



CODE OF ETHICS

AGS, you deserve the best

CODE OF ETHICS

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FOREWORD

Despite significant growth since its founding, AGS remains a **family-run business** that holds onto the values which have guided it for generations.

These values are:

**Quality, Performance, Innovation,
Respect, and Solidarity**

These values guide the shared vision held by the men and women of the Group and this **mutual understanding** is the key to long term **sustainability**. These values guide AGS in our actions and in our dealings with clients, suppliers, and all stakeholders. They represent the fundamental building blocks in reaching our goal:

“AGS, you deserve the best”



**Professional excellence and setting a
good example as a company**

Beyond the expression of these **fundamental values**, this Code expresses our responsibilities and **ethical principles** in daily life. It is our shared duty to act according to these rules of conduct to ensure integrity and trust in all that we do.

Alain Taïeb

Chairman of the Supervisory Board

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UNIVERSAL REFERENCES

Our shared values and consistent business integrity has meant that the AGS Group has always operated in compliance with the laws in force in France and every country where it operates. Our values also mean we go beyond the legal and regulatory compliance and international frameworks and have chosen to participate in the United Nations Global Compact.

AGS is committed to promoting the 10 Global Compact principles inspired by the universal texts below:

- **The Universal Declaration of Human Rights**
- **ILO Declaration on Fundamental Principles and Rights at Work**
- **The Rio Declaration on Environment and Development**



The 10 Global Compact principles are:

HUMAN RIGHTS

Principle 1
Businesses should support and respect the protection of the internationally proclaimed human rights; and

Principle 2
Businesses should make sure that they are not complicit in human rights abuses.

LABOUR STANDARDS

Principle 3
Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;

Principle 4
the elimination of all forms of forced or compulsory labour;

Principle 5
the effective abolition of child labour; and

Principle 6
the elimination of discrimination in respect of employment and occupation.

ENVIRONMENT

Principle 7
Businesses should support a precautionary approach to environmental challenges;

Principle 8
undertake initiatives to promote greater environmental accountability; and

Principle 9
encourage the development and diffusion of environmentally friendly technologies.

ANTI CORRUPTION

Principle 10
Business should work against corruption in all its forms, including extortion and bribery.

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RULES OF CONDUCT AS A BUSINESS

QUALITY

Providing our customers with superior customer service has always been a key priority at AGS. We are committed to high quality service delivery which meets our goal of complete customer satisfaction and allows us to build a relationship of trust with the customer.

All branches of the AGS group have as a common denominator, the focus on high quality through pursuing external recognition and certification. The Group has been successful in this focus on quality accreditations which are listed below:

FAIM (certification issued by the International Federation of International movers, an industry leader),

NF and Moving Services Furniture Storage (issued by AFNOR) for its activity in international moves,

ISO 9001:2015 (issued by SGS),

ISO 9001:2015 (issued by Bureau Veritas) in the Netherland,

ISO 14001 and 27001 (issued by AFAQ AFNOR) in Paris,

ISO 14001 (issued by Bureau Veritas) in the Netherland.



Our quality system (Quality, Policy and Objective) is defined by General Management and communicated to the branch managers who have

the responsibility to drive excellent quality behaviour and participate in continuous quality improvement within the Group. The tools used to measure progress are: indicators, management review and the continuous learning cycle.



The responsibility for high quality is with each AGS employee - all branches must ensure the consistent application of quality processes. A critical process for measuring quality is by handling customer complaints through the appropriate client service department in charge of solving and encouraging open dialogue on issues related to the quality of service.

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CORPORATE GOVERNANCE

To this end, each employee must:

Comply with all applicable laws and regulations in the countries where AGS operates, including the full regulatory framework governing business.

Maintain and develop mutually beneficial business relationships with third parties.

Enter into contractual agreements with integrity and foresight.

Not distribute, sell, buy or consume drugs and alcohol at his workplace. No smoking in the workplace except in places provided for this purpose.

Not pay or accept bribes or be an accessory to corruption.

For more information, refer to the section on **Corruption**.

Professional Conduct

Our Executive Management team complies with the strictest principles on corporate governance. The strategic guidelines are clear and formalised: the vision of AGS is to conduct its business honestly, transparently and responsibly, without recourse to fraud or deception.



Anti-trust practices

The AGS Group condemns all anti-competitive practices and has a zero-tolerance approach towards this behaviour amongst its employees. The group seeks to operate only in markets free from practices such as price fixing or abusive intimidation. These practices can be at a local, national and international level and can harm companies and their immediate and broader environments. We comply with all local laws relative to anti-competitive practices and price fixing in the countries where we operate.



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Relationships with clients, suppliers and service providers

AGS has as its overriding goal, the satisfaction of our customers and partners. AGS focuses to meet its commitments to them in order to build a relationship with them based on trust and mutual respect. With this in mind, services are developed according to the most demanding quality standards in the industry.

For more information, refer to the section on **Quality**.

We also confirm that the information provided by our clients, our suppliers and our service providers as part of our daily business is protected in the same way and under the same rules as those governing the confidentiality within the Group.

For more information, refer to the section on **Confidentiality**.

AGS aims to establish sustainable partnerships with suppliers and service providers to offer a high quality service to our customers. The selection of suppliers and service providers must be based upon the Group's interest and be in line with our values.

Agreements between AGS, suppliers and service providers shall clearly identify the deliverables, the payment conditions and prices applicable for all services. AGS will ensure that all suppliers, business partners and consultants comply with this Charter.

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CONFIDENTIALITY

Confidential information relating to AGS must be protected from unauthorised disclosure by all employees who have access to it.

No employee may reveal confidential information to outside parties either during the term of employment or after leaving the Group. Confidential information includes, but is not limited to, financial data, terms of trade agreements, information on innovations and strategic and business aims. Within the Group, employees must ensure that information flows are limited to people who need the information to do their job.



AGS undertakes to keep all information relating to the private life of employees confidential.

Each employee should protect their personal data and not seek information about another employee unless authorised by the Director of Human Resources. This Director can have access to confidential personal information for professional reasons or with the express agreement of the employee.



CONFLICT OF INTEREST

A conflict of interest arises when the personal interests of an employee or of an employee's family will conflict with the interests of the AGS Group and its affiliates when carrying out their duties.

All employees must be careful not to place themselves in situations of conflict of interest and not participate in any decision where personal interest (financial, political) or interest of a family member is involved.



Each employee must advise their management of any situation potentially generating a conflict of interest.



An employee will not be penalised for withdrawing from any situation generating a conflict of interest.

FUNDING OF POLITICAL ACTIVITIES

No affiliate of the AGS Group will pay money or provide services to a political party, a holder of public office or any candidate for such a position.

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ETHICS COMMITTEE

In order to put its words into concrete actions and coordinate its activities, the AGS Group has an Ethics Committee (EC). This committee has the full and direct support of the AGS president. It is directed by the Human Resources Director and includes two other members: a representative of the shareholding and the **Group's** quality Manager.

The EC aims to:

- Ensure the **Group's** values are respected and defended,
- Make relevant proposals and recommendations,
- Coordinate diverse lead actions,
- Supervise communication regarding ethics,
- Handle any other related affairs of the group or its branches.

In addition, all our employees sign a Code of Conduct.



CORRUPTION

Corruption, bribery, kickbacks are not acceptable.

No employee shall, under any circumstances, pay, accept bribes or be involved in incidences of corruption.



Facilitation payments are payments made in order to accelerate or facilitate the execution of a service by an officer for a routine task. Facilitation payments are prohibited.

Gifts, hospitality and expenses payments may be offered or received, provided they do not motivate or influence decision-making and do not create an obligation. All forms of benefits must be reasonable and cannot be offered on a regular basis.

To avoid undue influence on business decisions, the maximum amount for gifts, hospitality and entertainment must be defined by management in accordance with standards of local business and industry, before doing business in the specific country.

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AS AN EMPLOYER

HEALTH AND SAFETY

At AGS, the health, wellbeing and safety of staff are important concerns. It is vital that our employees work in a safe and healthy environment. We pledge to do all that is needed to create a pleasant working environment and to ensure the health and safety of our employees.

Removals, management of documents and more generally occupations related to movement of goods include handling and transportation of heavy objects, are activities that can be dangerous if improperly managed. Taking the manual nature of this work into account, each affiliate is required to create and strictly enforce health and safety procedures.

Each affiliate has developed practical documents which give best procedures for managing the various activities: AGS has a Health and Safety Handbook. These documents include comprehensive instructions to mitigate risks and improve the health and safety of all employees including: optimal positions for lifting an object; how to lift, handle and put down a heavy load; and movements and postures to avoid.

AGS commits to investing in education and training around the Group's safety policy.

Vehicles used in the AGS network are selected and customised to optimise the comfort and safety of the driver. The vehicles have advanced equipment, are subject to regular inspections and maintenance, and are regularly replaced.

Each member of the operations team must:

- Read and follow manuals on Health and Safety,
- Be careful not to jeopardise or endanger others,
- Report any equipment, locations or actions which might jeopardise health and safety in the workplace.



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TRAINING

At AGS, men and women are central to success, and as such, the Group focuses on the professional development of all employees.

Investment in the training and development of the employees in countries where AGS operates is a fundamental component of the Group's vision. AGS offers comprehensive training that is customised to the different positions and different profiles of employees to ensure their personal and professional development within the Group:

Local training: in each country where we operate, we recruit local staff contributing to the economic and social development of host countries. Trainers are sent to branches worldwide, building the skills base of the communities where we conduct business.

Training of young people: we have supported the VIE programme for many years and we are committed to help train and integrate young professionals into the global business industry.

Job training: AGS is committed to delivering consistent, quality training suitable for all professions present in the Group (movers, packers, etc.).

Internal training sessions are organised throughout the global network. External training takes place in national and internationally recognised training centres like FIDI (International Federation of International Movers) and AFT-IFTIM.

Administrative training: training sessions for our salespersons, our accounting staff and our managers and continuing education programmes.

SOCIAL DIALOGUE

AGS is committed to building trust with its employees and encourages social dialogue at all levels of the company. AGS commits to communicating transparently and openly to all its employees and to sharing information concerning the Group's business.

RESPECT OF PRIVACY

AGS respects the privacy of its employees and excludes any consideration of religious beliefs, political opinions or sexual orientation in decisions of a professional nature.

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DIVERSITY AND DISCRIMINATION

As an international Group, AGS believes in the value that diversity brings to an international company operating in multiple markets. The diverse backgrounds of our employees create real value for the Group through: tapping into the local knowledge of the markets we operate in; adding adaptability and responsiveness to change; and acting as good role models to the wider business community.

AGS is committed to eradicating discrimination from both the recruitment stage and throughout career path of the AGS employees.

Each employee must ensure that they do not discriminate on the following factors:

- Origin
- Gender
- Sexual orientation
- Actual or perceived membership of an ethnicity, nation or race
- Political opinions
- Trade union activities
- Religious beliefs
- Physical appearance
- Health status
- Disability
- Pregnancy
- Age
- Marital status

Each employee has a responsibility to actively promote diversity among suppliers, contractors and stakeholders.



More than just working on eliminating discrimination, AGS seeks to actively promote diversity. This is done through supporting the integration of different groups with an initial focus on youth, women and seniors. In addition to tracking our progress on these groups, AGS will also expand their focus to other sectors of the population. In recognition of the importance of this initiative, each employee has a responsibility to actively promote diversity among suppliers, contractors and stakeholders.

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SEXUAL AND PSYCHOLOGICAL HARASSMENT

AGS respects the right to human dignity and condemns all forms of sexual or psychological harassment in all locations.

AGS complies with all laws in force in the countries where the Group is operating. In lieu of any national legislation regarding harassment, Group employees should consider that any form of intimidation, humiliation, deprivation, blackmail, improper physical contact or harassment is not acceptable at AGS.

Each AGS employee must:

- Refrain from sexual or psychological harassment,
- Treat co-workers with respect,
- Report to appropriate management (HR or line manager) if he/she is a victim to or witness of acts or words that seems to constitute psychological or sexual harassment.



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AS AN ECO CITIZEN

ENVIRONMENTAL RESPONSIBILITY

In line with an overall commitment to corporate social responsibility, AGS recognises its environmental responsibilities by providing an audit of the impact of its activities and its carbon footprint. The Group also acknowledges it has a role to play regarding the personal conduct of all its employees and its external partners, by providing the information on best practices and habits as well as demonstrating behaviour in compliance with environmental concerns.

AGS is committed to minimising our environmental impact and in continuing to address this impact through the following initiatives:

AGS, has initiated a process of assessing its CO₂ and other gas emissions, and both measuring and minimising their impact (Carbon Assessment®).

- Minimising the use of road freight
- Use and disposal all motor oils in a controlled and regulated environment
- Compliance regarding in the disposal of vehicle batteries

In order to retain FAIM certification, all accredited international removals branches are subject to regular on-site audits. These audits assess compliance with best-practice procedures, rigorous FIDI standards and environmental criteria including:

Internally, AGS communicates simple action ideas which can help conserve the environment as part of educating its employees.

- Separation of waste plastics, paper and cardboard for recycling
- Recycling of printer cartridges
- Favouring of electronic communication in order to reduce paper consumption
- Use of recyclable packaging materials
- Preventive maintenance scheduling of all vehicles
- Selection of river or sea transport whenever possible

AGS is a partner of the international NGO Planète Urgence and participates in an extensive reforestation programme in Mali, Indonesia, Madagascar and Haiti. For each international move performed AGS will plant a tree.

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Each employee plays a role in contributing, supporting and promoting environmental projects conducted by AGS and its entities.

All colleagues are invited to come up with local initiatives as well as ensure compliance with daily environmental practices as set out in the training materials created by AGS.



SOLIDARITY

AGS is involved in the integration of youth in the professional world through its participation in the **V.I.E** program (Volunteer for International Experience). Working with the belief that a company that does not care about the youth has no future, AGS makes it a priority to welcome each year's trainees, apprentices, training contracts and young graduates via this programme.

Having gained a rich international experience, AGS is part of the talent development pipeline which will fuel smaller and younger corporate companies.

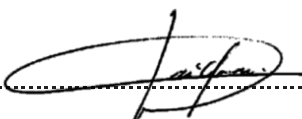
This SME (small and medium size business) support takes many forms including:

- Active participation in CNCCEF (National Committee of French Foreign Trade Advisors). Several Councillors from the Foreign Trade of France who share their experience internationally with SMEs are part of the AGS Group.
- AGS supports the V.I.E programme by welcoming candidates in its branches abroad each year. Additionally, AGS accepts V.I.E on behalf of other companies, that would otherwise be unable to participate in the programme, as they are not registered or do not have an administrative structure in these countries. These companies use the services of a "portage company" (AGS in this instance) to ensure that the V.I.E. are working within a legal framework.

As a responsible company, AGS promotes socio-economic development of local communities. This commitment is reflected in particular by planting trees with Planète Urgence, as well as challenges such as climbing Mount Kilimanjaro by one of our directors to raise funds for a children's home in Cape Town, South Africa.

Name: Emmanuel HAIGNERE

Function: General Manager SOFDI

Signature: 

Date: 02/19/2024

Name:

Function:

Signature:

Date:

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