



UN GLOBAL | 20 COMPACT | 17

[COMMUNICATION ON PROGRESS]

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10 PRINCIPLES OF THE GLOBAL COMPACT

Human Rights

- 1 Businesses should support and respect the protection of internationally proclaimed human rights; and
- 2 make sure that they are not complicit in human rights abuses.



Labour

- 3 Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;
- 4 the elimination of all forms of forced and compulsory labour;
- 5 the effective abolition of child labour; and
- 6 the elimination of discrimination in respect of employment and occupation.



Environment

- 7 Businesses should support a precautionary approach to environmental challenges;
- 8 undertake initiatives to promote greater environmental responsibility; and
- 9 encourage the development and diffusion of environmentally friendly technologies.

Anti Corruption

- 10 Businesses should work against corruption in all its forms, including extortion and bribery.



OVERVIEW ACTION PLAN

UN PRINCIPLES	MOBILITAS ACTIONS	STAGE	ACTIONS FOR 2017	ACTIONS FOR 2018
HUMAN RIGHTS	GENDER EQUALITY	2 nd year: Action	Endorsement of the Women's Empowerment Principles	Continued commitment to the promotion of gender equality
	ACTION IN DISASTER STRICKEN COUNTRIES	Crisis management in affected countries	Local assistance following the hurricanes in the Caribbean	Remain closely involved with local communities to ensure fast response to crises
	CSR ACTIVITIES	> 5 years Communicate	Communicate on selected initiatives worldwide	Continued involvement in local communities and charitable initiatives
LABOUR	LTG SOCIAL ETHICS COMMITTEE	4 th year: Implementation of policies	Training, improved learning and development initiatives linked to staffing and equitable ethical recruitment; focus on Occupational Health and Safety	Implementation of succession planning and management systems
	VIE PROGRAMME	> 5 years	Continued active participation in the VIE programme	Continued active participation in the VIE programme
	TRAINING INITIATIVES	> 5 years	Training and skills development programme	Provision of training plans and resources to staff across all branches
ENVIRONMENT	PLANÈTE URGENCE	>5 years	Commitment to continued working with Planète Urgence	Commitment to continued working with Planète Urgence
	ENVIRONMENTAL IMPACT OF BUSINESS	6 th year: Action to reduce environmental impact	Encourage smaller scale environmental initiatives at local branches	Continued encouragement of environmental initiatives at local branches
	BILAN CARBONE	> 5 years	Bilan Carbone© AGS Paris	Bilan Carbone© Demepool / AGS Paris
ANTI CORRUPTION	SUPPLY CHAIN MANAGEMENT	6 th year: Implement and communicate	Supply Chain Management: Improving Anti-corruption policies and processes throughout the Group	Continued improvement of Supply Chain Management processes throughout the Group

CHAIRMAN'S MESSAGE



MOBILITAS IS DELIGHTED TO ONCE AGAIN REPRISÉ OUR ROLE IN PROMOTING AND ENSHRINING THE UNIVERSAL PRINCIPLES DEFINED IN THE UNITED NATIONS GLOBAL COMPACT. 2017 HAS BEEN A PIVOTAL YEAR FOR THE MOBILITAS GROUP, ONE IN WHICH DESPITE VERY REAL GLOBAL CHALLENGES, WE HAVE BEEN ABLE TO SET CONCRETE PLANS FOR FUTURE CONTINUED DEVELOPMENT GUIDED BY THE PRINCIPLES OF THE UNITED NATIONS GLOBAL COMPACT.

More than ever, MOBILITAS employees have engaged with our company's values of Quality, Performance, Innovation, Respect, and Solidarity, to make a difference in the communities we operate in. This report highlights some of the initiatives taken by our subsidiaries and staff in various countries.

CRISIS RESPONSE

The global response to the devastating Atlantic hurricane season last year has raised awareness of the vital necessity for businesses to be involved in their communities in order to provide quick response to potential crises. The MOBILITAS Group has demonstrated year after year its dedication to act on this key principle of solidarity and, in 2017, contributed to local efforts to alleviate the impact of natural disasters taking place in the Caribbean.

TRAINING AND SKILLS DEVELOPMENT

As the MOBILITAS Group expands and develops new activities, the progression of our staff is a key concern for our company. Focused training and skills development will seek to share knowledge and capitalise on staff strengths, while taking into account our environment, our international presence and the difficulties that sometimes present themselves.

SUPPLY CHAIN MANAGEMENT

Supply Chain Management is a vital aspect of our business and we do the utmost to ensure that our high standards of service and quality go beyond the direct contact we have with our customers. Comprehensive anti-bribery and corruption policies, privacy policies and compliance surveys ensure that all suppliers fully comply with UN Global Compact Principles and adhere to internationally recognised environmental, social and corporate governance standards.

As chairman of the MOBILITAS Group I am pleased to reaffirm our commitment to the ten principles outlined in the UN Global Compact, which we continue to uphold in all of our activities and operations.



Alain Taïeb Chairman of the Supervisory Board

QUALITY

PERFORMANCE

INNOVATION

RESPECT

SOLIDARITY

At MOBILITAS we are devoted to finding a better way. We believe that quality begins by focusing on our clients' needs and all else will follow.

Excellence is at the heart of MOBILITAS. We aim to exceed expectations and demonstrate to our clients that our standards are world class.

Innovation is the keystone of our success and sustainability. We set trends in technology and methodology, measuring them by customer feedback. In this way, we aim to create ideas with the potential to change our industries and improve how our customers are served.

We value others' viewpoints and diversity of thought. We respect honesty and believe in the highest ethical standards, earning trust through commitment, consistency and principled actions.

We commit ourselves to working with our neighbours and communities of the world, recognising that although we may not be the same, we live on common ground. In standing together we believe we are always stronger and wiser.

HUMAN RIGHTS

ENDORSEMENT OF THE WOMEN'S EMPOWERMENT PRINCIPLES

WE LIKE TO FOSTER A SPIRIT OF EQUALITY WITHIN OUR ORGANISATION AND GENDER EQUALITY IS VERY MUCH INCLUDED IN THIS ETHOS. WE VALUE OUR FEMALE STAFF AND ARE COMMITTED TO THEIR DEVELOPMENT AND WELL-BEING WITHIN OUR ORGANISATION.

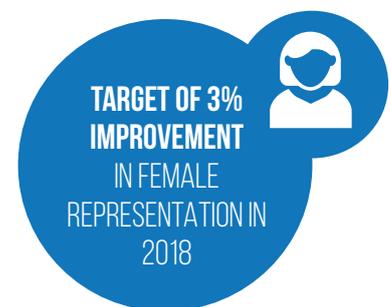
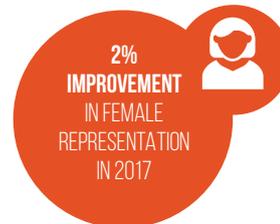
A target for 2017 of an improvement by 5% in female representation was set. However, we only managed to show a 2% improvement, which is most notable in our subsidiaries in Europe (including France) and to a lesser extent in Asia.

We remain committed to reaching our initial target of a 5% improvement in 2018 and have decided to try and help the Group's subsidiaries to work together towards this goal.

We aim to improve on results through educating employees and promoting a corporate culture that respects women and has their best interests in mind. Challenging the status quo as an international company in many different countries, all with unique cultural idiosyncrasies can sometimes be difficult, but we have an unwavering commitment to ensure equal representation and fair treatment of women and so undertake this challenge.

LAST YEAR WE MADE A COMMITMENT TO THE SEVEN UN WOMEN'S EMPOWERMENT PRINCIPLES OFFERING GUIDANCE ON HOW TO EMPOWER WOMEN IN THE WORKPLACE, MARKETPLACE AND COMMUNITY, AND THIS YEAR WE AFFIRM THAT COMMITMENT THROUGH THE FOLLOWING:

1. We offer high-level corporate leadership for gender equality through our Human Resources manager's team, guided by Christophe Mordelet. He and his team guide the people of our organisation and will focus on changing attitudes looking forward to ensure women are seen and treated as equals in the workplace.
2. To ensure women within our organisation are treated fairly at all times we have comprehensive grievance procedures in place and managers are encouraged to have an open door policy.
3. Our Health and Safety results are a good reflection of how seriously we take a safe working environment, this includes men and women.
4. Going forward this year, we will strive to reach our main goal through the promotion of new female hires and the retention of female staff. This will ensure we are promoting professional development for women within our organisation.



5. We ensure that the women in our organisation have access to training and that they hold the skills necessary to complete their jobs. When selecting suppliers, female owned companies are given fair opportunity and non-discriminatory selection criteria are used. Marketing materials will always respect the dignity of women.
6. Community initiatives we are involved in include those that promote equality and when selecting any kind of charity or sponsorship opportunity non-discriminatory selection processes are used.
7. Each manager completes an HR Metrics report annually and this year we will be adding some gender metrics to that report. This will encourage actions towards attaining our goal and ensure awareness of the need to promote gender equality. Managers will have to delve deep into their internal promotions and new hires figures and report on how many were female. Going forward this will ensure awareness around gender inequalities in the industries the Group operates in and the need for equal representation throughout the organisation. We hope to encourage the hire of females and their internal promotion through these changes.

HUMAN RIGHTS

THE CARIBBEAN HURRICANES

IN SEPTEMBER 2017, HURRICANES IRMA AND MARIA TORE ACROSS THE NORTHERN CARIBBEAN CAUSING DEVASTATION IN 12 OUT OF 32 COUNTRIES, KILLING HUNDREDS OF PEOPLE.

Hurricane Irma first made landfall on the northeast Caribbean islands on 6 September, closely followed on 16 September by Hurricane Maria. These Category 5 storms caused severe damage in a number of countries and territories, including Anguilla, Barbuda, the British Virgin Islands, Dominica, the Dominican Republic, Haiti, Puerto Rico, Saint Martin, and the US Virgin Islands.

The extent of destruction across these countries and territories varied, with many areas becoming flooded and inaccessible. Significant damage from the hurricanes has caused problems with water supplies, sanitation, food supply, electricity, transportation, shelter, communications, security, medical care, and mosquito control.

HURRICANE INFO:



TOTAL FATALITIES:
134

TOTAL FATALITIES:
547

HIGHEST WIND SPEED: 298 km/h

HIGHEST WIND SPEED: 282 km/h



Date:

30 August 2017 – 16 September 2017

Damage: 64.2 billion USD (Fifth-costliest tropical cyclone on record)



Damage: 91.6 billion USD (Maria is the third-costliest Atlantic hurricane)



Date:

16 September 2017 – 3 October 2017

RESPONDING TO THE CRISIS

The Island of Saint Martin, which is split into two sides overseen by French and Dutch control, was hit by both hurricanes, Irma and Maria. A third of the buildings on the Dutch side of the island were destroyed, and 90 percent were damaged.

Our AGS Meyer branch in Saint Martin (a subsidiary of the MOBILITAS Group) was just one of the many buildings that suffered extensive damage, as both the office and warehouse were completely destroyed. Within three days of the disaster, Branch Manager Yann Corvellec began mobilising staff to get operations back up and running as soon as possible. The team were put to work, clearing the warehouse of debris, and cleaning and repairing equipment and trucks. The fact that there was no electricity or water for over three weeks did not help matters.

The team were however, fully motivated and with some much needed support from another of our branches, AGS Guadeloupe, who were kind enough to send relief supplies for the team including food, water and batteries, the branch was operational within two weeks, ready to assist in any way.

“AGS WAS THE FIRST REMOVAL COMPANY TO BE PRESENT AND ACTIVE 2 WEEKS AFTER THE DISASTER, READY TO HELP PEOPLE IN NEED.”
- YANN CORVELLEC

AGS Meyer provided support for a number of relief operations around Saint Martin:

- Handled most of the movements for the Dutch Military and set up a direct line for all their needs in regards to relief shipments and port clearance for all imports including machinery, vehicles and military personnel.

- Assisted the French Government and Military by relocating 75% of the ‘gendarmes’.
- Helped to distribute water and supplies for the Dutch marines.
- Organised a container full of books and school materials from the Netherlands, for three Dutch primary schools, in partnership with the association SXM Strong.
- Supported all local operations for K1 Britannia, an organisation focused on maritime and other charitable projects in Saint Martin, addressing the social issues faced by troubled youth on the island and the surrounding areas.
- Worked in partnership with the Red Cross to distribute food for breakfast and lunch to 18 schools on the Dutch side of the island for a period of two weeks.
- Relocated many families from their houses that had been destroyed, to others that were in better shape.

Six months on, as the island continues to recover, AGS Meyer is still assisting families as they relocate to Curacao, Aruba, Bonaire, The Netherlands, France and the United States. All hotels that were damaged in the storm have begun a reconstruction phase and have asked AGS Meyer to provide logistics support as they begin to rebuild. At present, the branch is operating 24/7, as it deals with a heavily congested port and a severe shortage of equipment and means, however they continue to answer all requests for service and remain dedicated to providing local assistance as needed.



HUMAN RIGHTS CSR ACTIVITIES

MOBILITAS IS COMMITTED TO ENGAGING AND SUPPORTING THE LOCAL COMMUNITIES IN WHICH ITS SUBSIDIARIES OPERATE. IN 2017, MOBILITAS STAFF AROUND THE WORLD GOT INVOLVED IN PROJECTS AND FUNDRAISERS AIMING TO IMPROVE THE LIVES AND CONDITIONS OF VULNERABLE PEOPLE EVERYWHERE.

NIGERIA

AGS Nigeria participated in a number of social responsibility programmes in 2017 that focused on health, nutrition, education and employment to benefit the disadvantaged in society. The branch offered its support to a charity fundraising event 'Small World 2018' run by an international women's charity organisation to raise funds for the underprivileged around Nigeria from improving impoverished schools and helping local clinics in providing health services to valuable job skills training and improving shelter for the homeless. The funds raised will go a long way in supporting various charities supporting women and children. AGS Nigeria also assisted a local charity called 'Elekahia Progressive Youth' by providing them with funds to embark on a community development project to train youth in office and skill acquisition. This fund will improve the education of the less fortunate in society.



LESOTHO

Stuttaford Van Lines' Lesotho branch imported containers of books free of charge for the African Library Project, which seeks to change lives book by book by starting libraries in rural Africa. The project utilises a grassroots approach to mobilise volunteers, young and old, to organise book drives and ship books to start or further develop a library in Africa to improve literacy, education, and self-empowerment. To date, 2,228 libraries have been completed across Africa.



SOUTH AFRICA

In 2017 The Laser Transport Group and our various branches supported a number of social outreach programmes to make a difference in the communities we live and work in. Pickfords Johannesburg supported Jacobs Well, a Johannesburg-based NGO that works with community centres, old age and children homes across the country by providing services and office furniture donations to which are utilised in Education and Community Development.



The Pickfords brand's support of the Mother of Peace's Organic Garden and Food Forest in Illovo, Kwazulu Natal grew stronger in 2017. The Mother of Peace, a non-profit organisation that cares for children who have been abandoned, orphaned or abused, has based the garden on the principles of permaculture. Derived from the words 'permanent' and 'agriculture', the concept of permaculture involves the development of agricultural ecosystems intended to be sustainable and self-sufficient. Volunteers, including the Pickfords team, have planted a variety of produce donated to the organisation. The organisation lies in a valley with an unemployment rate of over 70% in the area, and the NGO aims to offer workshops to the local residents on food security and sustainability.

StuttafordVanLinesJohannesburg offered its support to a project run by a well-known Gauteng lifestyle residential development, Steyn City. Called 'Delivering Happiness to Diepsloot', the project brought much needed educational gifts to the township's children ahead of the festive season. Now in its fourth consecutive year, it has become bigger and better than ever – in 2017 reaching over 12,000 primary school learners. Backpacks filled with all kinds of wonderful goodies including stationery for school, sweets and toys were delivered to the children, many of whom previously relied on plastic bags to carry their books to school.

2017 will be remembered in South Africa as the year of devastating fires and once again The Laser Transport Group and its subsidiaries donated and assisted the Rotary with deliveries and collection of boxes with clothes, food and water towards the residents of Knysna and surrounding areas.

MADAGASCAR

AGS Madagascar, in a joint operation with AGS Paris, engaged in a solidarity operation with ADIFLOR, an association that disseminates French books and magazines internationally. Created in 1985, this association, which aims to promote reading and cultural diversity across the world, donated 11,000 new books to the library of Madagascar and the 29 French Alliances of the island. The books will hopefully fuel a thirst for knowledge and promote French education and the development of schooling.



FRANCE

Following the devastation of Hurricane Irma to the Caribbean island of Saint Martin, AGS France worked with the 'SOS Irma Collective' to bring some much needed relief to the disaster hit area. The branch organised the transportation of a container carrying 8-10 tonnes of aid items, including essential non-perishable food items and clothes, free of charge to the island.



GERMANY

Pietsch in Germany participated in the "Schichtwechsel Berlin" campaign, an event held to change the perspective for around 320 people with and without disabilities in Berlin. 17 workshops and more than 80 companies, authorities and foundations participated and exchanged their jobs for one day. Pietsch staff welcomed the opportunity to meet disabled employees from workshops, gain insights into the diversity of products and services they provide, and participate in their multifaceted work processes. At the same time, disabled workshop employees got a taste of professional fields of the general job market and got to experience everyday life in the company. Through the unifying theme of work, the campaign creates space for new perspectives, raises awareness of the subject of inclusion, promotes mutual awareness and consideration and helps to reduce prejudices. As part of the event, approximately 120 job offers were made to disabled employees for work corresponding with their wishes and abilities.



ROMANIA

AGS Bucharest supported the annual IWA Charity Christmas Bazaar on Sunday, December 10th, 2017. United in the spirit of generosity, IWA raises funds to help the disadvantaged. Founded in 1978, the International Women's Association of Bucharest (IWA) is an independent, voluntary, charitable, non-profit and non-political organisation. IWA promotes friendship amongst women of all nationalities living in Romania, introduces their members to the culture of Romania and supports local charitable organisations. The AGS Bucharest branch also participated in an event held at the British School of Bucharest. Underprivileged children from the Asociatia Casa Plina, in Negreni de Sus, Teleorman, a charity run by Priest Bogdan Cristian Danu, visited the school and were provided with a lunch and received gifts from a number of sponsors including AGS.



MALAYSIA

AGS Malaysia has been sponsoring the Kuala Lumpur's Tigers Rugby Club since its inception in 2014, and became its main sponsor last year. As part of its commitment to the club, which benefits 450 children and 50 adults, AGS stores the club's equipment in its warehouse and delivers the kit every Saturday to the training fields. The branch also assisted at the 'Pink October' charity lunch, a breast cancer awareness event for over 150 ladies, hosted by the Association of British Women in Malaysia (ABWM). In addition to selling raffle tickets, the AGS team also offered a donation on behalf of the Group, and assisted in raising a total of MYR 44,507 (USD 10,855) which was shared amongst 3 charities: The National Cancer Society Malaysia, Pink Ribbon Wellness Foundation, Breast Cancer Welfare Association (BCWA Malaysia).



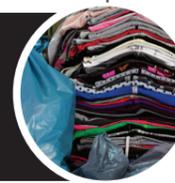
BANGKOK

AGS Thailand partnered with Second Chance Bangkok, a local initiative operated by residents of Bangkok's largest slum community in Klong Toey. The organisation relies on donations of quality household items and preloved clothing and sells them in second hand shops to residents of Klong Toey community at affordable prices. The programme operates under the belief that everyone has value; and that through fair and sustainable employment, the communities will feel valued and full of worth. The branch continues to support this initiative by collecting all unwanted goods from clients, that they wish to donate.



HYDERABAD

Our AGS branch in Hyderabad assisted Invesco by delivering winter clothes to an underprivileged community within the Hyderabad area, free of charge.



NEW DELHI, INDIA

New Delhi, Payal Singh, Manager of AGS India, chose to sponsor the Delhi Youth League, an organisation that aims to develop soccer among young people aged 6 to 19, from all social, cultural and religious origins. With the motto "the best teaching is the game itself", the Delhi Youth League brings together children from underprivileged backgrounds supported by NGOs who play for free, as well as students from international, public and private schools who pay to play. Thanks to soccer and the values associated with sport, the league offers young people from very different backgrounds, opportunities to express themselves, to better understand each other and to become agents of social change.



VIETNAM

AGS Vietnam's General Manager, Kevin Hamilton, joined the "2017 Saigon Children Charity Cycle" this year. This three-day cycle with a small group rode 100km per day and a total of 300km through the mountainous terrain of Vietnam central highlands to raise funds for the education of disadvantaged Vietnamese children. This year US \$70,000 was raised which was an incredible achievement for the team. The funds raised will contribute to the charity's school building, vocational training, scholarships and empowerment of local organisations. Founded in 1992, the Saigon Children Charity supports over 2,000 disadvantaged children with scholarships every year.



LABOUR

LASER TRANSPORT GROUP – SOCIAL ETHICS

THE LASER TRANSPORT GROUP (PTY) LTD (LASER), THE SOUTH AFRICAN SUBSIDIARY OF THE MOBILITAS GROUP, FOCUSED AND EMBARKED ON OVERALL DISCIPLINE TO BUSINESS ETHICS.



BUILDING AN ETHICAL COMPANY CULTURE

Staff awareness and consciousness through training and coaching was the main focus in 2017 and will be on-going. Emphasis was put on building vigilance about Anti-Corruption and Anti-Trust measures based on the Group's Ethical Employee Conduct Pledge made in 2014. The Group's 'Zero Tolerance Policy' to Anti – Competitive Behaviour, Anti-Corruption and Unethical Business Practice was made aware to staff during a series of road shows. LASER will continue with this awareness drive in 2018.

PROFESSIONAL DRIVERS LEARNERSHIP

2017 ended with the final chapter in the initiative to create a pool of dedicated professional drivers within the transport industry by training and developing staff from previously disadvantaged groups. Thirty-one (31) employees enrolled in the professional driver's learnership which is a partnership between TETA (Transport and Education Training Authority) and LASER to up-skill current employees to become code 14 truck drivers. The project was a major investment in education and focused on elevating low literacy levels to uplift the social environment of our employees in Africa, where low skills levels and poor literacy remain a key challenge.

OCCUPATIONAL HEALTH AND SAFETY POLICY

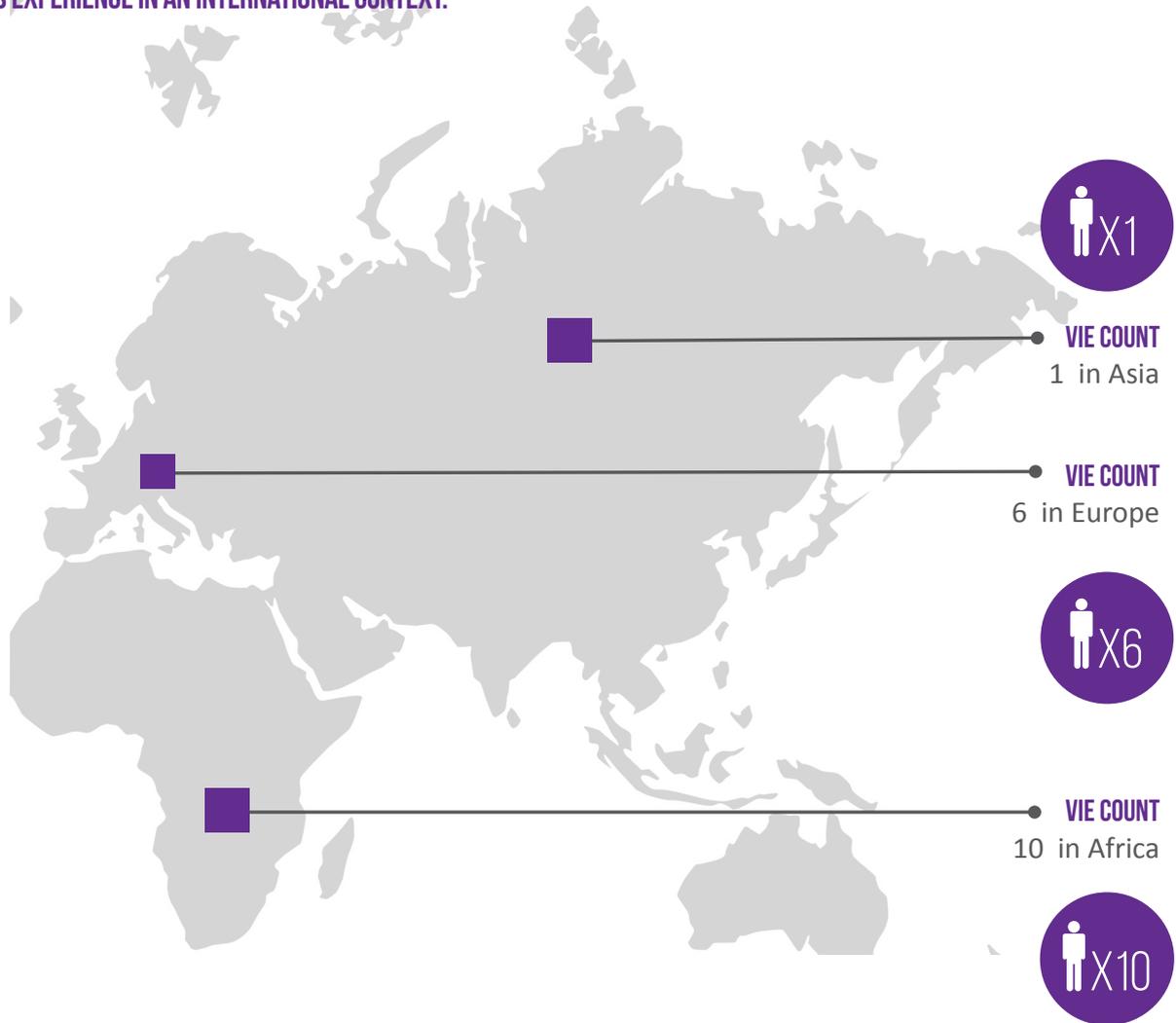
As part of their 2-year management systems development plan, LASER will place a renewed strategic focus on ensuring Occupational Health and Safety compliance remain the top priority within all operational areas. "Safety First" is the key priority. The Group will continue to meet national and industrial standards and set an example at all levels.

SUCCESSION PLANNING AND MANAGEMENT SYSTEMS

As part of LASER's Human Resource Development of its staff, 2017 saw the implementation of succession planning and management systems to ensure an integrated, systematic approach to identifying, developing and retaining employees in line with current and projected business objectives. The implementation of further training, improved learning and development initiatives linked to staffing and equitable ethical recruitment remain a key priority. During 2018, the Group will continue to focus on being 'Unashamedly Ethical' where emphasis will be placed on valuing Honesty, Employees, Clients and the Environment.

VIE PROGRAMME - VOLUNTEER FOR INTERNATIONAL EXPERIENCE

MOBILITAS KNOWS THAT TO DEVELOP ITS BUSINESS, THE COMPANY NEEDS TO FIND NEW TALENTED EMPLOYEES THAT ARE COMMITTED TO ITS GROWTH AND SUCCESS. THIS IS WHY THE GROUP CONTINUES ITS COMMITMENT TO THE VOLUNTEER FOR INTERNATIONAL EXPERIENCE (VIE) PROGRAMME WHICH HELPS YOUNG GRADUATES TO TRAIN, DEVELOP NEW SKILLS AND GAIN BUSINESS EXPERIENCE IN AN INTERNATIONAL CONTEXT.



MOBILITAS PARTICIPATES IN THE TRAINING OF NEW PROFESSIONALS THROUGH THE VIE PROGRAMME.

- This programme offers a structured entry level programme for young French graduates showing an interest for positions broad from 6 to 24 months.
- This helps to develop the talent pipeline by offering a well-designed and implemented entry level programme.
- Candidates are recruited and managed through Business France (previously UBIFRANCE), the French Agency for International Business Development, which falls under France’s Ministry for the Economy, Industry & Employment.
- MOBILITAS sees value in energetic and dynamic additions to the team and also doing its part to nurture talent and offer opportunities.
- The Group has hired 271 participants since the programme was introduced, and over 367 VIE or CNSE (which was the previous version of VIE) altogether.
- 58 VIEs have gone on to be employed at management level.



INTERVIEW WITH KATIA GUEDES, 29 YEARS OLD, VIE AT AGS ANGOLA

What is your role at AGS Angola?

I am the financial and administrative manager. I manage the financial services of AGS Angola, which includes handling the invoicing, the accounting follow-up, and managing the team. Another part of my work is to be in charge of the Human Resources, to oversee the expenses, wages, contracts and all other aspects concerning the employees working for the company.

How was your integration into the country?

The integration was very easy for me as I have dual nationality, Angolan and French. I already know the country very well, so that was not a big change for me.

What, for you, is important to know in order to start a VIE under the best conditions?

It is very important to be open-minded and curious. That will help you to understand your environment and the people that are working with you. Don't hesitate to ask for information from people you meet or to ask questions, at work or even in your daily life.

What types of challenges will you have to face in the future?

In the immediate future, I will have to decide if I will accept the proposal made by the Group to go to Haiti to finish my VIE. If I accept, my missions will be the same but in a totally new country.

What did you learn as a VIE?

What I learned with my experience in Angola is that I have the ability to manage problems and take on new challenges, as there is always something new happening here. I find that very instructive, because I've now developed an ability to immediately think of 2 or 3 solutions as soon as we are facing a problem. That's what motivates me the most. I was also very fortunate to have a Branch Manager that always listens to me, who believes in me and allows me to work very freely. The AGS Angola experience is very enriching because it is like working in a start-up; everything needs to be done from A to Z. From the revisions of the systems in place, the analysis and implementation of optimal procedures for all departments, to the identification of corruption and the implementation of measures to deal with it.

How does AGS Angola commit to respect the principles of the United Nations Global Compact in the areas of environment, labour, anti-corruption and human rights?

We are currently working with the Ministry of Environment to identify possibilities to recycle our wastes (paper, cardboard etc.). We really want to improve our impact on the environment. AGS Angola is also very committed to the fight against any kind of corruption, called "gasosa" here. All invoices are analysed, and if there is no back-up we don't pay. Additionally, we don't pay "gasosa" to the inspectors to avoid the fines when an irregularity is found, we prefer to pay the fine and then correct the mistake.

LABOUR TRAINING & SKILLS DEVELOPMENT

WITH THE FLEXIBILITY AND SKILLS GROWTH OF ALL MOBILITAS STAFF IN MIND, ALEXANDRE LEBEGUE, THE GROUP'S TRAINING AND SKILLS DEVELOPMENT DIRECTOR, PUT TOGETHER TRAINING MODULES AND ESTABLISHED A TEAM OF TRAINERS TO DISSEMINATE AND SHARE KNOWLEDGE AMONGST STAFF.

This training was based on the needs, priorities and expectations of the Group's General Management, Operational Directorate and its subsidiaries. The training plans were rolled out to staff via different channels – internet, internal business universities, selected internal trainers and external training providers while taking into account our environment, our international presence and the difficulties that sometimes present themselves.

580 473€



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

A key element of the programme was the development of a number of new training modules which were posted on our staff intranet in early 2017. These videos address several topics, including the correct packing, loading, handling, unpacking and re-assembly techniques.

The focus in 2018 will be on maintaining the development of training and its provision, with a quality management approach, with the sole objective being the skills growth of all MOBILITAS staff.

Key focus areas will include:

- Continuing to roll out training programmes adapted to different target groups, whatever their ranking in the company.
- Sharing expertise and promoting our internal experts in priority.
- Increasing the number of internal referent trainers in the IT, accounting and administrative fields to all our industries, worldwide.
- Organising a voluntary buddy system consisting of our 12 best managers accompanying our young recruits.
- Sharing good managerial practices within our company with our partners.

1 809



courses given on 3 continents (18% desktop training) – A total of 17 221 hours trained

1 171



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

30



trainers (98% internal)

We believe these goals will allow the Group to improve opportunities for training and skills development to all staff worldwide, and should in time lead to happier staff, facilitating flexibility and internal promotions.



FIDI Commitment to Excellence
ACADEMY Platinum Award 2017

The AGS Group was awarded the FIDI Platinum Award in 2017, in recognition of driving and promoting industry knowledge amongst its employees to offer the best quality service to customers. Only 11 FIDI accredited companies earned the Platinum Award, and we are extremely proud to be one of them!

ENVIRONMENT

PLANÈTE URGENCE - MOBILITAS COMMITMENT

PRESERVING AND CARING FOR THE ENVIRONMENT IS, FOR THE MOBILITAS GROUP, BOTH A MORAL IMPERATIVE AND PART AND PARCEL OF SOUND BUSINESS PRACTICES. AS PART OF COMMITTING TO AND EMBEDDING THE PRINCIPLES OF THE UN GLOBAL COMPACT, WE HAVE DEVELOPED AND ROLLED OUT INITIATIVES WHICH MINIMISE THE ENVIRONMENTAL IMPACT OF OUR BUSINESS AND PROMOTE ENVIRONMENTAL AWARENESS.

OPERATION "1 MOVE = 1 TREE"

Since 2009, MOBILITAS has been partnering with NGO Planète Urgence in support of their Environment & Development programme. The programme works towards ensuring a sustainable future for communities in Mali, Madagascar, Indonesia and Haiti. In an effort to offset the environmental impact inherent to their activities, subsidiaries of the Group have committed to contributing to the reforestation of those regions, planting one tree for every international move carried out by the company, and for every 15 archive boxes stored within our warehouses.



Together with Planète Urgence, MOBILITAS has planted 196,000 trees since the beginning of our partnership eight years ago.

Contributions by MOBILITAS to Planète Urgence's Environment & Development programme:



Our partner

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

The Mali project was concluded at the end of 2016 due to the volatile security situation in the country. Nevertheless the project that started in 2009 provided for 8 full years support to local families. Planète Urgence wants to see new future collaborations emerge when the context allows it again. The Haiti project was also finalised at the end of 2017 for safety reasons. However, the end of the 2 projects did not mean Mobilitas would participate less, it was an opportunity to plant more trees in Indonesia and Madagascar. Since the inception of the programme, the association has planted over 6 million trees in affected regions, benefitting thousands of families.



MALI SINCE 2009-2016

Planète Urgence contributed to the fight against desertification in the Mopti and Ségou regions of Mali. Up to its completion in December 2016, the project provided support to local families working towards income and food security, by providing sustainable resources for fruit and wood production.

2009	2010	2011	2012	2013	2014	2015	2016	TOTAL
2,500	7,500	11,000	14,150	8,650	8,500	6,000	6,000	64,300



HAITI SINCE 2015 - 2017

Planète Urgence worked in Haiti following the devastating earthquake in 2010, leading a reforestation project in the south and south-east of the country in partnership with the Haitian Movement for Rural Development. The project aimed to rebuild the forest areas and to provide sustainable resources for farming and wood.

2015	2016	TOTAL
6,000	6,000	12,000



INDONESIA SINCE 2010

Following a vast reforestation project on the island of Sumatra through which over 3.3 million trees were planted, Planète Urgence now concentrates its efforts on the conservation and restoration of the mangrove forests of the Mahakam Delta. The region is home to hundreds of species of fish and birds and its inhabitants rely on aquaculture and fishing. The project supports local families by providing them with the skills and financial resources to develop a sustainable aquaculture industry.

2010	2011	2012	2013	2014	2015	2016	2017	TOTAL
5,000	7,000	10,400	4,900	8,500	6,000	6,000	12,000	47,800



MADAGASCAR SINCE 2012

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

2012	2013	2014	2015	2016	2017	TOTAL
7,950	18,431	9,519	6,000	6,000	12,000	47,900

Future projects

Planète Urgence is looking at starting 2 new projects planned for 2018 in Peru and Cameroon. These two countries are politically stable, and it is therefore possible for Planète Urgence to initiate projects for the development and protection of the environment in these areas. Mobilitas is looking forward to participating in these projects.

ENVIRONMENT

PICKFORDS PARTNERED WITH THE HEART CAPITAL FOUNDATION TO PLANT 1 MILLION TREES

PICKFORDS RECOGNISES THE NEED TO VALUE AND CONSERVE NATURAL RESOURCES TO CREATE A HEALTHIER AND MORE SUSTAINABLE ENVIRONMENT FOR THE FUTURE.

In an effort to reduce our carbon footprint, we have partnered with the Heart Capital Foundation on their 'Spekboom Wonder Plant' project, a campaign aiming to plant 1 million spekboom trees by the end of the year.



IN ADDITION TO UPLIFTING LOCAL COMMUNITIES, THE PROJECT IS AIMED AT FIGHTING CLIMATE CHANGE.

Why is Spekboom our Wonder Plant?

- These succulent trees are native to South Africa
- They can reach between 2m and 5m tall and live to be 200 years' old
- They are 10 times more effective at reducing carbon than tropical rainforest trees
- They can survive frost, fire, and drought
- Planted 50cm apart they form a beautiful, evergreen, natural hedge which enhances safety and security
- 1 Spekboom can remove 8.5kg of CO² per year

Poverty and global climate change aren't little problems that are going away any time soon.

By enabling poor people to propagate and grow these incredible carbon-reducing Spekboom trees, Pickfords is doing its part to tackle these tough issues.

The Heart Capital Foundation have established Spekboom tree nurseries in townships around South Africa and are enabling poor people to earn sustainable livelihoods by propagating the trees. They supply local growers with seedlings, which are then raised to maturity. Once the trees have been nurtured to a reasonable size, they are bought back from the entrepreneurs and sold to the public.



ENVIRONMENT

AGS PARIS ASSESSES ITS CARBON FOOTPRINT

AS PART OF THE COMPANY'S COMMITMENT TO IMPROVING ITS ENVIRONMENTAL FOOTPRINT, THE BRANCH AGS PARIS CONTINUES TO ASSESS ITS CARBON FOOTPRINT.

As a leader of the international removals industry, MOBILITAS is committed to sustainable and environmental-friendly business practices and constant enhancement of our ecological standards. The 'Bilan Carbone' carbon footprint assessment initiative was launched in all of the Group's businesses in France in order to control its greenhouse gas emissions and to fully integrate the environmental factor.

AGS Paris completed its first Bilan Carbone® in 2012, and repeated the assessment in 2015. This carbon footprint assessment integrates all the move operations, taking into account the modes of transport used for each move.

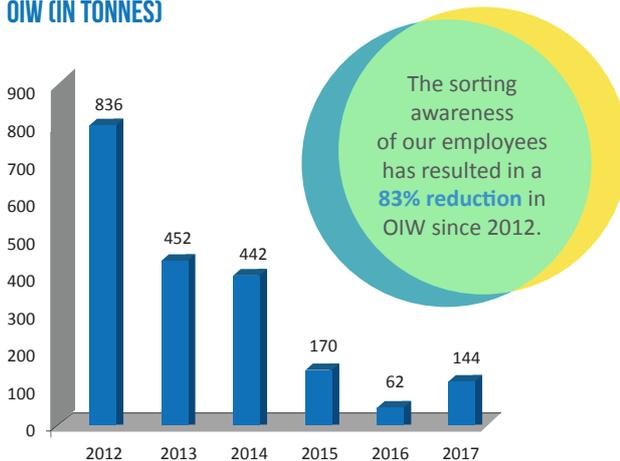
The Carbon Assessment allows us to measure the environmental impact of moves carried out for our clients and to make them aware of the environmental impact resulting from their mobility policy.

We can work together to develop and implement solutions to reduce our carbon footprint. Monitoring and quantifying greenhouse gas emissions is the first step in the development and implementation of innovative solutions to reduce our ecological footprint.

Reduction of OIW

Ordinary Industrial Waste (OIW is waste that is neither dangerous nor inert and can decompose, burn, ferment or rust).

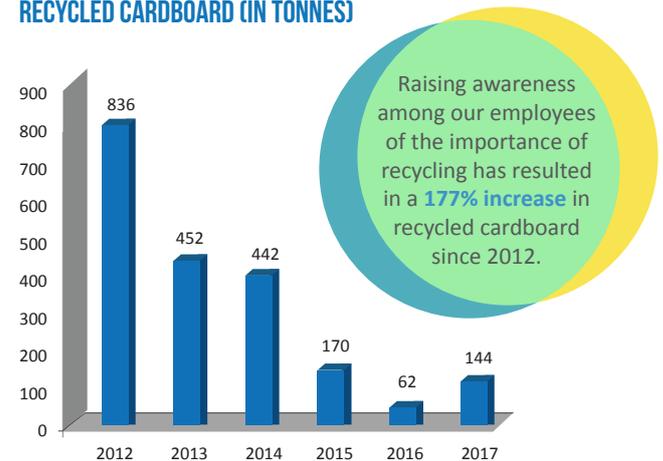
OIW (IN TONNES)



Increase in the number of recycled boxes

Raising awareness among our employees of the importance of recycling has resulted in a 177% increase in recycled cardboard since 2012.

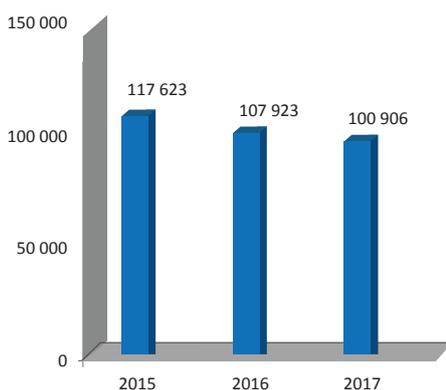
RECYCLED CARDBOARD (IN TONNES)



Diesel consumption

Our fleet of regularly maintained vehicles, and the introduction of eco-driving methods for all drivers, has meant a year on year reduction in diesel consumption.

DIESEL CONSUMPTION



AGS PARIS INTENDS TO CONTINUE MONITORING THESE INDICATORS EVERY YEAR. AREAS FOR IMPROVEMENT WILL BE DEFINED, PUT IN PLACE, AND MEASURED.

ANTI-CORRUPTION SUPPLY CHAIN MANAGEMENT ANTI-BRIBERY AND CORRUPTION, AND DATA PROTECTION (PRIVACY) MANAGEMENT

OUR SUPPLY CHAIN IS VITAL IN ENSURING A HIGH QUALITY SERVICE IS DELIVERED TO OUR CLIENTS AND THAT THE HIGH STANDARDS OF ETHICS THAT WE APPLY TO OUR OWN WORK IS CARRIED THROUGHOUT OUR REACH, NOT ONLY IN OUR DIRECT DEALINGS.

The FAIM accreditation, offered by the removal industry's awarding body FIDI, requires a meticulous audit by Ernst and Young of the branch's existing supply chain management procedures and provides an opportunity to review existing strategy and improve on it, with international benchmarks. Many of our brands underwent the FIDI accreditation renewal process and all were successfully re-accredited once again in 2017. This means the Group now has 31 accredited branches, of which 20 are FAIM Plus. FAIM Plus is the double certification of ISO 9001:2008 and the standard FAIM accreditation.

In 2017, FIDI implemented a new procedure for obtaining the FAIM certification. Whereas previously the certification audits took place every 3 years, the association has now established an intermediate documentary audit called IFA (Internal FAIM Audit). The 3-year cycle is therefore retained and the additional steps in years 2 or 3, after the original certification audit, further reinforce the strict criteria defined by this certification. As a result of this IFA documentary audit, the subsidiaries receive a certificate entitled "Confirmation of Quality Assurance" which is valid during the global re-certification of the subsidiary. If the subsidiary fails during its intermediate audit, the certification will be cancelled.

Having established a formal Privacy Policy in 2016, this was successfully implemented in 2017 and has served as reassurance to our clients of how seriously we take the safeguarding of their personal information. Furthermore, we are currently preparing to implement the General Data Protection Regulation (GDPR), the new EU Privacy legislation in force from May 2018, and we already have appropriate measures in place to ensure we will be fully compliant by that deadline. Our large European footprint necessitates compliance with the legislation and this also further reflects our commitment to the protection of our client's information.

The MOBILITAS Group condemns all anti-competitive practices and has a zero-tolerance approach towards this behaviour throughout our Supply Chain. The Group seeks to operate only in markets free from practices such as price fixing or abusive intimidation. These practices can be at a local, national and international level and can harm companies and their immediate and broader environments. We comply with all local laws relative to anti-competitive practices and price fixing in the countries where we operate.

In 2017, we continued to follow our comprehensive Anti-Bribery and Corruption Policy, which is always used together with the FIDI ABC Policy (FIDI Anti-Bribery and Corruption policy) to ensure the highest ethical standards throughout our supply chain, as well as internally. These policies are communicated to all stakeholders and compliance is mandatory. We take this topic very seriously and enforce these policies firmly. No matter the scale, corrective action is taken if there is a breach from any supplier.

All our suppliers are expected to sign our Supplier Code of Conduct and comprehensive SLA's to ensure contractual obligations exist in the areas of ethics, quality and privacy.

A great evolution took place in 2017 and we hope to carry all of this forward into 2018, ensuring the highest standards are maintained throughout our Supply chain and reflected in our service to our clients. Ethical standards are vital to ensure peaceful communities in which to do business, and so it is every business' responsibility to ensure compliance in every dealing. We take this responsibility seriously and commit to upholding these standards.





IN SUPPORT OF THE UNITED NATIONS GLOBAL COMPACT