

Sustainability Report 2025

MOBILITAS Group



A cashew tree nursery in Cameroon's Faro province. Find out how this MOBILITAS-supported project is helping local communities on p15.

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Introduction



Letter from the CEO



Cedric Castro, MOBILITAS CEO

"The results of the 2025 MOBILITAS carbon footprint assessment will become the baseline against which we chart our progress to a more sustainable future."

In 2024, the MOBILITAS Group remained steadfast in its sustainability agenda, taking steps towards greener operations on multiple fronts. This progress centred on a single goal: building a durable framework by which to advance our ESG objectives.

Laying the groundwork

Integral to this process was the carbon footprint assessment conducted with Watershed, the Group's carbon accounting partner. Covering more than 80% of our locations – 339 facilities spread across four continents – it represents the largest emissions analysis in the Group's history.

More importantly, it highlighted the critical role of accurate, consistent data in emissions reductions. In turn, we have committed to fortifying our data collection infrastructure, ensuring accuracy and reliability ahead of our next assessment in 2025.

Creating the tools for progress

Alongside this, our ESG team developed a group-wide framework of policies – clear paths by which

MOBILITAS subsidiaries can consistently align with the Group's ESG priorities.

To ensure the framework's implementation, they also introduced a compliance questionnaire. By tracking ESG progress, the annual survey not only holds our subsidiaries accountable, but offers insights for strategy improvements.

Engineering long-term change

This foundational work, while not always visible, is critical for driving long-term change. It establishes the systems and processes to embed sustainability into the core of our operations.

As we take the next steps on this journey, I thank all the employees of the Group for their continued willingness to make these important changes.

Your support has been, and will remain, instrumental in our progress.

Cedric Castro
CEO, MOBILITAS Group

About the MOBILITAS Group

The MOBILITAS Group is a French family-owned-and-operated mid-cap conglomerate active in four principal sectors: removals; relocation; records management; and heritage preservation, conservation, restoration, and sharing.

Founded in 1974 by husband-and-wife André and Sarah Taïeb, the company established a firm foothold in France before expanding into

Europe, Africa, Asia, the Middle East, and the Caribbean, through a mix of organic growth and strategic acquisitions.

Today, led by the third generation of Taïeb and Castro families, the MOBILITAS Group has a stable of more than 30 international brands, employing approximately 4 900 people in 103 countries at the end of 2024.

MOBILITAS in numbers



+30
brands



103
countries



150 000
moves performed
annually



5 440
kilometers of linear
archives



4 900
employees



94
million pages
digitised per year

ESG Committee



Cedric Castro
Chief Executive Officer



Odin Kloppers
ESG Coordinator



Ido Barner
ESG Director & Board Member



Paul Massardier
Chief Operating Officer



Roleen Webber-Green
Executive Assistant

The foundation of our ESG agenda

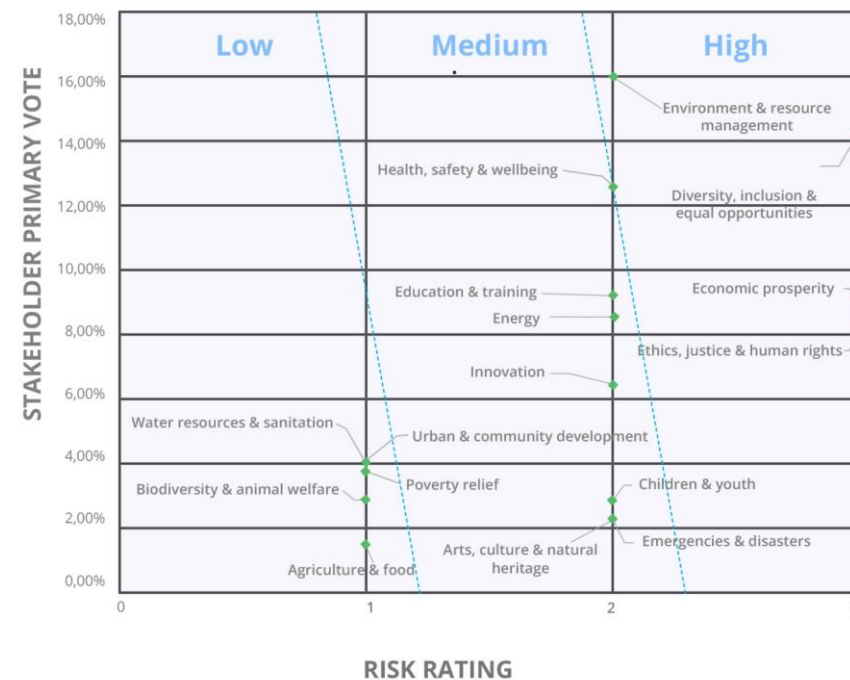
The MOBILITAS Group ESG roadmap prioritises the sustainability goals that matter most to our stakeholders and mitigate risk to the Group.

1. Environment and resource management
2. Anti-discriminatory practises
3. Health, safety, and wellbeing
4. Education & training

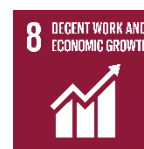
To arrive at these goals, we followed a three-phase process:

1. Extrapolated a list of 16 sustainability issues from the UN Sustainable Development Goals (SDGs).
2. Asked our employees, clients, and suppliers to rank each issue according to importance.
3. Conducted a risk assessment to determine the likelihood of each issue and its impact.

The overlap between our stakeholders' priorities and the risk assessment results highlighted the four issues that now form the foundation of our ESG agenda.



These priorities align best with the following UN SDGs, which we commit to supporting as part of our sustainability agenda.



Our approach to CSR

Corporate Social Responsibility (CSR) has always been a priority for MOBILITAS, as evidenced by our previous Communication on Progress reports for the UN Global Compact. That's why, in addition to the UN Sustainable Development Goals that we support, we will continue our strong commitment to CSR activities, but with new objectives:

- ✓ Increasing employee engagement
- ✓ Building long-term partnerships with the communities in which we operate
- ✓ Making a positive and measurable impact through charitable initiatives

The definition of CSR

At MOBILITAS we understand CSR to be the charitable activities we undertake to engage with our communities and make a positive impact.

Based solely on our internal stakeholder analysis, we arrived at three CSR goals that align with our company values and employee priorities:

- ✓ Environmental conservation
- ✓ Education and training
- ✓ Emergency aid

To monitor our effectiveness in these areas, we have developed a reporting system that allows our subsidiaries to report the impact of their initiatives to the Group's ESG department.

Environment



MOBILITAS carbon footprint



Watershed

In 2024, MOBILITAS took a significant stride forward in emissions reduction by carrying out the first Group-wide carbon footprint assessment.

This milestone was made possible through our partnership with Watershed, a leading carbon

management platform that allows us to systematically measure, monitor, and reduce emissions across our operations.

The assessment covers about 75% of MOBILITAS subsidiaries, relying primarily on spend-based data and activity-based data where available. Its main purpose is to evaluate data quality and identify gaps, so that we can build robust processes that ensure consistent and accurate carbon tracking in future.

The Group's official baseline will be set using the 2025 emissions assessment, which will serve as the benchmark against which we chart our progress and align our reduction targets with the objectives of the Paris Climate Agreement.

Understanding spend- and activity-based data

Spend-based data: Relies on financial data, estimating emissions using average factors per euro spent (e.g., kg CO₂e/€ on office supplies). It's easier to collect but less detailed.

Activity-based data: Uses real-world activity metrics, such as fuel consumption or electricity usage, to calculate emissions. It's more accurate but harder to collect.

Why choose spend-based approach?

Collecting activity-based data is a common challenge for companies starting their sustainability journeys. Historically, this data has held little significance so was never collected. Even when it is available, it's inconsistent, unverified, and stored in different formats and locations, making calculation difficult.

Given these limitations, we chose to work with spend-based data for this initial phase. This allows us to measure our impact immediately while paving the way for more precise and effective data collection in future.

2024 Carbon Footprint

The MOBILITAS Group emitted approximately **147,861 tCO₂e** across the subsidiaries assessed in 2024.

Scope 3 emissions formed the bulk of our footprint, which is expected given the nature of most of our operations and supply chains. These insights help us understand where to improve data collection and direct our reduction efforts.

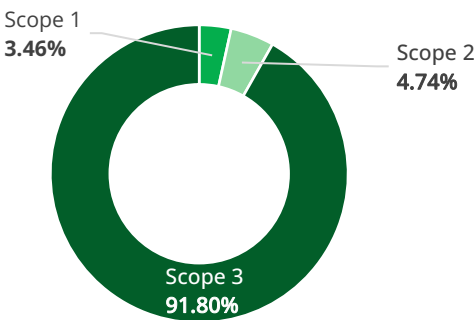
Scope 1, 2 and 3 emissions explained

Scope 1: Direct emissions produced by a company, like those from owned or controlled sources such as on-site fuel combustion and company vehicles.

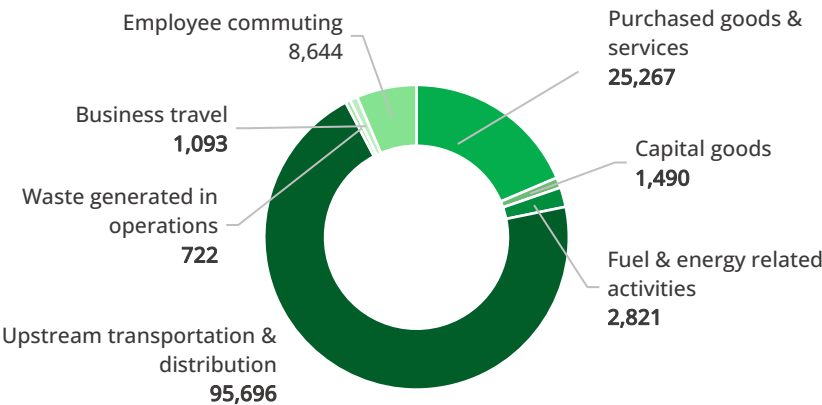
Scope 2: Indirect emissions from purchased electricity, heat, or steam used by the company.

Scope 3: All other indirect emissions that occur in a company's value chain, including activities such as business travel, employee commuting, and product transportation.

MOBILITAS EMISSIONS PER SCOPE



BREAKDOWN OF SCOPE 3 EMISSIONS (tCO₂e)



Looking Ahead

The insights gained from our first Group-wide assessment have already enriched our understanding of our carbon impact. Combined with the lessons learned from our 2023 carbon measurement pilots, it has laid the foundation for a strategic, data-driven approach to emissions reduction and brought us closer to embedding climate action into our operations.

We are excited about building on this progress. In the next year, our goals are to:

- ✅ Expand our carbon footprint assessment to include all MOBILITAS subsidiaries.
- ✅ Use activity-based data wherever feasible, especially for utility and fleet data (scopes 1 & 2).
- ✅ Train and equip our internal teams to collect carbon data more effectively.
- ✅ Set Group-wide, ambitious yet realistic carbon reduction targets.



Solar project update

Our Kenyan subsidiaries AGS Movers Kenya and eManage installed solar panels last year after a feasibility study demonstrated clear environmental and financial benefits.

Completed in Q4 2024, the installation has cut grid electricity consumption by 71%, reducing dependency on an inconsistent grid and improving energy reliability. This builds on the successful results of the solar power installation at our subsidiary in Réunion.

Other MOBILITAS subsidiaries are now exploring solar power and energy-saving solutions:

- ✅ AGS Movers Marseille, France
- ✅ AGS Records Management Ressons-sur-Matz
Invested in LED lighting upgrades
- ✅ AGS Movers Koblenz, Germany
- ✅ AGS Movers Zambia
- ✅ AGS Movers Durban, South Africa
- ✅ AGS Senegal



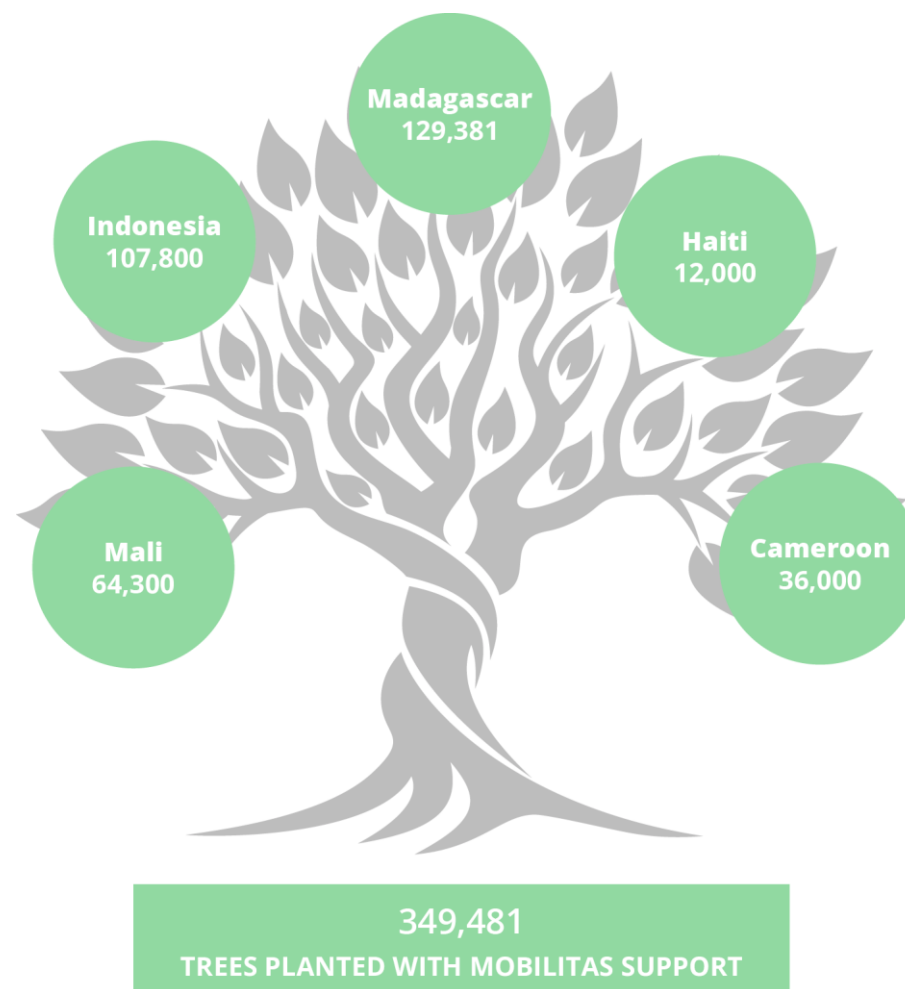
The high number of solar hours per day and well-developed solar infrastructure make Kenya the ideal location for solar adoption.

Reforestation with Planète Urgence

In 2024 we celebrated the 15th year of our long-standing partnership with the NGO Planète Urgence.

As part of their Environment & Development programme, Planète Urgence reforests areas vulnerable to climate change and provides the communities affected by deforestation with the skills and resources to develop their local economy in an environmentally and economically sustainable manner.

Since joining forces with Planète Urgence in 2009, MOBILITAS has facilitated the planting of more than 345 000 trees. Initially in Haiti, Indonesia, Madagascar, and Mali, and now in Cameroon.



Cameroon – the FARE project

Cameroon is home to abundant biodiversity. However, it is particularly vulnerable to desertification in the north.

Planète Urgence's FARE project aims to fight desertification around the country's Benue National Park through cashew reforestation and the restoration of wildlife migration corridors.

The project supports the production and maintenance of cashew orchards by the park's local population.

By creating cooperatives and training farmers in orchard maintenance, Planète Urgence supports the emerging cashew nut industry.

To date, FARE has overseen the planting of 417,851 trees: 300,962 cashew seedlings and 116,889 indigenous seedlings, of which 12,000 have been planted in wildlife migration corridors.

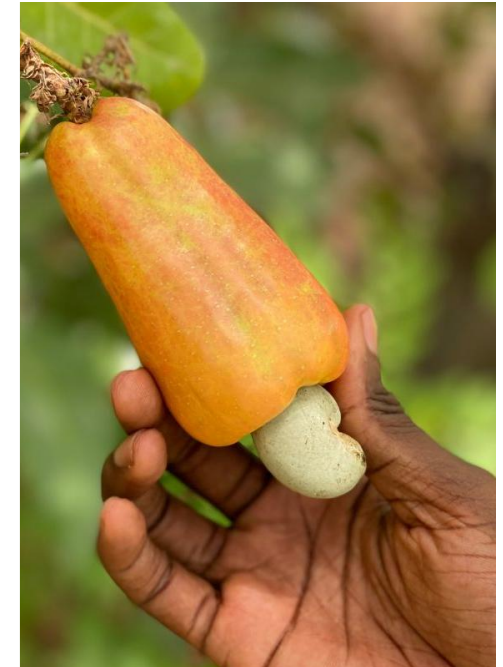
Almost three tons of cashews were collected in the first harvest of 2024.



In 2024, the FARE project created three new nurseries near growers to support the needs of the Faro department.

In 2024, with MOBILITAS support, the FARE project successfully:

- ✓ Educated growers on planting and issues like pests, livestock damage, drought, and fire.
- ✓ Taught the three project cooperatives the fundamentals of financial management and quality nut selection.
- ✓ Developed a cashew-based land management system to reduce soil degradation and improve nut quality with community involvement.
- ✓ Oversaw the signing a 20-year agreement between the cooperatives and African Commodities to develop cashew plantations and follow quality standards for nut production and processing.
- ✓ Trained 65 teachers in environmental education and raised environmental awareness among 1,869 children in 38 schools.



Cashew orchards increase the income of the local community, combat drought, preserve soils and food crops, and recreate wooded areas that support biodiversity.

In the spotlight: AGS Zambia

Our AGS subsidiary in Zambia has entered a long-term partnership with APTERS, a local NGO dedicated to manufacturing affordable mobility aids for children with disabilities.

By donating used moving cartons, AGS Zambia supports the production of standing frames, walkers, and assistive chairs. These aids are made from as many recycled materials as possible, making them both cost-effective and environmentally friendly.

The NGO shares a premises with Zambia's University Teaching Hospital and works closely with hospital staff, who identify and refer children in need of mobility aids.

Producing 1,200–1,500 aids a year, the initiative not only reduces waste but also addresses significant social challenges. Around 4.4% of Zambian children live with disabilities, and access to mobility aids is critical for their inclusion in education, healthcare, and social life.

Through this collaboration, AGS Zambia has already donated more than 100m³ of cardboard, combining environmental responsibility with meaningful community support.



APTERS workers glue three pieces of cardboard together to create a sturdy material which is then cut into a physiotherapist-designed frame. The frames are coated with oil-based paint to make them water resistant, and cushions are sewn for added comfort.

Subsidiary initiatives

Africa

1

AGS Kenya and eManage Africa Green Harmony Initiative

AGS Kenya and eManage Africa Records Management, in partnership with Bamburi Cement, Lafarge Eco Systems and SEEDBALLS Kenya, launched the Green Harmony Initiative to restore a former limestone quarry near Nairobi.

The AGS and eManage teams dispersed 50,000 seedballs in the quarry using handheld catapults. Each seedball contains an indigenous tree or grass seed encased in biochar – charcoal dust mixed with nutritious binders – to protect it until rainfall triggers germination.

It is also cost effective, as biochar is made predominantly from charcoal dust, a resource that is abundant in a country where charcoal and firewood are still the primary energy sources. This results in a circular system which not only benefits the environment but also re-uses leftover waste from wood-intensive industries.



Seed bombing, which is also carried out using drones, allows for the large-scale reintroduction of vegetation in degraded areas.

2

Executive Relocations Africa SANCOBB Wildlife Conservation

Executive Relocations Africa visited SANCOBB, a vital Cape Town sanctuary for penguins and marine birds. The team learned about SANCOBB's critical work and adopted Marvin, a penguin undergoing rehabilitation.

3

Pickfords Gqeberha SANCCOB

Pickfords marked World Penguin Day by donating and delivering stationery and conservation materials to SANCCOB in Gqeberha, a non-profit dedicated to rescuing and rehabilitating the African penguin, a species whose population has plummeted due to habitat loss, overfishing, and climate change.

4

Stuttaford Van Lines Durban SPCA Amanzimtoti

Stuttaford Van Lines assisted the SPCA Amanzimtoti in collecting and delivering pet food, blankets, and medical supplies for rescued and abandoned animals, supporting the organisation's ongoing efforts in animal rescue and rehabilitation.



Marvin is a critically endangered African penguin. In adopting him, Executive Relocations Africa funds his care until his release back to the wild.

Asia

5

AGS Thailand Tree planting

For the second consecutive year, the AGS Thailand team contributed to Bangkok's One Million Trees Project by planting 120 Pride of India trees. Initiated by City Governor Chadchart Sittipunt, the creates a greener, healthier future for city residents by expanding green spaces and increasing pollutant absorption.



6

AGS Singapore Beach clean-up

AGS Singapore cleaned a section of beach on Pulau Ubin Island, removing waste to protect the island's ecosystem. The initiative combined environmental action with team bonding, reinforcing AGS's sustainability commitment.



7

AGS Vietnam Eco-friendly tote bags

AGS Vietnam switched to gifting clients eco-friendly branded tote bags made from recycled fabric waste. Manufactured locally, these bags provide a source of income to the community, reduce plastic waste, and fund educational programmes for children in rural areas.



Europe

8

Noble Group Netherlands Katwijk Beach Cleanup

The Noble Group's CSR committee lent their support to the 2024 Beach Cleanup Tour, participating in two stages on two different days.

On average, participants collect 282 pieces of rubbish every 100 metres. The most common types of beach litter are fishing line, small and larger pieces of plastic, bottle caps and sweet wrappers.

At Katwijk, the committee, along with over 80 volunteers, removed 100kg of trash and collected 3,670 cigarette butts.

Organised by Boskalis and Stichting Noordzee, the Beach Cleanup Tour aims to tackle coastal pollution, raise awareness, and support the ongoing efforts of Stichting Noordzee, a leader in beach waste research for over 20 years.



Every year, thousands of cigarette butts are discarded on North Sea beaches. They are bad for our health; threaten the lives of fish and birds and pollute the sea. A single cigarette butt can dirty up to 1,000 litres of seawater.



Social

Gender representation at MOBILITAS

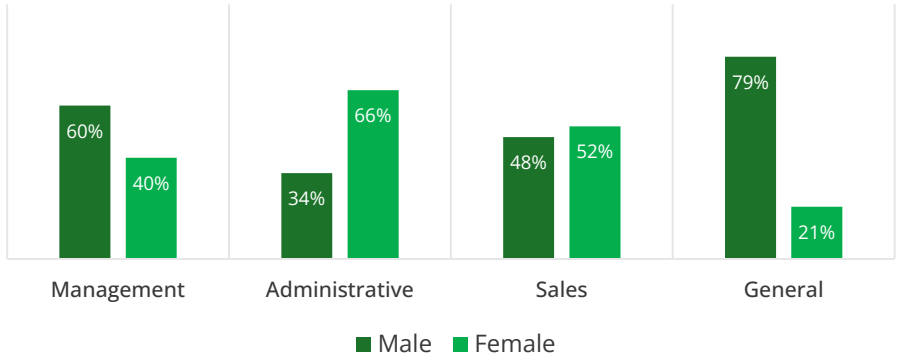
In 2024, approximately 43.8% of staff permanently employed at MOBILITAS subsidiaries were female, a decline of 0.5% compared with 2023.

There were 11% fewer female employees in general roles, but 5.5% more females in management roles – the largest increase in any employee category.

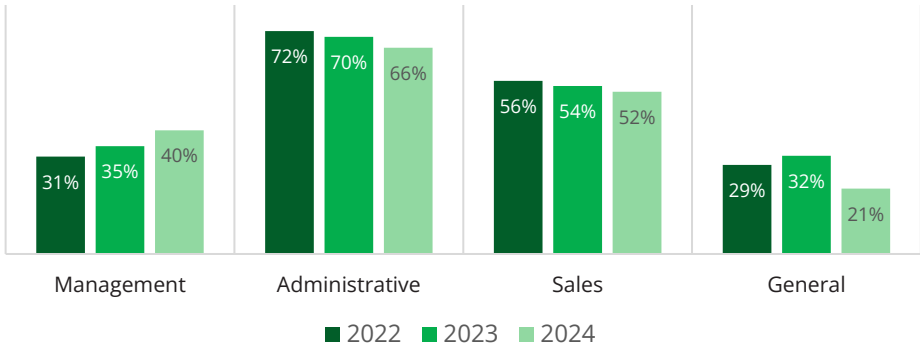
Important to note is that, for the first time, this analysis includes data from Santa Fe Relocation, which became a MOBILITAS subsidiary in 2024.

Santa Fe has relatively high female representation in the management category and high male representation in the general category. Since Santa Fe staff represent around 21% of MOBILITAS employees, these ratios shape gender representation trends across the Group.

GENDER REPRESENTATION 2024



FEMALE REPRESENTATION BY CATEGORY



Training update

Training our staff is an integral part of MOBILITAS's sustainability mission. We believe that by empowering employees with skills and knowledge, we create a more inclusive work environment and improve our clients' experiences.

Our in-house training department and online training platform equip our employees with industry-best practices and role-specific development programmes.

Covering technical, administrative, legal, commercial, and managerial subjects, they cover all career paths and are applicable wherever MOBILITAS operates in the world.

ALETIA, the corporate university of which MOBILITAS is a co-founder, additionally offers training courses specifically designed to address the on-the-ground realities of doing business.

Each course gives trainees the tools they need to face the challenges and concerns of today and tomorrow. In 2024, 133 employees completed an ALETIA programme.

We also belong to various industry bodies, such as FIDI and IAM, to keep our workforce informed of the latest market requirements, trends, and new technologies. We encourage all our staff to take full advantage of the training courses available to them as part of our memberships.

Empowering our people in 2024



18,500

*on-demand training
sessions*



22,234

*hours of training
given*



221

*locations on 4
continents*



€600,000

training investment

Supporting young people at work

With their fresh ideas and new perspectives, the next generation is the future. Young people are key in allowing companies to modernise, putting them at the forefront of innovation.

As an established French company, MOBILITAS has long partnered with Business France to recruit young graduates through the Volunteer for International Experience (VIE) programme, deploying them to our subsidiaries in Africa, Asia, Europe, and the Middle East.

Through the scheme, young people between the ages of 18-28 can work abroad in a French company for 18-24 months. During their internship they receive financial support while having a level of responsibility that has no equivalent in France at their level of experience.

MOBILITAS has hosted more than 300 VIEs since joining the programme. Of those, 42 now hold management positions within the Group.



In the spotlight: La Reliure du Limousin

The MOBILITAS subsidiary La Reliure du Limousin welcomed a fourth cohort of students to its training centre in 2024.

Part of a long-term recruitment strategy, the centre ensures a talent pool of young artisans skilled in the techniques used by the company to restore ancient books and documents.

The 12-month apprenticeship, open to individuals aged 16-29, offers a national diploma certified by the French Ministry of National Education.

Trainees learn skills such as binding, shaping, preparing book covers, leatherwork, and gilding.

About 75% of the programme is spent in La Reliure du Limousin's workshops, where apprentices work alongside professional artisans on modern and ancient books. A module on English prepares them for international opportunities.

Upon graduation, the class of 10 will have several career options. These include working at La Reliure du Limousin, opening their own workshop, or working in the French government archives.



Subsidiary initiatives

Africa

1

AGS Liberia Youth development

AGS Liberia, in partnership with the European Chamber of Commerce, contributed towards the education of the children in a local care home.

2

AGS Kenya Community support

AGS Kenya stored and delivered donated furniture to the Roots Institute Centre, a community school in Nairobi's Mathare slum. The school provides free meals and education to children from vulnerable backgrounds, working to create long-term social change in one of the city's most under-resourced neighbourhoods.

3

AGS Cape Town, South Africa Youth development

To promote youth literacy, AGS Cape Town constructed and donated a "book house" to West End Primary School in Mitchells Plain. The sturdy wooden structure was stocked with books for children aged 7 to 11. Crafted entirely from off-cuts from the AGS warehouse, it's also an eco-friendly initiative. The project was supported by *Read to Rise*, a local non-profit dedicated to instilling a love of books in children from under-resourced communities.



By temporarily storing furniture for the Roots Institute Centre, AGS Kenya gave the school time to rearrange their facilities to accommodate this much needed donation.

4

Pickfords, South Africa – Food relief

Pickfords delivered 100,000 litres of donated milk to community kitchens and early learning centres across Gqeberha on behalf of the non-profit Love Story. In Durban, the team delivered soup on behalf of Meals on Wheels – an NPO committed to feeding the hungry.

5

Stuttaford Van Lines, South Africa – Material aid

In support of the 67 Blankets for Nelson Mandela Day initiative, Stuttaford Van Lines transported handmade blankets to impoverished communities across South Africa. They also provided countrywide logistics services for Muddy Princess, a women's obstacle race that raises funds for breast cancer screenings.

The Durban team participated in a blood drive with the South African National Blood Service (SANBS) to help replenish the national blood supply.

6

AGS Johannesburg, South Africa – Disability support

AGS Johannesburg donated essential supplies to Casa Caritas, a care home for the mentally and physically impaired.



Caribbean & French Overseas Territories

7

AGS Haiti

Youth development

AGS Haiti once again subsidised the vocational training of select motivated students.

For additional support, each student is paired with a local AGS employee, who acts as their sponsor. Upon graduation, those unable to find a job are offered a position at the branch as a seasonal worker.

8

MOBILITAS Group

Disaster aid

After Cyclone Chido struck Mayotte in December 2024, MOBILITAS shipped a 20-foot container of essential supplies to the island to support those who had been displaced.

In addition to tarpaulins, ropes, batteries, and water purification tablets, the shipment contained personal hygiene products, eight pallets of food and much needed-drinking water.



The emergency aid donated and shipped to the islanders of Mayotte was a collaboration between MOBILITAS, Lavazza, the French Navy, and the charity, Objectif Ciel.

Europe

9

The Noble Group, the Netherlands Social engagement

The Noble Group CSR Committee continued their support of the De Herbergier Nieuw Vennep, a home for elderly sufferers of Alzheimer's and dementia, involving residents in an enjoyable games afternoon.



9

10

AGS Romania Youth development

AGS Bucharest, in collaboration with the Association for Value in Education (AVE Romania), contributed to the Romanian School Transformation Programme, which supports educational transformation in over 40 schools.

11

AGS Spain Disaster aid

AGS Madrid supported victims of the Dana floods by donating essential supplies, including hygiene and household products, to the La Petxina Sports and Cultural Complex in Valencia, a collection centre coordinating relief for the victims of this natural disaster.



11



11

Governance



Standardising sustainability

In 2024, we focused on improving the standardised sustainability framework for the MOBILITAS Group by clarifying and standardising policies and procedures to improve governance practices.

This framework forms the foundation of our Environmental and Social Management System (ESMS).

The purpose of the framework is to provide structure and guidance while remaining flexible enough to adapt to each subsidiary's local context, factoring in the varying viability of investments, environmental risks, and labour standards.

Understanding the role of Governance within ESG

Governance refers to the rules, policies, and decision-making structures put in place to ensure we conduct business ethically, transparently, and responsibly while achieving our environmental and social objectives.

Reshaping Group-wide policies

Building on our 2023 agenda – which focused on understanding our impact and determining our approach to sustainability as a Group – we began 2024 by revising four of our key ESG-related policies:

- ✅ **MOBILITAS Code of Conduct** – Establishes the fundamental professional norms that representatives of MOBILITAS and its subsidiaries uphold in all business interactions.
- ✅ **MOBILITAS Code of Ethics** – Defines our core values and commitments, ensuring integrity and transparency in business operations.
- ✅ **MOBILITAS Environmental Sustainability Procedure** – Outlines how we minimise our environmental impact and guides subsidiaries on the implementation of sustainable initiatives.
- ✅ **MOBILITAS Anti-discrimination Procedure** – Establishes our commitment to cultivating a supportive and welcoming work environment and provides recommendations for subsidiary-level implementation.

By aligning these policies to UN SDGs 8, 10, 12, and 13, we reflect our stakeholders' priorities and manage risk effectively. This ensures a sustainability agenda that is well supported as well as impactful.

Establishing local context

By incorporating local context into ESG decision-making, we help our subsidiaries meet stakeholder and regulatory expectations while prioritising impactful sustainability actions.

To facilitate this, we introduced the ESG Risk Analysis & Action Plan Template – a new survey that subsidiaries must complete annually.

By analysing critical risks using data from internationally recognised sources, such as the WRI, the World Bank, and ILO, the template helps subsidiaries:

- ✔ Identify key sustainability risks based on their location.
- ✔ Develop mitigation strategies tailored to local needs.
- ✔ Align these actions with the Group-wide ESG agenda.

In 2025, we will refine the template by simplifying its structure and adding tools to support mitigation strategies. We will also standardise risk categories for universal risks, such as high fuel consumption.

Subsidiaries will be tasked with creating emergency preparedness and response plans for immediate risks like floods, droughts, and wildfires.

For example, subsidiaries near Key Biodiversity Areas or high-traffic cities must make targeted mitigation plans. Those in countries with always-on work cultures are guided to create safeguards against excessive hours.

Risk analysis results

Analysis of the completed templates showed certain risks universal across all MOBILITAS subsidiaries, while others are region specific.

Universal risks	Region-specific risks
<div>✔ Fuel consumption Reduced by checking tyre pressure regularly, shipment consolidation, and improving vehicle maintenance</div> <div>✔ Cardboard/paper waste Reduced by reusing cardboard boxes, staff training, and promoting recto-verso printing.</div> <div>✔ Employee health & safety Improved by ensuring adequate first aid kits and improving emergency exit signage.</div>	<div>✔ Africa Employee health & safety, waste management, and heatwave preparedness.</div> <div>✔ Europe Waste management, fleet management and compliance with sustainability legislation.</div> <div>✔ Remaining regions Insufficient data available to draw meaningful conclusions.</div>

Engineering long-term change

Policies alone do not drive progress – implementation is key. To ensure widespread adoption of our revised Group-wide policies, we therefore introduced two mandatory training courses and strengthened ESG compliance monitoring.

ESG training courses

Employees with access to the internal MOBILITAS training platform are now required to complete two ESG courses every 2 years. Course completion is monitored via our ESMS. Course content is continuously updated in line with best practices as they evolve.

	ESG Awareness Training	Green IT: 10 Best Practices
Purpose	Provide a foundational understanding of sustainability and detail the practical ways employees can support the Group's ESG Goals	Help employees adopt energy-efficient IT habits.
Results	Completed by 1,100 employees – one third of target group Rating: 4.83/5	Completed by 800 employees Rating: 4.86/5

The prescribed ESG courses – ESG Awareness Training and Green IT: 10 Best Practices – have a high satisfaction rating, indicating the employees are eager to engage on ESG.

Compliance monitoring

Along with mandatory training, MOBILITAS subsidiaries must now report their progress on implementing the Group-wide sustainability policies by completing an annual ESG compliance questionnaire.

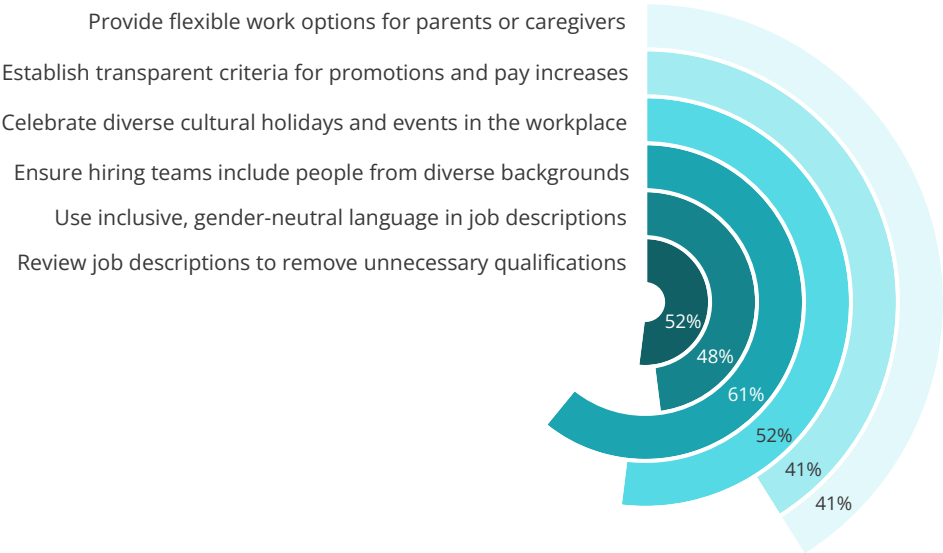
The questionnaire provides deeper insights into ESG adoption across our operations and enhances reporting on the Group’s overall ESG performance.

Tracking policy implementation

More than half of our subsidiaries responded to the first questionnaire. Of these, 30% are based in Africa, 14% in Europe, 13% in Asia, and 3% in the Caribbean and French Overseas Territories.

Their responses have identified areas where operational practices must be improved and / or additional training provided.

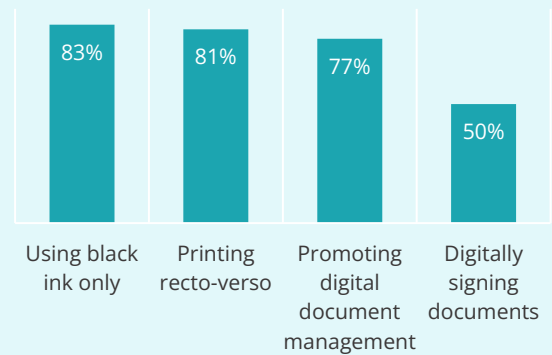
Adoption of anti-discrimination practices (by percentage of respondents)



Analysing the implementation rates of a subset of inclusive policies shows how widely anti-discrimination is practiced across the Group. In 2024, the most common inclusive policies were non-discriminatory hiring and multicultural holiday celebrations at the office.

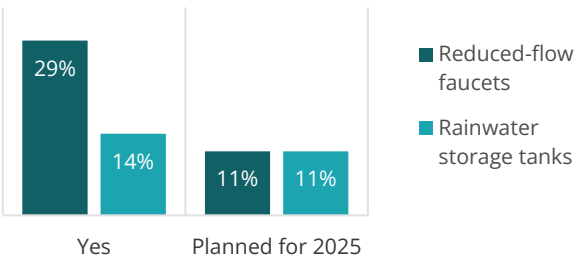
Consumption reduction (by percentage of respondents)

REDUCING PAPER USE
AND PRINTING



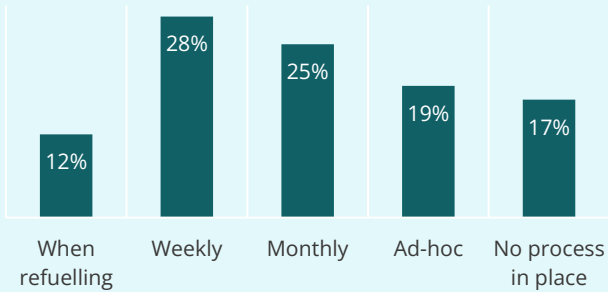
Currently, 9% of respondents are fully paperless, with 22% targeting paperless operations by 2025 through digital workflows and document management. However, industry demands and embassy requirements for physical documents will necessitate exceptions.

REDUCING WATER
CONSUMPTION



In addition to reduced-flow faucets and rainwater storage tanks, 45% of subsidiaries are promoting the responsible use of water educating employees through ESG Awareness Training and displaying informative signage in offices. Certain subsidiaries have also organised CSR initiatives aimed at raising awareness on this topic.

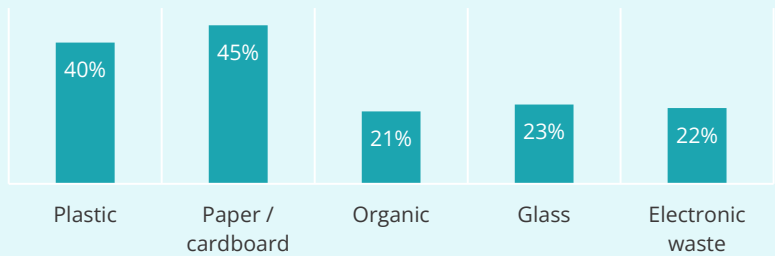
REDUCING FUEL CONSUMPTION
VIA TYRE PRESSURE CHECKS



By doing regular assessments on tyre pressure across the MOBILITAS fleet, we lower fuel consumption and emissions. The low adoption of regular tyre assessments as a fuel-saving technique underscores the need for an eco-driving training course to increase awareness of fuel-saving methods.

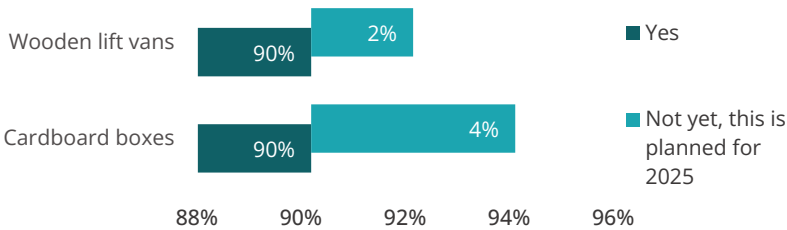
Adoption of waste and circular practices (by percentage of respondents)

WASTE SEPARATION BY STREAM



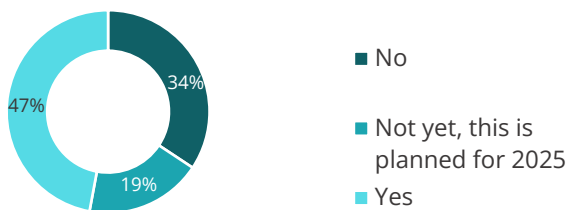
More than 46% of respondents already separate waste. Additionally, 24% plan to start separating waste in 2025. Currently there are 5 waste separation streams; paper and cardboard are separated most frequently.

REUSED PACKING MATERIALS



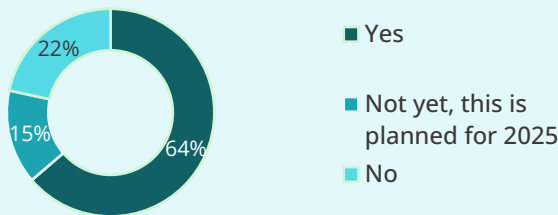
Most subsidiaries reuse packing materials, including cardboard boxes, wooden lift vans, and moving blankets. Some are also looking for more eco-friendly alternatives, slowly eliminating plastic across our operations.

BAN OF SINGLE-USE PLASTIC



Just under half of the respondents have banned single-use plastics. Additionally, 65% purchase environmentally friendly supplies, like biodegradable cleaning materials and eco-friendly printer cartridges.

ELECTRONIC WASTE REDUCTION



Reselling or donating end-of-use office electronics is popular across the Group.

Certifications

The following external bodies hold the MOBILITAS Group and its subsidiaries accountable.

☑ ISO 14001 – Environmental management

Renewed in 2024 by AGS Removals in Paris and, for the first time obtained by AGS Removals in Germany; AGS Records Management in Germany; Distristoc in Romania; the Santa Fe Group; and the Noble Group in the Netherlands – parent company of Royal De Gruijter, AGS Netherlands, Passies and XL Pack.

☑ ISO 27001 – Information security management

Renewed by AGS Paris, Executive Relocations France, AGS Records Management Germany, Distristoc in Romania, and Cygest, the Group's software development company.

☑ ISO 9001 – Quality management

Renewed by the MOBILITAS Group head office, covers 121 subsidiaries.

☑ CDP (formerly known as the Carbon Disclosure Project)

Renewed by the MOBILITAS subsidiary Sante Fe in 2024 with a final rating of C.

☑ EcoVadis – Internationally recognised corporate sustainability rating provider

Renewed (or achieved for the first time) in 2024 by the following MOBILITAS subsidiaries: AGS Removals (Paris, Germany, China), Executive Relocations Africa, Executive Relocations France, Santa Fe Paris, the Santa Fe Group. Special congratulations to Sante Fe Paris for their platinum rating, distinguishing them as falling into the top 1% of companies in their category.

☑ UN Global Compact

The UN Global Compact requires its members to annually report on their progress in aligning their strategies and operations with the universal principles governing human rights, labour, the environment, and anti-corruption, and to take actions that advance societal goals. As part of our membership, MOBILITAS has been compliant with the guidelines of the UN Global Compact since 2009.



Awards & recognition

✓ FEM Best Global Mobility Sustainability Initiative

The Santa Fe Group received the Best Global Mobility Sustainability Initiative of the year award during the 2024 Forum for Expatriate Management (FEM) APAC EMMAs in recognition of their commitment to leading sustainable practices within the Global Mobility sector.

✓ AMCHAM Impact Award

The AGS Thailand team was recognised at the 2024 AMCHAM Impact Awards for their commitment to sustainable business practices and corporate social impact. The award, given by the American Chamber of Commerce in Thailand, honours AGS Thailand's impactful contributions to the One Million Trees programme, a key initiative for a greener, more resilient future.

✓ SIRVA Supplier Sustainability Excellence Award

Executive Relocations France received the Supplier Sustainability Excellence award at the SIRVA Supplier Partner Awards. This award recognises suppliers who have implemented or maintained an environmental programme displaying significant results and environmental sustainability.



2025 agenda

The MOBILITAS Group commits to advancing our ESG agenda on every front in the coming year.

- ✓ Improve our carbon footprint assessment to set a formal baseline.
- ✓ Develop and implement carbon reduction targets.
- ✓ Further improve reporting mechanisms for branches to report their sustainability performance to the Group's ESG department, to improve MOBILITAS's understanding and support of local sustainability actions.
- ✓ Improve supply chain management practises by introducing a new supplier Code of Conduct, improving the supplier evaluation form, and introducing a sustainability questionnaire for suppliers.
- ✓ Improve organisational understanding of ESG by introducing additional sustainability training modules, communication materials and educational webinars.
- ✓ Assist branches to achieve more CSR initiatives.
- ✓ Develop sustainable-living guides to help assignees live sustainably in their new countries of residence.
- ✓ Partner with a foodbank network to standardise donation of HHG across the Group.
- ✓ Conduct a feasibility study on the use of more eco-friendly shipping options, such as using biofuel in shipments (sea freight).
- ✓ Finalise the MOBILITAS Carbon Tracker, to support branches with managing their branch-specific emissions.
- ✓ Update our ABC-ATC (Anti-Bribery and Corruption and Anti-Trust Charter).

Indexation – contributions to the UN SDGs

As outlined in *The Foundation of Our ESG Agenda* (p6), the MOBILITAS Group has prioritised actions that support four specific United Nations Sustainable Development Goals (SDGs): The indexation below outlines how our 2024 initiatives contribute support these goals directly.



SDG 8: Decent Work and Economic Growth

- ✓ In the Spotlight: AGS Zambia – p15
- ✓ Subsidiary Initiatives Environmental – pp16–19 (All projects)
- ✓ Gender Representation at MOBILITAS – p21
- ✓ Training Update – p22
- ✓ Supporting Young People at Work – p23
- ✓ In the Spotlight: La Reliure du Limousin – p24
- ✓ Subsidiary Initiatives Social – pp25–28 (All projects)
- ✓ Standardising Sustainability – pp28–29
- ✓ Engineering Long-Term Change – pp30–33



SDG 10: Reduced Inequalities

- ✓ Reforestation with Planète Urgence – pp12–14
- ✓ In the Spotlight: AGS Zambia – p15
- ✓ Subsidiary Initiatives Environmental – pp16–19 (Project 6)
- ✓ Gender Representation at MOBILITAS – p21
- ✓ Training Update – p22
- ✓ Supporting Young People at Work – p23
- ✓ In the Spotlight: La Reliure du Limousin – p24
- ✓ Subsidiary Initiatives Social – pp25–28 (Projects 1-7, 10, and 11)
- ✓ Standardising Sustainability – pp28–29
- ✓ Engineering Long-Term Change – pp30–33



SDG 12: Responsible Consumption and Production

- ✓ MOBILITAS Carbon Footprint – pp8–10
- ✓ Solar Project Update – p11
- ✓ In the Spotlight: AGS Zambia – p15
- ✓ Subsidiary Initiatives Environmental – pp16–19 (Projects 1, 6, 7, and 8)
- ✓ Subsidiary Initiatives Social – pp25–28 (Project 3)
- ✓ Standardising Sustainability – pp28–29
- ✓ Engineering Long-Term Change – pp30–33



SDG 13: Climate Action

- ✓ MOBILITAS Carbon Footprint – pp8–10
- ✓ Solar Project Update – p11
- ✓ Reforestation with Planète Urgence – pp12–14
- ✓ Subsidiary Initiatives Environmental – pp16–19 (Projects 1, 2, and 5)
- ✓ Subsidiary Initiatives Social – pp25–28 (Projects 3, 8, and 11)
- ✓ Standardising Sustainability – pp28–29
- ✓ Engineering Long-Term Change – pp30–33



If you have any questions about this document, please email us at esg@mobilitas.org.