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RECORDS AND INFORMATION MANAGEMENT DIVISION OF THE MOBILITAS GROUP

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OP-ED

ALAIN TAÏEB, CHAIRMAN OF THE SUPERVISORY BOARD OF THE MOBILITAS GROUP



THE MOBILITAS GROUP, THE STORY OF A FRENCH FAMILY COMPANY THAT HAS GROWN INTO AN INTERNATIONAL GROUP

Founded in 1974 by Isaac and Sarah Taïeb, and now run by the third generation of the Taïeb and Castro families, the MOBILITAS Group focused its development with its eyes firmly fixed on the future. In less than 50 years, the company – specialist in the international mobility of people and movement of goods as well as Physical and Electronic Document Management – has substantially reinvented itself. This growth is the result of a strategy developed along two strong axes: geographic expansion and entry into new markets and business sectors. Very quickly, the SME has become a midsize company whose long-term perspective remains the guiding philosophy for all operational, structural, tactical and strategic decisions. Today, the group has its own subsidiaries and branches in 96 countries around the world with more than 200,000 customers and it is positioned among the world leaders in each of its business sectors: a great asset, which enables it to offer its clients unparalleled service.

THE PHYSICAL AND ELECTRONIC DOCUMENT MANAGEMENT DIVISION: SUBSTANTIAL INVESTMENTS AND INTERNATIONAL AMBITIONS

Over the past ten years, the Physical and Electronic Document Management activities have become a major growth driver within the group. At the heart of this strategic turning point lies our belief that document management and information processing is a booming sector, fulfilling to strategic objectives of both businesses and public institutions. Recognizing this

major opportunity, the Project “Champion” was launched in 2013, with the goal of creating a French flagship of Physical and Electronic Document Management capable of competing with the Anglo-Saxon giants that dominate the market. Today, this champion is born, thanks to dynamic external growth, as seen in the recent takeover of Pro Archives Systèmes.

Thus, MOBILITAS aims today, more than ever before, to get ascend to the podium of Information and Records Management global giants. With more than 200 million euros investment dedicated to records management in the coming years, the group will open a hundred sites in France and around the world over the next decade. The new trajectories will guarantee the group’s continued growth over the next five to ten years. Throughout this period, the company will continue to grow its teams, move forward and innovate to become even stronger.

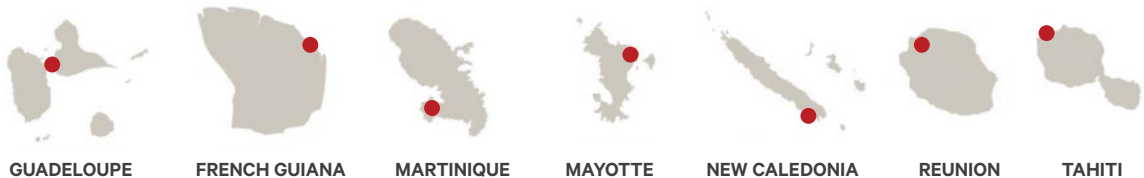
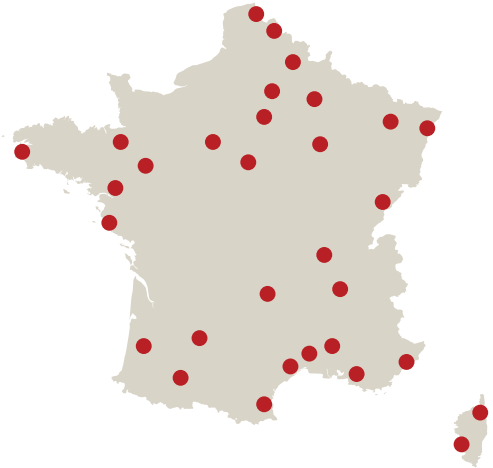
THE RESILIENCE OF A FAMILY-OWNED MIDSIZE COMPANY IN TIMES OF CRISIS

2020 was the year of all challenges. Within a few weeks, MOBILITAS had to reinvent itself and learn how to live and work in a totally disrupted and changing world. Despite the difficult months, the group has been able to adapt and get through this unprecedented crisis. This ability to bounce back, as well as the strong resilience of the group, are the result of a long-term vision, which is reflected in the multiplication and diversification of its activities. The agility of MOBILITAS, its family spirit and the cohesion that reigns at all levels have been its strength to guarantee its 4,800 employees and their families a peaceful tomorrow d these troubled times.

THE MOBILITAS GROUP, A UNIQUE GEOGRAPHICAL NETWORK IN METROPOLITAN FRANCE, AND THE FRENCH OVERSEAS TERRITORIES

As of December 2020, the Physical and Electronic Records Management Division of MOBILITAS consists of 61 records management sites, of which 31 are certified for "Public Archives" in France. With the takeover of Pro Archives Systèmes, this division acquires a unique territorial network in France and French overseas territories, with at least one centre in each of the 20 largest cities in the country.

MOBILITAS is now positioned first in terms of number of locations in France and the overseas territories. MOBILITAS offers its public and private clients practical, accessible and compliant local solutions.



CREATING A FRENCH CHAMPION OF INTERNATIONAL DIMENSION IN THE RECORDS AND INFORMATION MANAGEMENT SECTOR

In 2013, the MOBILITAS Group, a midsize family-owned company with a strong global identity since its inception, launched the Project "Champion.". The aim was to create a French flagship of Physical and Electronic Records Management services and facilities capable of competing with the Anglo-Saxon giants.

Confident in the relevance of this ambitious project, the Group Executives began by presenting the initiative to the major players in the French Records Management market, including AGO, part of the Pro-Archives group. The latter was the first to join this initiative for the French Records Management sector.

A SECTOR THAT IS EXPERIENCING A STRONG CONCENTRATION

Seven years ago, realizing that the market will become increasingly global and will require more and more advanced technologies, French players in the Records Management

space chose to join forces. The takeover of Pro Archives Systèmes by MOBILITAS is a new important step in the Project "Champion".

Today, this division has become a French champion of Physical, Electronic and Heritage Records Management, continuing its international expansion. The success of this strategic plan is largely based on the group's ability to detect future growth sectors and to invest over the long term by capturing the entire value chain.

A PROJECT DRIVEN BY CLIENT TRUST

The Project "Champion" also owes its success to the relationship of trust established by MOBILITAS with its customers. In fact, the initiative has grown rapidly at an international level thanks to the support of its clientele. These companies have deployed the proposed information management solutions in most of the countries where they are located, allowing MOBILITAS to accompany them in new markets.

A POLICY OF DYNAMIC EXTERNAL GROWTH IN METROPOLITAN FRANCE, THE FRENCH OVERSEAS TERRITORIES AND INTERNATIONALLY

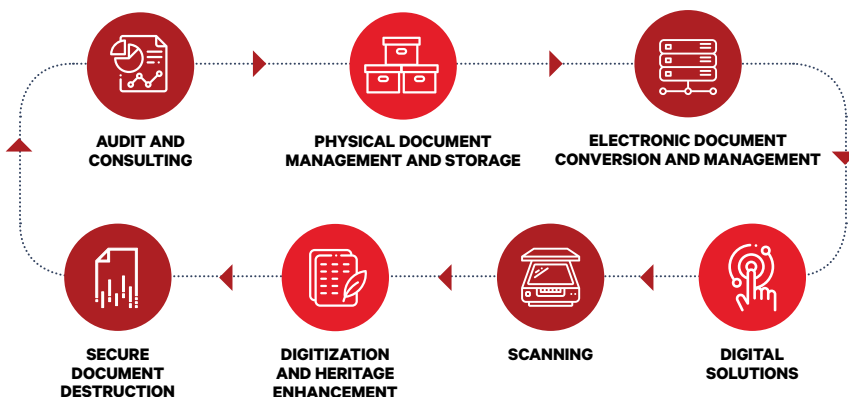
Relying on external growth to accelerate its development, acquiring new skills and conquering new markets are some of the pillars of MOBILITAS's philosophy.

After having founded its "Physical and Electronic Document Management Division in 2008," the group turned to the international market to acquire companies in the sector. These companies had decades of experience and recognized expertise. Today, more than ever, MOBILITAS continues to enhance its position with multiple acquisitions in progress and is strengthened by integrating new teams of specialists in the Records Management Space. The addition of all this know-how allows MOBILITAS to meet the present and future needs of its customers, in France and worldwide.

To date, the divisions activities are deployed in more than 50 countries, with a presence on the European, Asian and African continents. The group's archivists consult, advise and oversee more than 10,000 clients, whose diverse requirements and country legislations require a detailed knowledge of the uses. Over the years, the group has established itself among its customers as a true partner in the management, conversion and storage of vital information on a daily basis.

The acquisition of Pro Archives Systèmes certainly reinforces the ambitions of the group, which continues its international development and plans to invest 200 million euros in its Physical and Electronic Records Management division over the next few years. Starting in 2021, it intends to open more than 100 sites over the next 10 years.

THE PHYSICAL AND ELECTRONIC RECORDS MANAGEMENT DIVISION OF THE MOBILITAS GROUP DEPLOYS A COMPREHENSIVE SOLUTION



HISTORY AND KEY FIGURES OF THE PHYSICAL AND ELECTRONIC RECORDS MANAGEMENT DIVISION OF THE MOBILITAS GROUP


TIMELINE OF THE KEY STEPS

OF DEVELOPMENT OF THE RECORDS AND INFORMATION
MANAGEMENT ACTIVITY WITHIN THE MOBILITAS GROUP



KEY FIGURES OF THE PHYSICAL AND ELECTRONIC RECORDS MANAGEMENT DIVISION OF THE MOBILITAS GROUP

 **40 million**
pages scanned
per year

 **3 million**
hosted digital
documents

 **10 000**
customers


 **50 countries**

 **4,000 km**
of physical
archives

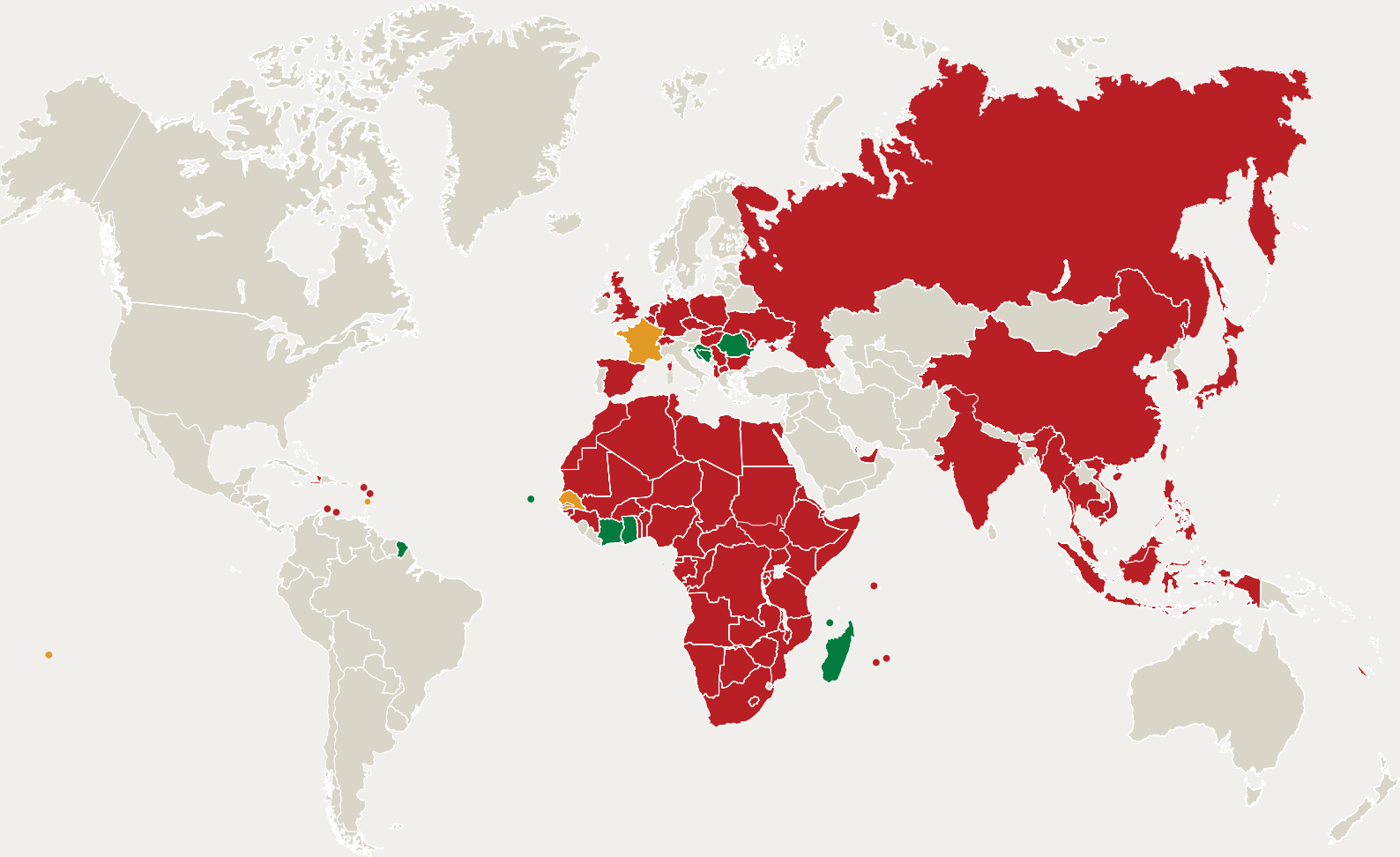
 **9 million**
document storage boxes
under management

 **1 000**
employees

 **200 million**
euros investment
in the coming years

 **100**
new sites to be created
in the next 10 years

THE RECORDS MANAGEMENT DIVISION OF THE MOBILITAS GROUP WORLDWIDE



FUTURE OPENINGS

2021

- Martinique (France French Overseas Territories) 2
- Taverny (France)
- Ivory Coast
- Mayotte (France French Overseas Territories)
- Cape Verde
- Luigny (France) 2
- Mamifapaju (France French Overseas Territories)
- Madagascar
- Bosnia
- Tahiti 2

2022

- Romania
- Croatia
- Ghana
- Senegal 2

- Countries where MOBILITAS is already established
- Countries where MOBILITAS is opening a new site
- Countries where MOBILITAS is expanding its coverage

FOCUS ON ARKHÊNUM, WITH THE CREATION OF THE HERITAGE DIVISION IN 2016



A COMPLETE SERVICE CENTRED AROUND THE APPRECIATION AND PROMOTION OF HERITAGE

In 2016, MOBILITAS acquired the French gem Arkh num to create a Heritage division within its Records Management division. The mission of this new service was to preserve and enhance the heritage of private and / or public institutions. To do this, the Heritage division of the Group offers a wide range of services and expertise: audit, digitization, valuation, facility management (provision of equipment and staff expertise), and Physical and Electronic Document Management.

These new activities are all even more strategic nowadays, as the enhancement of the longevity of a company allows it to convey an image of quality and expertise that distinguishes it from its competitors. While mobilizing and uniting its teams it also captures and retains the history of their organisations. As such, many public and private organizations, such as Dior, Yves Rocher, LVMH, Michelin, BNP Paribas and Renault, make use of the services of the MOBILITAS Group's Heritage division.

FRENCH EXPERTISE RECOGNIZED INTERNATIONALLY

Heritage sciences are recognized in France as a field of excellence. This is due to its attachment to the promotion of its history. France trains some of the world's best librarians, archivists and photographers. Today, the qualified teams of the MOBILITAS Heritage division contribute at a national and international level to a more intimate knowledge of heritage, and to the improvement of conservation processes and techniques for the accessibility and distribution of knowledge.

The market of digitization and enhanced valuation of heritage material is booming. For this reason, the MOBILITAS Heritage Division is deployed all over the world, at the service of numerous clients such as the United Nations Organization in Geneva, the Institute of Economic Development in Senegal, the city of Timbuktu and the United States Holocaust Memorial Museum...

A NEW EXPERIENCE THROUGH 3D SCANNING AND VIRTUALIZATION

Arkh num also proposes a cultural mediation service oriented towards immersive 3D devices. This valorisation of heritage, especially of old buildings and art objects, is based on 3D scanning and virtualization technologies, the result of important internal R&D work. Churches, castles, museums, paintings, statues are now within reach for an ever more realistic experience.

LARGE-SCALE PROJECTS ALL OVER THE WORLD

15 million pages, or 3 kilometres of shelf space, the teams of the Heritage division in Geneva are carrying out the colossal task of scanning and importing the archives of the League of Nations (SDN) online to a digital library. The quality of the electronic conversion documentation offers an astounding option to zoom in on archives produced at the beginning of the 20th century, allowing us to plunge back into the debates of the world's first intergovernmental organization.



50,000 ancient manuscripts scanned and converted to electronic format, some dating back more than 8 centuries. Arkh num was responsible for the coordination and digitization (through the installation of equipment) and the training of a team locally. This operation made it possible to preserve and enhance the memory of the Timbuktu region of which the rich history is at risk.



3 QUESTIONS TO ...

CÉDRIC CASTRO,
CHIEF EXECUTIVE OFFICER
OF THE MOBILITAS GROUP

WHY RECORDS MANAGEMENT AND INFORMATION PROCESSING IS A STRATEGIC PRIORITY FOR COMPANIES?

Today, Physical and Electronic Records Management is a booming market and a strategic concern for all governments and companies, from SMEs to large groups of the CAC 40, through to midsize companies. It is a topic at the heart of policies and strategies for information governance.

For our customers, proper management and storage of their documents is an important competitive advantage in a world where agility and the ability to respond quickly to requests are increasingly valued. With our innovative and intuitive document management solutions, our customers' employees have easy and continuous access to the information they need to run their business. This enables them in their work and allows them to concentrate on their core business.

The use of specialized operators such as the MOBILITAS Group offers public administrations and private companies many advantages: better access to information, time saving, cost and process optimization, increased employee productivity, enhanced security, processes that comply with regulations or internal procedures...

TO WHAT EXTENT IS THE HERITAGE BRANCH WITHIN THE GROUP'S PHYSICAL AND ELECTRONIC RECORDS MANAGEMENT DIVISION, A PRIORITY FOR YOUR INTERNATIONAL DEVELOPMENT?

The Heritage Division of the MOBILITAS Group, Arkhênum, based in Bordeaux that we acquired in 2016, embodies the French "know-how" and "passion for culture," recognized worldwide. Arkhênum's teams are endowed with a recognizable expertise in the preservation and enhancement of corporate heritage.

Demand is strong, and companies of all sizes, public or private, have become aware of the benefit of preserving and enhancing the memory of their own history. Whether industrial, economic or social, a company's heritage is priceless and needs to be passed on.

This national expertise, which we have developed and refined with French companies, now enables us to accelerate our international development. For example, in 2018, Arkhênum won a United Nations tender in Geneva. We are also working on a wide variety of highly specialized projects, such as the audit and consulting mission we carried out for Yves Rocher, which aims to promote the company's history and know how. We are also working on the digitization of antique directories for Sudan. Demand is very strong, in both emerging and developed countries, and our Heritage division is well positioned to operate anywhere in the world.

WHAT ARE YOUR AMBITIONS IN THE RECORDS MANAGEMENT SECTOR IN 2021 AND FOR THE YEARS TO COME?

Our goal is to continue to develop all services of Records Management: Audit and Consulting, Physical, Digital and Heritage Document Management as well as confidential document destruction. To do this, we intend to make ambitious investments, with more than 200 million euros to be invested in the coming years, which should enable us to open about ten sites for records management and storage per year. For nearly 50 years, the DNA of our family group has always been internationally oriented. Thus, the influence of France throughout the world will continue to be one of our priorities.

3 QUESTIONS TO ...

PHILIPPE ROCUET

MANAGING DIRECTOR FRANCE OF THE PHYSICAL AND ELECTRONIC RECORDS MANAGEMENT DIVISION OF THE MOBILITAS GROUP



HOW IS DATA ACCESS AND PROCESSING A STRATEGIC TOOL FOR COMPANIES AND ADMINISTRATIONS?

The explosion of data, and consequently the number of records produced by companies and administrations, is a major challenge. This plethora very often leads to difficulties for companies to process their data, despite needing this data to run their businesses on a daily basis.

Consider one example of our customers the hospitals in Paris. The medical profession needs to consult more than 2,000 patient files on average every day. All of these records must be easily accessible and available at all times, so that doctors can concentrate on their main mission: caring for patients.

This is why records management is an essential tool, which must be at the heart of the information governance strategy for any organization. Our role, as information management professionals, is to provide simple and flexible data access and processing services, which allow companies and administrations to increase productivity by focusing on their core business. With the variety of formats and the need for speed in data processing, Third-Party records and information management service providers must be able to provide hybrid document management platforms, adapted to their customers' needs.

WHAT ARE THE LEGAL OBLIGATIONS AND SECURITY ISSUES RELATED TO RECORDS MANAGEMENT?

Organizations face two main obligations: data preservation and security. If each type of document is subject to a legal retention period and / or a particular limitation period that requires excellent knowledge of the regulatory context, the pressure is particularly felt when one is dealing with the securing of records.

If physical RECORDS RETENTION requires secured warehouses with certain provisions (anti-fire, anti-intrusion, humidity and temperature control), the growth of document digitization forces Third-Party Records Management service providers to offer innovative solutions, particularly to cope with the growing risk of cyber-attacks. These threats can affect files relating to a company's employees or customers, strategic business plans, contracts or even sensitive financial documents.

With the implementation of our Electronic Archiving Systems (EAS), our role is to create a global security architecture for data protection allowing our customers to have confidence in the digital world and meet their legal obligations. This is especially important as regulators are carrying out controls more frequently, with increasingly heavy fines for non-compliance.

HOW IS PRESERVING THE MEMORY OF ORGANIZATIONS A TOOL FOR MOBILIZATION AND DEVELOPMENT?

To mobilize its teams, an organization must be able to draw on its corporate culture to create a sense of belonging. Bringing an organization's soul to life contributes to strengthening its employer brand and uniting its employees around a common project.

In the same way, externally, the deployment of "storytelling" in an organization allows you to promote the know-how or interpersonal skills acquired over the years, distinguishing you from your competitors in the eyes of your customers and stakeholders.

The assets of organizations are therefore of real value that should be highlighted, both for internal and external audiences. For this purpose, the MOBILITAS Group's Heritage division provides tailor-made services, adapted to both industrial companies and international organizations.

RESPONDING TO BUSINESS NEEDS

ECOBANK AND ERICSSON,
ICONIC CUSTOMERS AND SPEARHEADS
OF THE INTERNATIONAL EXPANSION
OF THE PHYSICAL AND ELECTRONIC RECORDS
MANAGEMENT DIVISION OF MOBILITAS



Samuel Mergui,
International Managing Director
of the physical and digital Records
Management Division of the
MOBILITAS Group



Ecobank and Ericsson are iconic and historical customers of MOBILITAS. These corporations have found our group to be a long-standing trusted partner, with reliable solutions, able to support them all over the world.

The development and international expansion of the Physical and Electronic Records Management Division of MOBILITAS has been accelerated by the support of iconic customers. These organisations, convinced by the quality of services offered by MOBILITAS, deployed the information management solutions we proposed by in the countries where they are located. This paved the way for MOBILITAS to enter into these new countries secure in the knowledge of their support.

The missions carried out with organizations such as Ecobank and Ericsson are particularly meaningful examples of the positive dynamics, which have taken MOBILITAS beyond many borders. Indeed, as early as 2008, Ecobank, a pan-African banking group present in more than 33 African countries, entrusted MOBILITAS with the outsourcing and preservation of its physical archives.

This was followed by the implementation of innovative records management processes allowing the customer to optimize the space previously dedicated to internal archives, while being able to find and deliver requested documents on time (customer contracts, loan contracts ...) to its interlocutors, according to the banking regulations in force. MOBILITAS has thus provided Ecobank with physical and electronic

document management solutions which guarantee the group better accessibility and traceability of its documents: thanks to the services offered, the customer deploys a specific records management system in each of its subsidiaries.

MOBILITAS developed a tailor-made solution to Swedish telecommunications giant Ericsson for the African Continent. Our records management system, was deployed in the 30 countries where our client is located. In addition, MOBILITAS proposed an innovative process, which consists in the simultaneous provision of external and internal records management solutions. Business critical current records remain on the customers premises. Some are converted electronically for swift internal review. All other documents are indexed, boxed and outsourced for secure storage in our warehouses. The huge benefit for our customer is a standardised filing and records management policy that is implemented and audited by ourselves regularly at all of their offices.



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