



CODE OF CONDUCT & BUSINESS ETHICS + CORPORATE SUSTAINABILITY 2023

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Corporate Social Responsible

April 2023- Valid until January 2024

Business Ethics- Declaration

Dear customer, partner, colleague or relative,

It is important to know how we keep out illegal activities from our business.

MW Relo is not tolerating any form of illegal- or immoral activity, corruption, bribery or attempted bribery. It is against our core values of conducting business. **MW Relo** has pro-active measures in place to detect and prevent not-ethical practices/ conduct.

For our customers, we offer full compliance to laws and legislations, set by Government agencies as well as FIDI, the major branch organization for the international moving industry.

With the respective Charters we support a healthy business.

- We never engage in any form of bribery, either directly or indirect (like our partners).
- We never offer or make and improper payment, or authorize an improper payment to any individual, including any local or foreign official anywhere in the world.
- We never attempt to induce an individual, or a local or foreign official to behave illegally or improperly.
- We never offer, or accept, money or anything of value, such as gifts, kickbacks or commissions, in connection with the procurement of business or the award of a contract.
- We never offer or give any gift or token of hospitality to any public employee or government official or representative if there is any expectation or implication for a return favour.
- We never accept any gift from any business partner if there is any suggestion that a return favour will be expected or implied.
- We never facilitate payments to obtain a level of service which one would normally be entitled to.
- We never disregard or fail to report any indication of improper payments to the appropriate authorities.
- We never induce or assist another individual to break any applicable law or legislation.

Enclosed you will find links to two chapters that we have signed to support Anti-Trust (ATC) as well as Anti- Bribery and corruption (ABC). The signed versions are also accessible at the bottom of our homepage.

Click here for information on our:

[FIDI Ant-Trust Charter and General Compliance Requirements](#)

[FIDI Anti Bribery & Corruption Charter](#)

Our signed certificates are available on demand.

Mark Muss

Sincerely,

Mark Muss/ CEO

MW RELO CARES

WHO WE ARE

MW RELO

MW RELO was created by our founder and CEO, Mr. Mark Muss. Mark has more than 25 years of experience in the international moving, relocation and global mobility industry.

MW RELO is proud to be a Switzerland based provider, with a global professional partner network to ensure we can provide all services to clients, wherever they need.

OUR VISION ON DOING BUSINESS THE RIGHT WAY

Corporate Social Responsibility is as a key element in ensuring long term employee and consumer trust. MW RELO embraces long term relationships with our employees, our customers and our partnerships around the world.

MW RELO is an open and transparent provider and employer. We believe in equality in all its forms, whether gender, race or religion.

Wherever possible, we do all we can to take care of the environment during our work.

“Take care of your employees and they will take care of your customers” (Richard Branson)

We believe in people. We are in a truly people business. So it's important that we hire the best team to look after our customers.

OUR MISSION – MW RELO

Our philosophy is simple: “Be brilliant at the basics”. We live by this philosophy because we know it is the foundation of success for our clients and our business.

Understanding and delivering on the basics, means that we try harder, work faster, work smarter, be kinder, more understanding, better listeners, be more effective, more pride in our work and exceed your expectations.

Combined together, it's our recipe for success

While living it's vision, MW RELO takes responsibility for the impact on their activities on customers, suppliers, employees, communities and others, as well as the environment. This commitment extends beyond the statutory obligation to comply with laws and legislation. It means that MW RELO provide a broad commitment to support a better society. Arising from this the focus areas of the **MW RELO People Planet Profit** program are:

- Include social responsibility in our business and all we do or don't do;
- Documented policies on health, security and safety, communicated and understood within the organization and supply chain;
- Compliance with laws and legislation regarding rules and regulations applicable to our business;
- Making the entire organization conscious of being alerted on prevention
- Minimizing the risk of accidents, personal injuries, materialistic, environmental and/or reputational damage;
- Ensuring business ethics as per our statement;
- Actively avoidance of any conflicts of interest;
- A corporate duty to respect human rights;
- Promote diversity and inclusiveness in our workforce.

OUR STAFF

As we love what we do, we also love an inclusive and diversified workforce and this is always top of kind when recruiting and developing our staff.

We will never tolerate discrimination against any employee or job applicant because of race, color, religion, sexual preferences, national origin, gender, physical or mental disability, or age.

Our staff is fully involved in the development of our corporate social initiatives. We care for our staff first, as we believe they are making the very difference while delivering our services to our customers.

OUR CUSTOMERS

By ensuring to receive continuous feedback, and to pro-actively taking opportunities out of our professional networks, we continue to learn how to best interact with our customers.

Rules, regulations (like also FIDI FAIM requirements, Professional Cooperation Guidelines etc. are only a starting point). We ensure we adapt what we learn by our 'soft skill' training sessions, held at least twice a year.

OUR PARTNER NETWORK

Our vision and corporate values are always leading, also in our interactions with the supply chain.

Our supply chain partners are required to fully comply with our business ethics, to include FIDI FAIM's ATC and ABC Charters.

Our supplier chain/ partner selection criteria are compliance to our requirements, price, delivery reliability and historic performance data. Areas of potential conflict with regard to our policies are being addressed and discussed. We have a procedure on how we select our partners which is reviewed and updated at least once a year.

Our business partners should for all their work comply to the PCG- Professional Cooperation Guidelines, which are created by FIDI and accepted throughout our Industry (also recognized by IAM, LACMA and PAIMA branche-organizations).

OUR COMMUNITY

We lead by example. We are actively participating in our professional communities and encourage to 'give and give back'.

The Impact of doing our business is being calculated where possible. Being a major employer in our area we have an open eye for any particular environmental or social issues, such as waste disposal and traffic conduct etc. Moreover we endeavor to support the local market where we can and are interested in supporting local social activities and charitable efforts.

WORKING CONDITIONS

MW RELO working conditions do cover, as a minimum:

Health and Safety

- Workplace safety and health; we provide a safe and healthy work environment, take steps to prevent injuries, provide regular health and safety worker training, deploy systems to detect threats to health and safety;
- We require from our operational partners adequate provision and maintenance of warehousing, equipment, systems of work.

- Consistent training and providing of information in order to stimulate an increased consciousness of staff with respect to safety and environmental circumstances; For our operational partners this is part of our Service Level Agreements.
- Investments and maintenance: there is an increased attention for environmental and safety criteria in the event of product selection. Social accountability
- Discrimination; we allow no discrimination or harassment based on race, caste, origin, religion, disability, age, gender, sexual orientation, union or political affiliation.
- Discipline; no corporal punishment, mental or physical coercion or verbal abuse;
- Working hours; we comply with the applicable laws;
- Aim for reduced absenteeism and staff turnover;
- Remuneration; wages paid for a standard working week are meeting legal and industry standards; disciplinary deductions are excluded;
- A clear communicated business ethics, to include the major FIDI Charters on Bribery/ Corruption and Anti-Trust.

BUSINESS ETHICS

MW RELO's business ethics policy is based on adequate structures and systems that provide for authority, responsibility, accountability and sustainability and is driven by four major motives:

1. Compliance with the law;
2. Risk management;
3. Reputation enhancement;
4. Value added to the community.

Our policy is developed and implemented appropriate to the purpose of the organization and is documented, communicated and understood within the organization. The policy outlines our approach for dealing with the threat of fraud and corruption, internally as well as externally. The key objectives are prevention, detection and investigation. We respect our customers and develop a reputation for meeting their reasonable expectations. We respect our competitors in the market place and are competing intensely, but fairly, without any use of anti-trust or anti-competitive activities.

IN GENERAL

We refer to our special introduction publication which covers the main business ethics also shared with our customers and published on our website, signed by our Board of Directors.,

COMPLIANCE WITH LEGISLATION

MW RELO is committed to conducting its business responsibly in accordance with all relevant legislation. Our policy is to ensure that our employees are aware of and take steps to comply with relevant laws and regulations. We conduct our business without the payment or receipt of unlawful incentives.

ENVIRONMENTAL MANAGEMENT

Our **health & safety policy** focuses on prevention of personal as well as materialistic accidents and injuries, either or not with environmental impact.

Carrier selection for intra-European, overseas or air transportation of our cargo is also being based on similarity of vision with respect to CSR policy.

Our **packing materials** are based on ecologically sound materials. We set environmental aims with respect to reducing waste and use of materials, energy and water.

Materials to be recycled are brought to a collection center to be sorted with the intention to be reprocessed into new materials bound for manufacturing.

CHARITABLE EFFORTS

MW RELO is striving to fulfill its responsibility as a corporate citizen by engaging in a variety of activities that contribute to the creation of a better society. In addition to taking a Group-wide approach to global issues through our day-to-day business activities, MW RELO is actively developing ways to meet various challenges in the field of supporting specific good causes, charitable donations and sponsorship. We encourage and support our employees to be involved in volunteering work or other social contribution activities that are of value to society at large. A specific budget is allocated for CSR activities. This budget is project driven.

RISK MANAGEMENT

In order to arrange for effective and constructive realization of our policies we apply a system of continuous critical evaluation. A proactive approach with an open eye for preventive measures are being considered as critical conditions. The Management of MW RELO has final responsibility for our policies with respect to the company's social, environmental and economic activities. The feasibility of achieving targets is subject to the efforts in this field of each individual in the organization, whereas business continuity results are being tested regularly.

For our workforce, a specific safety instruction is being made, trained and enforced to ensure maximum safety

ANTI CORRUPTION POLICY

No MW RELO employee, manager, director or independent third party acting on behalf of the company may pay, offer or promise to pay, or authorize payment to any party, public or private, in any country, in order to secure an improper benefit for the company and/or for him- or herself. Nor may they accept or solicit such payment. "Payment" includes making or receiving bribes or kickbacks, as well as conferring or receiving anything of value, whether tangible or intangible (e.g., gifts, entertainment, travel expenses, charitable donations, political contributions, hiring an individual or relative).

ANTI BRIBARY & CORRUPTION (ABC CHARTER

MW RELOs Commitment:

We have read and understood the FIDI rules and conditions specified in the FIDI Anti-Bribery and Anti- Corruption Charter (FIDI-ABC Charter).

We demonstrate this commitment by pledging to take a zero-tolerance approach to bribery and corruption. At all times, MW RELO staff will act professionally, fairly and with the utmost integrity in all business dealings and relationships.

MW RELO formally accepts and agrees to abide by the rules and conditions outlined in the FIDI Anti-Bribery and Anti-Corruption Charter (FIDI ABC Charter) as these appear in the latest edition of the FAIM Implementation Manual and is also available on the FIDI website:

<https://www.fidi.org/services/faim/fcc-compliance-anti-bribery-anti-corruption-procedure>

The FIDI requirements regarding anti-bribery and corruption have been fully implemented in the MW RELO organization and through their supply chain/ business partners.

ANTI-TRUST AND COMPETITION LAW POLICY

MW RELO competes vigorously, fairly and independently for business in every ethical way in every area of every market for MW RELO products and services. The antitrust and competition laws of the countries in which MW RELO does business are the foundation of competitive free enterprise.

MW RELO requires that all employees fully comply with the antitrust and competition laws of the countries in which MW RELO does business. It is illegal in the U.S. and many other countries in which MW RELO does business to enter into agreements, understandings or discussions with any of our competitors concerning: prices or discounts; terms of conditions of sale, including credit terms; profits, profit margins or costs; shares of the market; distribution practices or channels; bids or the intent to bid; capacity expansion or entering new markets; selection, classification, rejection or termination of customers or classes of customers; sales territories or markets; exchange of competitive information; or any other matter inconsistent with complete freedom of action and independence of the company in the conduct of its business. In addition, no officer or employee of MW RELO may enter into any exclusive dealing arrangement in which the sale or lease of goods or services is conditioned on the customer's refusal to deal in the goods or services of a competing seller. Also, no officer or employee of MW RELO may enter into a tying arrangement in which the sale or lease of the goods or services is conditioned on the sale or lease to the sale or lease of a separate product or service. In addition, no officer or employee of MW RELO may enter into any

illegal price discrimination between competing customers, nor engage in deceptive trade practices proscribed by US or other law.

MW RELO's Executive Management and managers share MW RELO's commitment to compliance with the antitrust and competition laws. Please consult them before extending different discounts, rebates, allowances or other price adjustments or different terms or conditions of sale to different customers for the same product or if you have any questions or concerns and any time you need assistance in understanding or complying with this policy.

ANTI TRUST (FIDI ATC CHARTER)

MW RELO's Commitment:

We have read and understood the FIDI rules and conditions specified in the FIDI Anti-Trust Charter (FIDI-ATC Charter).

As we have elaborated above, MW RELO requires all employees to fully comply with the antitrust and competition laws of all countries in which MW RELO Global Relocations does business.

MW RELO formally accepts and agrees to abide by the rules and conditions outlined in the FIDI Anti-Trust Charter (FIDI ATC Charter) as these appear in the latest edition of the FAIM Implementation Manual and is also available on the FIDI website:

<https://www.fidi.org/quality/fidi-faim-certification>

DATA PROTECTION AND PRIVACY STANDARD

MW RELO's Commitment:

MW RELO is committed to respect its customers by handling all the personal information collected in connection with their operational assignment in accordance with applicable local law as well as our own Data Protection & Privacy Standard.

All MW RELO employees must abide to this Data Protection & Privacy Standard.

MW RELO adopts a comprehensive risk management process taking into account risks, threats, vulnerabilities and impacts, designed to meet international standards for Information Security throughout its business on an ongoing basis.

The MW RELO requirements regarding data integrity have been implemented in the MW RELO organization through our data protection policy, which is available on the MW RELO website, click [here](#)

MW RELO Corporate Sustainability Policy- GENERAL STATEMENT

At MW RELO, we are committed to operating in a socially, environmentally, and economically responsible manner. We recognize the importance of sustainable practices in building a better future for our employees, clients, stakeholders, and the communities we serve.

In general, we are committed towards growing our impact in the best possible way. Open and transparent, with focus on continued improvements to be made. We realize we will not be perfect, yet we expect all stakeholders of the companies to have the right mindset to move forward.

Our corporate sustainability policy outlines our commitment to the following principles:

1. **Environmental Stewardship:** We work from a highly eco-friendly shared office building located in close proximity to a major airport and train station. We actively encourage and incentivize our employees to commute by train, reducing our carbon footprint and supporting sustainable transportation alternatives.
2. **Remote Work and Carbon Footprint Reduction:** We embrace a hybrid work model where the majority of our employees work from home, coming to the office on select days. This approach not only fosters work-life balance and flexibility but also reduces commuting-related carbon emissions, contributing to a lower overall environmental impact. Eventually, we will target on a zero emission carbon footprint
3. **Diversity and Inclusion:** We take pride in our international team and recognize the value of diversity. We are committed to fostering an inclusive work environment that respects and celebrates the unique backgrounds, perspectives, and experiences of our employees. We promote equal opportunities and strive for a diverse workforce that enriches our organizational culture.
4. **Resource Efficiency:** While our operations rely on the shared building's resources, we are committed to promoting resource efficiency within our workplace. We encourage employees to minimize waste, practice responsible consumption, and support recycling initiatives. Additionally, we actively engage with the shared building management to ensure sustainable practices and efficient use of resources in the building's operations.
5. **Collaboration and Partnerships:** We actively seek partnerships and collaborations with like-minded organizations, sustainability-focused initiatives, and community organizations to drive positive change. Through these alliances, we aim to share best practices, support local initiatives, and contribute to collective efforts for a more sustainable future.
6. **Stakeholder Engagement:** We believe in open and transparent communication with our stakeholders, including clients, employees, suppliers, and the local communities where we operate. We actively engage with them to understand their sustainability

concerns and aspirations, and we strive to incorporate their feedback and perspectives into our sustainability strategies.

7. **Continuous Learning and Improvement:** We are committed to continuous learning and improvement in our sustainability efforts. We invest in employee training and education to raise awareness of sustainable practices and provide opportunities for skill development in sustainability-related areas. We regularly evaluate our performance, set ambitious targets, and adapt our strategies to meet emerging challenges and opportunities.

By adopting this corporate sustainability policy, MW RELO INTERNATIONAL VAN LINES reaffirms its commitment to a sustainable future and invites all employees, clients, and stakeholders to join us in this journey.

Mark Muss

Mark Muss

CEO

April 2023

Sustainability Program 2023 - GOALS

The Goals will be based upon three pillars:

- i.Environmental,**
- ii.Social**
- iii.Governance,**

We expect from our suppliers, agents and subcontractors the same approach and full respect to our role and duties in growing a sustainable business.

Staff collaboration is evident for us. Staff will fully engage in our brainstorming to make our company a better 'place to be'.

We will evaluate on a yearly base and communicate the progress towards all stakeholders through all communications going out from the organization.

Below we will describe goals set for 2023.

General

MW RELO has started the process with **Ecovadis** to further develop its sustainability program and get official certification. Certification is expected Q4-2023.

I. Environment

Our environmental Policy ensures that MW RELO International will always strive to do business in such a way as to show full respect to the environment in respect of the workforce, the clients and other stakeholders worldwide.

We are committed to providing our quality service in a manner that ensures a safe and healthy workplace for our employees and minimizes our potential impact on the environment.

We will operate in compliance with all relevant environmental legislation and we will strive to use pollution prevention and environmental best practices in all we do. Not only is this sound commercial sense for all, it is also a matter of delivering on our duty of care towards future generations.

Goals:

- Continuous: Environmental (possible) impact will be integrated in all our decision making (products, service deliveries, processes etc.)
- Promote environmental awareness among our employees and encourage them to work in an environmentally responsible manner. Working paperless is the standard in our company and with our partners we encourage the exchange of files and documents in a paperless way.
- In all our communication efforts we will seek to promote sustainability
- Reduce waste through re-use and recycling and by purchasing recycled, recyclable or refurbished products and materials where these alternatives are available, economical and suitable. Wherever possible we use our packaging materials several times in order to reduce the impact on the environment. All waste is disposed of in environmentally friendly ways whereby we diligently separate items according to their category.

- MW RELO will not use plastic anymore, with one of our customers (RMC) we are working towards sustainable alternatives, also for tape.
- Operate and maintain company vehicles with due regard to environmental issues as far as reasonably practical.
- Promote efficient use of materials and resources throughout our facility including water, electricity, raw materials and other resources.
- Avoid and possibly eliminate unnecessary use of hazardous materials and products, seek substitutions when feasible and take all reasonable steps to protect human health and the environment when such materials must be used, stored and disposed of.
- Strive to continually improve our environmental performance and minimize the social impact and damage of activities by periodically reviewing our environmental policy in light of our current and planned future activities.

We will continue to assess and manage environmental risks related to our operations, and turn possibilities into efforts and actions.

One of the key elements in an efficient and contemporary environmental policy is to strive for a reduction of use of energy and carbon emissions to what is technically and economically possible. All lights in MW RELO's offices and warehouse will become LED-lights, and MW RELO has a policy of shutting down all electric appliances at the end of a working day.

All moving vehicles of MW RELO will, at any renewal, eventually be equipped with a performance track and trace system, allowing the planning department to use all vehicles on the road in the most efficient way, and to avoid useless or empty transports, in order to limit carbon emissions to a minimum.

When receiving a demand for a removal quote, an assessment is being made before scheduling a pre-move survey, and where possible, a virtual survey is conducted to avoid car displacements to a maximum.

MW RELO's subcontractors/ partners will be required to aim to replace all its vehicles with zero emissions vehicles where technically and economically possible.

II. Social

Our commitments and policies deal with:

- Health, Safety and Wellbeing
- Diversity, Equity and Inclusion
- Employee engagement, Fair & Respectful treatment
- Learning & Development opportunities
- Community engagement

Health, safety and mental well-being

Health, safety and mental well-being of our employees are a top priority for MW RELO. Employees that can work in safe circumstances and who are physical and mentally healthy are a huge benefit to the company. Real, effective change and improvement require a daily commitment, and we pledge to remain focused, vigilant and humble in our work.

Our commitment to safety starts from within. We aim to eliminate all workplace injuries and ensure that everyone leaves work in the same condition as they arrived. All tools and materials will be questioned and tested in function of the health and safety of the people who will be working with it.

MW RELO and their local subcontractors have external prevention advisors who deal with health and safety issues.

The safety advisor works on a daily basis in close contact with both employees as the management to ensure safety regulations are met on each level of the company, while the external prevention advisor works on all prevention and safety issues by means of a visit to the company minimum each two years, and making an extensive report to the Management.

On a regular basis MW RELO launches campaigns toward its staff to create a better awareness of health and safety uses with its staff and its subcontractors.

Safety and prevention measures are evaluated on a continuous basis. Quarterly, the prevention advisor makes a report of all events and activities related to safety and prevention matters and presents this to the management. At the beginning of each year, a yearly action plan on safety and prevention is made, and each 5 years a global prevention plan is presented.

As for mental well-being, a risk analysis for psycho-social risks per job type has been made. A person of trust, specially trained to deal with mental health matters, is available at the external prevention advisor. The contact details are communicated to all employees, and is also available at the dispatcher and is published at the warehouse entrance.

A procedure to deal with complaints or issues related to mental well-being is also included in the MW RELO workers regulations.

MW RELO also encourages feedback from staff to innovate on how to keep staff, suppliers, assignees, and clients safe in different situations and geographies.

Our goal is zero workplace injuries for all MW RELO related work.

Each incident, injury or complaint will be investigated and reported to the management, as well as an overview of the corrective actions that have been taken.

Diversity, Equity and Inclusion Initiatives

MW RELO International fully subscribes a policy of diversity, equity and inclusion. Our differences make us better.

We commit to advancing a collaborative, inclusive and globally diverse culture that creates unique careers in the moving and relocation industry.

To advance equity and diversity and build a culture of inclusion, we have established a set of aspirations we will strive to achieve :

- Close representation gaps for historically underrepresented groups.
- Advance common understanding, shared experiences and mutual respect.
- Report diversity metrics and progress annually.

Separately, the MW RELO Diversity, Equity and Inclusion Policy will be created.

This policy contains the following element:

Job offers are open for everybody, regardless sex, age, ethnicity,... Each job offer is checked by MW RELO's HR, making sure that no exclusions are placed in the job offer which are not related to competences, needed for the job.

In our recruitment program, there is no place for discrimination whatsoever. Candidates are only judged on their competence directly related to the job.

Criteria that are explicitly excluded in judging a candidate are : race and ethnicity, gender, sexual preference, religion, age and disabilities.

The importance of equity, inclusion and diversity is also stressed to our employees during their annual training.

Employee engagement

Happy people are more productive, less likely to be absent, less likely to leave the company, and more likely to work hard as a part of a team.

Employee engagement can be described as the amount of dedication and enthusiasm an employee feels towards their job. When an employee is engaged, they are more likely to care and be enthusiastic about the work they do and the company they work for and its performance.

As such, employee engagement has an important role to play in a company's overall success. It has strong links to levels of job satisfaction and employee morale.

Companies with engaged employees are more successful, their employees are more productive, the financial health of the company is better, and these internal metrics can flow on to external factors like a strong brand identity, happy customers, repeat business and so on.

When employees are disengaged they're more likely to not be fully present, won't put in their best effort, and will probably leave the organization for somewhere more engaging.

There are several factors that drive employee engagement and can affect whether or not you will retain your most valuable employees. MW RELO improves engagement levels by implementing initiatives in the following areas:

1. Onboarding process

When the onboarding process is not smooth (or if it doesn't exist at all) the employee begins their life at the organization with confusion and disarray. They won't have clear goals or expectations set and won't know how they are expected to contribute to the company's overall success.

MW RELO has an initiation procedure in place, which involves an induction training and providing a warm welcome to each new employee.

2. Culture

The culture of a workplace will have a huge impact on employee engagement. MW RELO ensures a welcoming workplace where everyone is kind, inclusive, respectful and courteous and everyone works together well as a team.

3. Tools to improve

The technology and other systems used in the workplace can affect engagement of employees. When you use outdated systems or the tools you are using are cumbersome and require too many unnecessary steps to accomplish a task, this can lead to frustration and then disengagement. Tools that help employees work better and collaborate with their peers will help improve morale.

For this reason MW RELO foreseen the best tools fitting for each job.

4. Internal communication

When internal communication is poor or lacking entirely, it can have a negative effect on workers' engagement. Employees need to be provided with clear, concise, relevant and timely information so that they can do their jobs well. Without good communication there can be confusion, lack of direction, mistakes, loss of productivity and resentment at being kept in the dark. Improving internal communication practices, including using a wide range of channels to ensure employees don't miss information, will also drive engagement. As a family company, MW RELO highly values good and direct internal communication, where there is a direct line between the management and the workflow.

5. Flexible work options

A big engagement killer for employees is lack of flexibility in the workplace. This has only been heightened during the COVID-19 pandemic as people don't want to return to their old work lives where they had no flexibility at all.

Flexibility can take many forms and there isn't a blanket approach that will suit all employees. Some may want to work more hours but less days, some might want different start and finishing times or continued remote work to remove long commutes from their lives. If there is no reasonable reason why employees cannot work flexibly, by enabling it you will have happier, more productive, more engaged employees.

MW RELO International foresees in the possibility for our administrative staff to work remotely. For the blue-collar workers, a flexibility is foreseen in the system of recuperation of performed overtime hours, which can be taken in agreement with the dispatcher, who complies to a maximum with the demands of the blue collar workers, taking into account the on-going workload.

6. Learning and development opportunities

Learning and development (L&D) is a crucial component for cultivating positive company culture. It puts the employee first, making personal growth and innovation a priority. L&D also helps with recruiting and employee retention.

MW RELO offers employees access to development opportunities in two ways.

MW RELO has extensive internal employee training and development programs, giving workers the ability to upgrade their skill set and potentially advance. This applies to both white collar as blue collar workers through our subcontractors.

7. Community engagement

As a business enterprise, over and above the core of our business activities, we have a further responsibility towards society and the environment within which we develop our business activities.

The goal of MW RELO is to formalize its engagements in local community by the end of 2023, by setting up a plan and fixing a yearly budget, reserved for community engagements.

III. Governance

Principles of Sustainability, as set out above, need to be put in practice through good governance.

Procedures therefore need to be put in place to make sure that a long-term positive impact and sustainability changes are created at a gradual and financially stable rate.

Therefore a distinction needs to be made between the so-called quick-wins, often generated by a change of behavior of individuals or by gains created by small investments, and the so-called long term goals, which require considerable investments and/or technical adaptations.

Quick wins include amongst others : working by paperless files where possible, switching off appliances at the end of the work day, recycling materials where possible, sorting out different kind of waste, driving economically,...

These quick wins are determined and coordinated by Management. Management is to collect all information and data to determine which quick wins can be achieved, making a yearly report, organizing at least once a year training sessions on sustainability for all staff, office and staff at subcontractors.

The principles set out above will also be communicated to our suppliers, agents, subcontractors, accounts and clients by e-mail, through a link to the relevant pages on our website in the standard signature of all employees. Doing business with MW RELO will mean accepting our Sustainability Program.

Management will also be the contact person to all staff during working hours, and is available for any remarks on follow-up, progress and suggestions on our sustainability program.

Long term goals on sustainability are determined by MW RELO's management, in coordination with the staff. These long terms are also part of the sustainability program, and may (amongst others) concern investments in infrastructure (offices, warehouse) as well as in vehicles (reduction of CO2 emission).

At least once a year, in January, prior to the Management Review, a self-assessment is made to verify the performance over the last year, and to set SMART goals for the following year.

If it appears that there is a discrepancy on the goal (like the goal is not met), an action plan will be composed to ensure the long-term objectives are still valid.

Subsequently, also prior to the Management Review, Management makes a report of the results, the progress and outstanding issues related to sustainability management. This report is first presented to and approved by MW RELO's Board of Directors, after which it will be communicated by e-mail or by publication on the warehouse to MW RELO staff's. This report will also be published on MW RELO's website, where it can be consulted by all of our clients, accounts, suppliers and subcontractors. Communication of this report will also be included in the e-mails we send, by a link in the signature of the e-mails.