

# Communication on Progress 2018

**Redspher**



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.

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# Statement of Continued Support

As Chief Executive Officer of Redspher, 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 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.

Enjoy the reading!

Sincerely yours,

**Philippe HIGELIN**

Chief Executive Officer





JULY 2019

# About Redspher Group

**Redspher** is an open platform that facilitates and simplifies on-demand delivery.

**Redspher**, as a platform, covers most of the services related to On-Demand delivery, offering tailor made solutions.

**Redspher** brings together all legal entities operating under the following brands: Easy2Go, Easy4Pro, Easy2Trace, Flash, GeniusAcademy, Roberts.eu, Rubiwin, Schwerdtfeger Transport, Upela & Yoctu (this list is exhaustive on the date of last update of the document and may change according to the evolution of the Group).

## What is on-demand delivery?

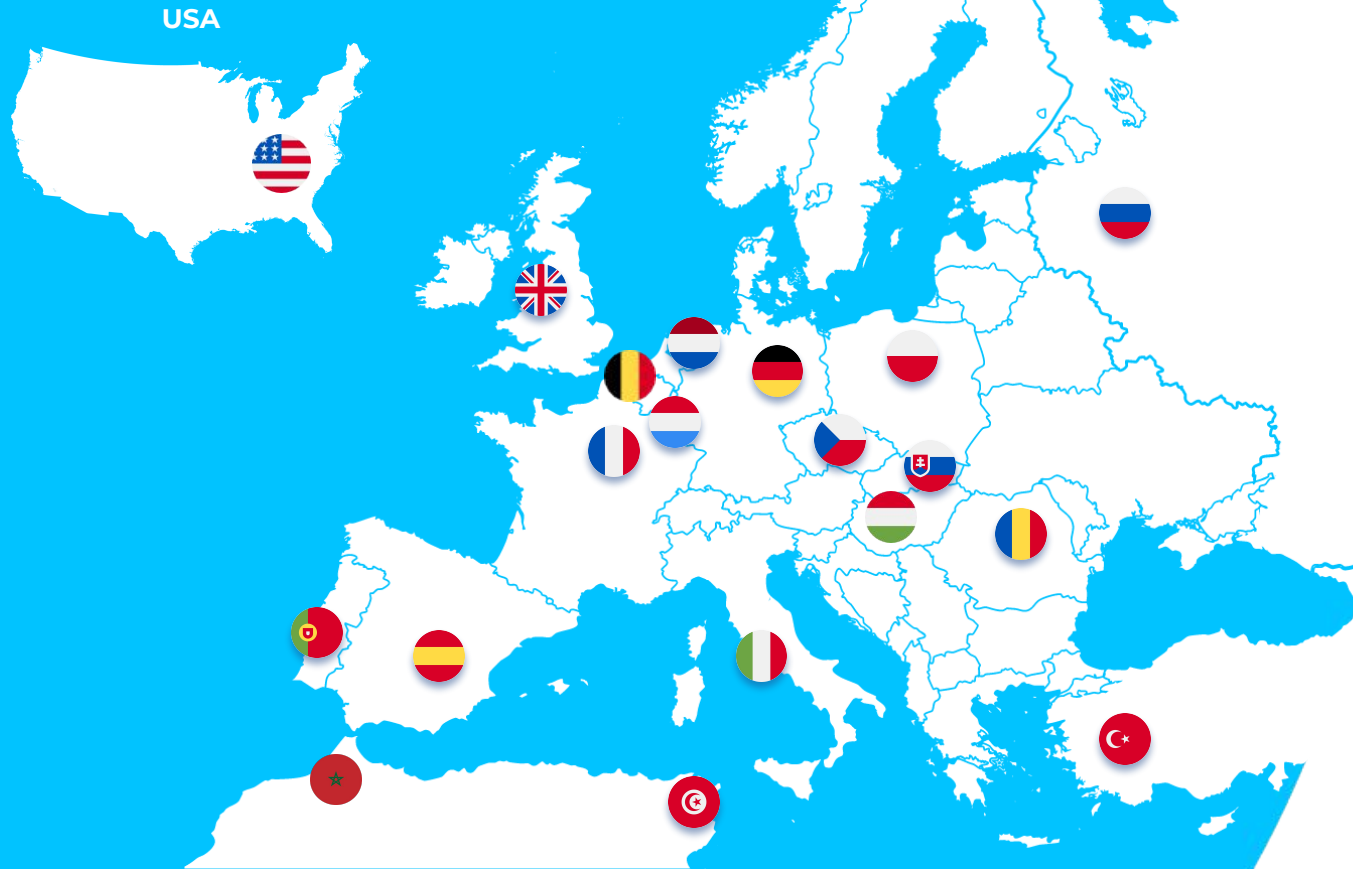
On-Demand delivery, as opposed to programmed transport, is organized upon request from a shipper. It offers more flexibility for the shipper.



# Facts & figures



redspher



€300 M

Turnover in 2018

Over **1.000.000**  
**deliveries** in 2017

49 offices in **19**  
**Countries**

**Global presence**

**672 employees**

**Majority Management  
owned**

+ 43% by PE Eurazeo  
PME



# Insight on Redspher brands



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

[www.flash.global](http://www.flash.global)



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

[easy2trace.com](http://easy2trace.com)



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

[schwerdtfegergmbh.de](http://schwerdtfegergmbh.de)



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

[roberts.eu](http://roberts.eu)



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

[easy4pro.com](http://easy4pro.com)



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

[easy2go.fr](http://easy2go.fr)



Rubiwin is the pit crew for carriers, offering tools and negotiated deals to save time and money.

[rubiwin.com](http://rubiwin.com)



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

[www.upela.com](http://www.upela.com)



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

[geniusacademy.eu](http://geniusacademy.eu)



Offers a set of basic tools for IT to help companies and startup kickstart their applications

[yoctu.com](http://yoctu.com)



JULY 2019

# Redspher 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. Redspher 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

Employee satisfaction: + 0,3 percentage points compared to 2017

### 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. Redspher made a significant investment in training, promotion of internal mobility and talent management. Redspher 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

Gender equality through hiring and career management

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

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

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

Percentage of women in the total workforce is 12 % higher than the sector average

Comparable level of working conditions and respect for individuals guaranteed in all the Group's agencies regardless the country of operation

### 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 Redspher'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 Redspher

In 2018 12 220 online trainings have been  
completed by the Redspher's employees

29 internal mobilities in 2018, 10 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

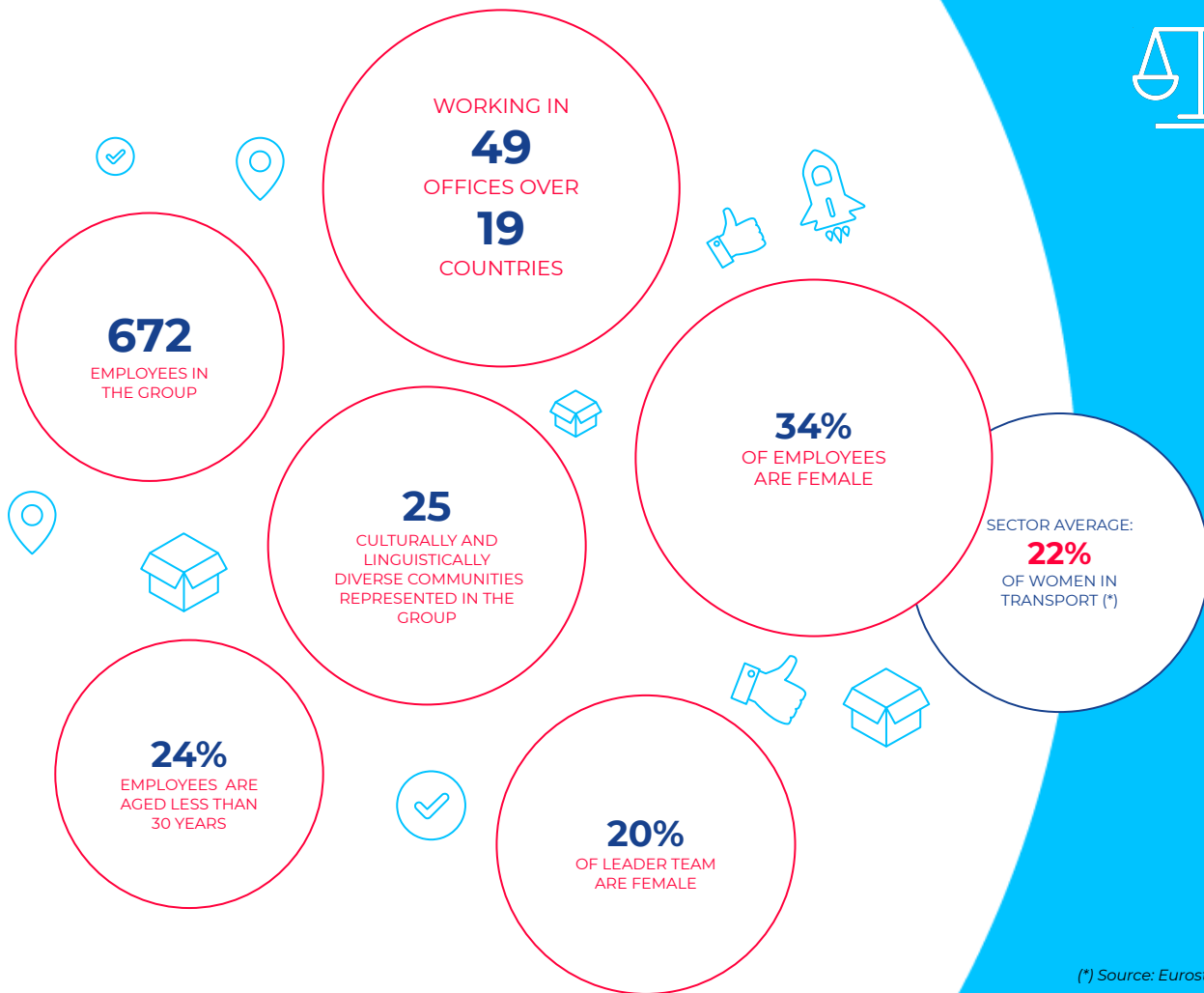
1 work accident in 2018

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

Employee satisfaction for 2018:  
+ 0,3 percentage points compared to 2017



# Redspher 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.



Redspher 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.

# Environmental Policy

The Environmental Management System (EMS) of Redspher covers in particular the operations of the sites of Lille (France) and Maastricht (The Netherlands) that are engaged in an ISO 14001 certification process and underpins the objectives set in our Environmental Policy.

The policy of Redspher is focused on implementing and maintaining the EMS in an effective and profitable way. Goal of the EMS is to be able, at any moment, to comply with the requirements of customers and interested parties as well as with all relevant legislation and regulations. The EMS incorporates the requirements of ISO 14001:2015.

Redspher is fully committed to continuous improvement in all its processes and practices to enhance its environmental performance through constant review. Redspher is committed to the protection of the environment in all aspects of its business and in particular to significant aspects of its operations including prevention of pollution.

Our Environmental approach, like all the initiatives launched by the group, aims above all to satisfy customers and interested parties. Our EMS must be simple, pragmatic and innovative, both in terms of solutions designed to reduce environmental impacts and how to involve teams. It is a unifying project illustrating the Group's CSR commitments, based on concrete, measurable and verifiable actions by all interested parties.

**Philippe HIGELIN**  
Chief Executive Officer



**We believe that Redspher environmental objectives are aligned and contribute to meet Group's long term targets:**

- Reducing the environmental impact of Redspher direct activity and of its employees
- Reducing the environmental impact of the transports organized by the Group for its customers by:
  - Optimization and reduction of empty mileage thanks to innovative and digital new solutions
  - Promoting the use of cleaner and lower consumption engines within our suppliers

**Redspher's long term strategy: sustainable growth**

- Expand our leadership position in Europe and do our first step in another continent,
- Meet our 2023 financial target,
- Offer value added services to our customers in terms of Environment, Social and Business Ethics,
- Invest in process digitization to achieve our goals and protect the interests of our stakeholders

# Environment



## Goal

1

Measure the impact of Redspher'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 Redspher activity

## Results

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

A measurement system has been 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 Redspher 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 Redspher

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 full electric vehicles (Easy2Go)

Work with Carrier Community to encourage Euronorms regular upgrade

Implementation of a Code of Conduct for the Group's transport suppliers

# Environment



## Goal

## Solutions

## Results

3

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

“Green IT”

Selection of a green hosting provider  
Taking into account environmental criteria when buying computer equipment  
Donation campaign of computer equipment that is no longer used

Raise employees' awareness

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

Implement an effective Environmental Management System tailored to all the Group's activities

2 sites engaged in an ISO 14001 certification process in 2018:  
Lille (FR) & Maastricht (NL)

Improvement of energy efficiency of Redspher's offices

Choice of buildings with excellent energy performance for the Group's offices (incl. Contern, Lille and Maastricht)  
Use of renewable energies in Maastricht office which is equipped with 120 solar panels

# 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. Redspher 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 Redspher'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 Code of Conduct for the Group's transport suppliers.

Implementation of a reporting procedure

## Results

Comparable level of business ethics guaranteed in all the Group's agencies regardless the country of operation

### 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.