

# Communication on Progress 2020

**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 President of Redspher, I am pleased to confirm our continued support for the United Union 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**  
President





# 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?**

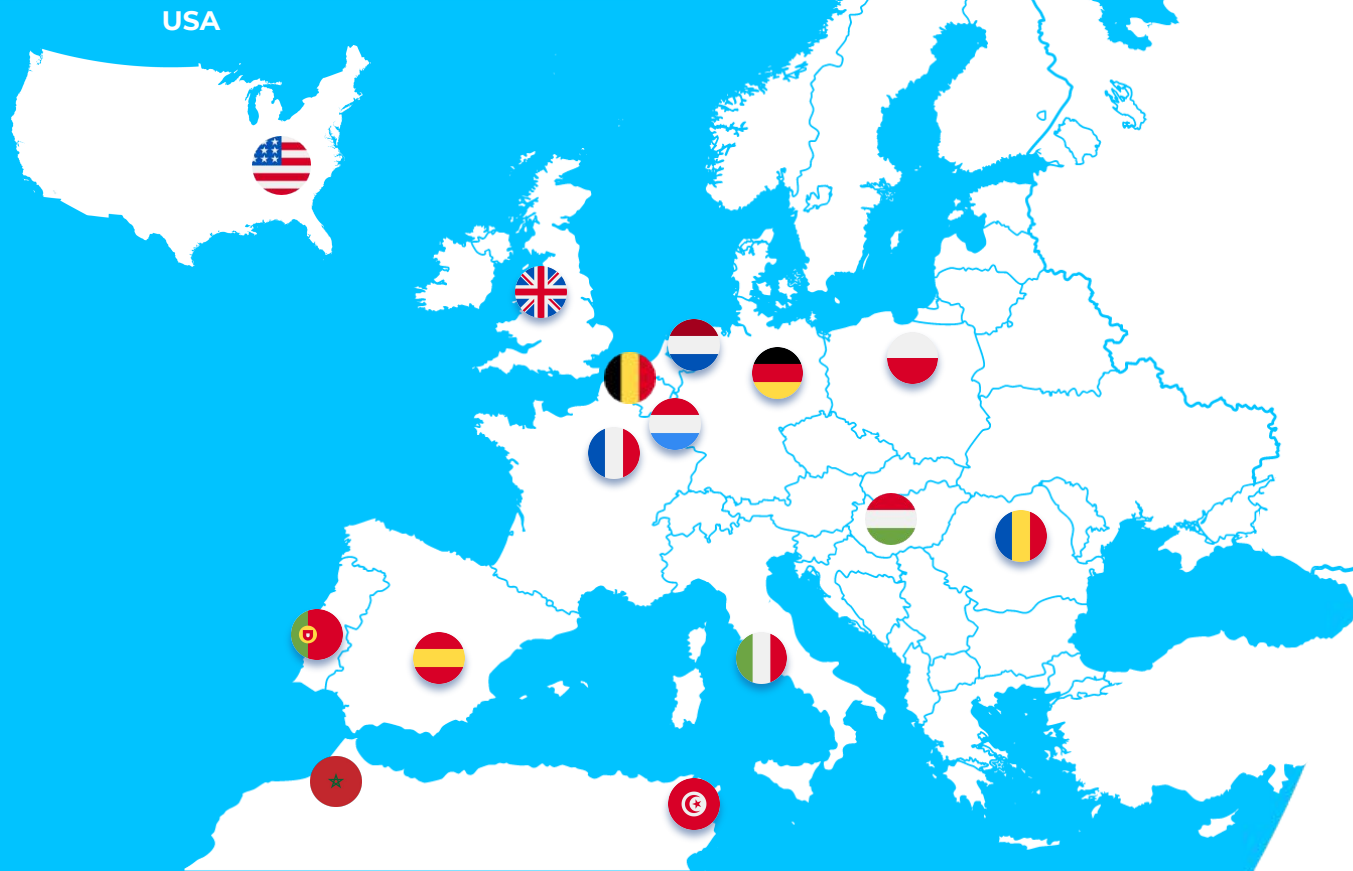
On-Demand delivery, as opposed to programmed transport, is organized upon request from a shipper. It offers more flexibility for the shipper.



# Facts & figures



redspher



Over **960.000 deliveries**  
in 2020

**39 offices**  
in 15 Countries

**Global presence**

**493 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)



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

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



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

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



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

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



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)



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

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



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

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



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

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



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

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



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

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

# 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?

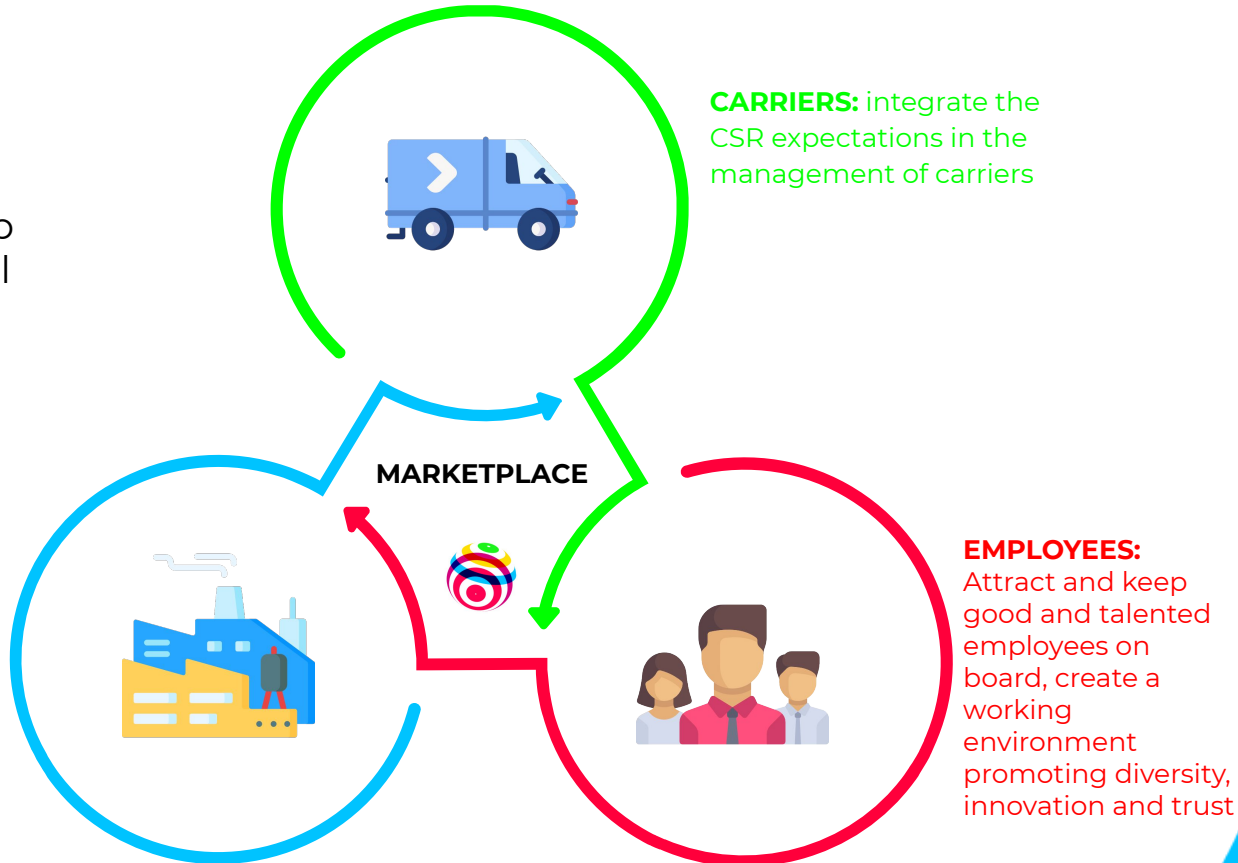
Innovation  
Training  
Fair business practices



# REDSPHER PILLARS



Goal is to ensure that actions of the CSR RoadMap will include all stakeholders





# Redspher supports the 10 principles of UN Global Compact



**Human Rights**



**Environment**



**Labour**



**Anti-Corruption**





# Redspher Communication on Progress



# 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

Implementation in 2020 on the Group level of a weekly satisfaction survey 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 alert launched in 2020

Survey results are regularly reviewed by the Management and HR to define action plans and make improvements related to employees feedback.

### 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

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

35% of women in the workforce

1 more woman in Executive Committee compared to 2018

Integration of questions concerning gender equality in employee survey

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

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

No alert launched in 2020

### 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

2

Attracting, retaining & developing talented employees in order to ensure the Group's sustainability

## Solutions

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

Development of the Group's talents

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

## Results

12 479 online trainings have been completed by the Redspher's employees in 2020

Creation of an HR Competence Center  
Implementation of a talent & mentoring program in alignment with business needs and goals  
Promotion of internal mobility

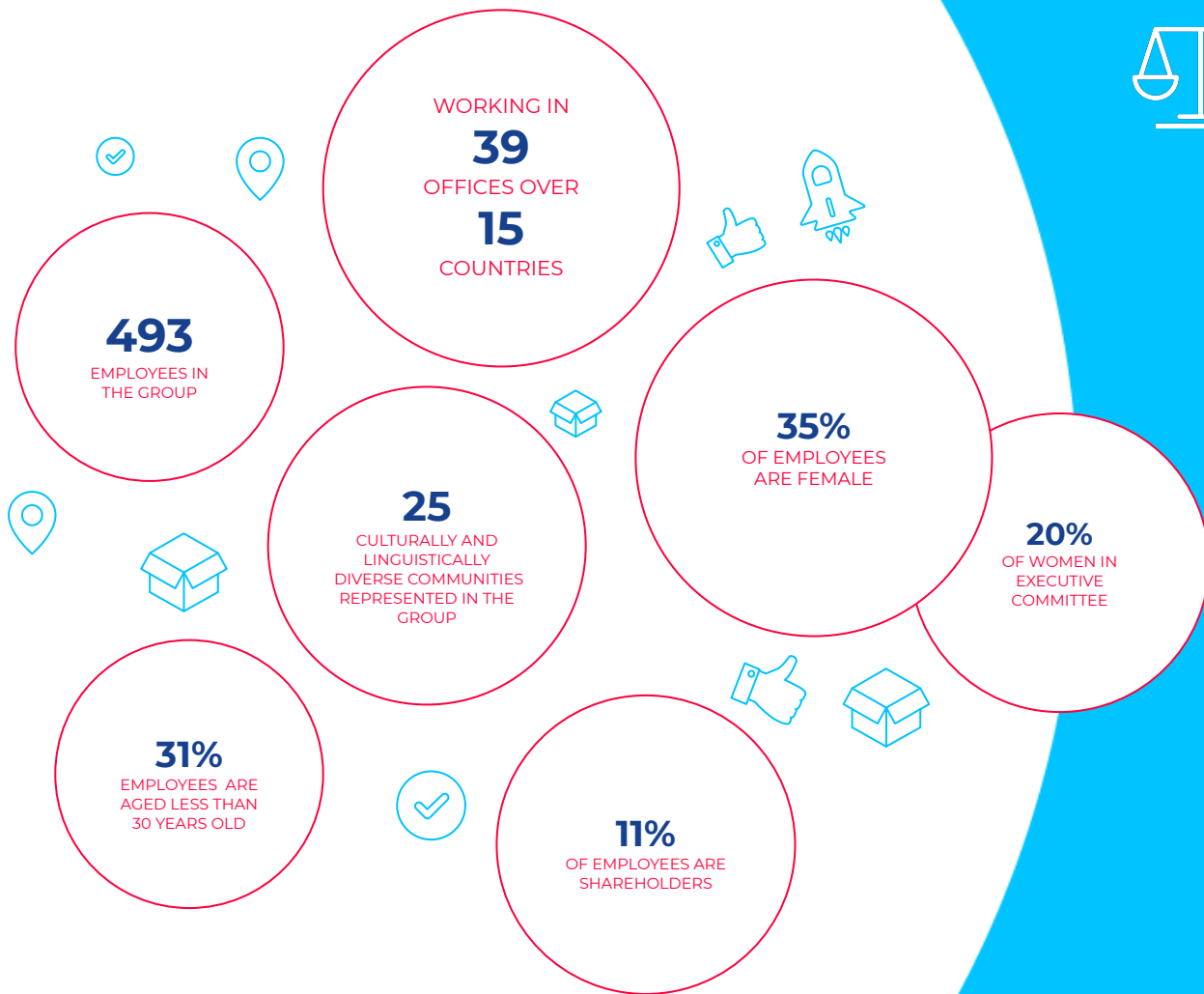
New premises answering to high quality standards for Contern, Lille and Maastricht offices and ongoing program of compliance of premises in Europe.

Only 1 work accident in 2020

Implementation in 2020 of a weekly employee satisfaction survey with definition of improvement plans.  
Launch of Round Table Program in 2020 to offer a platform for free discussion to all employees.



# 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.

# 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  
*Improvement area for 2021:  
Development of a ranking visible by clients and promoting green suppliers*

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 a 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

Group's platformization

3rd Lean & Green Star award: Improvement of the Group's CO2 footprint with over 20% between 2017 and 2019.

Qualification for the 4th Lean & Green Star

Development of 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 are ISO 14001:2015 certified since 2019: Lille (FR) & Maastricht (NL)  
  
These 2 sites represents 28% of the Group's workforce

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 and suppliers

## Solutions

Implementation of a Code of Conduct and of a gift & benefits policy for the Group's employees

Dedicated e-learning module to the fight against corruption mandatory for all the Group's employees

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

Individual awareness sessions to the standards applicable in the Group for suppliers

Implementation of a whistleblowing procedure

## Results

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

No alert launched in 2020

### 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.

# Redspher aligned its CSR Strategy with the UN Sustainable Development Goals



Redspher  
focused on  
2 major  
commitments

13 CLIMATE  
ACTION



8 DECENT WORK AND  
ECONOMIC GROWTH



SHIPPERS

## **Ambition:**

Become a key partner in helping them reach their CSR commitments

## **Results:**

- Gold level in 2020 to Ecovadis assessment,
- 3rd Star award of Lean & Green program
- 2 sites certified ISO 14001:2015
- Implementation of a supplier Code of Conduct
- Compliance check of the transport suppliers



CARRIERS

## **Ambition:**

Integrate the CSR expectations in the management of carriers and monitor GHG emissions of transports organised by the Group

## **Results:**

- 96 % of the vehicles of our exclusive fleet are at least compliant with the Euro 5 standard
- -20% of CO2 emissions reduction on road transports organised by the group between 2017 and 2019.



EMPLOYEES

## **Ambition:**

Attract and keep good and talented employees on board, create a working environment promoting diversity, innovation and trust

## **Results:**

- 100% of the group's activities have implemented Redspher Code of Conduct
- 85% of our workforce are employed in permanent contract
- 12 479 online trainings completed in 2020
- 28% of our workforce work on an ISO 14001 certified site



# CSR awards and certifications



- **3rd Star of Lean&Green Program**

Redspher has been awarded the 2nd and 3rd stars of the Lean&Green program in 2020.

The 3rd Star has been granted for having reduced CO2 emissions linked to the road transports organized by the Group by 20% between 2017 and 2019 - these results have been audited and validated by an independent audit firm.



- **ISO 14001:2015 certification**

The sites of Lille (France) and Maastricht (The Netherlands) are certified ISO 14001:2015 since 2019.

- **Ecovadis Gold Medal**

Redspher has been awarded in 2020 a Gold Medal as a recognition for its Corporate Social Responsibility program.

