



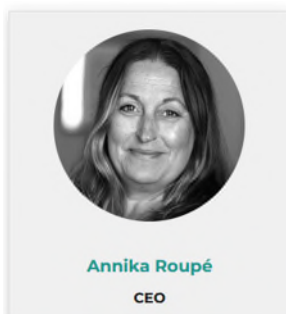
Communication on Progress UN Global Compact

Statement by the CEO

To our stakeholders:

I am pleased to confirm that Alfa Quality Moving AB reaffirms its support of the Ten Principles of the United Nations Global Compact in the areas of Human Rights, Labour, Environment and Anti-Corruption.

In this annual Communication on Progress, we describe our actions to continually improve the integration of the Global Compact and its principles into our business strategy, culture and daily operations. We also commit to share this information with our stakeholders using our primary channels of communication.



Alfa Quality Moving AB

Stockholm, 2022-01-24

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About Alfa

Alfa operates as a global business partner for people about to move abroad. We are committed to give our customers peace of mind by **providing a complete service solution, including international moving, relocation, mobility and storage**. A complete package with assistance through the entire process. Our greatest strength is our people – the professional staff who can guide and advise each client so that they get the exact level of service required. Alfa's focus is on safety, quality and environment at all stages.

We offer services around the world. Our network of partners and agents are carefully selected. We monitor and control each consignment closely during the journey – ensuring any delays are minimized and the customer is kept informed. Our offices and facilities are exceptionally modern and fully equipped. We incorporate the latest telecommunications and computing systems necessary to operate throughout the globe.

Awarded with ISO 14001/27001 and Triple AAA finance certifications and providing security consciousness with Information Security Management Systems monitoring all our technology.

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HUMAN RIGHTS

Alfa is proud to be an employer with a multicultural working environment where personnel speak more than 30 languages and include a wide range of cultural backgrounds.

Alfa follows applicable laws and regulations in each country where we have our business. Alfa has a well-established set of policies that integrate legal and stakeholders' requirements that support Human Rights and help raise personnel awareness of their rights and opportunities in this field. The policies are reviewed annually. This part is covered in the following policies:

- Code of Conduct
- Statement of Support for Universal Declaration of Human Rights

Alfa also places great emphasis on the working environment and the wellness of all personnel. It is done, for example, by working systematically with the work environment together with staff representatives, providing all staff health examinations every three years as well as a yearly wellness contribution, offering insurances and pension pay above the levels in collective bargaining agreements and by offering flexible parental leave opportunities with additional pay.

During 2021 Alfa has undertaken the following activities in order to reach the established goals and continue operating through the year of Pandemic:

- Alfa implemented Whistleblowing channel across the company which allows employees in the company to anonymously report non-conformities
- Implemented flexible working policy which allows regular flexible remote work with a secured working environment at home and a continuously strong focus on close leadership. Considering the year of the pandemic Alfa followed closely the recommendation of the government and facilitated a smooth change to offering remote work, but also to allow for staff needing to be at the office to be able to do so safely. Alfa has also taken extra care to set up working routines in order to offer customers, suppliers and assignees a safe environment during physical meetings.
- Alfa continued to communicate the importance of the 10 principals of the UN Global Compact with the relevant established and newly on-boarded suppliers.
- Alfa conducted an Employee satisfaction survey.

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- Alfa has implemented a regular all staff information from the CEO via the newly established e-learning platform.

Alfa has analyzed obstacles for men and women to have the same possibilities at the workplace and made an action plan in order to work actively with removing these obstacles. Among the planned actions are for instance to revisit our Payroll review policy and connect it more closely to the core values and to establish channels in order to offer staff on parental leave updates regarding their working situation to make the return to work after their leave smoother.

Measurement:

- The number of men and women in the company are followed up on a monthly basis as well as staff turnover and number of fulltime employees.
- When on-boarding the new suppliers 10 principals of the UN Global Compact is an integrated part of the on-boarding documentation.
- The results of the Employee satisfaction survey were presented for the employees in the company. A plan for improving areas where lower scores appeared has been developed and actions are going to be a part of the company's strategy work during 2022. Personnel is going to be involved in the improvement work in different ways.

In 2022 Alfa will continue to work with a broad perspective of all forms of new employments in order to provide opportunities for integrating employees with different backgrounds. We will focus specifically on the onboarding and training processes. Alfa will also focus on gender equality in these issues and will continue communicating the importance of these issues to relevant suppliers. The Employee satisfaction survey will be complemented with a more frequent temperature measurement.

Alfa is planning to undertake further actions to deepen the implementation of UN Global Compact into our operations and strategy 2022.



LABOUR PRINCIPLES

Alfa upholds the freedom of an association and collective bargaining and elimination of forced labour and employment discrimination. Alfa management follows laws and regulations in each country where we have our business.

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Labour principals are in different ways covered in the following established policies at Alfa:

- Code of Conduct,
- Plan for active actions (equality)
- Action plan towards harassment, discrimination and discriminatory treatment
- Health and Safety Policy
- Traffic safety policy
- Working regulation policy

When introducing new employees Alfa raises the awareness about the 10 principals of UN Global Compact and the above-mentioned policies by making them a part of the on-boarding process. Alfa documents this and makes follow ups.

Training in our code of conduct takes place on a yearly basis and it is the Managing Director responsibility to make sure that all employees are aware of, and act according to the Labour Principles.

Alfa management engages staff representatives when relevant in the board meetings and in the monthly employee meetings for the whole company. Staff as well as the by the staff appointed staff representatives can communicate directly with the CEO.

During 2021 Alfa conducted following activities in order to reach the earlier established goals for this area:

- Alfa conducted an Employee satisfaction survey.
- A new platform for on-boarding and training have been introduced and trainings are now available for all staff in for instance onboarding, security and data protection, and ISO 14001. No deviations within the area have been encountered.

Alfa has a strong belief in a broad staff participation in all aspects of the company. **During 2022** the strategy will be translated into action with the assistance of taskforces involving both managers and other staff. Five prioritized areas have been identified, one of them being people and culture. Alfa plans to revisit and upgrade Alfa's sustainability program including UN Global Compact and analyze how Circular Economy thinking can be most effectively implemented at Alfa.

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ENVIRONMENTAL PRINCIPLES

Alfa have focused on environmental challenges since 2003 and we are proud of that all parts of Alfa are certified according to ISO14001:2015. Attached you will find our certificate. As proof of our commitment, we have also attached the following:

- Environmental Policy
- Environmental Objectives and Programs 2021

Alfa's vision is to provide sustainable global mobility and we have a strong focus environmental sustainability. We have an environmental strategy focusing on compliant, efficient and green supply chains. It also pinpoints engagement and competence within our organization, as well as proceeding our communication of Alfa's core values in the environmental area as essential. Based on the strategy, we are working with the following long-term objectives:

- Reduce the carbon footprint and increase load factor of European moves
- Reduce car travel by improved planning and implementation of digital solutions
- A renewed car policy with an expressed ban of buying fossil fueled cars in Alfa and a focus on the total cost of ownership including environmental and safety aspects
- Relevant sustainability competence in all parts of our organization
- Integrate environmental added values into communication



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Some examples of results in 2021 regarding Alfa's goals:

- We will improve our load factor for European moves compared to last year. Unfortunately follow ups indicate our carbon footprint will be slightly higher than our objective.
- Car travel was reduced by 33% 2020 and we expect low levels of car travel in 2021 as well. Adaptions made to the current situation with the Covid 19-pandemic in combination with increasing use of digital tools for surveys and meetings explains the significant reductions in car travel.
- A new digital platform for on-boarding and training has been implemented in 2021. The first training published on the platform was Alfas environmental training.
- We have continued to highlight our environmental work on our webpage, in sales presentations and on LinkedIn.

In 2022 Alfa aims to work more actively with sustainability and create a plan for taking step to next level in this direction.



ANTI-CORRUPTION

In the Code of Conduct Alfa confirms zero-tolerance for corruption, bribery and extortion.

Raising awareness of our employees occurs in connection with our employment introduction.

Training in our code of conduct takes place on a yearly basis and it is the Managing Director responsibility to make sure that all employees are aware of, and act, according to the Anti-Corruptions principles.

We have added information about our Anti-Corruption policy, and how we work with it, in our implemented On-Boarding program for all our employees to take part in.

During 2021 Alfa did following activities to pursue the established goals in this area:

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- Alfa followed laws and regulations in each country where we have our business, we are proud of that we have had non deviation during the last year.
- A new platform for on-boarding and training have been introduced and the part about this principal have been included in the information material.
- When on-boarding the new suppliers Anti-Bribery and Anti-Corruption Policy is an integrated part of the on-boarding documentation.
- A whistle blower function which allows anonymous feedback via an external party

In 2022 Alfa is going to continue:

- To follow laws and regulations in each country where we have our business.
- To monitor the compliance with this principal internally.
- To communicate importance of this issue and principals and monitor relevant suppliers when we do supplier assessment within the supply chain.

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