



Social Responsibility  
and Sustainability  
Section of Agility's  
2020 Annual Report

## PERFORMANCE HIGHLIGHTS

### SUSTAINABILITY GAINS IN A GLOBAL PANDEMIC

**RATED TOP 4%** of our industry  
for overall sustainability performance by  
Ecovadis (Silver)

### FTSE4GOOD INDEX

inclusion for strong ESG performance

**60+** countries across Agility's network  
reported real-time data on changing air,  
ocean and road freight capacity on an  
online platform accessed by 300,000+  
businesses and humanitarian partners

### PROTECT OUR PEOPLE

**88%** of operations have ISO 18001/45001  
certification for health and safety

**90%** of emerging markets have  
undertaken a 3<sup>rd</sup> party audit for  
human rights

**18%** reduction in health and safety  
incidents between 2019 and 2020

**25%** of our workforce engaged in  
online training



### SUPPORT HUMANITARIAN LOGISTICS AND REFUGEES

**80+** major emergency humanitarian  
response operations since 2006

**40+** truckloads of relief supplies  
delivered to thousands of vulnerable  
migrant workers in lockdown areas with  
the Kuwait Red Crescent

**13+** medical centers run by the  
International Medical Corps in Beirut  
stocked with 2 months-worth of supplies  
after a devastating explosion

**150,000** bars of soap delivered  
across Indonesia with one of the world's  
largest children charities

### CARE FOR OUR COMMUNITIES

**560,000** students to benefit from  
a life skills and financial education  
program in partnership with Aflatoun,  
to be delivered by NGO partners in  
25 countries

**12,000** refugees in Malaysia will  
have easier access to essential services  
from UNHCR

**3,000+**  
students  
supported in  
digital learning  
projects in 23  
countries



## BUILD GREENER SUPPLY CHAINS

**600,000** shipments are covered by customer CO<sub>2</sub> reports, using a methodology certified by Carbon Trust

**78%** of operations have ISO 14001 certification for environmental management

**10+** megawatt peak of solar energy capacity planned or installed

**8%** average reduction in emissions from customer projects executed by our supply chain solutions team



INVESTMENT

## INVEST FOR THE FUTURE

**\$94M** in ESG investments, solar, and sustainable transport companies

## SUSTAINABLE PROCUREMENT

**100%** of new suppliers required to sign Supplier Code of Conduct

**77%** of our top ocean carriers are Clean Cargo Working Group members, like Agility

**58%** of our air shipments are with carriers that engage with us on sustainability, either through SAFA or Ecovadis



## Materiality and Strategy



## Awards and Certifications



### Ecovadis

Top 4% in our industry for overall performance and 10% of all companies overall.



### FTSE4Good

Recognized for strong ESG performance in a global index spanning 20 emerging markets

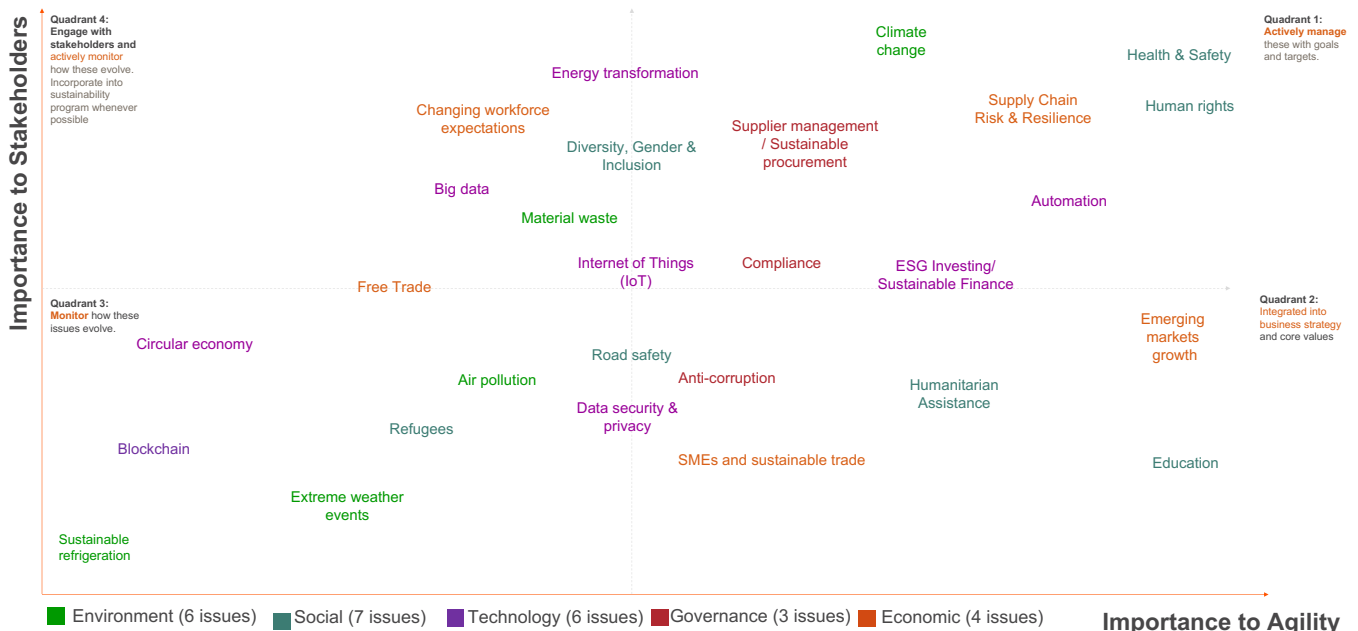


### ISO Certifications

88% of our workforce is covered by health and safety standards, 84% by quality standards, and 78% for environmental management. (ISO18001, ISO 45001, ISO 19001, ISO 14001)

## Agility Materiality Matrix 2021

Sustainability issues that are most important to Agility are organized into the matrix below. A full explanation of each topic and how Agility is managing it can be found in the annex of this report.



## Stakeholder Engagement



More than 1,200 stakeholders were engaged as part of our materiality exercise in Q4 2019. Senior leadership reviewed and updated the matrix in 2021 to account for changes to the world and to our business that were accelerated by COVID-19.

Employees

Customers

Shareholders and institutional investors

Strategic suppliers

Government and public sector partners

NGO partners

## Sustainability Management Framework

This is our strategic framework for embedding sustainability into our business and our culture.



### Putting people first



#### EMPLOYEES

- Zero health and safety incidents
- Respect human rights across the supply chain
- Empower a diverse workforce



### Greener logistics



#### GREENER OPERATIONS

- Reduce environmental impact through efficiency measures and innovation
- Embed the sustainability factor in every aspect of our performance



### Sustainable trade



#### INFRASTRUCTURE INVESTMENT IN EMERGING MARKETS

- Build high-quality warehousing and industrial infrastructure for trade competitiveness across the Middle East, Asia and Africa



#### OUR COMMUNITIES

- Enable customers to make greener choices
- Support supply chain partners for success in a low-carbon future
- Invest in emerging green technologies



#### GREENER SUPPLY CHAINS

- Enable customers to make greener choices
- Support supply chain partners for success in a low-carbon future
- Invest in emerging green technologies



#### CONNECTING SMALL AND MEDIUM-SIZED BUSINESSES TO THE GLOBAL ECONOMY

- Level the playing field for all businesses through innovative logistics solutions

Enabled by digital transformation

## Support for Sustainable Development Goals

### UN Global Compact Signatory



Agility is committed to the UN Global Compact corporate responsibility initiative and its principles in the areas of human rights, labor, the environment and anti-corruption.

### SDGs Supported by Agility



The Sustainable Development Goals (SDGs), set by the United Nations General Assembly in 2015, are a universal call to action to end poverty, protect the planet and ensure that all people enjoy peace and prosperity. Agility contributes to several SDGs across a number of our sustainability activities.

## Agility's Sustainability Partnerships

Agility engages with a number of industry and global organizations to learn from others, collaborate on complex topics, and ultimately, multiply our contributions. We believe multi-stakeholder engagement is essential to driving a more sustainable future for our business and our industry.



## 2020 In-country Community and Humanitarian Partnerships

In addition to our global engagements, Agility also partners at the country level with a number of community and humanitarian organizations on a variety of initiatives.

Country	Organization
Australia	Australian Red Cross
Bangladesh	Gulshan Literacy Program
Brazil	Mão Amiga
Colombia	Fundacion Nueva Vida para Todos
Ghana	Oiada
India	St. Joseph's Night School, Seed Foundation, Pathway Foundation, Kukanoor Village School
Kuwait	LOYAC, Red Crescent Society
Lebanon	International Health Partners, International Medical Corps
Mozambique	PLeDGE Health
Pakistan	The Citizen's Foundation (TCF)
Philippines	Philippines Red Cross
Sri Lanka	Sri Lankan Army
Uganda	Ministry of Health
USA	Paralyzed Veterans of America, St. Jude Children's Hospital, UN World Food Program



For more: <https://sustainability.agility.com/community/community-investments/>



Making a difference through  
our business and operations

## Supply Chain Resilience During COVID-19

### COVID-19: The greatest supply chain disruption of our time

COVID-19 was a global health care crisis, an economic crisis, and also a supply chain crisis, with serious disruptions to the flow of cargo caused by widespread flight cancellations, road border closures, and a global container shortage towards the end of 2020. In this context, supply chain resilience was a critical issue for our customers and our government and humanitarian partners.

#### Air Freight



Global air cargo capacity was down **75% in early April 2020\***, a result of widespread passenger flight cancellations. By the end of December, capacity was still **20% lower** than the same period last year.

#### Ocean Freight



Blank sailings increased and equipment imbalances resulted. Q4: China container shortage leads to rate increase of **150-300%** on major trade lanes.

### Managing Service Disruption with Data

Agility built an online platform that provided real-time operational updates from 60+ countries on air and ocean freight capacity. This site was used extensively by customers as well as humanitarian partners, and cross-linked on the UN Logistics Cluster website.



Country-level updates across 60+ countries, focusing on ocean, air and road capacity, border closures and domestic restrictions.



Interactive maps covering air, ocean, and road freight helped commercial and humanitarian stakeholders visualize capacity.

Website accessed 150,000+ times per month at height of crisis, and continues to be used heavily today. More than **400+ Agility employees around the world** contribute information to keep information up to date.



## Supporting our Customers to Keep Essential Cargo Moving

In addition to the pro bono support provided to our humanitarian partners, Agility is working closely with customers on moving PPE, medical equipment, vaccine logistics and more – ensuring that global supply chains remain resilient throughout this crisis.

### Ireland



Moved 45 tons of PPE from China, including masks, gloves, goggles and ventilators.

### Saudi Arabia



Centralized storage & created 27,000 pallet positions for stocks of strategic inventory

### China



Delivered 2,000 tons of medical supplies to Switzerland, despite massive congestion in Shanghai

### Turkey



Delivered 118+ tons of medical equipment to two newly built hospitals in Turkey

### Italy



Shipped 23 tons of glass vials from Italy to Brazil during the peak of the pandemic

### UAE



Secured PPEs and medical equipment for the UAE Health Authority in 20 days

## Case Study: Transporting COVID-19 Vaccines into Indonesia



Agility managed the urgent movement of 1.2 million doses of COVID-19 vaccine into Indonesia, securing a charter flight and equipment availability in just one and a half days following final approval for the shipment by regulatory authorities at origin and destination. Agility used RAP e2 air cargo Envirotainers to ensure that the vaccine was maintained at +2C to +8C during transit, and coordinated with ground transportation and security personnel who escorted the shipment on arrival.

# ▶ Empowering SMEs to move their business online

Small businesses have historically been under-represented in global trade

SMEs account for two-thirds of all jobs around the world, but less than a third of the world's exports.



**95%**

of all firms are SMEs



**67%**

Of all jobs are attributed to SMEs

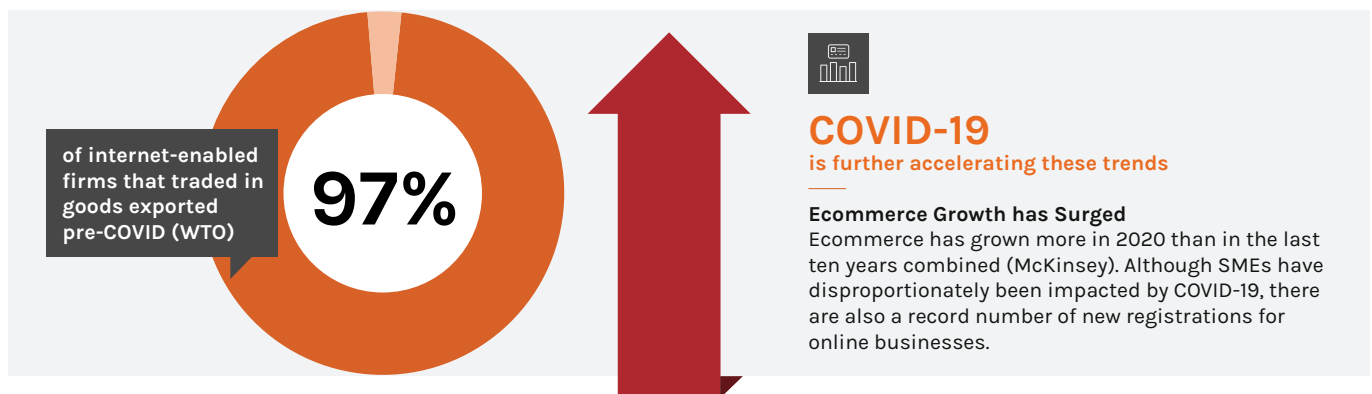
**BUT**



**<30%**

Of global exports involve SMEs

This is changing. Technology is leveling the playing field



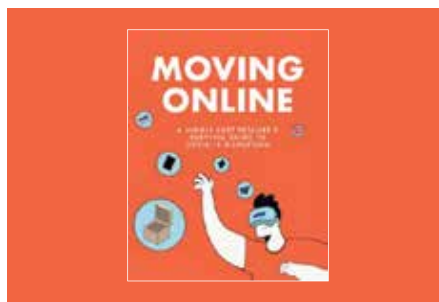
(Source: World Trade Organization)

Agility is Helping Build the SME Ecosystem in the Middle East



## Training and development on digital, via our data hackathons

Agility has leveraged its partnership with MIT Media Labs to bring two data hackathons to Kuwait, in partnership with the KFAS and other government entities. These hackathons trained over 200 young people in using data to solve real-world business challenges. In 2020, the data hackathon was conducted virtually due to COVID-19 restrictions.



## Our partnership with the Kuwait Fund for SME Development

In Kuwait, Agility has been working with the Kuwait National Fund for SME Development to give small businesses access to industrial spaces in our Logistics Parks. In 2020, Agility additionally partnered with the National Fund to create a campaign around e-commerce to help small businesses move their business online in the face of national lockdowns. The goal was to train SMEs on e-commerce using our toolkits and an opportunity to partner for a free trial with one of the region's biggest digital store-front companies.



## Proposed digital incubator for SMEs in UAE





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Agility has committed to investing \$100m in SME enablement


**Through its digital logistics platform, Shipa**

- Freight**  
Real-time freight rates across thousands of tradelanes for businesses who need to ship by air or ocean.
- E-Commerce**  
Flexible logistics solutions for merchants who sell online; with powerful digital integration
- Last-Mile Delivery**  
Across the Middle East

**..and other companies**

 <b>India</b> End-to-end cross-border solutions for e-commerce in multiple international marketplaces	 <b>Cairo</b> An e-commerce enabler allowing entrepreneurs & small business to build online stores quickly
 <b>Brazil</b> Shared economy road freight platform	 <b>Saudi Arabia</b> A digital trucking marketplace

**Road Freight Platforms**



## Building world-class logistics infrastructure in emerging markets

Our Agility Logistics Parks footprint extended further across the Middle East and Africa in 2020



In 2020, Africa, Mozambique and Cote d'Ivoire operations came online, joining the existing Ghana operation as part of Agility's Africa expansion strategy. Despite construction disruption due to COVID, ALP also delivered around 60,000 sqm of new space in Saudi Arabia and 18,000 sqm in Africa. Agility Logistics Parks bring world-class logistics infrastructure to emerging markets, particularly critical when it comes to the storage of food, medications, technological devices, and other high-value, perishable, or temperature-sensitive items.



Making a difference  
for our people

## Health and Safety

### ISO Certifications

Agility's Quality, Health, Safety, Security, and Environment (QHSSE) program is based around ISO standards and compliance. Our certifications in core categories of health and safety, quality, and environmental management today cover more than 78% of global headcount. Progress was driven by Asia Pacific regional certifications covering 87 sites.

Certificate Name	% of global GIL headcount covered		Percentage point increase
	2019	2020	
ISO 14001 - Environmental Management	47%	78%	⬆ Up 31
ISO 45001/18001 - Health & Safety	60%	88%	⬆ Up 28
ISO 9001 - Quality	43%	84%	⬆ Up 41
ISO 27001 - Information Security	100% of data centers globally		
ISO 23301 - Business Continuity	100% data centers globally		

Download the full list of ISO certifications: <https://sustainability.agility.com/wp-content/uploads/2021/02/ISO-Certifications-Feb-18-2021.pdf>

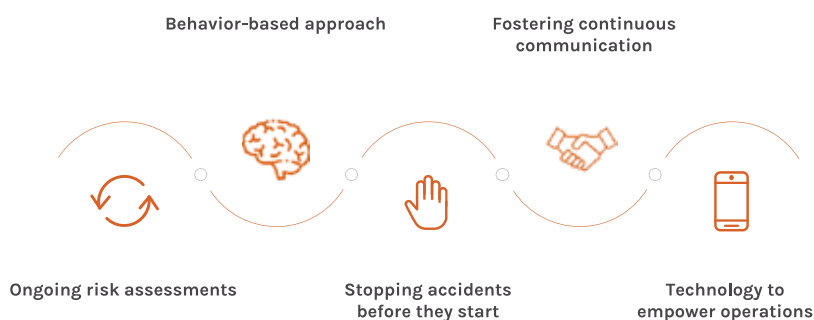
### Health and Safety

**Our Health and Safety Goal**  
Our goal is zero health and safety incidents.



**Using Technology to Drive a Safety Culture**

#### Our approach to living a Health and Safety culture

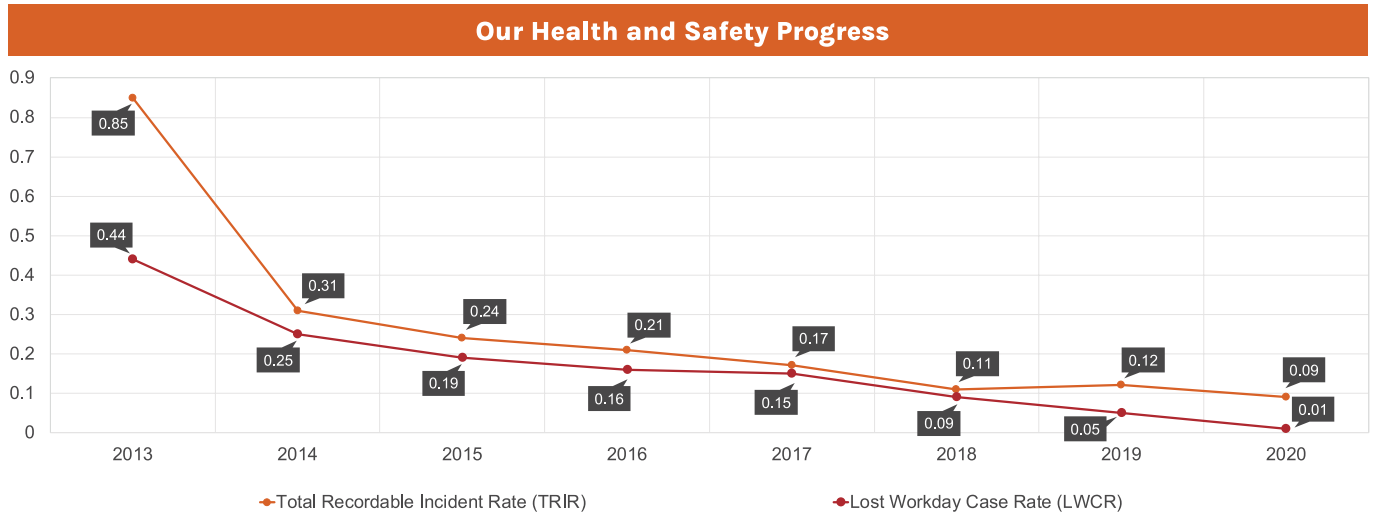


Agility has developed mobile apps for employees to easily report health and safety incidents, for operations teams to manage facilities inspections, and more.



## Our Health and Safety Progress

Agility has a strong track record for health and safety, with one of the lowest recordable incident rates in our industry. In 2020, we increased our emphasis on health and safety for front-line workers due to the global pandemic.



## COVID-19 Spotlight: Safeguarding health, safety and wellness during a global pandemic

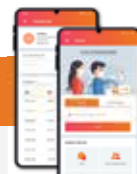
Logistics is an essential industry, and our operational teams worked throughout 2020 to keep cargo moving. Agility ramped up efforts to keep our front-line workers safe, and enable remote workers to stay engaged and productive.



95% of our office-based staff transitioned to a work-from-home model. IT issues 8,000+VPNs in two weeks.



Rigorous health & safety standards implemented for our frontline workers around the world.



Temperature tracing and contact app launched – using technology to keep our employees safe.



Virtual engagement across all of our offices keep our people connected.

For more: <https://logisticsinsights.agility.com/COVID19/our-approach/>

## Fair Labor

### Respecting Human Rights across the Supply Chain

The Agility Fair Labor Program embeds respect for human rights into our organization, ensuring that all employees know their rights and how to exercise them. Driven from the highest leadership in the business, the program includes a comprehensive Global Human Rights Policy, training, implementation tools, performance measurement and reporting. This commitment is a long-standing one of more than a decade in the making (the program started in 2007).

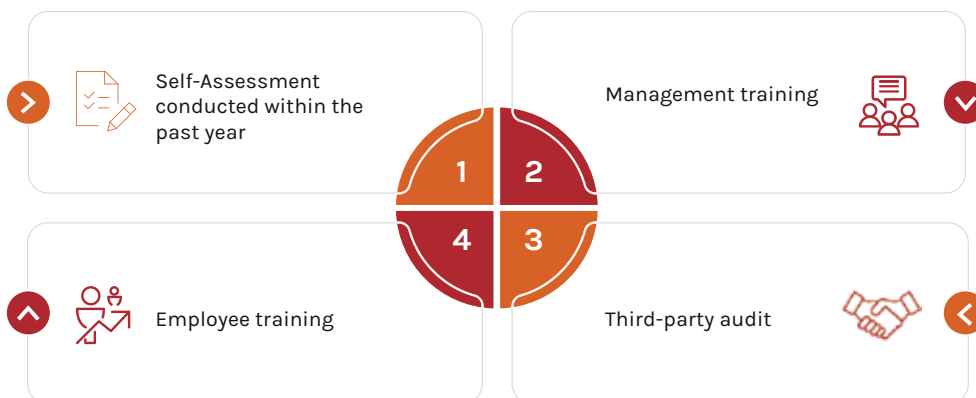
#### High Standards

Agility's Fair Labor promise is enshrined in our Global Human Right Policy and Modern Slavery Statement



#### A Four-Step Process to Drive Cultural Change

##### How it works



### Our Fair Labor Progress

Our goals for human rights are based on assessing risk, building awareness, and ensuring accountability. We strive for 100% of our operations to have undertaken human rights risk assessments; 100% of our employees and management to have undertaken human rights training, and 100% of our largest emerging markets operations to have undertaken a third-party audit.

#### 2020 Progress against Goals

##### By percentage of our headcount covered

97%

of operations understand human rights risks

90%

of employees trained on human rights

92%

of emerging market operations audited

## Fair Labor Progress by Country

## Progress by Region

## Asia &amp; the Pacific



Reporting Country	Self-Assessment conducted w/n the past year	Management Training Conducted	Employee Roll-Out Completed	Audit Completed
Australia	●	●		
Bangladesh	●	●	●	● 2018
China	●	●	●	● 2019
Hong Kong	●	●	●	● 2019
India	●	●	●	● 2018
Indonesia	●	●	●	● 2018
Japan	●			
Malaysia	●	●	●	● 2018
Pakistan	●	●	●	● 2018
Philippines	●	●	●	● 2018
Papa New Guinea	●			
Singapore	●	●	●	● 2019
South Korea	●			● 2019
Taiwan	●			
Thailand	●	●	●	● 2018
Vietnam	●	●	●	● 2019

## Middle East &amp; Africa



Reporting Country	Self-Assessment conducted w/n the past year	Management Training Conducted	Employee Roll-Out Completed	Audit Completed*
Algeria				
Bahrain	●	●	●	● 2020
Egypt	●	●	●	● 2020
Iraq				
Jordan		●	●	
Kenya	●	●		● 2020
Kuwait	●	●	●	● 2019
Lebanon	●	●	●	● 2018
Oman	●	●		● 2020
Saudi Arabia	●	●	●	
South Africa	●	●	●	
Turkey	●	●	●	● 2020
UAE (Abu Dhabi)	●	●	●	● 2020
UAE (Dubai)	●	●		● 2019

- Audits are repeated every three years.
- Japan, South Korea and Taiwan are currently excluded from employee training and audit requirements due to the strength of national labor regulations.

## 2020 Fair Labor spotlight



## Improved Risk Assessments

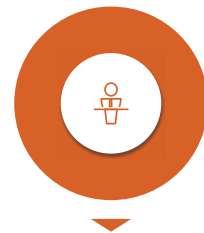
In 2020, we conducted a thorough risk assessment, categorizing countries into high, medium and low-risk based on external factors, the size of operations, and implementation of the Fair Labor program.



## Raised Standards

A multi-stakeholder engagement process led to the implementation of new policies with higher standards for:

- Supplier fair labor practices
- Worker accommodations, to account for COVID-19 physical distancing space requirements
- Overtime management



## Engaged with country leadership on execution

Each of our largest emerging markets operations' most senior leadership engaged with the regional Quality, HR and Sustainability teams to agree on human rights actions, and address any issues.

# Diversity, Gender and Inclusion

## Agility's Approach to Inclusion



### Embrace Local Roots

Agility employees hail from 120+ countries. We take pride in being a global company that looks and feels local in 100+ countries. Our workforce reflects our emerging markets leadership, with over 84% of our people working in the Middle East, Africa and Asia. A majority of our leadership are from the countries they manage.



### Promote Gender Inclusiveness

The logistics industry has historically been male-dominated, particularly when it comes to operational roles in warehousing and road freight. We believe that this only makes it even more important for Agility to promote a culture of gender inclusiveness at all levels of the business. Today, 25% percent of our management is female in our core logistics business and 14% of our external Board of Directors.



### Develop Local Talent

In many emerging markets, particularly in the Middle East, youth employment is one of the most important development challenges. Agility has a strong focus on youth and education in our community outreach program. Across the Middle East, we provide on-the-job training programs to build the skills of young nationals.

## Women in Management at Agility



### Women in Logistics

Agility faces a challenging industry and geographic context when it comes to gender participation. According to the World Bank, 104 countries around the world have laws that prevent women from working in some jobs, and in many emerging economies, this includes certain jobs in transporting goods, particularly at night. Beyond regulations, there are often cultural taboos associated with women working in warehouses or driving trucks in some parts of the world.

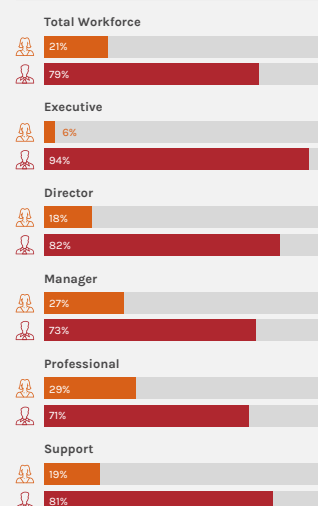
Times are changing. More women are pursuing advance degrees in logistics, in our increasingly digitized industry. Agility is working to recognize and foster female talent, and has achieved women participation levels that are on par with other companies in the industrial sector, with about 25% of overall management being female.



### Board Roles

Agility's Chairperson of the Board of Directors is a woman, which is notable given that 85% of publicly-listed companies in the Arabian Gulf (where Agility is listed) have no women on the board, and only 5% have any women on senior management teams\*.

Agility Group Gender Breakdown by Job Level



### Country Operations with Female Management Above 40%

Asia has the strongest representation of women in management in our business.



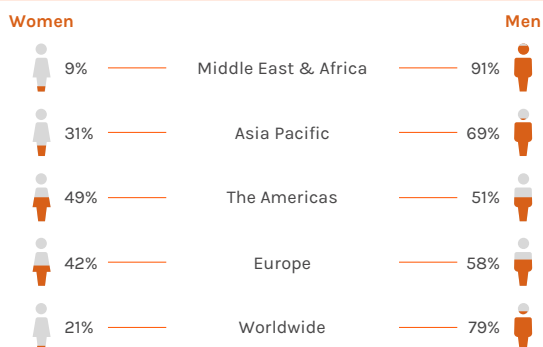
For more: <https://sustainability.agility.com/our-people/diversity/>

### Gender by Region and Function

#### By Region

The MEA region, which also has the higher number of operational headcount, has the fewest women as a percent of headcount. In all other regions, participation ranges from one-third (Asia) to near gender parity (Americas).

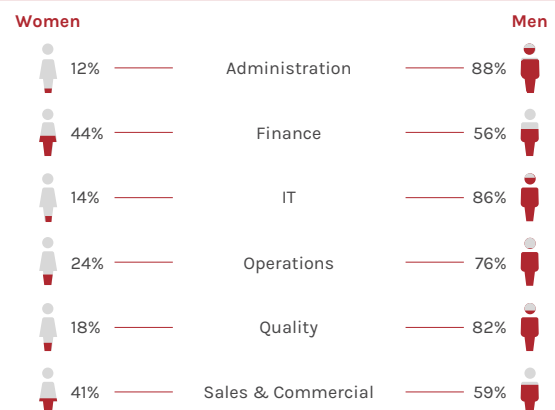
Employee Gender Breakdown by Region



#### By Role

IT, Quality, and Operations have the lowest rates of female participation. Finance and Sales and Commercial, have the highest, all over 40%.

Gender by Function





### Our Diversity and Inclusion Progress

We understand that the diversity and inclusion covers a broader scope than gender issues alone. However, we are starting our journey by looking at the issue of gender inclusiveness, with a view to building a pipeline for senior leadership roles. In 2021 we will focus on:



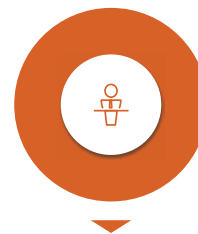
#### Measuring Performance

We empower countries with real-time data on their gender ratios, including new hires, through a gender dashboard that shows % of women in management, by function, by country, and by region.



#### Hiring Talent

We will make all efforts to interview women for every position and wherever possible, will include a women leader as part of the hiring process.



#### Building Pipeline

We are measuring the percentage of women in leadership and development training programs to build a pipeline of future management talent.

### Workforce by Age

#### Youth Employment in the Middle East

Youth employment is one of the most critical social and economic priorities in emerging markets across the world. The MENA region has the highest rate of youth unemployment in the world at 25%. Across multiple countries in the region, Agility has programs in place to encourage recruitment of nationals and to provide on-the-job-training.

#### Agility's Workforce by Age

Agility's workforce reflects the larger demographic trends of the countries in which it operates.

#### 2020 Employee Age Breakdown by Region

Region	Under 30	30-50	50+	Not Identified	Total
Middle East & Africa	24%	65%	11%	0%	57%
Asia Pacific	30%	60%	10%	0%	27%
The Americas	20%	54%	25%	1%	6%
Europe	7%	30%	17%	46%	10%
Worldwide	23%	60%	12%	5%	100%

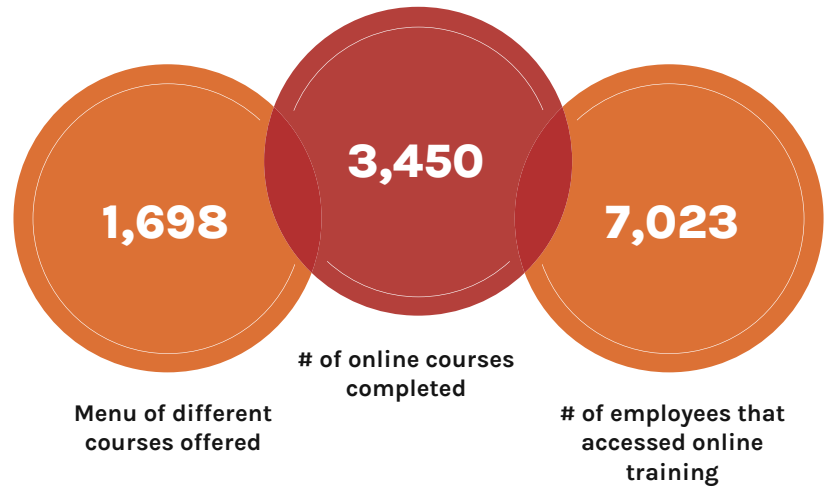
## Learning and Development



A learning culture is essential in a world that is rapidly changing. Agility's people development programs take two main tracks:

- 1** Online training accessible on-demand by all employees
- 2** Leadership development courses that use team-based, project work that drive the company's change management and strategy agenda.

### 7,000 Employees Accessed Online Training in 2020





Making a difference  
for our environment

# Environment

## Agility's Three-Pronged Environmental Strategy

Agility's approach is to green our own operations, green the supply chain in partnership with our customers and suppliers, and invest in companies championing green technologies that will reshape the future of our industry.

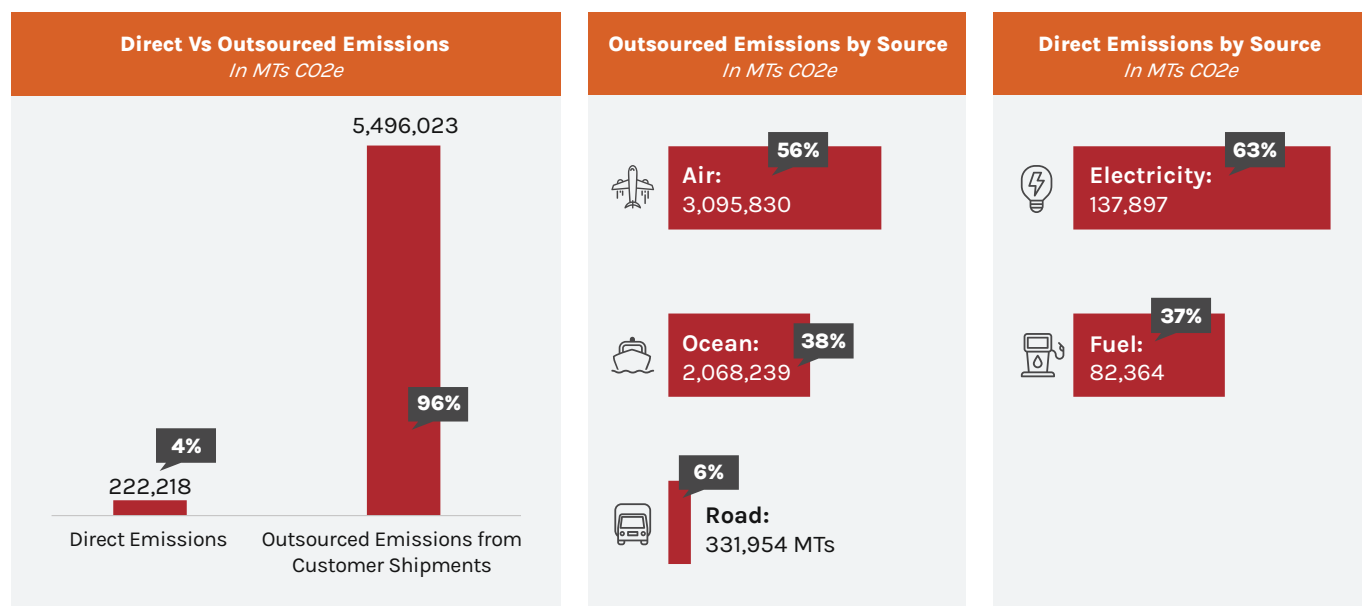
**Work with customers and suppliers to address outsourced emissions**  
96% of total CO2 footprint



**Green our operations to address direct emissions**  
4% of total CO2 Footprint

**Invest in innovation**  
Green-tech is a core pillar of our investment strategy, with ≈ \$94 million invested to date

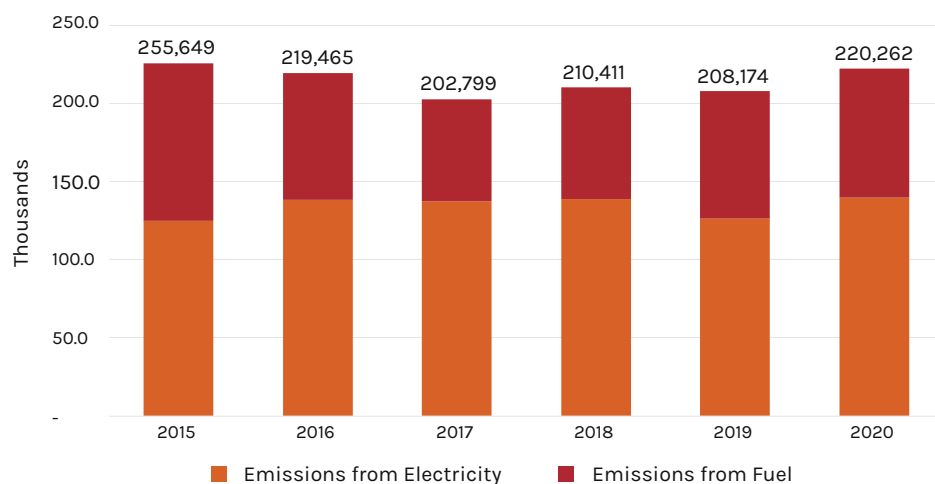
## Agility GIL Carbon Footprint



## Greener Operations

**Our Goal: Reduce GIL Direct Emissions by 25% by 2025 against a 2016 baseline**

**Agility Direct Emissions 2015 - 2020**  
from warehouses and trucks operated by GIL  
*in metric tons of CO<sub>2</sub>e*



### Our Direct Carbon Footprint

Our direct carbon footprint comes from the electricity we use to power our warehouses and the fuel we use to drive our trucks. We do our best to minimize our impact and drive innovation for improved environmental performance.

### Our Emissions Footprint +6%

Why our emissions increased in 2020:

- Improvements in the accuracy and comprehensiveness of the data that we are collecting
- Expansion of operations in the Middle East, including chilled and frozen warehousing space for storage of pharmaceuticals

### Progress Towards Driving CO<sub>2</sub> Reduction

#### ISO 14001 Framework

The majority of our operations have an Environmental Management System

#### 78% operations are ISO 14001 certified

This means:

- A commitment to operate in an environmentally sound way, compliant with all legal regulations
- Identification of all material environmental impacts
- A plan in place to reduce negative environmental impacts
- Internal audits ensure accountability to achieve targets

#### Emissions Data Management

We believe in empowering our managers with real-time data. Improving and automating reporting has been a key push in 2020.

#### 99% of operations reporting fuel and electricity consumption

- Resource Consumption App allows us to track electricity, fuel, waste and water usage across 500+ locations.
- Real-time CO<sub>2</sub> dashboards are provided to country operation
- Initiative to integrate sustainability data collection into financial reporting systems for more accurate reporting has kicked off
- Ongoing installation of smart meters in Kuwait, one of our largest operations worldwide, will further automate data collection

## Progress Towards Driving CO2 Reduction (Continued)

## Renewables



Existing and planned energy use reduction and renewable sourcing projects are expected to reduce our global emissions from electricity by between 8 and 10% in the coming year.

8+ megawatts of clean power in the Middle East

Solar projects in Dubai and Jordan will cut Agility's regional carbon footprint by 5% (planned 2021)

2+ megawatt solar installation in Singapore

6,000 solar panels will generate more electricity than Agility needs, with the extra going to the grid (2019)

300 kilowatt solar installation in India

Solar PV installation in India will cut electricity costs by >50% (commissioned Dec. 2020)

100% renewable sourcing in Spain

- All facilities in Agility Spain sourcing renewable energy using renewable energy credits (RECs)
- 11,000 sqm new build Barcelona warehouse aims to achieve LEED Gold green building certification

## Fleet Efficiency



Fuel currently accounts for 37% of our direct emissions, with the majority of the fleets in emerging markets that do not yet have mature infrastructure.

5% reduction in fuel emissions in the UAE

Agility UAE emissions account for 40% of all fuel emissions. Agility is driving down fuel consumption by:

- A fleet management system (Microtransport) that tracks vehicle performance and fuel efficiency, driver behavior, and shipment weight.

- Extensive, third-party training for drivers

- Becoming the first logistics company in Abu Dhabi licensed to operate double trailers, which will reduce fuel usage by ~26% per container

Up to 1,000 truck pre-order of Hyliion fully electric powertrain trucks

The Hypertruck ERX produces electricity locally at roughly 30 percent less than the average grid cost, which yields a seven-year cost-of-ownership unmatched by any diesel, battery-electric (BEV) or hydrogen fuel-cell (FCEV) Class 8 truck under development.

## Our 2020 Waste Management Progress



Waste management data proves to be ongoing challenge.

Agility operates 500+ locations around the world. Major operations report if they are recycling, and many report volumes recycled and volumes of waste, by type. However, further clarification and verification on types of waste and units of measure are needed before we can report a comprehensive waste and recycling footprint.



2020 water footprint

- 237 million liters
- 38 countries,
- 76% of headcount



## Our material waste streams

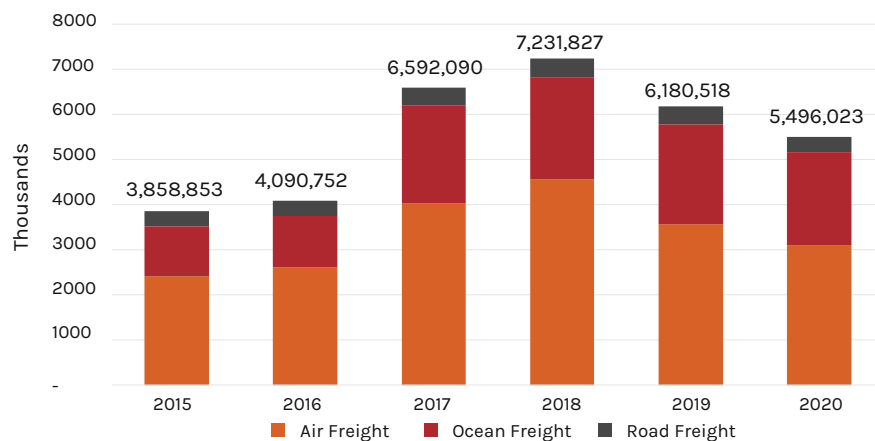
Type	2020 progress
Paper	17 million+ trade-related documents are processed digitally through Agility's document management system each year, saving an estimated 1,700 trees annually.
Wood waste (pallets)	Over 56% of our operations are recycling pallets and wood waste. Pallet reuse is widespread due to cost drivers.
Packaging	Over 83% of headcount report recycling paper and plastic packaging waste
Metals	Over 73% of operations by headcount are recycling metals.
Tires	Agility used an estimated 2,800 tires for its largest fleets, of which about 40% were recycled.
Office waste	As part of Agility's Waste-Free campaign, offices in India, Brazil, Italy, Singapore, the US and Australia are eliminating single-use plastics like water bottles, paper coffee cups, and other materials.



## Working with Customers

### Outsourced Emissions

**Agility Outsourced Emissions 2015 - 2020**  
from shipments coordinated by GIL  
in metric tons of CO<sub>2</sub>e



#### Our Outsourced Carbon Footprint

- Customer air, ocean and road freight shipments outsourced to carriers account for 96% of Agility's overall carbon footprint
- This makes customer and suppliers partnerships one of the most critical levers we have to drive sustainability outcomes.

#### Our customers' emissions are -11%

- Primarily due to COVID-19 related slumps in global trade

### Empowering Customer Decision-Making with Data



#### Customer emissions reporting

Agility offers customers real-time emissions reports showing emissions on a per shipment basis by mode, month and trade lane. Our methodology has been assured by Carbon Trust in the UK.



#### Modelling Tool



SolutionGenius is a proprietary modelling tool that allows Agility to help customers factor the environment into route planning by demonstrating the cost, time and emissions trade offs from different routing decisions. Results account for variations in routing, carrier sustainability, scheduling, inventory requirements, packing density, transport modes, vehicle types, etc.

#### SALES TRAINING

Agility trained  
**100+ commercial team members**





on our emissions estimation methodology, sustainability from our customers' point of view and more through our new, on-demand sustainability training program.



## Sustainable supply chains: our work with customers

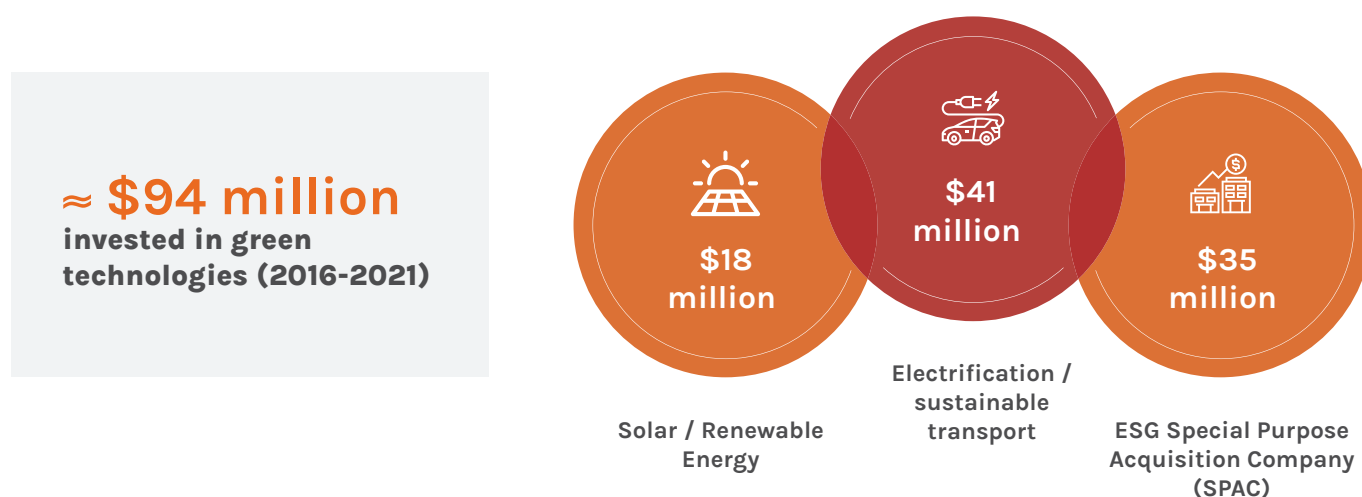
Agility's integrated supply chain solutions team works with customers to redesign supply chains for efficiency and reduced environmental impact, taking into account cost and time trade offs, and each customer's unique needs. For example, modal switch projects can reduce emissions by over 50%, but increase transit time considerably. Optimization can often reduce emissions by up to 10% while also saving time.

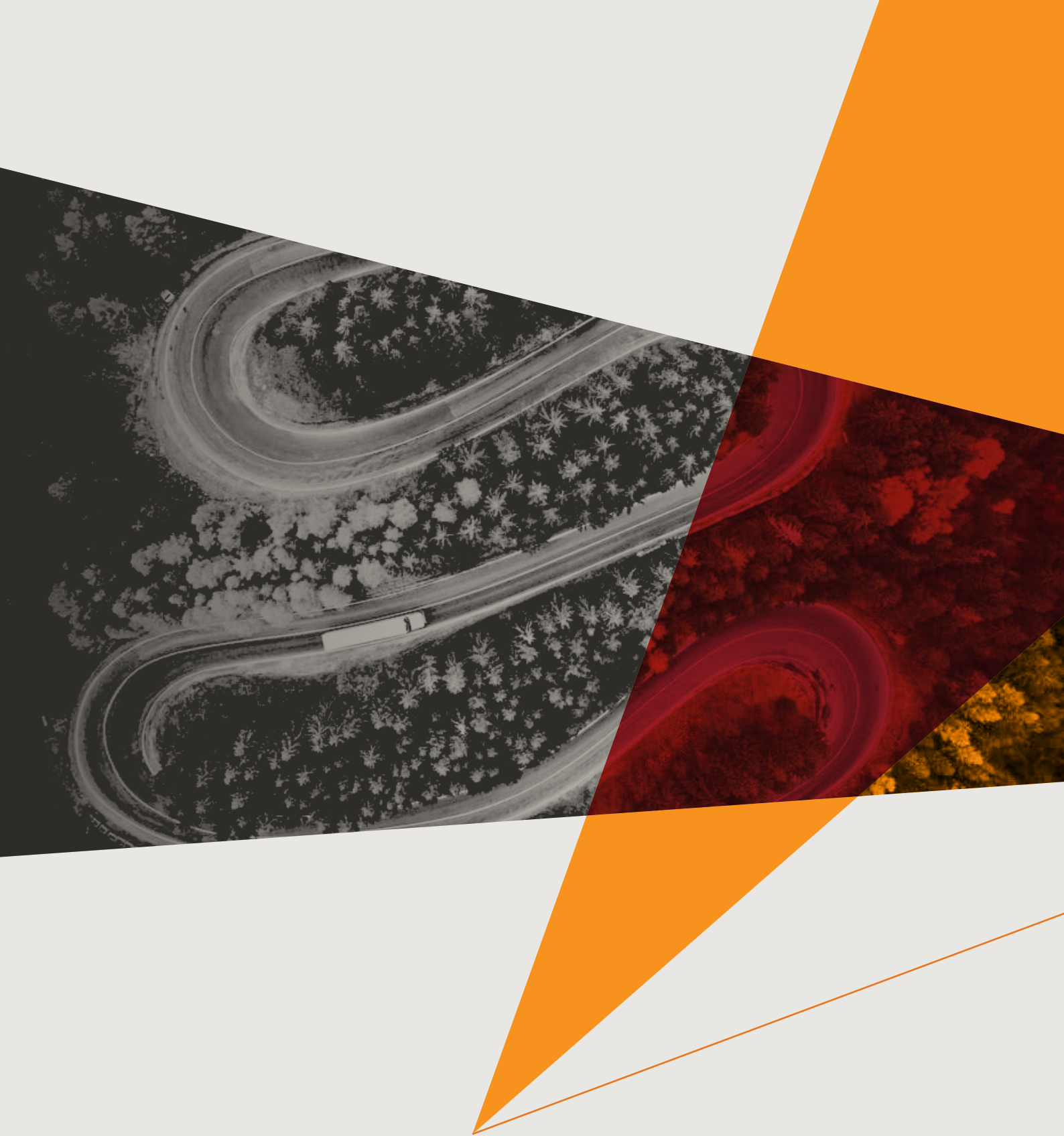
### Customer Case Studies

Industry	Electronics	Automotive	Retail	Retail	Technology
Mode	Ocean 	Air/Ocean 	Ocean 	Ocean 	Overland
Trade Lanes	Trade Lanes from Asia & the Pacific to the Middle East	China to the United States	Asia to North America	Asia to United States	Intra-Europe
Approach	<ul style="list-style-type: none"> <li>Modal switch from air to ocean</li> <li>Shipment consolidation</li> </ul>	<ul style="list-style-type: none"> <li>Buyer consolidation to reduce the total number of consolidation points in China</li> <li>Load optimization</li> <li>Reroute shipments away from less efficient ports, allowing for better consolidation for inland freight</li> <li>Utilize double stacking in overland freight</li> </ul>	<ul style="list-style-type: none"> <li>Buyer consolidation to reduce the total number of consolidation points in China</li> <li>Improve Purchase Order and vendor management</li> <li>Load Optimization</li> </ul>	<ul style="list-style-type: none"> <li>Network optimization</li> <li>Hub &amp; Spoke distribution</li> <li>Transport Optimization</li> </ul>	<ul style="list-style-type: none"> <li>Modal switch from truck to intermodal transport with barge or rail</li> </ul>
Emissions Savings	<ul style="list-style-type: none"> <li>Trade Lane 1: 99%</li> <li>Trade Lane 2: 78%</li> </ul>	<ul style="list-style-type: none"> <li>9%</li> </ul>	<ul style="list-style-type: none"> <li>9%</li> </ul>	<ul style="list-style-type: none"> <li>10%</li> </ul>	<ul style="list-style-type: none"> <li>By Rail: 58%</li> <li>By Barge: 68%</li> </ul>
Cost savings	<ul style="list-style-type: none"> <li>Trade Lane 1: 98%</li> <li>Trade Lane 2: 65%</li> </ul>	<ul style="list-style-type: none"> <li>24%</li> </ul>	<ul style="list-style-type: none"> <li>18%</li> </ul>	<ul style="list-style-type: none"> <li>11%</li> </ul>	<ul style="list-style-type: none"> <li>By Rail: 19%</li> <li>By Barge: 30%</li> </ul>
Other impacts	<b>Days in Transit</b> <ul style="list-style-type: none"> <li>Trade Lane 1: 1 to 22 days</li> <li>Trade Lane 2: 1 to 24 days</li> </ul>	<b>Days in Transit</b> <ul style="list-style-type: none"> <li>1 to 17 days, with an average of 4 days faster door-to-door shipments</li> </ul>	<ul style="list-style-type: none"> <li>Average Transit Time: 11%</li> <li># of Containers: 11%</li> </ul>	<ul style="list-style-type: none"> <li>Lead Time: 12%</li> <li>Inventory Level: 8%</li> </ul>	<ul style="list-style-type: none"> <li>By Rail: From 1 to 3 days</li> <li>By Barge: From 1 to 5 days</li> </ul>

## Investing in Innovation

Green-technology companies that have the potential to reshape future supply chains are a core pillar of our investment strategy. Agility has steadily increased its investments in this space over the last five years.





Making a difference  
in our supply chain

## Ethics and Compliance

### Agility's Ethics and Compliance Approach



#### Set High Standards

Agility sets high standards, including a zero tolerance policy on bribery and modern slavery, in Agility's Code of Conduct, Competition Compliance Policy, and Supplier Code of Conduct. Agility is also a member of the World Economic Forum's Partnership Against Corruption Initiative (PACI).

For more: <https://sustainability.agility.com/responsible-business/ethics-compliance/>

8,556

Employees undertook ethics training in 2020

#### Invest in Training & Awareness

Agility provides Ethics and Compliance training to employees and suppliers to make sure everyone who supports Agility business understands our expectations, policies and procedures.



Via Agility's website



By calling a toll-free hotline available in 100+ countries, answered by a 3<sup>rd</sup> party

#### Empower People to Speak up safely

Agility expects our employees to raise ethical concerns and support this principle with strong no-retaliation guidelines, and confidential ways to raise ethics grievances.

## Sustainable Procurement

### Sustainable Procurement

Sustainable procurement is a growing focus for Agility. In 2020, we laid the foundation for driving better visibility of our suppliers, and active engagement with suppliers on environmental and social performance.

#### Prioritizing Human Rights

- Agility ensures our emerging markets labor contractors adhere to the standards we set in our Supplier Fair Labor Code. The key issues for us include ensuring that no recruitment fees are charged, no passports are withheld, and that employees have freedom of movement.
- Agility's Supplier Fair Labor Code has been signed by 100% of labor suppliers in 12 emerging markets operations, covering over 92% of Agility's reported subcontracted workers worldwide.

#### Engaging our Strategic Carriers

- 32% of Agility's top air & ocean carriers scored Ecovadis Silver or better.
- 77% of our top ocean carriers are Clean Cargo Working Group members, like Agility.
- 58% of our air shipments are with carriers that engage with us on sustainability, either through the Sustainable Air Freight Alliance (SAFA) or Ecovadis

#### Managing our Local Suppliers

- Agility's new supplier management system, SmartView, allows for greater visibility on local suppliers, a consistent approach to supplier qualification (including ESG requirements), and the ability to track which suppliers have signed our Supplier Code of Conduct.
- Agility's SmartView supplier management application has been rolled out to 18 countries worldwide, with a target of full roll-out by end 2021.





Making a difference  
in our communities

## Agility's Community Investment Priorities



### Humanitarian logistics

Supporting humanitarian partners with expertise and donated services during major natural disasters



### Refugees

Funding programs to support the historically high refugee population in the world today.



### Education, Entrepreneurship & Employment

Long-term, in-country partnerships to expand access to education, and eventually employment, for young people.



### Employee-led Community Initiatives

Supporting local volunteer initiatives led by our people, including matching fundraising efforts.

## Humanitarian logistics

### Humanitarian Logistics

Agility's humanitarian and emergency logistics program (HELP) is one of the longest-standing programs in our company, designed to bring our core competence in logistics to bear where it is needed the most: humanitarian response.

### Our Approach to Disaster Response



#### Service Provision

Agility donates both logistics expertise in the form of our logisticians, as well as in-kind support like transport or warehousing services for relief supplies.



#### Partnership

Agility always works in partnership with humanitarian organizations, and always at their invitation.



#### Preparedness

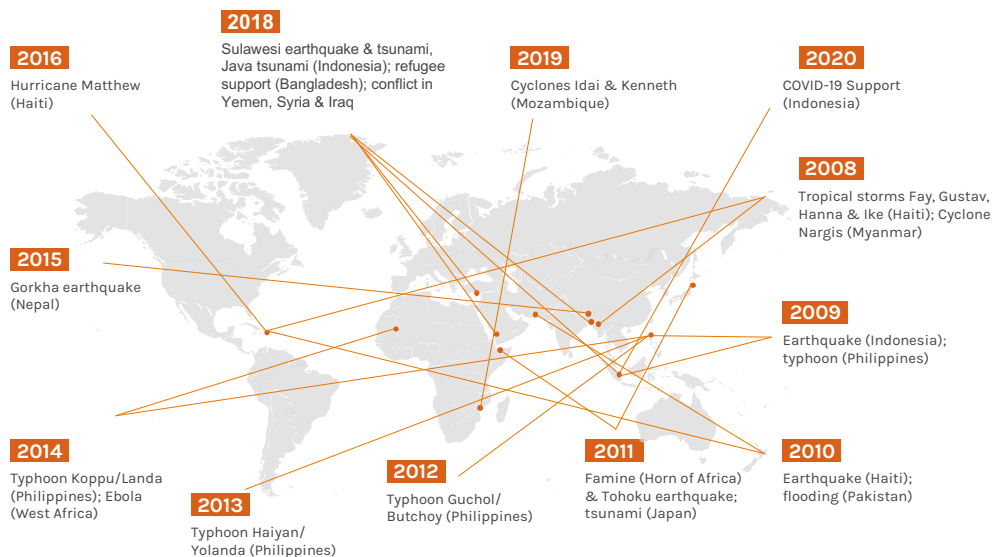
Agility also supports disaster preparedness activities like logistics capacity assessments of major ports, airports, and roads, as well as humanitarian logistics training.



## Logistics Emergency Team

The Logistics Emergency Team (LET) is comprised of four of the largest global logistics and transport companies, and supports the United Nations World Food Programme-led Logistics Cluster. Through LET and its bilateral partnerships, Agility has responded to 80+ humanitarian crises, and supported preparedness projects in multiple countries since 2006.

## LET Disaster Response Operations



## 2020 Spotlight: COVID-19 Humanitarian Response

Agility operations around the world geared up to support COVID-19 efforts with public sector and civil society partners.



## Case Study: Kuwait Red Crescent Support

## Kuwait



Agility has worked closely with the Kuwait Red Crescent on humanitarian relief initiatives aimed at supporting vulnerable migrant workers. Agility donated refrigerated truck services to move food to thousands of families in lockdown neighborhoods. Agility also moved personal belongings for citizens returning to their homes after completing their quarantine in government facilities. More than 40+ truckloads of supplies were moved in total.

## Other 2020 Humanitarian Response Operations

## Lebanon



After the Beirut Port explosion, Agility provided 1000+ meals per day with Caritas, as well as storage and distribution services for relief supplies. This included transporting a shipment of emergency supplies for International Health Partners and transporting donations from Kuwait to Lebanon for the Kuwait Red Crescent Society, all pro bono. Agility also matched employee donations to procure medical supplies to equip 13 medical centers for two months, for International Medical Corps.

## Philippines



Donated transport services to deliver aid to evacuation centers after the Taal Volcano eruption, with Philippines Red Cross.

## Community Investments

### Our Progress on Community Investments

Agility has invested in 1,900+ community partnerships in 90+ countries, reaching more than 1.6 million people in need since 2006.

#### Our Community Impact

In 2020



3,000 students received Agility support



50+ projects in 23 countries



Over \$2 million in employee-matched donations and fundraising

#### Our Impact Over Time

2014 - 2020



83,000 students received Agility support



980 projects in 67 countries



Reaching more than 1+ million people in need overall

### Our Progress on Refugees

#### Supporting 12,000 Refugees with UNHCR



2019 photo of refugees getting their ID cards renewed in Kuala Lumpur

In January 2020, Agility and the United Nations High Commissioner for Refugees (UNHCR) announced a partnership that will strengthen the delivery of essential services to refugees in Malaysia, establishing pilot programs in Johor and Penang to bring critically needed services to more than 12,000 refugees.

The services include refugee card renewal, access to essential information related to protection, and counseling on available services. Most of the refugees are Rohingyas from Myanmar.

With local engagement and support, Agility and UNHCR will eliminate the need for vulnerable refugees to travel 300+ kilometers from their homes to Kuala Lumpur to have access to vital services.

## 2020 Education Partnerships in Action

Agility's community investments focus has been on the nexus between youth, education, and employment – with a commitment to supporting young men and women equally when it comes to education initiatives we fund. In 2020, in the face of widespread lockdowns around the world, Agility's education partnerships pivoted to give students access to digital learning.



### Our 2020 Digital Access to Education Partnerships

**Indonesia:** Donated laptops to support the education of **180+ students**.

**Colombia:** Donated laptops to the YMCA & Nueva Vida Foundation, benefitting **150 students**.

**Bangladesh:** Donated laptops and photocopiers to teachers at a school in Bangladesh to create a digital curriculum for **nearly 500 students**.

**Brazil:** Donated Chromebooks to support **600 students** attending Sao Paulo's Mao Amiga school.

**Ghana:** **50 students** undertook occupational training program, covering electrical, IT, and online entrepreneurship subjects.

**India:** Paid teachers' salaries in India to continue virtual teaching for **300+ students**.

## Spotlight: Digital Access to Education with Aflatoun

Agility and Aflatoun International, an NGO specializing in life skills and financial education around the world, have partnered to increase educational opportunities for more than 560,000 students, with at least half of the opportunities created for female students.

Agility's support will fund the development and translation of Aflatoun's "AflaYouth" financial literacy and entrepreneurship curriculum into Arabic, French, and Spanish, which gives students, ages 16-24, access to both online and in-person training, support, mentoring and learning during their transition into the formal labor market, or as they launch an entrepreneurial career.

"AflaYouth" will be provided to Aflatoun's network of 45 NGOs in 25 countries in the Middle East, North and West Africa, and Central and South America. Training will take place both in-person and online.





## Spotlight: Kuwait Partnerships

**INJAZ**

Agility has partnered with INJAZ for 15 years, supporting more than 100,000 students with entrepreneurship training programs in total. In addition to financial support, Agility volunteers have mentored more than 1,500 students over the years in business skills.

**LOYAC**

Agility has partnered with LOYAC for 14 years on education initiatives, including supporting the Kon Entrepreneurship Program that has reached 300+ students to date. In addition to ongoing financial support, Agility provided virtual online training to students in 2020.

**Kuwait Society for the Handicapped**

Agility has signed a three-year memorandum of understanding with the Kuwait Society for the Handicapped to support the construction of the first-ever sensory gym in Kuwait.

## About this report

### About Agility's sustainability reporting

**Entities covered**

This 2020 update on Agility's sustainability progress covers activities and data for Agility-branded organizations during the year 2020. Data and statistics on human rights, gender and age breakdown, health and safety, and emissions apply only to Agility's core commercial business division, Global Integrated Logistics (GIL), unless otherwise stated. GIL accounts for over 75% of Agility's revenue and 60% of headcount.

**Subsidiaries Reported Separately**

Agility's subsidiaries are out of scope for this report. Tristar, UPAC and GCC Services all submit an annual Communication on Progress to the UN Global Compact which is available on the UN Global Compact website. All Agility CSR reports, including subsidiary reports, can be viewed on Agility.com in the Sustainability section.

**Data quality**

We have made every effort to ensure the accuracy of information and data presented herein, and we are continuously working to improve the quality of the data and data management systems to capture and report on non-financial information. The limitations of the data, measurement techniques and basis of calculation are detailed in the sustainability data disclosure.

**External assurance**

We have not pursued external validation for this report. Information presented in this report has been reviewed by relevant subject matter experts within Agility and signed off by the senior management team. This report contains standard disclosures from the GRI Sustainability Reporting Guidelines (G4). A full GRI Index will be released in Q3 of 2021.



We welcome your feedback and questions. To contact Agility's sustainability team, please email us at [sustainability@agility.com](mailto:sustainability@agility.com).



Annex

















## Agility's Material Topics
















Agility has identified the risks and opportunities for our business and our stakeholders associated with each of our material topics across five categories. To structure our thinking, we have used the risk and opportunity categories from the Task Force on Climate-related Financial Disclosures (TCFD), a private sector-led initiative that creates consistent guidelines for businesses to assess their climate-related risks and communicate them to their investors. By using these categories, we demonstrate our willingness to be part of the global network of companies committed to understanding and disclosing climate-related risks, and to contribute to a low-carbon future. The codes that we use for each risk or opportunity correspond to the types of risk indicated in the TCFD Risk and Opportunity Category Table.

### TCFD Risk and Opportunity Categories

<b>(T) Transition Risks</b>		<b>(P) Physical Risks</b>	<b>(O) Opportunities</b>		
<b>(T:P)</b> Policy and Legal	<b>(T:M)</b> Market	<b>(P:A)</b> Acute	<b>(O:RE)</b> Resource Efficiency	<b>(O:PS)</b> Products/Services	<b>(O:R)</b> Resilience
<b>(T:T)</b> Technology	<b>(T:R)</b> Reputation	<b>(P:C)</b> Chronic	<b>(O:E)</b> Energy Source	<b>(O:M)</b> Markets	

Name	Quadrant in Materiality Matrix	Impacts, Risks and Opportunities for Agility and its Stakeholders	Management Approach	Related SDGs
Climate Change (GHG Emissions)	1 - Actively Manage	1.Risk that rising temperatures in many emerging markets will lead to increased demand for electricity, straining distribution infrastructure, which would lead to service disruptions and potentially higher costs. (P:C)	1.Reduce emissions through energy efficiency measures, as well as the sourcing and generation of renewable energy for both new builds and existing operations.	  
		2.Risk that countries adopt pro-climate policies that increase costs for our business or limit our operations. (T:P)	2.Monitor environmental regulations in key markets	
		3.Risk that customers expect low- and zero-emissions solutions but are not willing to pay for them, which would increase our costs. (T:M)	3.Engage customers on sustainability and identify collaborative opportunities to reduce emissions.	
Material Waste	4 - Actively Monitor and engage	1.Risk that governments introduce extended producer responsibility legislation leading our customers to require circular solutions, and ask for waste management. (T:P)	1.Measure and report materials usage to identify how and where to reduce.  2.Offer waste-reduction solutions to our customers.	 
		Air Pollution	3 - Monitor	1.Risk that air quality regulations requiring cleaner technologies increase carrier and customer costs. (T:P)
2.Risk that air pollution negatively affects employee health and wellbeing.	2.Engage in industry discussions on innovations to address SOx, NOx, and particulate matter in transportation operations.			
3.Risk that poor air quality in key markets deters or slows economic development. (P:C)				
Extreme weather events	3 - Monitor	1.Risk that increasingly frequent disruption of supply chains impacts our performance and increases costs; insurance costs increase; our employees, customers and communities face loss of life and property. (P:A)	1.Collaborate with other logistics partners on the Logistics Emergency Teams (LET) of the World Food Programme to respond to disasters and conduct preparedness activities, building our own capabilities as well as our partner's ability to respond.	  
		2.Opportunity to support humanitarian partners in disaster response, building experience to improve our resilience in the face of disruptions to our own operations. (O:RE)		
Sustainable Refrigeration	3 - Monitor	1.Risk that our current refrigeration systems may become obsolete as countries implement policies in line with the Kigali Agreement. (T:P)	1.Exploring natural refrigerant options with low global warming potential as equipment is replaced during maintenance or end of life.	
		2.Opportunity to adopt more efficient refrigerant products by leading in the demand for clean cooling solutions, particularly in our asset heavy Middle East region. (O:P)		
Health & Safety	1 - Actively Manage	1.Risk of accidents leading to injury or loss of life. (P:C)	1.Build a "Target Zero" health and safety culture using ongoing risk assessments, continuous communication, and digital technology, among other tools.	
		2.Risk that approach to health & safety does not meet customer requirements. (P:C)	2.Conduct ISO 45001/18001 and ISO: 9001 audits in a majority of sites	
			3.Include Safety in the supplier management program.	

Human Rights	1 - Actively Manage	<p>1.Risk that company employees violate the human rights of employees, contracted workers or supplier employees. (T:R)</p> <p>2.Risk that human rights violations are uncovered in our supply chain. (T:R)</p> <p>3.Opportunity to proactively pioneer best practices in our industry and develop a supplier training program that sets a standard for our industry. (O:PS)</p>	<p>1.Create a culture of respect for human rights through an industry-leading global human rights policy, training and assessment program - including how we manage global and local suppliers.</p>	 
Quality Education	2 - Integrated into strategy	<p>1.Risk that poor education attainment leads to youth unemployment, limiting economic opportunity in our communities, slowing economic development. (P:C)</p> <p>2.Opportunity to contribute to education to improve economic opportunity and our business engagement in the communities where we work. (O:R)</p>	<p>1.Support quality education for both girls and boys through our community investment program, and long-term, in-country as well as global partnerships.</p>	   
Diversity, Gender & Inclusion	1 - Actively Manage	<p>1.Risk that we struggle to obtain and retain the best talent in the industry if we do not do enough to recruit and maintain talent from diverse groups. (T:R)</p> <p>2.Risk that we miss out on diverse perspectives that could unlock opportunities to improve our performance. (T:M)</p> <p>3.Opportunity to pioneer women's empowerment and diversity in emerging markets and/or the logistics industry. (O:R)</p>	<p>1.Aim to hire and train local management</p> <p>2. Monitor our gender performance and benchmark against others in our industry</p> <p>3.Leadership development programs that set our already diverse country level senior management on a path to regional or global leadership roles.</p>	 
Road Safety	3 - Monitor	<p>1.Risk that individuals in our communities face unnecessary risk on a daily basis. (P:C)</p> <p>2.Risk that one of our employees or shipments could be involved in a road accident. (P:A)</p>	<p>1.Build a 'Target Zero' culture and help raise the safety performance of our suppliers.</p> <p>2. Fleet managers in some key geographies use digital tools to monitor and improve driver performance</p>	 
Humanitarian Assistance	2 - Integrated into strategy	<p>1.Risk of increased morbidity and mortality rates due to natural or man-made disasters in communities where we work. (P:A; P:C)</p> <p>2.Opportunity to save lives by offering logistics support during emergencies. (O:R)</p> <p>3.Opportunity to build the adaptability and agility of our teams and communities to respond in a crisis. (O:R)</p>	<p>1.Participate in the Logistics Emergency Teams (LET) and provide pro bono logistics services for major humanitarian emergencies.</p>	 
Refugees	3 - Monitor	<p>1.Risk that vulnerable refugee populations in countries where we operate face years of exclusion from education and decent work, living in economically precarious situations. (P:C)</p> <p>2.Opportunity to encourage entrepreneurship among refugee populations. (O:R)</p>	<p>1.Fundraise and provide corporate support for UNHCR and other humanitarian organizations that support refugees and internally displaced persons.</p>	 
Compliance	1 - Actively Manage	<p>1. Risk of non-compliance with applicable laws and regulations at the global, country and local levels that would endanger business and lead to fines. (T:P; T:R)</p> <p>2. Risk of losing business with customers and financial institutions if we are non-compliant for their shipments. (T:P; T:R)</p>	<p>1. Establish a global compliance organization that administers the compliance program.</p> <p>2. Establish mandatory global training program to provide training to employees, key customers, suppliers and other external third parties. Training covers topics including anti-corruption, international trade controls and sanctions, antitrust, conflicts of interest, and other relevant compliance subjects.</p> <p>3. Establish key policies and procedures to define baseline expectations for how Agility business is conducted in accordance with applicable company policies and government regulations.</p> <p>4. Perform audits to check for – and confirm – adherence to applicable company as well as governmental regulatory and statutory requirements.</p> <p>5. Establish an anonymous global reporting process for employees and third parties to raise compliance- and ethics-related concerns.</p>	

Supplier Management/ Procurement	1 - Actively Manage	1. Non-compliance of a supplier exposes our business and customers to reputational risk, and could lead to fines. (T:P; T:R)	1. Use standard operating procedures to qualify the capabilities and credentials of suppliers and third parties. 2. Require suppliers and third parties to acknowledge and agree to adhere to Agility's Code of Conduct. 3. Conduct audits of key suppliers and third parties to check and confirm adherence to applicable national and international anti-corruption guidelines.	 
Corruption	2 - Integrated into strategy	1. Risk of improper payments that violate applicable laws, resulting in fines and penalties - avoidable cost for our business and customers. (T:P; T:M) 2. Risk of shipment delays and lost cargo as retaliation for Agility's refusal to pay bribes. (T:M; P:A) 3. Risk that continued corruption erodes trust in emerging markets, slowing growth, increasing costs to trade and slowing transport times. (P:C)	1. See Compliance above. 2. Establish key policies and procedures to define baseline expectation for how Agility business is conducted in accordance with applicable company policies and government regulations. 3. Establish key anti-corruption policies and procedures designed to prevent improper payments (including improper payments made by third parties) and create effective internal controls and reporting practices.	 
Supply Chain Risk and Resilience	1 - Actively Manage	1. Risk of inability to adapt to sudden or unplanned market disruptions that may be caused by any number of events, including economic, social, political, regulatory, biological or others. (P:A) 2. Risk that our customers are unable to adapt to sudden or unplanned market disruptions caused by any number of events, including economic, social, political, regulatory, biological, others. (P:A) 3. Opportunities to master agile decision-making, making Agility a go-to essential partner in a time of great volatility. (O:R)	1. Business Continuity planning. 2. Provide real-time data on market trends and capacities to our customers to enable them to prepare for changes and develop resilience. 3. Collect and share real-time updates on freight capacity, constraints, changes to import/export rules, and planning information during crises or periods of extreme volatility.	
SMEs and Sustainable Trade	2 - Integrated into strategy	1. Risk that traders struggle to affordably access global value chains, losing out on opportunities to grow. (T:M)	1. Build logistics parks in emerging markets, offering companies the opportunity to access world-class infrastructure to grow their business. 2. Invest in Shipa, a digital logistics platform that connects small businesses to the global economy. 3. Invest in ecommerce enablement and last mile delivery for SMEs across the Middle East, to help them power the business online	   
Emerging Markets Growth	2 - Integrated into strategy	1. Opportunity to have the first-mover advantage by quickly building the foundation for logistics infrastructure and services in high-potential, underserved emerging markets. (O:PS)	1. Build world-class warehouses and light industrial facilities and commercialize offerings to address local market financing and affordability constraints.	  
Changing workforce expectations	4 - Actively Monitor and engage	1. Risk that our current workforce cannot adapt to the demands of our changing operating context, especially automation, IOT, big data, changing social contexts, etc. (T:M) 2. Risk that our work culture does not meet developing expectations in issues like work hours flexibility, child care, benefits, corporate social culture and other similar issues to which the company may be required to adapt. (R:M) 3. Opportunity to acquire different thinking talent that can drive innovation in our services and products to help transform the business for success in a high-tech world and changing world. (O:PS)	1. Continue to provide training to help employees build digital skills to help us keep competitive in a changing context. 2. Invest in digital infrastructure, ways of working, and policies to allow for more flexible work arrangements, in the face of continued global volatility. 3. Aim to recruit employees with emphasis on agility and willingness to learn and adapt in a changing social context.	
Free Trade	3 - Monitor	1. Risk that increased protectionism and a weak international trade system will increase the volatility and instability of trade rules and relationships, increasing the complexity and cost of trade. (T:P; T:M)	1. Provide training for relevant employees on compliance with global trade rules and sanctions. 2. Advocate for fair and inclusive trade via partnerships with the World Economic Forum, including the Global Alliance for Trade Facilitation.	 

Automation	1 - Actively Manage	1.Opportunity to improve quality and efficiency in our processes, services and products.	1.Continue to develop customer-centric, technologically enabled solutions to improve service quality and operational efficiencies.	
		2.Risk that the pace of our adoption of new technologies is not fast enough, which could lead us to lose competitive advantage.	2.Train employees on new technologies to ensure we have the skillsets to benefit from the technologies.	
		3.Risk that customers and employees may be adversely affected by scaled automation if we do not strategically include talent reallocation to roles that will continue to require human intervention to best serve our customers.	3.Include workforce reallocation to ensure displaced talent is redirected to roles that continue to require human intervention.	
ESG Investing/ Sustainable Finance	1 - Actively Manage	1.Opportunity to generate quality ROI by investing in green tech that will drive the future economy.	1.Agility Ventures invests in commercially viable green tech.	  
		2.Opportunity to benefit from favorable lending terms by leveraging our sustainability targets, commitments and progress. (O:M)	2.Improving scale, accuracy and completeness in our sustainability reporting.	
		3.Risk that, if we underperform on ESG, Agility may struggle to access capital on favorable terms. (T:M)	3.Include sustainability as a component of lending discussions and in executed loans.	
Big Data	4 - Actively Monitor and engage	1.Opportunities to take advantage of data to optimize performance and improve real-time decision making. (O:PS)	1.Developing big data management applications and infrastructure required to capitalize on the vast amounts of data Agility manages on a daily basis.	
		2.Risk that new tech start-ups and innovative incumbents will introduce new, data driven business models that disrupt our industry and erode our customer base before we can adapt. (T:T)	2. Agility's partnership with MIT Media Labs is helping the company stay close to some of the most innovative thinking around data and technology in the world today.	
Data Security & privacy	2 - Integrated into strategy	1.Risk that a data breach or cyber attack compromises our systems leading to financial losses and requiring time to recover. (T:T; T:M; T:R; P:A)	1.Continuously evaluate the latest threat. Deploy & update tools & technologies to address and mute threats. Active monitoring for response within minutes. 2. Secure ISO 27001 – Information Security and ISO 23301 – Business Continuity for 100% of our global data centers.	
Internet of Things (IoT)	1 - Actively Manage	1.Opportunity to improve efficiency and accuracy of data collection, improving real-time decision making. (O:PS)	1.For sensitive, temperature-controlled cargo (like vaccine logistics), use of sensors allow us to provide an unprecedented level of customer service by tracking & monitoring consignments in real time. Provide added value by leveraging data to provide predictive analysis.	
		2.Risk that hacking of devices may lead to data manipulation. (O:)	2.Identify and implement IoT based solutions to meet customer requirements and expectations.	
Circular Economy	3 - Monitor	1.Opportunity to generate value from common waste materials (pallets, plastic, etc. (O:PS)	1.Begin to identify and manage largest waste streams that could be reused or upcycled.	
		2.Opportunity to develop circular logistics solutions for customers that would like to harness waste streams or implement circular supply chain structures to limit their environmental impact (O:PS)	2.Engage with customers about sustainability, including the possibility to work together to develop circular solutions.	
Energy Transformation	4 - Actively Monitor and engage	1.Opportunity to reduce emissions, save on costs and improve our reputation through the generation and sourcing of renewable energy. (O:E)	1.Identify markets where renewable energy sourcing and generation are viable and commercially attractive.	 
Blockchain	3 - Monitor	1.Opportunity to improve many aspects of our business, including shipment tracking, payments, provenance and safety (O:C)	1. Working with a consortium of companies to explore how digital technologies, including blockchain, can make supply chain and transportation operate faster, more efficient and safer.	
		2.Risk: investing resources into a blockchain technology that is not adopted. (R:M)		

## Agility Sustainability Data 2018 - 2020

### GRI-Aligned Data Table

In Q3 2021, Agility will publish an updated GRI-aligned data table on our sustainability website.

### About Agility's Sustainability Disclosure

**Timeline** - Data and information presented here covers data and activities from Agility branded organizations for 2018 - 2020.

**Entities** - Unless otherwise stated, data and statistics on human rights, gender and age breakdown, health and safety, and emissions apply only to Agility Global Integrated Logistics, which is Agility's core logistics business which contributes >75% of revenue and >80% of total headcount and operational footprint.

**Additional Information** - Qualitative information can be found on our website, or in our most recent sustainability report.

**Data limitations** - We have made every effort to ensure the accuracy of information presented, and we are continuously working to improve the quality of the data and data management systems to capture and report on non-financial information. The limitations of the data, measurement techniques and basis of calculation are described as relevant in the footnotes to the data tables.

**Assurance** - We have not pursued external validation for our sustainability data. All information presented has been reviewed by relevant subject matter experts within Agility and signed off by the senior management team.

**Scope** - This report contains Standard Disclosures from the GRI Sustainability Reporting Guidelines (G4).

**Feedback** - We welcome your feedback and questions. To contact Agility's sustainability team, please email us at [sustainability@agility.com](mailto:sustainability@agility.com).

	2018	2019	2020
<b>Group Financial Performance in millions of Kuwaiti Dinars</b>			
Revenue	1,550	1,579	1,621
Net Revenue	498	531	494
Net Revenue Margin	32%	34%	30%
EBITDA	155	193	162
EBITDA Margin	10%	12%	10%
Net Income	81	87	42
Net Income Margin	5%	5%	3%
Total Assets	1,843	2,082	2,272
Total Liabilities	777	933	1081
ROA	4%	4%	2%
ROE	8%	8%	4%
GIL Revenue	1,153	1,125	1,224
GIL EBITDA	36	59	67
Infrastructure Revenue	412	470	413
Infrastructure EBITDA	131	135	102

### Notes on Group Financial Performance

*This data includes International Financial Reporting Standards (IFRS) impact*

**Group Economic Value***in thousands of Kuwaiti Dinars*

	2018	2019	2020
<b>Direct Economic Value Generated</b>	<b>1,554,662</b>	<b>1,587,203</b>	<b>1,627,056</b>
Revenues	1,550,190	1,579,563	1,620,701
Cash rec'd as interest on financial loans	893	1086	890
Dividends rec'd from shareholdings	2,054	2,006	2,170
Cash rec'd from sale of assets	1,525	4,548	3,295
<b>Economic Value Distributed</b>	<b>1,450,392</b>	<b>1,449,435</b>	<b>1,491,673</b>
Cash Operating Costs	1,167,000	1,147,471	1,222,281
Salaries & Employee Benefits	227,673	236,501	220,960
Payments to Providers of Capital	45,533	52,080	35,874
Payments to Government	6,196	9,389	10,048
Community Investments	3,990	3,994	2,510
KFAS	764	817	391
NLST	2,121	2,269	1,087
Zakat	848	908	435
Agility Donations	129	131	597
<b>Economic Value Retained</b>	<b>104,270</b>	<b>137,768</b>	<b>135,383</b>

**Notes on Economic Value Distributed**

Donations to the non-profit organizations of KFAS, NLST, and Zakat are mandatory under Kuwait law, and reflect a percentage of annual profits.

For more details on Agility's donations, please see the Charitable Donations and Community Investment section of this data disclosure.

	2018	2019	2020
<b>Health &amp; Safety (Agility GIL)</b>			
Total Recordable Incident Rate (TRIR)			
Rate at which injuries involved lost workdays, restricted workdays or medical treatment occur per 200,000 hours worked	0.11	0.12	0.09
Lost Workday Case Rate (LWCR)			
Rate at which injuries involving lost workdays occur per year per 200,000 hours worked	0.09	0.05	0.01
Fatalities	1	1	0

<b>ISO Certifications (Agility GIL)</b>			
<b>% of global headcount covered</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>
ISO 14001 - Environmental Management		47%	78%
ISO 9001 - Quality		60%	88%
ISO 18001/45001 - Health & Safety		43%	84%
ISO 27001 - Information Security		n.a.	100%
ISO 23001 - Business Continuity		n.a.	100%



	2018	2019	2020
<b>People Data</b>			
Male employees - Global	20,399	24,906	22,019
Female employees - Global	6,194	6,729	5,851
<b>% female by job level (Agility GIL)</b>			
Overall	23%	21%	21%
Executive	12%	10%	6%
Director	17%	18%	18%
Management	30%	28%	27%
Professional	71%	29%	29%
Support	21%	19%	19%
<b>% female by region (Agility GIL)</b>			
Middle East & Africa	11%	11%	9%
Asia & the Pacific	29%	29%	31%
Americas	58%	51%	49%
Europe	35%	42%	42%
<b>Total Global Workforce</b>	<b>26,593</b>	<b>26,593</b>	<b>27,870</b>
Part-Time employees - GLOBAL	391	370	301
Full-Time employees - GLOBAL	26,202	31,265	27,569
Employees in MEA	12,937	17,718	15,863
Employees in APAC	8,909	9,077	7,596
Employees in AMR	1,811	1,880	1,661
Employees in EUR	2,936	2,960	2,750
Total Female employees in MEA	1,428	1,918	1,482
Total Female employees in APAC	2,612	2,597	2,383
Total Female employees in AMR	917	962	822
Total Female employees in EUR	1,237	1,252	1,164
Total of Male Employees in MEA	11,509	15,800	14,381
Total of Male Employees in APAC	6,297	6,480	5,213
Total of Male Employees in AMR	894	918	839
Total Male employees in EUR	1,699	1,708	1,586
<b>Age breakdown (Agility GIL)</b>			
Employees under 30	6,527	8,672	6,518
Employees 30-50	15,085	17,800	16,700
Employees 50+	3,126	3,526	3,353
Employees unassigned	1,855	1,637	1,299
<b>New hires</b>			
Total of new hires - FEMALE	1,640	1,682	671
Total of new hires - MALE	4,407	5,822	2,697
Rate of new hires - FEMALE	27%	22%	20%
Rate of new hires - MALE	73%	78%	80%
New hires under 30	3,241	4,196	1,622
New hires 30-50	2,115	2,697	1,469
New hires 50+	180	309	160
% of New hires under 30	59%	58%	50%
% of New hires 30-50	38%	38%	45%
% of New hires 50+	3%	4%	5%
New hires in MEA	2,243	4,051	1,929
New hires in APAC	2,675	2,421	918
New hires in AMR	567	512	228
New hires in EUR	562	520	293
% of new hires in MEA	37%	54%	57%
% of new hires in APAC	44%	32%	27%
% of new hires in AMR	10%	7%	7%
% of new hires in EUR	9%	7%	9%
<b>Employees that left</b>			
Employees that have left - MALE	3,294	4,787	5,658
Employees that have left - FEMALE	1,173	1,494	1,631
% of employees that have left - MALE	74%	76%	78%
% of employees that have left - FEMALE	26%	24%	22%
Employees that have left - under 30	1,737	2,670	2,713
Employees that have left - 30-50	1,995	2,850	3,463
Employees that have left - 50+	372	441	789
% of employees that have left - under 30	42%	45%	39%
% of employees that have left - 30-50	49%	48%	50%
% of employees that have left - 50+	9%	7%	11%
Total employees that have left - MEA	1,965	3,135	3,834
Total employees that have left - APAC	1,688	2,263	2,452
Total employees that have left - AMR	328	410	452
Total employees that have left - EUR	486	473	551
% of employees that have left - MEA	44%	50%	53%
% of employees that have left - APAC	38%	36%	34%
% of employees that have left - AMR	7%	6%	6%
% of employees that have left - EUR	11%	8%	7%
<b>Percentage of global employees that are unionized (estimated)</b>			
	2%	3%	3%

**Notes on People Data**

Data Source - The information contained in this section comes from Agility's Human Capital Management system, Peoplewise.

Unionization: Agility strives to maintain an ongoing dialogue and a relationship of mutual respect with employees. We protect freedom of association and ensure all employees know how to anonymously or confidentially report grievances. All reports are investigated.

The total percentage of our workforce that is unionized is estimated to be below 3%. With regards to unionization, there are a wide variety of arrangements at Agility depending on local laws and regulations.

Some Agility employees in Australia, Brazil, Finland, Germany, Italy, Portugal, Spain, Sweden, and USA are unionized. In some EU countries, like France, employees have the right to be informed and consulted about company decisions through country and EU-level work council representation.

	2018	2019	2020
<b>Resource Consumption (Agility GIL)</b>			
<b>Fuel Consumption</b>			
Diesel (100% Mineral) in liters	19,073,449	23,997,862	21,101,735
Diesel (Biofuel Blend) in liters	1,002,111	291,368	1,314,936
District Heat & Steam (in kilowatt hours)		75,006	313,381
Fuel Oil in liters		4,057	3,595
Gas CNG - Compressed Natural Gas (m3)	1,206	2,462	964
Gas - Natural Gas (m3)	335,839	150,355	405,879
Gas LPG - Liquefied Petroleum Gas (m3)		238	129
Gasoline (100% Mineral)	1,982,793	804,282	749,851
Gasoline (Biofuel Blend)		15,059	11,517
<b>Electricity</b>			
Electricity (in kwh)	162,208,170	147,767,857	169,004,085
# of countries reporting electricity and fuel	40	42	49
% of headcount (GIL) reporting electricity and fuel (approx.)	95%	94%	99%
<b>Water</b>			
Water (liters)	208,237,074	207,962,865	237,618,031
# of countries reporting water	27	31	38
<b>Waste and Recycling</b>			
<i># of documents processed electronically (sheets of paper waste averted)</i>	2018	2019	2020
Sheets of paper waste averted	18,000,000	18,100,000	17,000,000
<i>% of operations that are recycling (by headcount, unless otherwise noted)</i>			
Wood waste (pallets)			56%
Packaging (paper and cardboard)			83%
Plastic			83%
Metals			73%
<b>Tires</b>			
Estimated number of tires sourced			2,800
Tires recycled (as a % of total tires sourced)			40%

**Notes on Resource Consumption:**

**Fuel**- Agility has substantially improved the comprehensiveness and quality of the fuel data that we are collecting. The numbers in this section represent at least 85% of total natural gas and LPG (propane) consumption. Reduced diesel and gasoline consumption stem from efficiency measures in one of Agility's largest fleets and the impact of COVID-19. Also, some countries that previously reported using 100% mineral diesel reported using a biofuel blend in 2020. Increases in District Heat & Steam and Natural Gas represent an increase in the comprehensiveness of the data collected.

**Electricity**- For electricity resource consumption and direct emissions data, we work continuously to increase the number of country-operations that are reporting, as well as the accuracy of reported data.

**Water**- Agility's operations consume low amounts of water, typically for bathrooms and kitchen areas in our facilities. In 2020, we introduced significant improvements to reporting processes that allowed us to get a more accurate picture of our global water footprint. We were able to identify and correct errors from 2018 and 2019 as well. While the difference is small for 2018 (from 209,621,834 liters to a corrected value of 208,237,074 liters), the difference in 2019 was significant (dropped from a reported 1,187,444,743 liters to 207,962,865 liters). This was due to an error in the unit of measure reported by two smaller countries.

**Waste and Recycling**- Agility operates in 500+ locations around the world and capturing waste and recycling information has proven challenging. Today, major operations report if they are recycling, and many report volumes recycled and volumes of waste, by type. However, further clarification and verification on types of waste and units of measure are needed before we can report a comprehensive waste and recycling footprint. We are working to capture this data automatically and standardize categories for types and units of waste.

	2018	2019	2020
<b>CO2e Emissions in Metric Tons) - (Agility GIL)</b>			
<b>Direct Emissions</b>	<b>210,411</b>	<b>208,174</b>	<b>220,262</b>
Scope 1	58,943	66,471	61,794
Scope 2	105,080	98,015	111,711
Scope 3	46,388	43,688	46,757
Emissions Intensity (Scope 1 & 2 Emissions/Revenue (KWD))	0.11	0.1	0.11
Emissions from Electricity	138,936	126,230	137,897
Emissions from Fuel	71,475	81,944	82,364
<b>Outsourced Emissions</b>	<b>7,231,827</b>	<b>6,180,518</b>	<b>5,496,023</b>
Air Freight	4,555,831	3,570,659	3,095,830
Ocean Freight	2,263,483	2,213,859	2,068,239
Road Freight	412,513	395,999	331,954

**Note on Agility's Emissions Data:**

**GIL** - the information captured here represents data from 50+ GIL country operations, representing an estimated 99% of headcount. In 2020, GIL accounted for 75% of the total business by revenue and we estimate that it accounts for more than 75% of Agility's total CO2 footprint.

**ALP** - We expect to have baseline data for Agility Logistics Parks (ALP) by 2023.

**Subsidiaries** - As of 2020, the only Agility subsidiary that reports its CO2 footprint is Tristar, a liquid fuel logistics company. Tristar's footprint can be found in their sustainability report: [hyperlink: <http://www.tristar-group.co/sustainability-reports/>].

**Improvements in emissions reporting** - For GIL resource consumption and direct emissions data, we work continuously to increase the number of country-operations that are reporting, as well as the accuracy of reported data. We continue to improve our reporting program. (A note on previous year data: In 2019, reported data for both electricity and fuel usage fluctuated by more than 20% in over 20 countries. Through verification exercises with those countries, we were able to identify the source of error, or the business reason for year-on-year inconsistencies for most entries. Based on our verification exercises, we believe some of our largest operations in the Middle East may have erroneously reported electricity usage for warehouses that are owned by Agility, but not under our operational control, for all years prior to 2019. This error led to a decrease in reported electricity usage in those operations, first in 2018 and then again, in 2019. This decrease has been largely offset by newly reported electricity consumption from countries reporting for the first time in 2018 and 2019.)

**Outsourced Emissions Methodology** - Our outsourced emissions are estimated on a distance-based method using factors from UK DEFRA, and should be taken as an «at least» estimate. The methodology used to calculate these emissions has been granted limited assurance by Carbon Trust, a UK-based organization. The shipment data comes from Agility GIL's global operating system, and covers shipments coordinated by GIL.

**Progress towards our goal** - In 2020, our direct emissions increased by 6% due to Improvements in the accuracy and comprehensiveness of the data that we are collecting, as well as an expansion of operations in the Middle East, including chilled and frozen warehousing space for storage of pharmaceuticals.

**Initiatives** - We continue to pursue measures to reduce our environmental impact. Please see our latest initiatives on our Greener Operations page on our website [<https://www.sustainability.agility.com/environment/greener-operations/>]

**Customer partnerships** - Agility works with customers and suppliers to reduce supply chain emissions. Please see our latest initiatives on our Greener Supply Chains page on our website [<https://sustainability.agility.com/environment/greener-supply-chains/>]

**More information** - For detailed inquiries into our resource consumption reporting process, please reach out to [csr@agility.com](mailto:csr@agility.com).

	2018	2019	2020
<b>Charitable Donations and Community Investments</b>			
Number of people positively impacted	22,032	44,473	138,516
# of Agility volunteers	2,298	969	366
# of people educated with Agility support	15,496	6,787	3,173
Total no. of people impacted since 2010	1,699,638	1,743,692	1,881,837
<b>Total community and volunteer projects</b>	<b>123</b>	<b>78</b>	<b>56</b>
Asia	40	19	22
Americas	23	15	7
Europe	23	18	7
Middle East	37	26	20
Total # of community projects since 2010	1,516	1,604	1,677
<b><i>Donations and Fundraising (in KWD)</i></b>			
<b>Total annual corporate and employee giving</b>	<b>136,464</b>	<b>153,981</b>	<b>624,095</b>
Agility Corporate Giving	171,019	223,220	508,732
Donations and funds raised by local offices	129,130	130,815	115,363
Direct Employee donations (online/payroll)	7,334	23,166	27,002

**Notes on Donations**

**Volunteers** - Agility's sustainability initiatives have historically relied heavily on employee volunteers, but in COVID-19, due to worldwide lockdowns, in-person involvement in various activities went down.

**Source of data** - All information is tracked through our community investments database and through our finance systems.

**Donations by local offices** - Include any local community projects, or matching projects, undertaken in a country operations. Starting in 2020, donations and funds raised by local offices includes the total of a corporate charitable donation in India required by law. Also included in this category are funds raised through the DGS Paralyzed Veterans Golf Open, which is a flagship annual DGS charitable event in the United States that has been running since 2008, but which did not occur in 2020 due to COVID-19.

**Direct Employee donations** - Account for both funds contributed directly by employee donations as well as those raised from friends and family or the general public by employees through Agility events and other fundraising activities. Note that Agility does not «count» direct employee donations in the first table of this data disclosure (economic value distributed), but is reporting them here as an important KPI of our program. In 2020, employee fundraising went up primarily in support of Australian bushfires relief and support after the Beirut explosion.

**Agility Corporate Giving** encompasses our corporate donations and education fund budget, the CEO and Chairwoman's donations, and, for 2020, the value of in-kind donations to public sector organizations to help combat COVID-19. Our Corporate donations budget goes to support community and education investment projects around the world. Projects are often in the form of matching donations or grants to local offices. Details can be found on our website at [<https://sustainability.agility.com/community/community-investments/>]

	2018	2019	2020
<b>Training and Development</b>			
<b>Online Training</b>			
Employees that accessed online training courses			7,023
<b>Leadership Development</b>			
Graduates of management development programs (global and regional)			225
Men			163
Women			62
<b>Ethics</b>			
Employees Trained	11,719	12,169	8,556
Ethics courses completed	30,558	52,141	18,515

**Notes on training and development:**

- **Computer users vs. non-computer users:** Today, our metrics are based primarily around online and management training (which imply computer-using staff). There may be additional local training courses conducted, for both computer users and non-computer using employees in operations (i.e. warehouse workers, drivers), which are not captured in this data.

- **Ethics:** Core ethics and anti-bribery courses are assigned to all computer-based employees. Additional courses are assigned depending on what is needed for an employee to know depending on the scope of their job.

	2018	2019	2020
<b>Fair Labor Program Targets</b>			
100% of countries identify their own human rights risks	96%	90%	97%
100% of employees trained on human rights	69%	87%	90%
100% of largest emerging market operations audited every 2 years	46%	85%	92%

**Notes on Fair Labor**

Country Level Progress - For country-level fair labor data, please refer to [sustainability.agility.com \[https://www.sustainability.agility.com/our-people/human-rights/\]](https://www.sustainability.agility.com/our-people/human-rights/)

How we measure progress:

(1) 100% of countries understand human rights risks: about 70 country operations across the globe are required to conduct the Fair Labor Self-Assessment every two years, as well as training for human resources managers (requirement based on having a headcount greater than 40). The denominator for this percentage is the headcount covered by the number of countries that have completed both the self-assessment and management training.

(2) 100% of employees trained: For operations in the Middle East, Africa and Asia, human resources managers are required to conduct an employee roll-out to ensure that all employees, including subcontractors, are aware of their rights and how to report a grievance. For operations in the Americas and Europe, human rights managers are trained on the program, and are required to incorporate the fair labor training video into onboarding. The percentage here is of total headcount in countries that fulfill the requirements based on their region and scale.

(3) 100% of full-service emerging market operations audited: We assess human rights risk for our business on the basis of the scale of our operations, the presence of potentially vulnerable employees, including subcontracted or foreign migrant workers, and the country regulatory environment. We have identified 25 operations in the Middle East and Asia Pacific, reflected in the table above, for full participation in our Fair Labor program. For these countries, in addition to the first 2 steps, they are required to undergo a 3rd party social audit every 2-3 years. This audit must cover all aspects of the fair labor program. If no 3rd party audit is requested by a customer, the operations must voluntarily undergo an audit.

## Agility Humanitarian Operations &amp; Preparedness Projects 2019 - 2020

## 2020

	Collaborated with other logistics companies to provide information about PPE manufacturing and capacity, supply chain capacity and constraints, air and ocean cargo capacities, import/export risks, constraints, safe cargo handling, etc. to facilitate global response led by the World Health Organization and the World Food Programme*
<b>Global COVID-19 humanitarian response</b>	Provided free storage for WHO partners in Malaysia, Dubai and Ghana*
	Collaborated with the World Economic Forum to enable companies to donate resources and supply chain services to humanitarian organizations*
	Developed a free, online humanitarian air capacity dashboard for responders to use to determine best air freight routing of humanitarian cargo, including risk assessments and sourcing locations for essential health supplies*
<b>Kuwait COVID-19</b>	Delivered over 40 truckloads of food and other items to people in lockdown areas with Kuwait Red Crescent Society
<b>Middle East - multiple countries</b>	COVID-19 response efforts, including a food security plan, donated warehouse space and transport services, and online tools to receive and monitor requests
<b>Indonesia</b>	Transport sanitation materials to beneficiaries in 23 different locations across the Indonesia archipelago for a UN agency and NGO partners*
<b>Lebanon</b>	Provided meals, storage and distribution services, collect donations to support disaster relief efforts after the Beirut port explosion for International Medical Corps*
	Transported a shipment of emergency supplies for International Health Partners
<b>Indonesia</b>	Agility Indonesia supplied emergency kits for 160 employees affected by floods
<b>Malaysia</b>	Distribute basic essentials to families affected by floods
<b>Uganda</b>	Provide free air freight transportation of 50,000 medical gowns to Uganda with a global air carrier and UN agency
<b>Mozambique</b>	Transport personal protective equipment (PPE) from South Africa, to seven hospitals in Mozambique (supporting PLEDGE Health a U.S.-based NGO)
<b>Philippines</b>	Donation of transport services to deliver aid to evacuation centers after Tall Volcano eruption with Philippines Red Cross
<b>Uganda</b>	National Aviation Services donated 7,000 COVID-19 Rapid Diagnostic Testing (RDT) kits to the Ministry of Health in Uganda

## 2019

<b>Lebanon</b>	Fleet Management Training workshop for humanitarian logisticians
<b>Malaysia</b>	Delivery of donated relief materials for flood-affected families in Johor Bahru
<b>Bangladesh</b>	Customers Workshop in Cox's Bazaar with the Logistics Emergency Team*
<b>Mozambique</b>	Cyclone Idai Flood Relief Donation to hasten delivery of aid materials
<b>Bahamas</b>	Hurricane Dorian Relief Fundraising for World Food Kitchen
<b>South Sudan</b>	Agility Tristar warehouse and distribution safety training for humanitarian logisticians
<b>Bangladesh</b>	Preparedness activities with the Logistics Emergency Teams*
<b>Indonesia</b>	Preparedness activities with the Logistics Emergency Teams*
<b>Indonesia</b>	Donation of trucks and logistics coordination in Palu, Indonesia after a tsunami*
<b>Iraq</b>	Donation of customs clearance process documentation and management support*
<b>Lebanon</b>	Donation of humanitarian logistics/fleet operations training to Red Cross/Crescent*
<b>Nigeria</b>	Logistics Capacity Assessment for port clearance process and timelines (import constraint mapping)
<b>Somalia</b>	Donation of consultative services to help the World Food Programme build local market resilience

**Notes on Humanitarian Partnerships**

Agility has responded to 75+ humanitarian crises since 2006, in Bangladesh, Chile, Ecuador, Ghana, Haiti, Indonesia, Iraq, Japan, Myanmar, Nepal, Pakistan, the Philippines, Yemen, the Horn of Africa and more.

**LETs** - \* Projects denoted with a star were conducted in partnership with the Logistics Emergency Teams (LETs), a private-public partnership that mobilizes some of the world's leading logistics companies to donate services and expertise during major humanitarian crises in support of the UN World Food Programme-led Logistics Cluster.

**Bilateral contributions** - Agility also contributes bilaterally via local humanitarian partners in some instances in which the LETs do not deploy.

For more information, please see: <https://sustainability.agility.com/community/humanitarian-operations/>



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