



# Redspher Communication on Progress 2021



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

We welcome feedback on its contents.



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# Statement of Continued Support



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

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

Enjoy the reading!

Sincerely yours,

**Philippe HIGELIN**  
President

# About Redspher Group

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

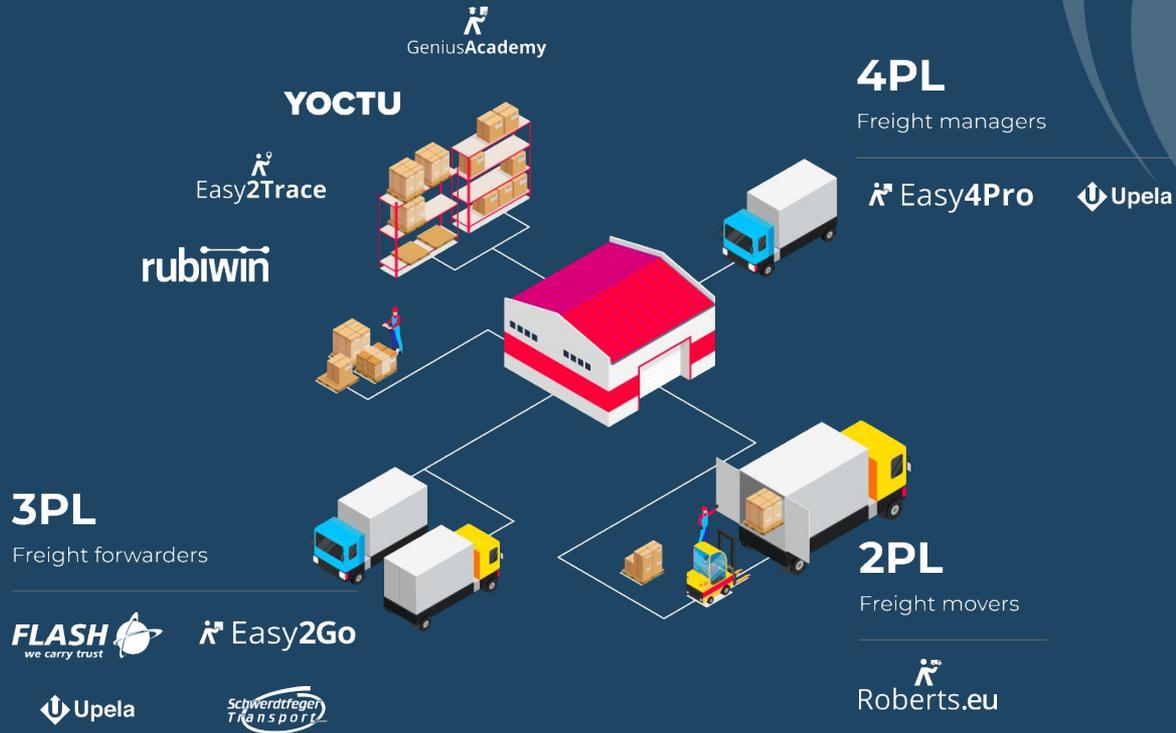
**Redspher**, as a platform, covers most of the services related to On-Demand delivery, offering tailor made solutions.

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

## **What is on-demand delivery?**

On-demand delivery differs from both regular transport and Premium freight. It's the ability to deliver the irregular shipment on the demanded date and time, whether it is time-critical or not. Depending on the type of freight and requirements, the on-demand delivery can be part of a regular transport mode or a customized solution.

# Redspher brands



# Facts & figures

**350M€**

GMV

**1 280K+**

Deliveries

**>70**

Countries delivered

**30K+**

Shippers

**20K+**

Carriers

**40K+**

Vehicles

**500+**

Employees

**160 000+**

Unique sessions

**6%**

of the Net Revenue invested in R&D



# Redspher CSR Strategy

## What is our CSR strategy?

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

## What do we stand for?

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

## What are our priorities?

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

## What are our key levers?

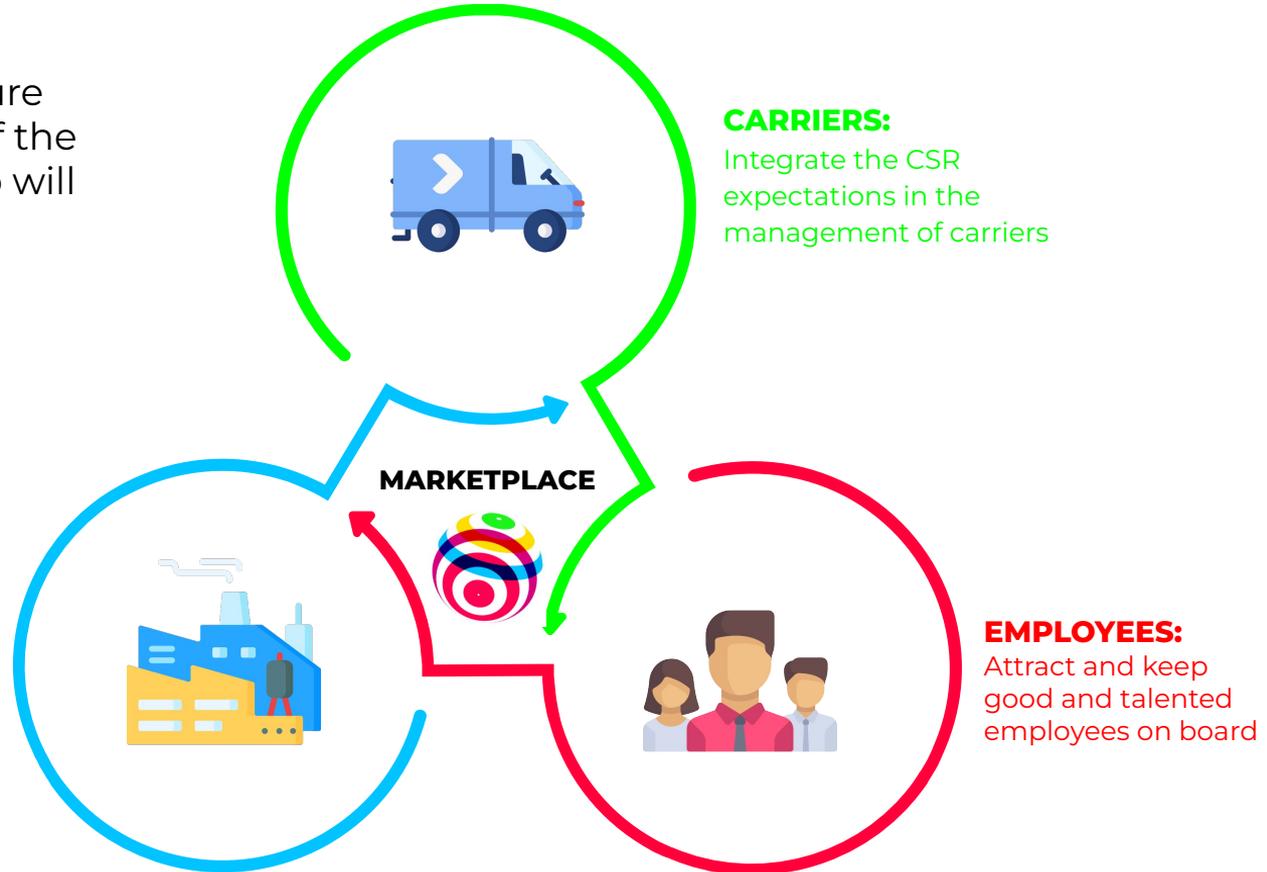
Innovation  
Training  
Fair business practices



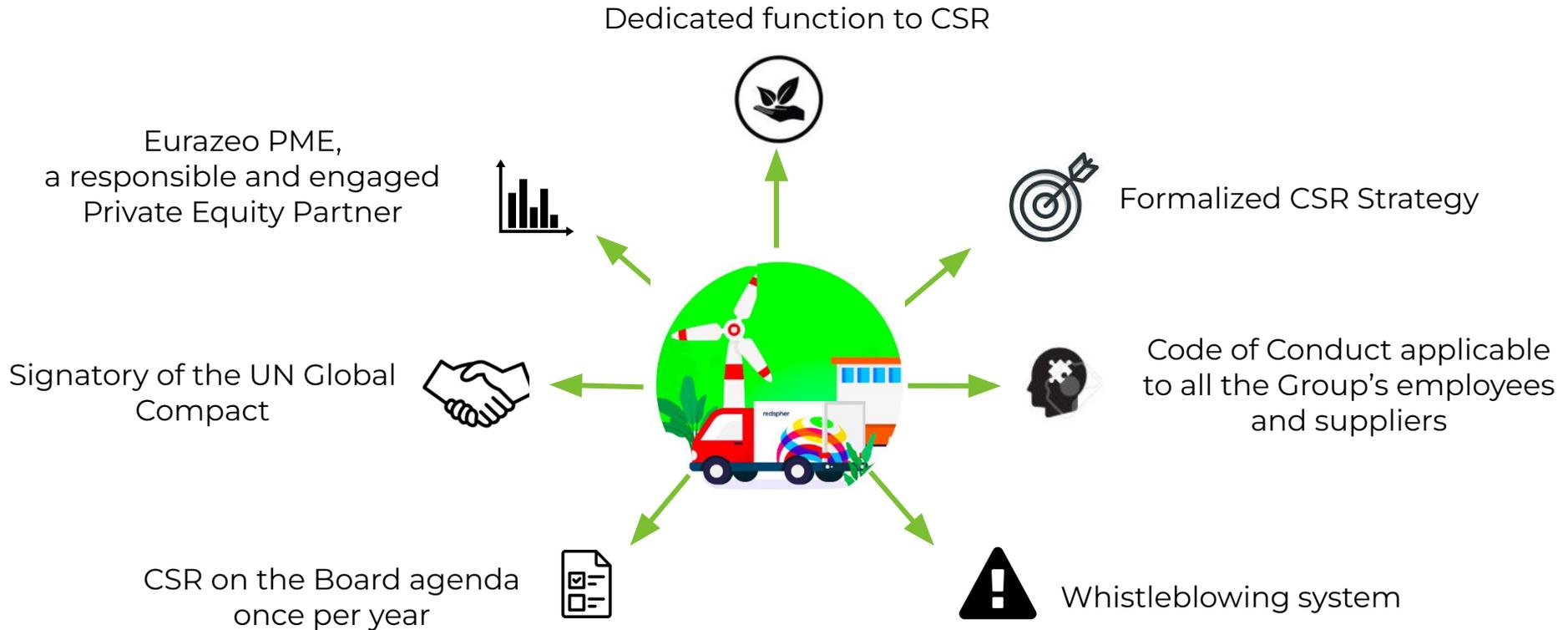
# Redspher pillars



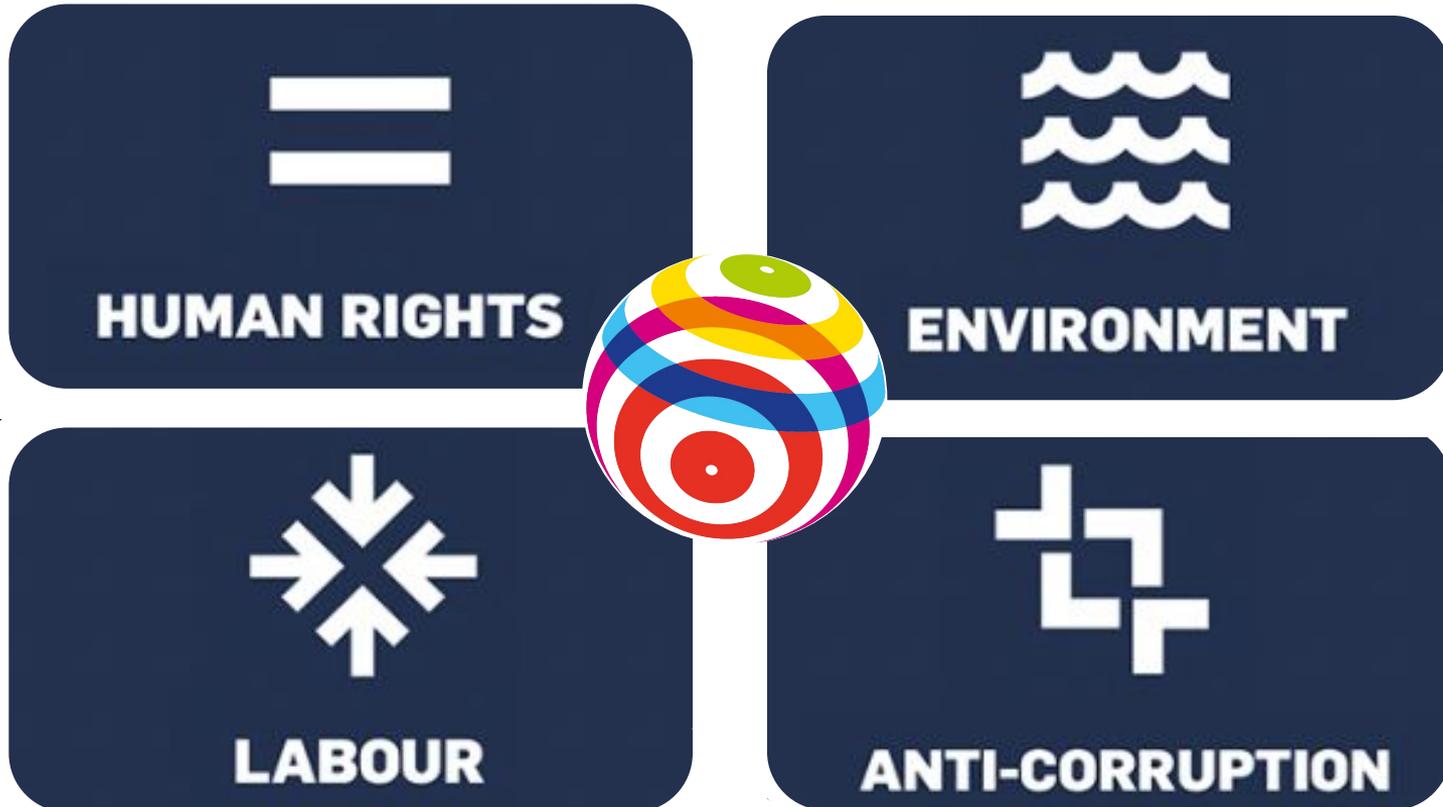
Goal is to ensure that actions of the CSR RoadMap will include all stakeholders



# Redspher has established a quality CSR Governance

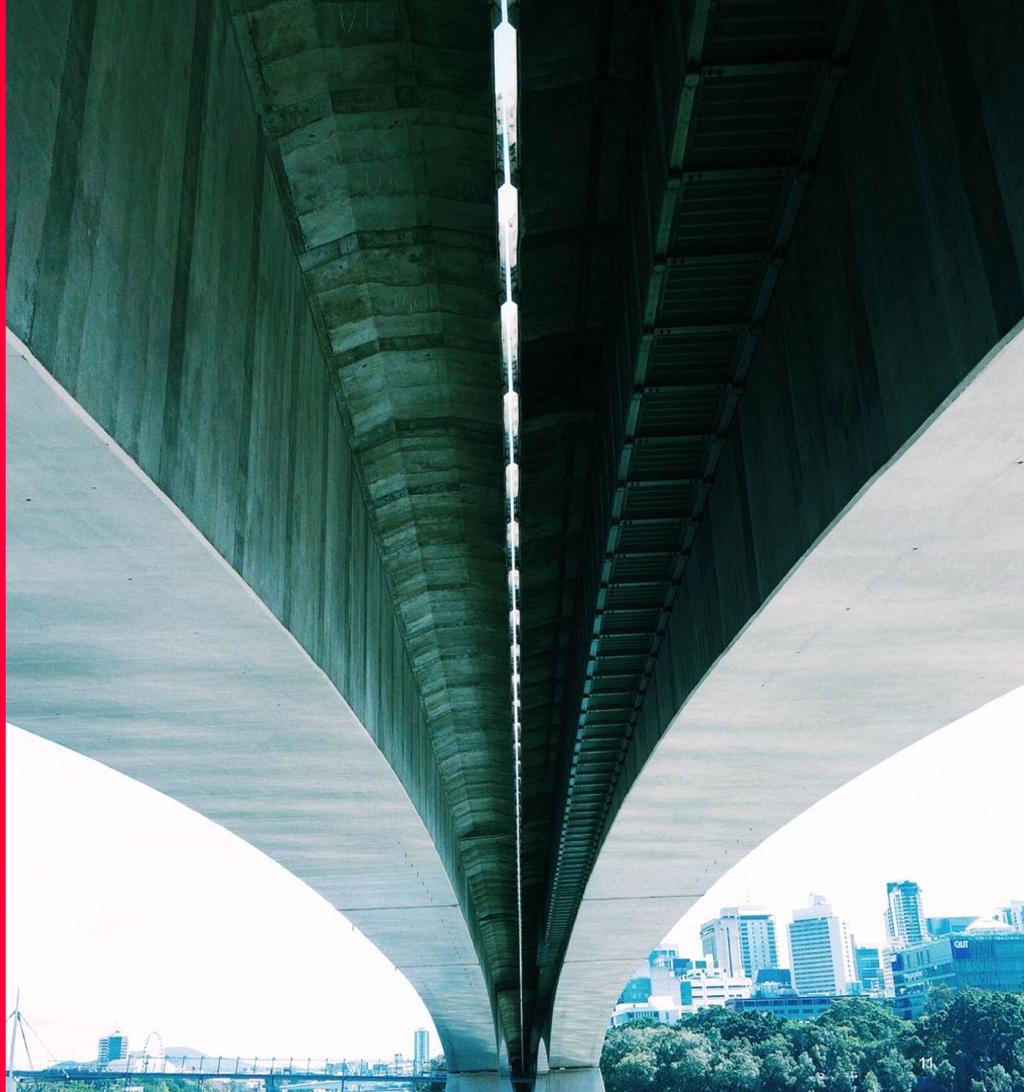


# Redspher supports the 10 principles of UN Global Compact



# 2021

## Redspher Communication on Progress



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

Redspher focused on 2 major commitments

13 CLIMATE ACTION



8 DECENT WORK AND ECONOMIC GROWTH



## SHIPPERS

### Ambition:

Become a key partner in helping them reach their CSR commitments by:

- enhancing the Group's certifications
- offering concrete actions to improve the environmental impact of our transports solutions

### Results:

- Gold level in 2021 to Ecovadis assessment,
- 3rd Star award of Lean & Green program
- 2 sites certified ISO 14001:2015
- Implementation of a Supplier Code of Conduct
- Compliance check of the transport suppliers



## CARRIERS

### Ambition:

Integrate the CSR expectations in the management of carriers by:

- monitoring GHG emissions of transports organised by the Group
- launching the Green Label Tool

### Results:

- 97 % of the vehicles of our exclusive fleet are at least compliant with the Euro 5 standard
- -20% of CO2 emissions reduction on road transports organised by the group between 2017 and 2019
- 100% of the group's carriers have accepted its supplier Code of Conduct



## EMPLOYEES

### Ambition:

Attract and keep good and talented employees on board by:

- involving them in our CSR approach
- creating a working environment promoting diversity, innovation and trust

### Results:

- 100% of the group's employees have accepted Redspher Code of Conduct
- 83% of our workforce are employed in permanent contract
- 7 465 online trainings completed in 2021
- 29% of our workforce work on an ISO 14001 certified site
- 0 work accidents in 2021
- Participation rate in the weekly employee satisfaction survey increased by 3% in 2021

# CSR awards and certifications



## ISO 14001:2015 certification

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



## 3rd Star of Lean&Green Program

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

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



## Ecovadis Gold Medal

In 2021, the Redspher Group has been awarded for the 2nd year in a row a Gold Medal in recognition of sustainability achievement.

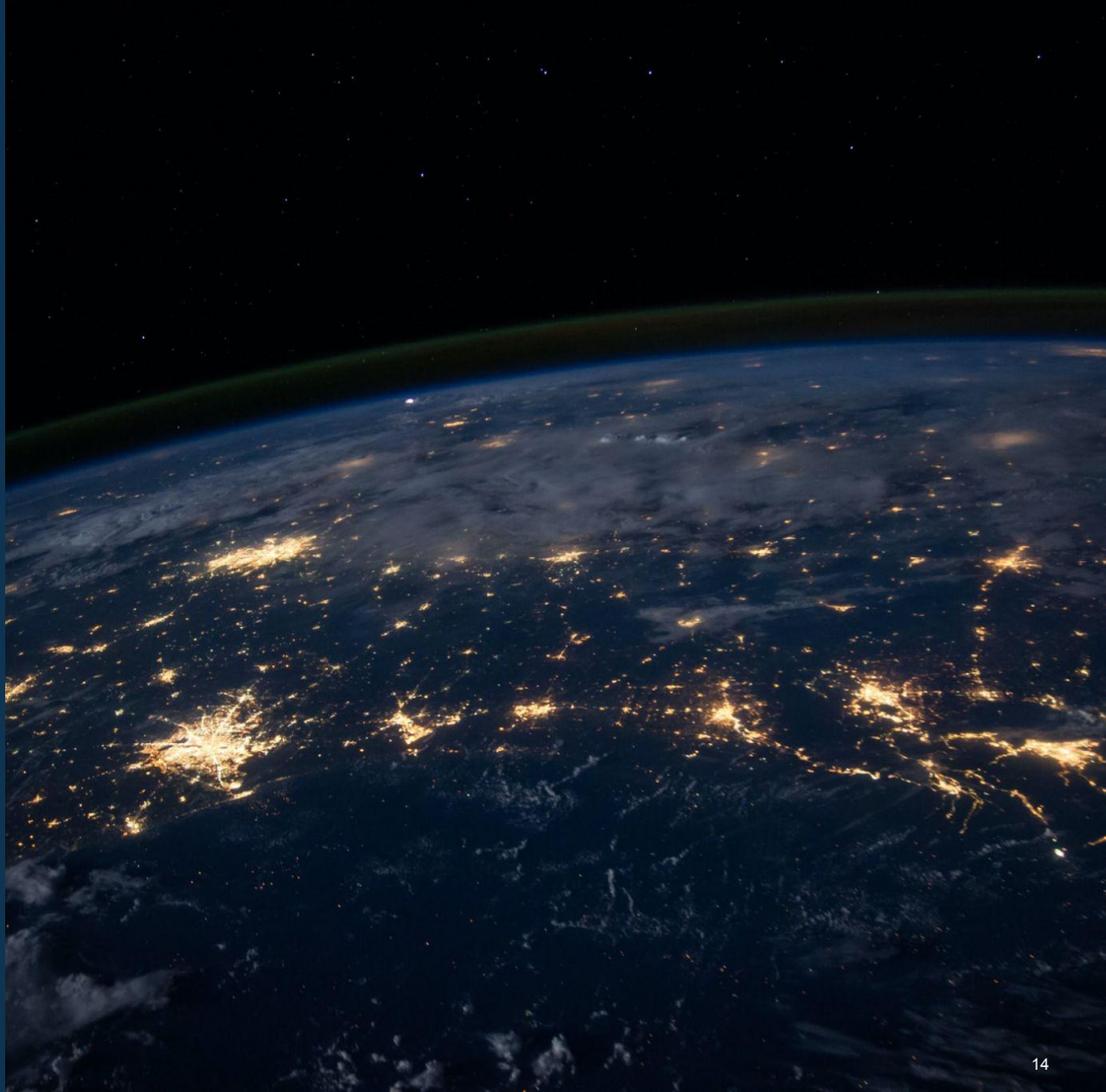
⇒ *The Redspher Group is in the top 2% of best rated companies by EcoVadis in the "Other transportation support activities industry" category.*



# HUMAN RIGHTS

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

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



# Human Rights



## Engage the Group and its employees with respect for Human Rights

Employee Code of Conduct

Awareness and training

- Redsphr Code of Conduct applicable to all its employees and referring to Child & forced labour, anti-discrimination policy and prohibition of harassment
- Awareness to the respect of Human Rights made in the CSR e-learning training program

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

## Engage the Group's suppliers with respect for Human Rights

Supplier Code of Conduct

Suppliers CSR audits

- Redsphr Supplier Code of Conduct presents the commitments that the Group requires of all its suppliers as well as the commitments made to them, particularly in terms of respect for Human Rights.
- Audit of a selection of transport suppliers on CSR topics since 2021

- ✔ Redsphr Supplier Code of Conduct has been accepted by 100% of its transport suppliers
- ✔ Group expectations in terms of respect for Human Rights are clearly formalized, imposing the same level of requirements for all the Group's suppliers

## Enforce the freedom of expression within the Group & give the possibility to its stakeholders to report concerns

Whistleblowing system

Employee weekly satisfaction survey

- Implementation of a reporting procedure enabling the Group's stakeholders to report concerns and unethical behaviors in a confidential manner
- Implementation of a weekly satisfaction survey in order to enforce the freedom of expression within the Group.
- Survey results are regularly reviewed
- A way for the Group to be informed of irregularities

- ✔ Employee satisfaction survey: Increased participation rate by 3% between 2020 and 2021 Action plans have been defined according to employees feedback
- ✔ Whistleblowing system: no alert launched in 2021



# LABOUR

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

*HR management is a top priority. Redspher made a significant investment in training, promotion of internal mobility and talent management. Redspher also worked on the development of its employer brand.*





## Promote diversity and equal opportunities within the Group

Employee's training and awareness

Gender equality

- Development of a CSR e-learning program, promoting diversity at work,
- Implementation of a Code of Conduct applicable to all the Group's employees addressing the following topics: Respect for ILO conventions, child & forced labour, freedom of association and right to collective bargaining, respect for staff fundamental rights, anti-discrimination policy and prohibition of harassment

- Development of gender equality through hiring and career management
- Integration of questions concerning gender equality in employee survey

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

✔ 37% of women in the workforce  
✔ 22% of women in Executive Committee  
✔ 54% of participants to the Talent Program are women

## Promoting responsible HR practices with our suppliers

Suppliers management & assessment

- Implementation of a Supplier Code of Conduct applicable to all the Group's transport suppliers
- Close monitoring by Redspher of the regulatory compliance of its transport suppliers via the Rubiwin portal
- Audit of a selection of transport suppliers on CSR audit topics since 2021

✔ Redspher Supplier Code of Conduct has been accepted by 100% of its transport suppliers & imposes the same level of requirements for all the Group's suppliers

## Give the possibility to the Group's stakeholders to report concerns

Whistleblowing system

- Implementation of a reporting procedure enabling the Group's stakeholders to report concerns a violation of the Group's code of conduct in a confidential manner
- A way for the Group to be informed of potential irregularities

✔ Whistleblowing system: no alert launched in 2021



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

### Employee attraction, engagement & retention

### Professional evolution and personal development

### Quality of life at work

### Digitalisation of HR processes

- Variety of recruitment channels
- Ensure a successful integration of employees: the implementation of a homogeneous and quality integration path
- Regular measurement of the impact of actions carried out by Redspher with a weekly employee satisfaction survey.
- Same training opportunities for all the Group's employees thanks to Redspher's e-learning platform
- Implementation of a monthly Group newsletter & a quarterly HR newsletter

- Implementation of a talent program in alignment with business needs and goals
- Implementation of a new Human Resources Information System which aims to support employee development via performance and goals module and ensure better management of career paths and development plans

- Creation of a healthy and stimulating work environment for the Group's employees: choice of recent premises answering to high quality standards for the Group's 3 most important sites and ongoing renovation program for the premises for the other sites
- Launch in 2021 of a pilot project for home-based work organisations, so that a selection of employees can test several hybrid work organisation scenarios. Based on these experiences, the Hybrid Working Policy of the Group has been drafted.

- Implementation of a unique HR tool for personnel administration and talent development
- Automation of administrative tasks
- E-learning platform accessible to all Group employees
- Dematerialization of documents and procedures: expense reports, employee files, payslips, electronic signature of contracts, electronic safes offered to employees in certain countries, automatic workflows, etc.

✔ 7 465 online trainings completed by the Group's employees in 2021

✔ Increase in participation in the employee satisfaction survey by 3% in 2021

✔ Offer career development in particular by promoting internal mobility

✔ Talent program: Kick-off of the 1st edition of the Learning & Development Journey

✔ No work accident in 2021

✔ Increased participation rate and engagement level in Employee Satisfaction Survey in 2021

✔ Harmonization of HR practices in all agencies

✔ Easy and secure access to HR information and employee files

# Focus on Employee Satisfaction Survey



- Questions covered **6 main themes**:
  - mood,
  - professional relationship and management,
  - engagement,
  - work context,
  - quality of life at work,
  - professional evolution and personal development.
- RedspHER also uses this survey to **measure** over a specific period the **impact of the launch of new projects on employee satisfaction** (eg Home Office Lab).

- The Employee Satisfaction Survey was launched in 2020 as a **management tool** in order to **better understand work experience and overall satisfaction of employees** across the RedspHER Group, as well as across teams and countries.
- The **survey results are regularly reviewed** by HR department and Management to define action plans and implement improvement actions according to employees feedback.
- **For RedspHER, it is a good way to ensure that all the Group's employees can share their thoughts and that every opinion is heard.**

## 2021 Key results:



### Strengths:

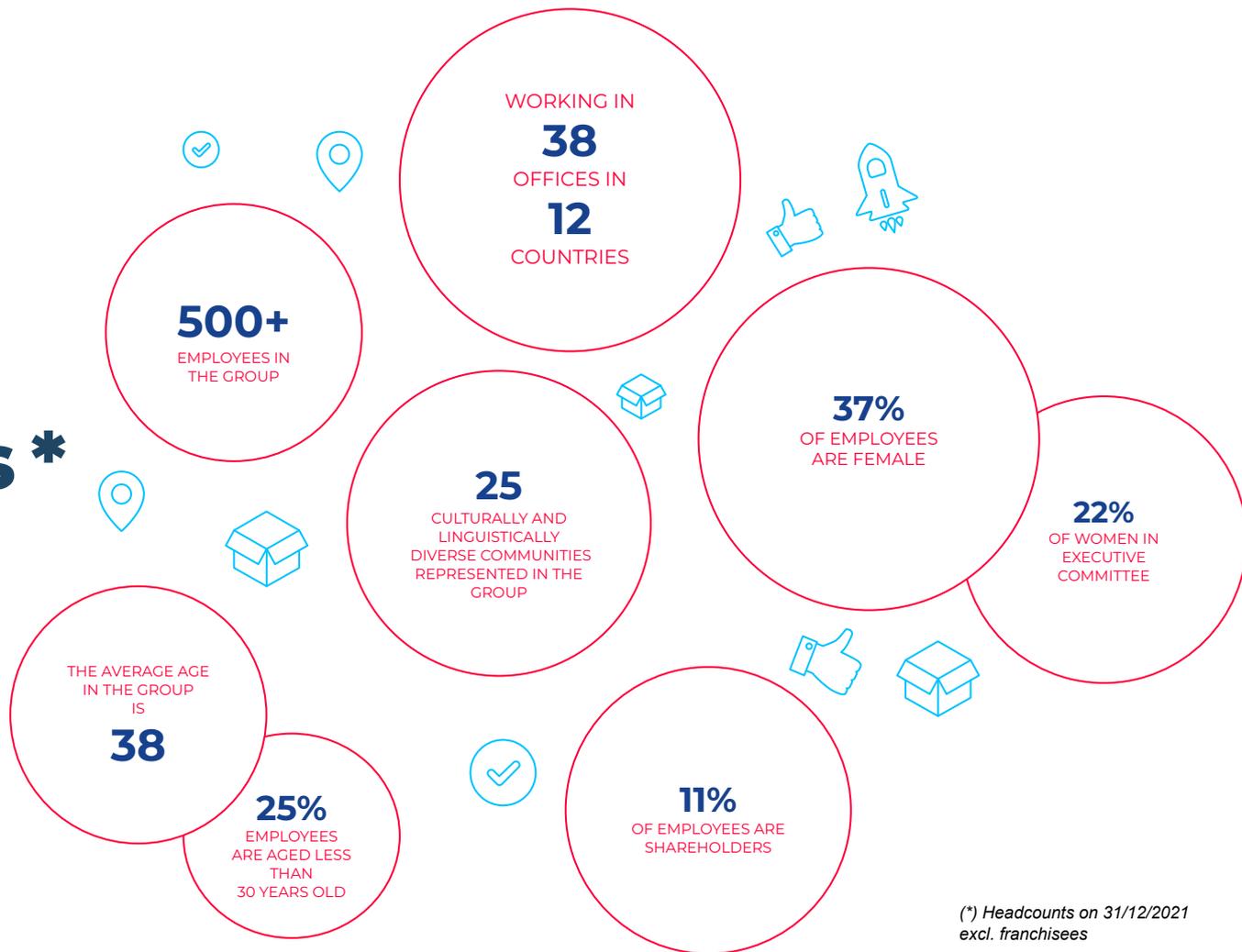
- **Participation:** participation increased by 3% between 2020 & 2021
- **Engagement:**
  - The employees seem to be very committed to doing their job very well
  - The employees know exactly what is expected of them
  - The company success mobilizes all employees
- **Professional relationships & management**
  - Employees can completely rely on their colleagues to help them with difficult tasks
  - The employees feel that they are trustworthy in the tasks assigned to them



### Opportunities for improvement:

- **Quality of life at work:**
  - the support of the group to find a balance between work and personal life is unsatisfactory according to some employees
  - the measures taken by the group to improve life balance do not convince all employees**Action taken:** creation and implementation of the RedspHER Hybrid Working Policy
- **Professional evolution and personal development:**
  - Not all employees feel that skills development and training is part of their professional activity**Action taken:** implementation of Talent program

# Redspher Employees \*

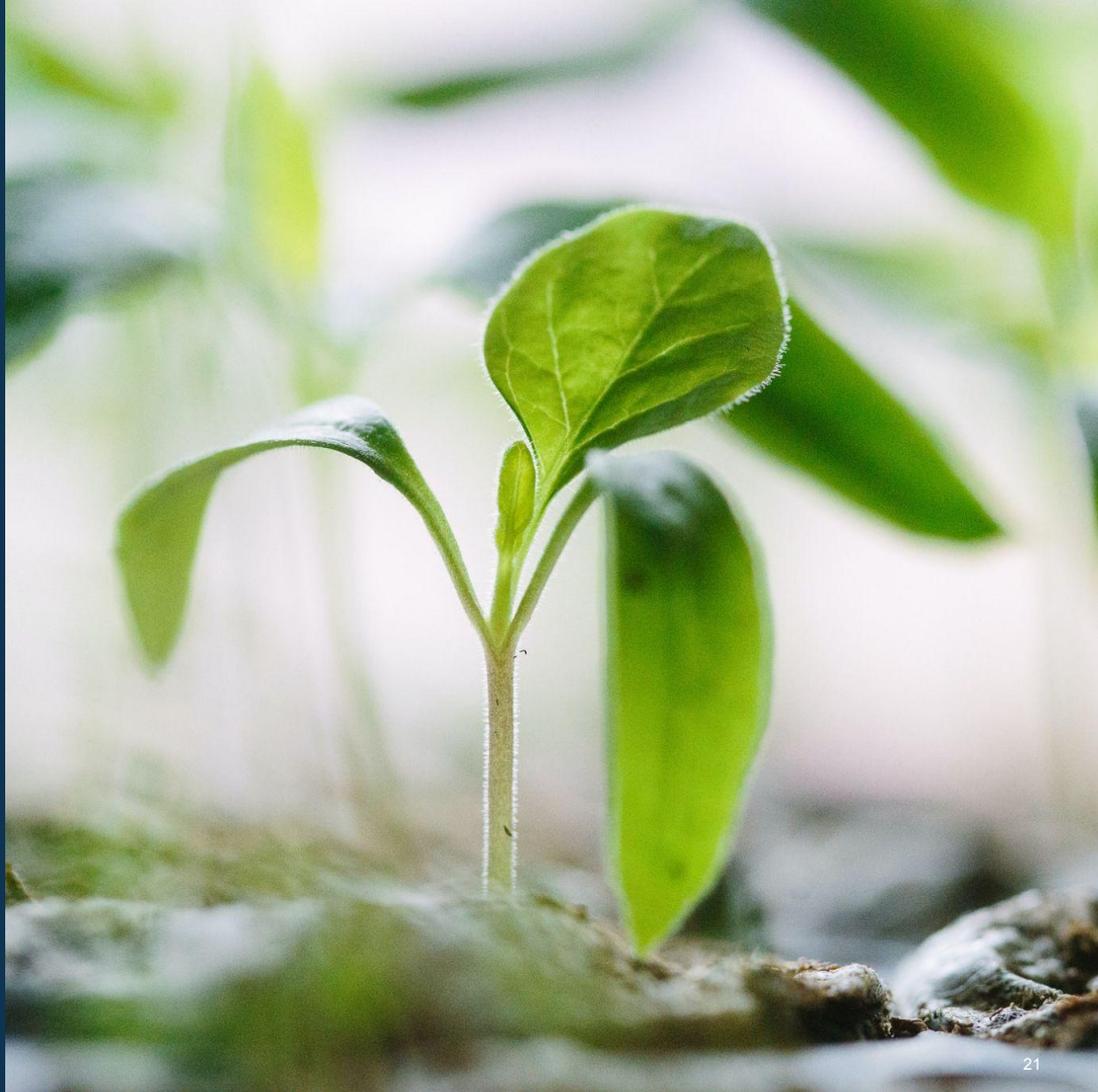




# ENVIRONMENT

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

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



# Redspher's main decarbonization initiatives

## Scope 3

### UPSTREAM

Business travel, daily commute & Code of Conduct

- Employee code of conduct deployed, boosting the use of visio-conference and other tools to limit business travels and encouraging responsible travel choices for business travels and commuting

#### Projects started in 2021 and deployed in 2022

- New hybrid working policy which limits commuting,
- New business travel policy boosting responsible travel choices

## Scopes 1 & 2

Optimized energy consumption on sites

Responsible support functions & transverse plans

- Environmental Management System implemented (i.e., ISO 14001:2015 on 2 sites)
- Energy efficiency improvements in offices (e.g., 120 solar panels installed in Maastricht)
- Selection of excellent energy performance buildings (e.g., Lille, Maastricht, Contern)
- "Green IT approach" implemented,
- Employee trainings promoted, boosting eco-friendly practices
- Digitization of business processes and electronic signature of contracts
- E-invoicing approach with suppliers deployed

#### Projects started in 2021 and deployed in 2022

- New company car policy providing for the use of electric vehicles by for non-big drivers.

## Scope 3

### DOWNSTREAM

Fleet evolution & stakeholders engagement

Carrier's operations optimization

- Ongoing electrification of last-mile deliveries (Easy2Go)
- Requires "Euro 5" vehicles from transport partners on the exclusive vehicle parc and on Easy2Go retail.
- Eco-friendliness training to drivers
- Monitoring of GHG emissions of the transports organized by the Group
- Optimization of transport and reduction of empty mileage thanks to advanced in-house developed mileage optimization technology
- Optimized route scheduling (Easy2Go)

#### Projects started in 2021 and deployed in 2022

- Implementing Green Label Tool to increase transparency, monitoring of supplier's emissions via the Group's platform & promoting green suppliers



# FIGHT AGAINST CORRUPTION

## 10. Work against corruption in all its forms

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



# Fight against corruption



## Detect and prevent risky situations and establish a climate of trust within the Group

Corruption risk assessment

Whistleblowing system

- Drafting of a corruption risk mapping, which assesses Redspher's exposure to corruption risks.
- Identification of Politically Exposed Person (ExCom level)
- Implementation of a reporting procedure enabling the Group's stakeholders to report concerns and unethical behaviors in a confidential manner
- A way for the Group to be informed of potential irregularities



100% PEP questionnaire completed by ExCom members



Whistleblowing system: no alert launched in 2021

## Engage the Group and its employees in the fight against corruption

Employee Code of Conduct & gift & benefits policy

Awareness and training

- Implementation of a Code of Conduct and of a gift & benefits policy for the Group's employees in order to promote Redspher's values and ethics.
  - Online CSR Training on compliance and anti-corruption on the Group's elearning platform mandatory for all the Group's employees
- This training program defines and illustrates in particular the different types of behaviors to avoid



100% of the Group's employees have accepted its Code of Conduct



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

## Engage the Group's suppliers in the fight against corruption

Supplier Code of Conduct

Suppliers management & assessment

- Implementation of a Supplier Code of Conduct applicable to all the Group's transport suppliers
- Close monitoring by Redspher of the regulatory compliance of its transport suppliers via the Rubiwin portal
- Individual awareness sessions to the standards applicable in the Group for suppliers
- Audit of a selection of transport suppliers on CSR topics in 2021



Redspher Supplier Code of Conduct has been accepted by 100% of its transport suppliers



Group expectations in terms of anti-corruption clearly formalized, imposing the same level of requirements for all the Group's suppliers



redspher

# Thank you