



MOVEPLUS MOBILITY
TALENT+TECHNOLOGY+SERVICE

ESG Report

January 2025



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Letter from our Chairman

I am delighted to present MovePlus Mobility's continued commitment to environmental, social, and governance (ESG) excellence through our 2025 Sustainability and Social Governance Report. As I write this, we find ourselves at a pivotal moment in the talent mobility industry. The intersection of technological innovation, environmental consciousness, and social responsibility has never been more critical for organisations. As a minority-owned business and technology-driven relocation solutions provider, we understand that our role extends beyond simply moving people – we must move our industry forward through sustainability, diversity, and social responsibility.

MovePlus' approach reflects our fundamental belief that genuine sustainability requires transparency and accountability about where we are today and the meaningful progress, we're making across our ESG initiatives.

In 2024, we took significant steps to strengthen our commitment to sustainability through our enhanced service delivery and technology updates. Our world-class supply chain network has embraced our vision for sustainable mobility, implementing electric vehicle initiatives and eco-friendly packing materials where possible. These achievements, while noteworthy, are just the beginning.

As we move forward, we remain focused on our mission to deliver exceptional mobility services while being responsible stewards of our environment and communities. I am grateful to our employees, customers, and partners who have made our success possible. Together, we are working to create a more sustainable future for global mobility.

With appreciation,

Yogesh Mehta

Chairman
MovePlus Mobility
January 2025

Introduction

At MovePlus Mobility, we understand the challenges of employee relocation. We believe global mobility should be seamless, flexible, and modern. That’s why we developed a streamlined process to minimise disruptions and ensure a smooth transition for Assignees worldwide.

MovePlus Mobility is fundamentally different from other relocation management companies. The combination of our unique tech platform supported by our highly trained Advocates and global partner network provides an experience that informs, empowers, and delivers on service.

MovePlus offers:

- Global coverage with regional headquarters in London, Houston, and Kuala Lumpur
- Over 46 years of industry experience and 8 years as a full service RMC
- Maintained a 98% client retention rate and 95% assignee satisfaction rate



Our Values



EMPATHY

We have Empathy. We support our customers through their journey.



FLEXIBILITY

We Adapt. Every relocation is uniquely tailored to meet the needs of our clients.



COLLABORATION

We Collaborate. We are a high-performing global team that works across borders.



EXPERTISE

We are Expert. Our collective knowledge grows every day.



DIVERSITY

We are Diverse. We are global and capitalise on our differences.

We nurture our company culture and values through:

- Regular communication sessions with leadership
- Transparent feedback mechanisms that encourage continuous improvement
- Social and team-building events that strengthen relationships

Our Approach to Sustainable Mobility

At MovePlus Mobility, we recognise that the relocation industry has significant environmental and social impacts. Our comprehensive approach, MovePlus Mobility is transforming the traditional relocation process into one that balances exceptional service with environmental responsibility and social impact.

1. Technology-Driven Sustainability

We leverage cutting-edge technology to minimise our environmental impact. Our cloud-based platform, hosted on AWS infrastructure, is designed with sustainability in mind. AWS's commitment to powering its data centres with renewable energy aligns with our goals for reducing carbon emissions and achieving a zero-carbon footprint by 2050.

2. Holistic Relocation Lifecycle Consideration

We take a full lifecycle view of the relocation process, considering environmental impact at every stage: from pre-move planning through virtual consultations and surveys that reduce travel emissions; to household goods transportation with carriers committed to fuel efficiency; to housing selection featuring green-certified accommodations accessible by public transport; and finally to settling-in services that educate transferees on sustainable living in their new communities.

3. Supply Chain Management

We've established rigorous partner selection criteria that prioritise environmental commitments, diversity, and ethical business practices. We work collaboratively with our partners to:

- Reduce packaging waste through sustainable materials
- Promote electric and hybrid vehicle usage where available
- Implement recycling and donation programmes to minimise landfill waste
- Encourage initiatives like tree planting programmes to offset unavoidable emissions

4. Measuring and Reporting Progress

We believe in data-driven sustainability. We are implementing systems to:

- Track and measure our carbon footprint across operations
- Monitor supplier compliance with environmental standards
- Report transparently on our progress toward sustainability goals
- Use metrics to identify additional opportunities for improvement

5. Integration with Customer Goals

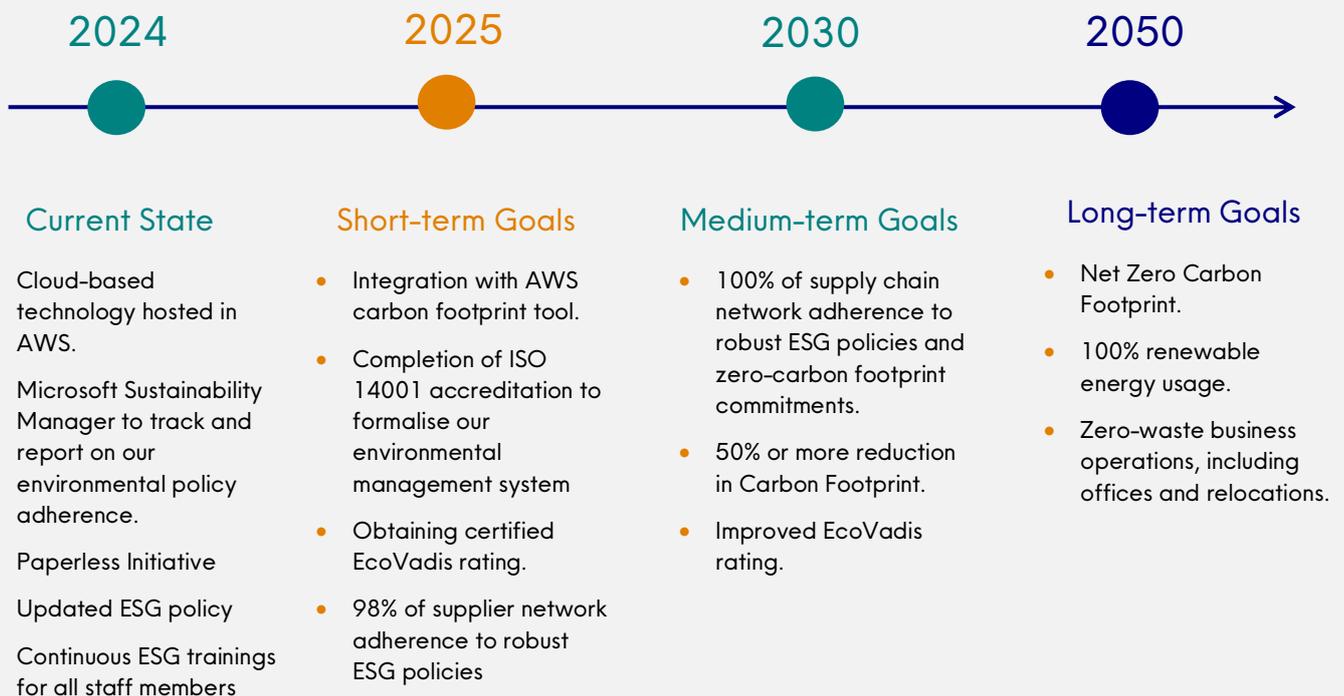
We recognise that many of our clients have their own ambitious sustainability targets. Our approach allows for customisation to align with and support customer-specific environmental and social goals. Through regular reporting and collaborative planning, we help our customers achieve their sustainability objectives through better mobility management.

Environmental Impact

At MovePlus Mobility, we recognise the extensive environmental impact of the talent mobility industry. We have established a comprehensive approach to measuring and reducing our carbon footprint with clear targets for improvement.

Our current measurement framework focuses on two main categories: IT infrastructure and our relocation services supplier network. We are committed to achieving a zero-carbon footprint by 2050, aligning with global sustainability standards and our customers' environmental goals.

MovePlus Mobility's Carbon Footprint Journey



AWS Cloud Infrastructure Environmental Benefits

Our entire technology platform is hosted on AWS, which has one of the most comprehensive sustainability policies globally. This strategic decision provides significant environmental benefits:

- AWS data centres are designed to use renewable energy with a commitment to achieve zero-carbon footprint by 2050
- Our platform integrates the AWS Well-Architected Framework, adhering to best practices for sustainably designing and running workloads in the cloud
- Integrating with the AWS carbon footprint tool by the end of 2025 will allow us to track and report on environmental impact changes in real-time
- By leveraging cloud technology, we significantly eliminate the need for physical servers and on-premises infrastructure, decreasing overall energy consumption

For additional information on AWS Sustainable Infrastructure please visit:

<https://aws.amazon.com/sustainability/>

Digital Transformation and Paperless Initiatives

MovePlus Mobility is committed to operating as a digital, paperless company. We've embraced digital technology not only as a means to enhance service delivery but as a pillar of our sustainability strategy. By systematically digitising our operations, we've significantly reduced our environmental impact while improving efficiency and customer experience, as detailed below:

| Category | Key Digital Initiatives | Sustainability Benefits |
|----------------------------------|---|--|
| Technology Infrastructure | <ul style="list-style-type: none"> • AWS-hosted mobility platform • Well-Architected Framework integration • Carbon footprint tracking tool (2025) • Sustainable cloud computing practices • Microsoft Sustainability Manager for environmental tracking | <ul style="list-style-type: none"> • Reduced energy consumption • Access to renewable energy sources • Optimised resource utilisation • Measurable carbon impact reporting • Track and report on environmental policy adherence for non-platform applications |
| Paperless Initiatives | <ul style="list-style-type: none"> • Microsoft 365 cloud-based document management and collaboration • Electronic signature technology • Digital inventories and audits eliminating document storage • Electronic invoicing and payments | <ul style="list-style-type: none"> • Significant reduction in paper consumption leading to: <ul style="list-style-type: none"> – 256,400 sheets of paper saved – 676,896 gallons of water saved – 13 lbs of carbon emissions not generated – 31 trees saved – Elimination of physical storage needs |
| Virtual Services | <ul style="list-style-type: none"> • Remote surveys and consultations • Virtual property viewing and area orientations • Digital quotation system • Electronic expense submission • Online home finding services • Virtual settling in support • Offering green-certified temporary accommodation properties as the first option • Encouraging direct flights | <ul style="list-style-type: none"> • Reduced the need for in-person visits • Decreased travel-related emissions • Decreased fuel consumption • Eliminate paper usage for surveys, inventories, and consultations • Lower carbon footprint per relocation • Minimised transportation impact |
| Remote Work | <ul style="list-style-type: none"> • Remote/hybrid work policies • Microsoft 365 productivity and collaboration tools • Teams virtual meeting platform | <ul style="list-style-type: none"> • Digital audit trails that replace printed documentation requires • Reduced carbon emissions for commuting and meetings • Smaller physical office footprint |
| Digital Supply Chain | <ul style="list-style-type: none"> • Digital supplier vetting platforms • Electronic reporting and surveys • Sustainability metric tracking • Supplier sustainability training • Electric vehicle initiatives for HHG • Sustainable packing materials | <ul style="list-style-type: none"> • Enhanced monitoring capabilities • Improved supplier sustainability compliance • Elimination of paper invoicing and payments • Reduced carbon footprint |

Key Sustainability Certifications and Commitments

ecovadis

- **EcoVadis Assessment:** We are actively pursuing our first EcoVadis sustainability rating to benchmark our ESG performance against global standards and provide transparent verification of our sustainability initiatives to clients and partners.



United Nations Global Compact

- **UN Global Compact:** MovePlus is preparing to become a signatory to the UN Global Compact, demonstrating our commitment to implementing universal sustainability principles on human rights, labour, environment, and anti-corruption throughout our operations.
- **ISO 14001 Certification:** We have begun the process toward achieving ISO 14001 certification by the end of 2025, which will provide an internationally recognised framework for our environmental management system and continuous improvement processes.

These certifications form part of our broader ESG strategy to validate our sustainability practices through recognised third-party verification, supporting both transparency and continuous improvement.

Social Responsibility

At MovePlus Mobility, we believe our people are our greatest asset. As a minority-owned business with a diverse leadership team, we are deeply committed to creating an inclusive workplace that values each individual's unique contributions and fosters a culture of respect, growth, and wellbeing.

DEI Initiatives: Our Staff

MovePlus exemplifies diversity at every level of our organisation:

- Certified as an ethnic minority-owned business through MSDUK
- 90% of our global management teams comprises of women and individuals from minority groups
- MovePlus is led by two minority Executive Directors, one is a woman, and the other is of a minority group. This reflects our commitment to inclusive representation
- A robust Recruitment Policy ensures equal opportunity across our operations and hiring practices
- Inclusivity and LGBTQ+ statements that affirm our commitment to all employees
- Regular DEI education and training for all members



DEI Initiatives for Relocating Employees

MovePlus extends our commitment to social responsibility and DEI beyond our internal practices to create inclusive experiences for all of the relocating employees we serve:

- **Culturally Sensitive Relocation Support**
 - A diverse Advocate team that understands the unique cultural needs of global relocations
 - Multilingual support
 - Cultural training programmes tailored to various backgrounds and requirements
- **Inclusive Accommodation and Destination Services**
 - Fair housing practices that prevent discrimination in all property searches
 - Accessibility-focused property options for relocation employees with disabilities
 - Diverse neighbourhood information that highlights resources for various cultural, religious, and lifestyle needs
 - Supply Chain Network vetted for commitment to DEI principles and practices
- **Family – Inclusive Support**
 - LGBTQ+-inclusive policy application and documentation
 - School search services attentive to diverse family structures and educational needs
 - Community integration support highlighting relevant resources

This customer-focused DEI approach ensures that every relocating employee receives equitable, respectful service that acknowledges their unique background and needs, resulting in a better move experience for all stakeholders.

Diverse Supplier Spending

| Year | % of Total Spend |
|------|------------------|
| 2022 | 91% |
| 2023 | 68% |
| 2024 | 85% |

A diverse supplier is categorised as:

- Minority Business Enterprise
- Disabled Business Enterprise
- Micro/Small Business Enterprise
- Woman Business Enterprise

Employee Development and Training

We invest in our employees' growth through:

- Personalised development plans aligned with individual career aspirations
- Regular skills assessment and capability-building opportunities
- Cross-functional training that broadens employee expertise
- Leadership development programmes that prepare high-potential team members for advancement
- Industry-specific training to maintain our competitive edge in the mobility sector

In 2024, we expanded our focus on training through:

- Global and regional workshops on inclusivity and employee safeguarding
- Implementation of continuous learning opportunities through digital platforms
- Enhancement of our onboarding programme to ensure new employees receive comprehensive training

Employee Health and Wellbeing Programmes

Our commitment to employee wellbeing entails:

- Comprehensive health insurance coverage including mental health support
- Free ongoing access to health and wellbeing apps for all staff
- Financial coverage for counselling services, preventive care, and health screenings
- Comfortable, safe, and ergonomic working environments
- Regular wellbeing initiatives that address both physical

We understand that wellbeing extends beyond physical and mental health

- Global and regional workshops on inclusivity and employee safeguarding
- Implementation of continuous learning opportunities through digital platforms
- Enhancement of our onboarding programme to ensure new employees receive comprehensive training

Community and Charitable Engagement

MovePlus Mobility's commitment to social responsibility extends beyond our day-to-day operations to encompass meaningful engagement with the communities where we operate. Through strategic partnerships, employee volunteering, and targeted initiatives, we aim to create a positive social impact that aligns with our company values and enhances the well-being of the communities we serve.

Strategic Charitable Partnerships

- Red Cross Collaboration
 - Our partnership with the Red Cross reflects our commitment to supporting organisations that provide critical humanitarian services globally. Through this collaboration, we aim to:
 - Support the Red Cross's humanitarian mission through various means
 - Explore opportunities to assist during times of need
 - Raise awareness of the Red Cross's important work among our employees and clients
 - Participate in community preparedness initiatives where feasible
 - This partnership aligns with our global presence and commitment to supporting communities in need worldwide.

Employee Volunteering Initiatives

- Two fully paid volunteer days annually for all employees
- Flexibility to use these days with organisations aligned to their personal values
- Streamlined approval process to facilitate participation
- This year, MovePlus is planning a company-wide Volunteer Day

Upcoming Community and Charitable Initiatives

- Building on the success of our individual volunteering programme, MovePlus is planning our first-ever company-wide Volunteer Day in 2025. This coordinated initiative will:
 - Unite our global offices in simultaneous community service
 - Focus on environmentally sustainable community projects
 - Create meaningful impact through concentrated effort
 - Strengthen team cohesion while serving local communities
 - Establish a new annual tradition
- Regular reporting on volunteer hours, financial contributions, and in-kind support
- Tracking employee satisfaction related to community involvement opportunities
- Setting an annual goal for increasing our community impact

Corporate Governance

Strong governance is the foundation of MovePlus Mobility's approach to ethical business practices and sustainable operations. Our governance framework ensures accountability, transparency, and responsible decision-making across all levels of our organisation, creating value for our customers, employees, and assignees while minimising risks.

ESG Oversight Structure

Our Executive Leadership is directly accountable for all business practices, including ESG strategy implementation, performance and alignment with our commitments. Overall oversight of ESG is provided by:

- **Executive Leadership:** Strategic direction and resource allocation
- **Information Technology:** Sustainable IT practices and digital transformation
- **Supply Chain Management:** Partner selection and monitoring
- **Human Resources:** Employee engagement and diversity initiatives
- **Operations:** Day-to-day implementation of sustainable practices

We also have a dedicated Compliance Officer, Tracey Rogers. She oversees our ESG compliance including:

- Integrating ESG compliance with broader regulatory requirements
- Coordinating the implementation of various policies including ESG, data protection, and ethics
- Ensuring alignment between sustainability initiatives and other compliance programmes
- Providing comprehensive compliance reporting to leadership
- Developing streamlined approaches to meet multiple compliance objectives efficiently

Risk Management Framework

- **Risk Assessment Process**
 - Regular identification and evaluation of ESG-related risks
 - Integration of sustainability factors into enterprise risk assessments
 - Scenario planning for climate-related risks and opportunities
 - Quarterly review of emerging regulatory requirements
- **Business Continuity**
 - Resilience planning for climate-related disruptions
 - Disaster recovery protocols for critical systems
 - Supplier redundancy strategies for key services
 - Regular testing of crisis management procedures

Ethics and Compliance Programmes

We maintain a culture of integrity through comprehensive ethics and compliance initiatives:

- Training and Awareness
 - Mandatory ethics training for all employees
 - Specialised compliance education for key roles
 - Regular communications reinforcing ethical expectations
 - Case studies highlighting proper ethical decision-making
- Monitoring and Reporting
 - Confidential whistleblower mechanisms
 - Regular compliance audits and assessments
 - Ethics hotline for reporting concerns
 - Zero-tolerance policy for ethical violations

Data Privacy and Security

Protecting our data privacy and information security is essential in our operations. Our capabilities include:

- Comprehensive data protection policies and procedures
- Regular security assessments and annual penetration testing
- Annual employee training on cybersecurity best practices
- Incident response protocols for potential breaches
- Data minimisation and retention policies
- Multi-factor authentication (MFA)
- Compliance
 - ISO 27001:2022 certification
 - GDPR compliance
 - Data encryption
 - Breach disclosure policy
 - Security Information and Event Management (SIEM) process
 - Secure coding standards such as CERT or OWASP
- Upcoming initiative
 - MovePlus expects to receive SOC Type 2 certification in the next year

Supply Chain Governance

- Partner due diligence
 - Rigorous vetting of potential supply chain partners
 - Regular assessment of existing partners' ESG performance
 - Requirements for partners to maintain appropriate policies and certifications
 - Monitoring of supply chain spending and diversity metrics

- Continuous improvement by Supply Chain Management Team (SCMT)
 - Annual review of supply chain practices
 - Collaborative approach to enhancing supplier sustainability initiatives
 - Regular sharing of best practices among supplier network
 - Transparent supply chain reporting to customers

Policy Framework

Our governance approach is supported by a comprehensive set of policies that guide our actions:

- **Environmental Policy**
 - Commitment to environmental stewardship
 - Framework for reducing our ecological footprint
 - Guidelines for energy, waste, and resource management
 - Approach to monitoring and reporting environmental performance
- **Modern Slavery Statement**
 - Zero tolerance for human trafficking or forced labour
 - Due diligence requirements for our operations and supply chain
 - Reporting mechanisms for potential violations
 - Training to identify and prevent modern slavery
- **Code of Conduct**
 - Fundamental ethical principles guiding all business activities
 - Clear expectations for employee behaviour
 - Guidelines for managing conflicts of interest
 - Procedures for addressing ethical concerns
- **Anti-bribery Policy**
 - Prohibition of all forms of bribery and corruption
 - Gift and hospitality guidelines
 - Requirements for financial record-keeping
 - Protocols for interactions with government officials
- **Recruitment Policy**
 - Commitment to fair and inclusive hiring practices
 - Guidelines for diverse candidate selection
 - Equal opportunity employment practices
 - Prohibition of discrimination in all recruitment activities



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