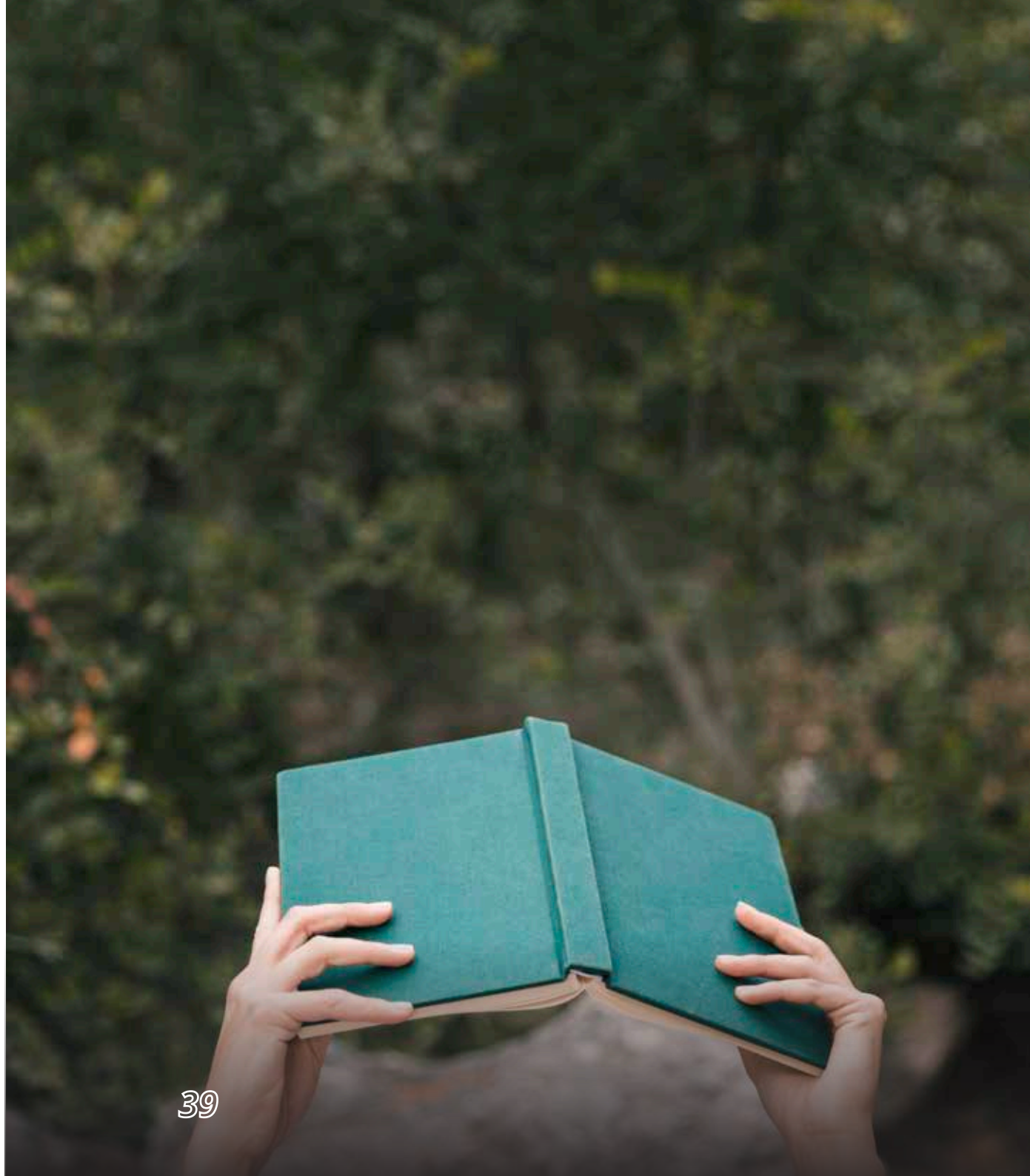
Awards and recognition

- ✓ Executive Relocations France earned an EcoVadis platinum rating, signifying that they are among the top 1% of sustainable companies in their category.
- ✓ Following their first-ever EcoVadis assessment, AGS Munich (Germany) earned a silver rating, putting them in the top 5% of sustainable companies in their category.
- ✓ In their first year of participation in the AMCHAM Corporate Social Impact Rewards Program, AGS Thailand received the Impact Recognition award for their outstanding commitment to sustainable business practices.
- ✓ AGS Movers received the FIDI Academy Diamond Award in recognition of driving and promoting international moving industry knowledge amongst its employees.

What is EcoVadis?

EcoVadis assesses enterprises using a global CSR standard which aligns with international sustainability standards. The CSR analysis measures a company's performance using 21 indicators spanning four domains: environment, social and human rights, ethics, and responsible purchasing.

Agenda for 2024



The MOBILITAS Group commits to advancing our ESG agenda on every front in the coming year.

Environment

- ✔ Strengthen the relationship with our carbon accounting partner to calculate the footprint of the MOBILITAS Group.
- ✔ Maintain reforestation partnership with the NGO Planète Urgence.
- ✔ Monitor solar panel installation in Kenya with a view to installing solar panels in other MOBILITAS subsidiaries.
- ✔ Implement eco-driver training to reduce fleet emissions.

Social

- ✔ Establish partnership with the CMA to offer records management traineeships to Caribbean youth from disadvantaged backgrounds.
- ✔ Establish partnership with NQT to offer mentoring and records management work-study programmes to youth from disadvantaged backgrounds in mainland France and the French Overseas Territories.
- ✔ Implement CSR strategy defined in 2023.
- ✔ Implement ESG awareness training.
- ✔ Invest in technology to comprehensively track employees of all contract types to better measure equality metrics.

Governance

- ✔ Implement policies that were formalised in 2023 and ensure subsidiaries align with group objectives. MOBILITAS employees will be educated on policy specifics through formal training.
- ✔ Improve risk management and action for ESG topics. Subsidiaries will complete a risk assessment and action plan that helps the ESG department better understand the ESG risks they are facing so that these can be mitigated.
- ✔ Encourage our subsidiaries to choose or develop CSR initiatives that improve employee engagement and have a long-term impact.
- ✔ Increase internal communication about the MOBILITAS sustainability agenda and provide self-paced training to raise awareness for sustainability concerns.



The MOBILITAS ESG Committee



Cedric Castro

Chief Executive Officer



Paul Massardier

Chief Operating Officer



Ido Barner

Member of the Operational Board



Odin Kloppers

ESG Coordinator



Roleen Webber-Green

Executive Assistant



If you have any questions about this document, please email us at esg@mobilitas.org.