

NORBERT
DENTRESSANGLE



Acting responsibly

Bringing people closer
to their dreams



Global Compact





HUMAN RIGHTS

PRINCIPLE 1: BUSINESSES SHOULD SUPPORT AND RESPECT THE PROTECTION OF INTERNATIONALLY PROCLAIMED HUMAN RIGHTS

PRINCIPLE 2: MAKE SURE THAT THEY ARE NOT COMPLICIT IN HUMAN RIGHT ABUSES



COMMITMENT

To operate each and every day everywhere across our business in the respect of internationally proclaimed human rights.

To make sure that our sub-contractors operate everywhere in the respect of internationally proclaimed human rights.

To promote inside our organization respect of rules, legislation and internationally proclaimed human rights.

To promote within our profession and to increase customers awareness of rules, legislation and internationally proclaimed human rights.

SYSTEMS AND TOOLS

Safe Driving Plan

In a business where the exposure to road risks both for our employees and for third

road users, we're pursuing since 1995 a highly voluntarist safety policy through our Safe Driving Plan which purpose is:

- to implement at all levels of the Company the principles of the "defensive driving" with the aim of avoiding at all time road accident;

- to take in charge every single professional driver from his start within our Company to his leaving through on the road and off the road trainings for 2 weeks at the very beginning, then every 6 months for the 2 first years and finally every 18 months (or more in case of minor or major accident) for the rest of his career within the Group - all those training actions coming on the top of each country's legally compulsory safety trainings;

- to train and increase awareness of road rules, legislation and risks of every single

employee having to some extent a direct or indirect influence on our drivers management;

- to increase year after year the number of kilometers our drivers run without any accident.

Sub-contractors procedure

- which makes every sub-contracted business subject to prior standardized checking in order to make sure of the compliance with rules, legislation and human rights;

- which encourage every operational manager to certify regular sub-contractors and to make regular audits.

Code of ethics - Delegation of authority and key procedures

Each newly hired or integrated (through new company acquisition) employee is given a Code of ethics and a Delegation of authority and key procedures handbook which they have to strictly apply.

Those two documents gather practices and principles which are compliant with rules, regulations and human rights that we expect every single employee to respect.

Internal audit

The internal audit department dedicates part of its missions to verify that everywhere within the Group internal procedures and policies relative to rules, regulations and human rights are fully and efficiently enforced. It also verifies that HR common standards, principles and policies apply everywhere.

Due diligences procedures (for companies takeover)

External growth operation playing a significant part in our business, specific

due diligence procedures have been set up of which a whole chapter dedicated to human resources management standards and rules, regulations and human rights compliance.

Each time the Group is opening a country where it wasn't yet established, we systematically have recourse to local legal advisor to make sure that we comply with local rules and regulations.

General common HR principles and policy

Our business being highly widespread and parceled and our model being also based upon external growth - with all the consequences in terms of integration of new people with new practices and new values - common general principles, policies and standards in human resources management all based on the respect of rules, regulations and human rights have been set up.

ACTIONS AND PERFORMANCE

Nearly 700,000 kilometers (440,000 miles) driven without an accident; the equivalent of 55 times a round the world trip.

More than 60% of our drivers received safety training in 2011 and 2012.

On the average, each country is audited at least once every 2 years.

100% of companies newly acquired are being audited pre and post acquisition and 100% of them are fully aligned with our standards in human resources management, with rules, regulations and human rights (where there were issues) at the latest 6 months after the acquisition.



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

PRINCIPLE 6: THE ELIMINATION OF DISCRIMINATION IN RESPECT OF EMPLOYMENT AND OCCUPATION



COMMITMENT

Our Group considers its human resources as its first and main asset and as such is committed to manage them in respect of 3 values: fairness, respect and trust.

Our Group considers differences as an asset and opportunity and as such encourages diversity.

To guarantee freedom of association and expression of employees' ideas and opinions through social dialogue and close local management.

Our Group will never tolerate any form of forced and compulsory labor nor any form of

child labor within its organization or its subcontractors' organization.

Our Group considers that it can play a significant role in social integration (due to the profile of its jobs) and invest on developing its human resources through training and through a voluntarist policy of internal promotion.

SYSTEMS AND TOOLS

General common HR principles and policy

HR policies have established proper pre-hire checks and work contract as the absolute minimum requirement everywhere across the business.

HR principles set clearly the restrictive criteria upon which decisions on human resources (hiring, salary increase, promotion, disciplinary sanction, assessment, access to training...) can be based: facts - competences - track records and experience.

Management and social dialogue principles

The responsibility of leading the social dialogue is given to local operational managers.

By empowering local managers we bring quick, relevant and adapted answers to local employees' concerns and issues in coherence with the activity's local reality - this is the guaranty of the quality, fairness and efficiency of our social dialogue.

Our Group is giving its social partners a wider voice and a wider picture of the Group, its activities, its economic health and its perspective in terms of activity and employment through a European body of social dialog - the Norbert Dentressangle's European Work Council - and through a French body of social dialog covering the whole Group - the Norbert Dentressangle's Group committee.

Code of ethics - Delegation of authority and key procedures:

Newly appointed or hired (or integrated) Managers are especially made aware of their responsibility in the respect and enforcement of HR principles, standards and policies.

Newly appointed or hired (or integrated) managers are especially made aware of their responsibility regarding the building of a social dialogue of quality.

Internal audit

Internal audit reviews encompass HR common standards, principles and policies

compliance checking everywhere within the Group.

ACTIONS AND PERFORMANCE

On the average, each country is audited at least once every 2 years.

More than 50% of our managers have been trained to improve their management, communication and social dialogue skills through a specific training program called "Red Management Program".

Training efforts on this topic are going on with the objective of 100% of Managers trained.

Every single employee receives at least one day of training every two years.

60% of our key positions are fulfilled through internal promotion.

Most of the countries in which the Group is established do have local employees' representation bodies with whom they have regular and constructive dialogue (the absence of formal employee's representation bodies is due to very limited number of employees in some countries).



ENVIRONMENT

PRINCIPLE 7: BUSINESSES SHOULD A PRECAUTIONARY APPROACH TO ENVIRONMENTAL CHALLENGES

PRINCIPLE 8: UNDERTAKE INITIATIVES TO PROMOTE GREATER ENVIRONMENTAL RESPONSIBILITY

PRINCIPLE 9: ENCOURAGE THE DEVELOPMENT AND DIFFUSION OF ENVIRONMENTALLY FRIENDLY TECHNOLOGIES



COMMITMENT

Our Group is committed since 2002 to reduce CO₂ emissions - to manage road risks and to foster internal promotion.

SYSTEMS AND TOOLS

To reduce CO₂ emissions, our Group works on vehicle, driver, flows organization and energy.

To manage road risks, our Group has created its own tool: the Safe Driving Plan which is guiding induction, training and working for all employees dealing directly or indirectly with road risks (from drivers to top managers).

To foster internal promotion, our Group's gives the priority for any recruitment need arising to internal candidates and to maximize its chance to get internal applications our Group also leads a voluntarist training policy.

To control and meet the highest standard in the environmental field our Group is engaged in an ISO 14001 certification process.

ACTIONS AND PERFORMANCE

A 13% reduction of our CO₂ emissions reached in 2013 after a first step of 8% reached in 2011.

More than 600,000 kilometers are run without responsible accident (690,000 km in 2012).

Half of our recruitment needs are covered by internal promotion.

100% of our drivers are trained to the Safe Driving Plan and to the eco-drive (rational driving) techniques.

Our Group has the most modern fleet within Europe (95% compliant with EURO IV & V standards) and demonstrates voluntarism on new technology trial (such as hybrid diesel-electric trucks).

Our Group includes whenever possible alternative greener transportation means in its commercial offer (rail / road – river).

Since 2005 Norbert Dentressangle has developed a partnership with the French government agency ADEME with the aim of reducing its carbon footprint.

The Group introduced its own CO₂ calculator in its commercial offer in 2009.

More than 120 sites of the Group are now ISO 14001 compliant and certified.

All new sites built by the Group are low-energy buildings or high performance energy buildings.



ANTI-CORRUPTION

PRINCIPLE 10: BUSINESSES SHOULD WORK AGAINST CORRUPTION IN ALL ITS FORMS, INCLUDING EXTORTION AND BRIBERY



COMMITMENT

Our Group is committed against any forms of corruption coming from inside the Group or outside the Group (from providers, customers or any other organization).

SYSTEMS AND TOOLS

Code of ethics - Delegation of authority and key procedures:

Newly appointed or hired (or integrated) managers are especially made aware of the Group's strict rules against any forms of corruption.

More widely newly appointed or hired (or integrated) managers are made sensitive to any forms of gifts they could receive from any organization and are asked to refuse any gifts over a given reasonable amount.

Every decision making or selection process is submitted to different levels of validation which prevent from any forms of corruption.

Commercial policy

Newly appointed or hired (or integrated) commercial staff is given the Group's commercial policy which clearly banned any forms of corruption to win a new business.

ACTIONS AND PERFORMANCE

Our governance rules and procedures include the protection of our Company against corruption cases.

As a result of these no case of corruption or no suspicion of corruption has occurred so far.

Managers asked for advice for the rare times they've been confronted to potential corruption cases - which shows that they're sensitive to this issue.

100% of our commercial staff has been given and explained the commercial policy.

On the average, each country is audited at least once every 2 years.