



COMMUNICATION ON PROGRESS 2017

Flash Group



This is our **Communication on Progress** in implementing the principles of the **United Nations Global Compact** and supporting broader UN goals.

We welcome feedback on its contents.

An aerial photograph of a busy port or shipping yard. The image shows numerous colorful shipping containers (blue, red, white, orange) stacked in rows. Yellow cranes are visible, lifting containers. The port is situated next to a body of water, with a bridge or pier structure visible in the background. The image is partially obscured by a white curved shape on the left side, which contains the text.

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This document is a summary of our Communication On Progress 2017. The full text version is available on the UN Global Compact website.

Statement of Continued Support

“As Chief Executive Officer of the Flash Group, I am pleased to confirm our continued support for the United Nations Global Compact and renew our ongoing commitment to the initiative and its 10 principles on Human Rights, Labour, Environment and Anti-Corruption.

This first Communication on Progress aims to share with you the efforts we made since our membership to the UN Global Compact to improve our CSR performance by making its 10 principles part of our strategy, culture and day-to-day operations.”

Philippe HIGELIN

Chief Executive Officer



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About Flash Group

Flash is the European leader in same-day and time-sensitive premium freight. In 2015, Flash partnered with Eurazeo to support its **international expansion as well as its digital strategy.** Flash has been digitizing its activity: disintermediating and automating the order intake while launching and incubating seven digital startups. The creation of startups and other acquisitions effectively made Flash a group.

In March 2018, to better reflect its entire portfolio of activities and services, **Flash has formed and become part of Redspher.** Redspher incorporates all its companies and startups within one digital platform, covering a wide spectrum of services in on-demand delivery.



Facts & figures



Over **1.000.000**
deliveries in 2017

350.000.000 kms
covered in 2017

49 offices in **18**
Countries

630 employees

Majority Management
owned

+ 43% by PE Eurazeo
PME

Insight on the Flash Group Companies



European leader in Premium Freight. Flash offers tailor made solutions worldwide, by road and air.



Specialized in time critical transports, Schwerdtfeger relies on its strong presence in Germany, with its teams, drivers and partners.



A web based solution to manage all ad hoc transports. Easy4Pro is much more than a TMS.



A Tool comparing worldwide shipping and tracking solutions for your parcels.



An App to monitor vehicles and shipments. Improve the communication between shippers and drivers for a better quality of service.



Get online access to the biggest european fleet of small vehicles for your urgent and direct deliveries.



Online solutions for companies looking to quickly improve their customer logistic experience: first, last mile & direct delivery in Europe.



Online training center creating new horizons for logistics. Set up new standards with attractive and tailor made content.

CSR Strategy



What is our CSR strategy?

To improve the sustainability of our development path by reinforcing our attractiveness and by being competitive.

What do we stand for?

To become a great place to work for & with in our market.

What are our priorities?

To reduce our environmental footprint
To improve our social footprint
To create sustainable value

What are our key levers?

Innovation
Training
Fair business practices



Strategic CSR Goals

ENVIRONMENT

To measure and to reduce the impact of our activities on the environment

To offer our customers a carbon neutral transport solution

CUSTOMERS

To become their strategic partner for our CSR performances

To promote our CSR commitments and achievements

EMPLOYEES

To attract and keep good and talented employees on board

To create a working environment promoting diversity, innovation and trust

PARTNERS

To integrate the CSR expectations in the management of transport suppliers

To support improvements in working conditions of drivers

To become a referent of the sector in terms of ethics, anti-corruption and compliance



**Human
Rights**



Labour

UN GLOBAL
COMPACT

10

PRINCIPLES



Environment



Anti-Corruption

Human Rights



1. Support and respect the protection of internationally proclaimed Human Rights
2. no complicity in Human Rights abuses.



International expansion, both organic or external, is a pillar of the Group's growth strategy. Flash applies the same policy in all its agencies in order to ensure the Group's worldwide reputation and quality of service. It means respecting a comparable level of ethics and identical operational processes across the whole group.

Human Rights



Goal

Engage the Group and its employees with respect for Human Rights

Solutions

Implementation of a Code of Conduct for the Group's employees
Awareness to the respect of Human Rights made in the CSR e-learning training program

Implementation of a reporting procedure for concerns and unethical behaviors

Realization of an anonymous employee satisfaction survey every year in order to enforce the freedom of expression within the Group

Results

Comparable level of ethics and respect for Human Rights guaranteed in all the Group's agencies regardless the country of operation

No problem reported in 2017

Employee satisfaction: + 0,5 percentage points compared to 2016

Topics addressed in the Code of Conduct:

Child & forced labour, anti-discrimination policy and prohibition of harassment

Labour



3. Support the freedom of association and the effective recognition of the right to collective bargaining
4. Eliminate of all forms of forced and compulsory labour
5. Abolish child labour
6. Eliminate discrimination in respect of employment and occupation



Human Resources management is a top priority. Flash made a significant investment in training, promotion of internal mobility and talent management. Flash also promoted the use of digital communities among employees and worked on the development of its employer brand.

LABOUR



Goal

Solutions

Results

1

Promote diversity and equal opportunities within the Group

Raise employees' awareness

Development of a CSR e-learning program, promoting diversity at work

Implementation of a Code of Conduct for the Group's employees

Gender equality through hiring and career management

Percentage of women in the total workforce is 11 % higher than the sector average

A woman joined the EXCOM in 2017

Implementation of a reporting procedure in case of violation of the Code of Conduct principles

No problem reported in 2017

Topics addressed in the Code of Conduct:

Respect for ILO conventions, child & forced labour, freedom of association and right to collective bargaining, respect for staff fundamental rights, anti-discrimination policy and prohibition of harassment

LABOUR



Goal

Solutions

Results

2

Attracting,
retaining &
developing
talented
employees

Same training
opportunities for all the
Group's employees
thanks to Flash's
e-learning platform

Development of the
Group's talents by
internal mobility

Creation of a healthy
and stimulating work
environment for the
Group's employees

Regular measurement of
the impact of the actions
carried out by Flash

In 2017, 5060 online trainings have been
completed, representing approximately
1 900 training hours

17 internal mobilities in 2017, 4 of which
enabled the employees to move to
management positions

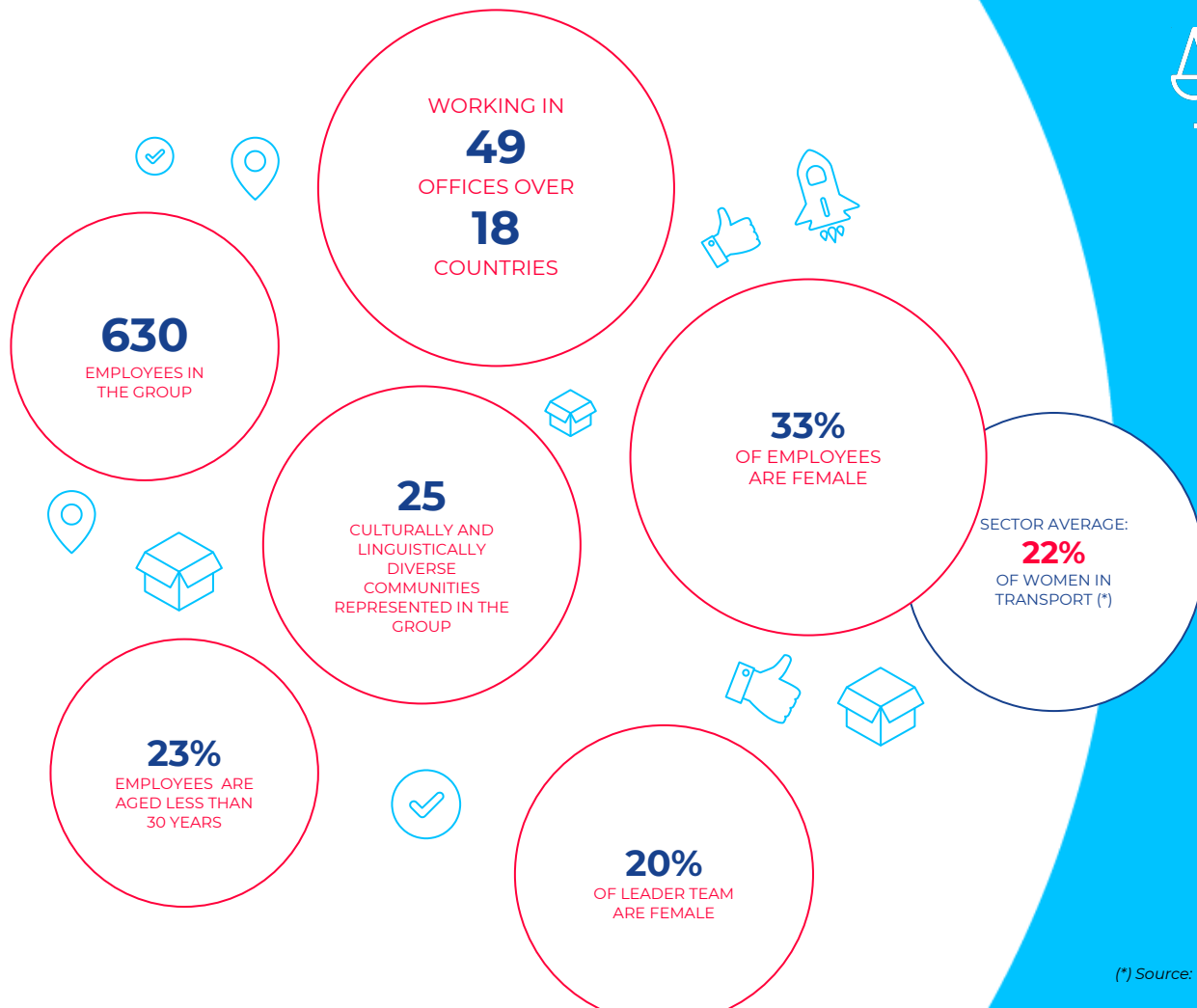
New premises answering to high quality
standards for Contern (2015), Lille (2017) and
Maastricht (2018) offices and ongoing program
of compliance of premises in France

No work accident in 2017

Realization of a yearly employee satisfaction
survey with definition of an improvement plan

Employee satisfaction for 2017:
+ 0,5 percentage points compared to 2016

Flash Talent Pool



Environment



7. Support a precautionary approach to environmental challenges
8. Promote greater environmental responsibility
9. Encourage the development and diffusion of environmentally friendly technologies.



Flash decided to place the respect of the environment at the heart of its strategy. A large set of initiatives has been launched in order to reduce the environmental footprint as well as to improve the Group's efficiency.

Environment



Goal

1

Measure the impact of Flash's activity on the environment and identify the main sources of greenhouse gas (GHG) emissions directly or indirectly generated by the Group's activity

Solutions

Realization of a Carbon assessment

Build up a reliable measurement system of GHG emissions linked to Flash activity

Results

The execution of organized expedites per Flash has been identified as the main source of GHG emissions

A measurement system is being built up in house to ensure a regular follow up of the defined KPIs

Scope 3 represents more than 99% of the Group's emissions

Road activities are accountable for approximately 97% of those emissions

The emissions generated by upstream activities (business travels, employees commuting, capital goods, ...) have comparatively a negligible impact (<1%)

Environment



Goal

2

Reduce greenhouse gas (GHG) emissions generated by the transports organized by Flash for its customers & operated by the Group's transport suppliers

Solutions

Optimization and reduction of empty mileage thanks to innovative and digital new solutions

Implementation of program that will lead into a Lean & Green award

Fostering the use of cleaner and lower consumption engines within our customer supply chain



Results

Development and use of advanced mileage optimization technology

Training of the employees to the optimization tools and process developed by Flash

Creation of an optimization center

Achievement of a 20% CO2 reduction for road activity over a consecutive period of 5 years: obtention of the 1st Lean & Green Star in 2015

Qualification for the 2nd Lean & Green Star

Launch of an urban delivery service based on electric vehicles (Easy2Go)

Work with Carrier Community to encourage Euronorms regular upgrade

Focus on Easy2Go electric cars program

Easy2GO launched in France, in September 2017, a milkrun delivery program based on full electric vehicles. The main goal of this project is to be able to offer a more qualitative and sustainable service.

Actually, Easy2Go employs 10 electric vehicles and is willing to develop quickly this activity by creating new partnerships with environmentally friendly carriers.



In 4 months:

9 tCO2e saved thanks
to the only use of
electric vehicles



Environment



Goal

Solutions

Results

3

Reduce greenhouse gas (GHG) emissions directly generated by Flash activity and its employees

“Green IT”

Selection of a green hosting provider
In 2017 100% of computers have been bought from environmentally friendly manufacturers

Raise employees' awareness

Eco-friendly e-learning module implementation
Environmental protection clause in the Group's Code of Conduct

Improvement of the Group company car policy

Increased percentage of hybrid company car

Improvement of energy efficiency of Flash's offices

Luxembourg office based in a BREEAM excellent certified building. Similar requirements for our new office in Maastricht

Fight against corruption



10. Work against corruption in all its forms



The Group Management believes that opposing any kind of corruption and maintaining a high level of business ethics is essential to the sustainable growth of the Group. Flash worked on the commitment of its management team and of all employees, formalized in the form of signed documents.

Fight against corruption



Goal

Ensure management commitment in the fight against corruption

Prevent corruption risks within the Group and raise awareness of Flash's employees

Solutions

Formalization of a business ethics statement, signed by Excom members

Implementation of a Code of Conduct for the Group's employees . Dedicated e-learning module to the fight against corruption

Implementation of a reporting procedure

Results

No problem identified in 2017

Topics addressed in the Code of Conduct:

gifts given and received, conflict of interests, prevention of money laundering, fight against corruption and relationships with suppliers, customers or any third party associate.