



# ANNUAL REPORT

Corporate Social  
Responsibility

# 2023



## Preamble

This CSR report is based on a compilation of data from the HR and Quality, Safety, Security and Environment departments.

Based on Annex A of ISO 26000. All the key questions are covered, including our own areas of action.

Each stakeholder, if it so wishes, can refer to the generic requirements of corporate social responsibility.

## Table of contents :

<b>Preamble</b> .....	<b>1</b>
<b>Glossary</b> .....	<b>2</b>
<b>Retrospective 2023</b> .....	<b>3</b>
<b>I. Our governance</b> .....	<b>5</b>
<b>II. Our people : our talent</b> .....	<b>6</b>
<b>Our commitment to employee well-being</b> .....	<b>8</b>
<b>III. Our working conditions, an asset for every employee</b> .....	<b>10</b>
A. Our working relationships .....	10
B. Our social exchanges .....	13
C. Our health and safety initiatives.....	13
D. Developing our skills, our resource for sustainable performance.....	15
<b>IV. Our contribution to preserving the environment</b> .....	<b>17</b>
A. Prevention and impact assessment.....	17
B. Sustainable use of resources .....	19
C. Climate change mitigation and adaptation .....	20
D. Protecting biodiversity.....	21
<b>V. Fair practices</b> .....	<b>23</b>
A. Fighting corruption .....	23
B. Promoting social responsibility in the value chain .....	23
<b>VI. Our customers' opinions and satisfaction</b> .....	<b>25</b>
A. Commercial and sustainable consumption practices.....	25
B. Our claims and dispute resolution mechanisms .....	25
C. Customer data protection .....	25
E. Raising awareness of our value chain.....	26
<b>VII. Our involvement in local development</b> .....	<b>27</b>
A. Our contribution to local growth.....	27
B. Our commitment to future generations.....	27
C. Our support for associations .....	27
D. Our contribution to maintaining public health.....	28
<b>We want to drive forward together, for a more sustainable future</b> .....	<b>30</b>

## Glossary

Terme	Définition
BPD	Good Distribution Practices
ESC	Social and Economic Committee
CSP	Socioprofessional category
DPO	Data Protection Officer
DUERP	Occupational Risk Assessment Document
Ecovadis	Online CSR assessment platform
ERP	Customer file tracking software
IATA	International Air Transport Association
IMDG	International Guide for the Transport of Dangerous Goods
ISO 9001	International quality management standard
ISO 26000	International standard providing guidelines for meeting the challenges of sustainable development
ISO 45001	International standard for occupational health and safety management
KPI	Performance indicators
OAS	Authorized economic operator
QSSE	Quality Safety Environment
RH	Human Resources
CSR	Corporate Social Responsibility



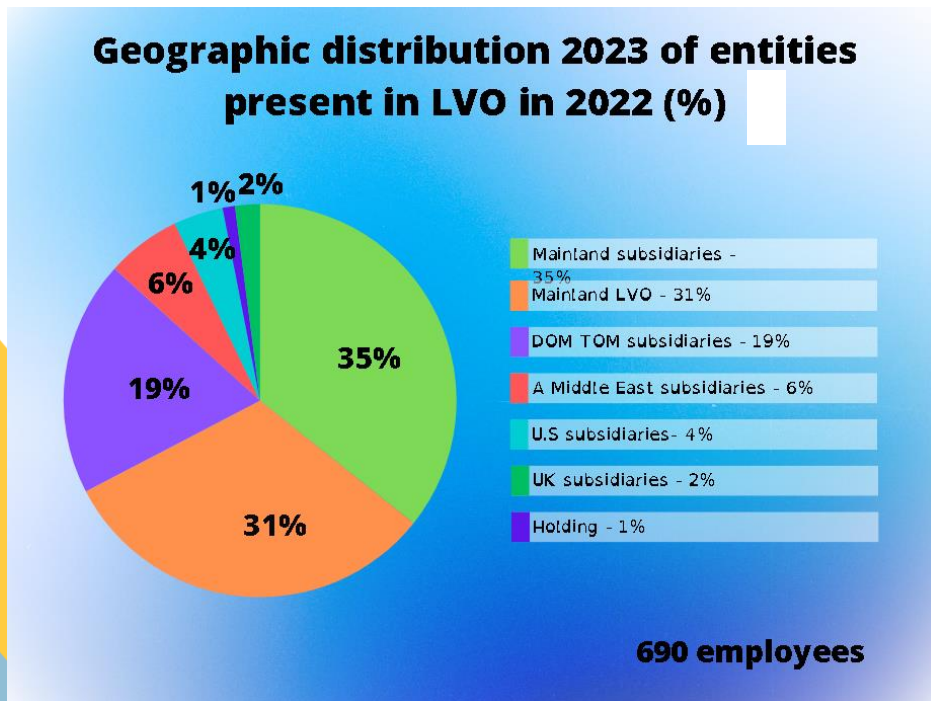
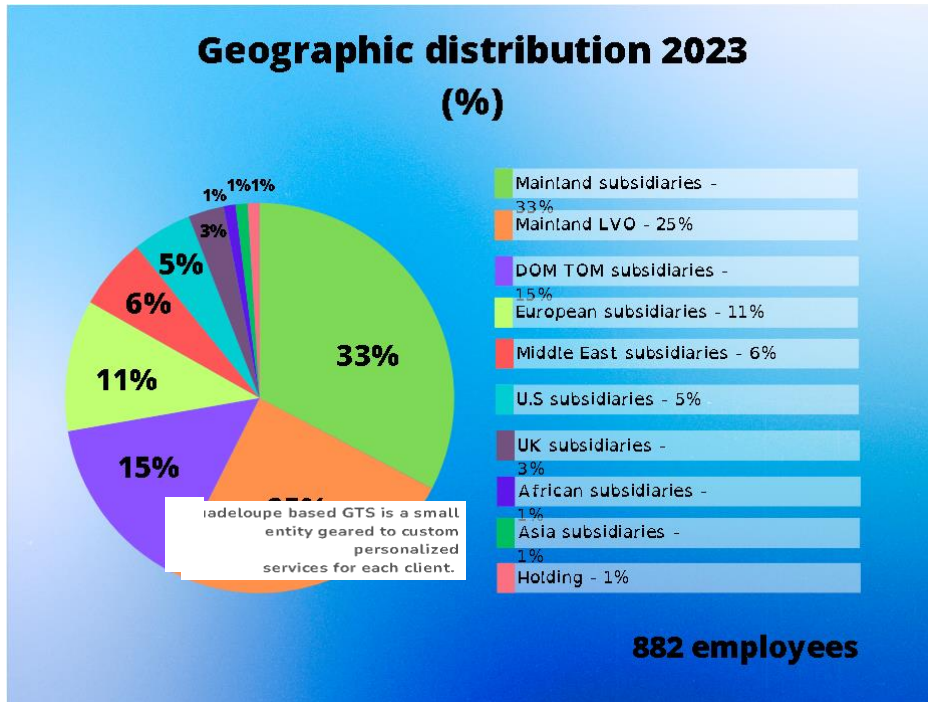
# Retrospective 2023

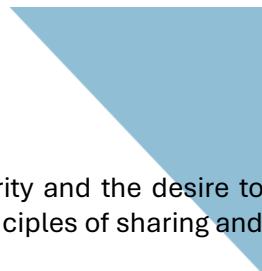
For nearly 10 years, we have been committed to a CSR approach that is always in line with our business. 2023 was punctuated by a number of significant changes within our Group, including the acquisition of a prominent French group and a wide-ranging deployment across Europe and Asia.

## Timeline 2023



All these changes have led to an increase in our payroll and a new dynamism within the Group.





## I. Our governance

For many years, the LVO Group's values have included responsiveness, solidarity and the desire to always offer the best to its stakeholders. Our corporate culture is based on the principles of sharing and caring.

Despite the company's rapid growth, management makes it a point of honour to support each new entity as it integrates into the Group. To offer every employee the support they need, our Group has set up HR and support services for all sites worldwide.

Each company is interconnected with its employees, and in a spirit of philanthropy and sharing, our HR department is structured so that a contact person is assigned to each and every entity.

Our QSSE department carries out internal audits at all sites. Based on a QSSE policy validated by corporate governance, these audits enable us to assess areas for improvement in terms of Quality, Safety, Security and the Environment. As each entity has its own specific characteristics, the QSSE department adapts to the constraints and imperatives of each entity. It also assists entities in acquiring the certificates required for smooth collaboration with customers (AEO, BPD, ISO standards, Ecovadis, etc.).

Our inhouse Group IT department is also working on harmonizing and securing the internal and customer data we manage on a daily basis. To date, it is the only department to offer round-the-clock service across all time zones. To facilitate the management of internal claims, the IT department introduced Clarilog, a claims management software app, at the end of 2023.

In 2023, our indicators are mainly HR and QSSE. The KPIs will be revised upwards for 2024. 2023 also saw the launch of an internal newsletter. Published quarterly, it keeps Group employees up to date with latest news from all our sites. The CSR report is available to all stakeholders who wish to consult it.

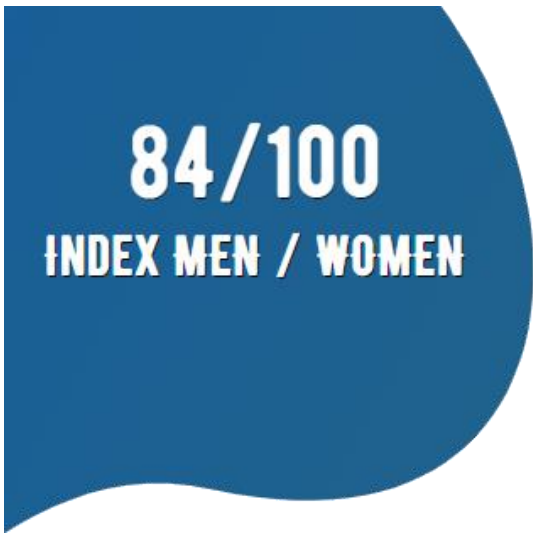




## II. Our people : our talent

To respect human rights, every organization has a duty of care to identify, prevent and address actual or potential human rights impacts resulting from its own activities or of those with whom it has a relationship.<sup>1</sup>

A Supplier Charter has been in place for many years now to help us fulfill our duty of care. It details our commitment to the fundamental principles of sustainable collaboration in compliance with regulations. In order to communicate it as effectively as possible to our stakeholders, the QHSE department, in conjunction with our governance department, will be working over the coming months on the deployment of this document.



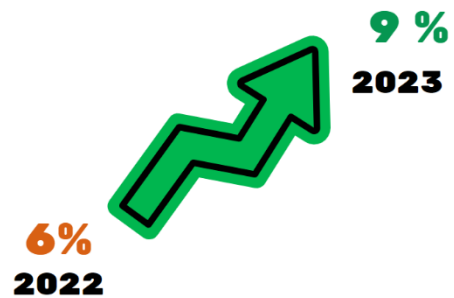
To meet French regulatory requirements, in March 2024 we communicated our 2023 male/female index. Although the requirement applies only to France, we felt it appropriate to include all our entities worldwide.

We are convinced that the well-being of our employees enhances the quality of our service to our customers. In order to provide them with a warm and pleasant working environment, we are committed to finding out how they feel about our company: exchanges with staff representatives, the availability of our HR department and the future implementation of internal mechanisms and policies will enable us to create a climate of exchange and trust between everyone.

At the heart of our Group's DNA is our desire to give everyone the opportunity to develop and share their experiences. **Together , we are growing to offer our customers the very best. As part of** this vision, we are committed to combating all forms of discrimination. Our rate of disabled employees is 9%. This is an increase compared to 2022. We know how difficult it is to be different, which is why we support our staff with disabilities, giving them the freedom to declare it officially or not.

At the heart of our Group's DNA is our desire to

give



	2022	2023
Number of men	405	474
Number of women	347	408
	752	882

Figure 1: Trend in the number of disabled people in the LVO group in 2023

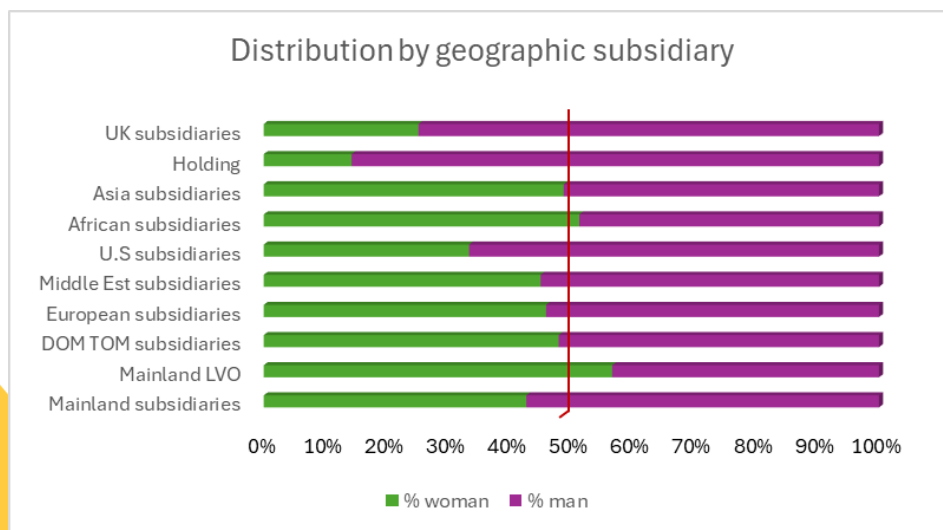
Discrimination implies an exclusion or preference that would have an effect contrary to our vision. At LV Overseas we are committed to the inclusion of all people, regardless of gender, race, religion, ethnic or social origin. We are committed to ensuring equal opportunities and respect for all our employees.

<sup>1</sup> Extract from chapter 6.3.3.1 of the ISO 26 000 standard



We also keep a close eye on the balance between the number of men and women working within the Group. The many buyouts and the ensuing expansion of our global payroll in 2023 have not influenced our desire to maintain gender balance.

We also monitor this balance precisely in the many geographical areas where we operate.



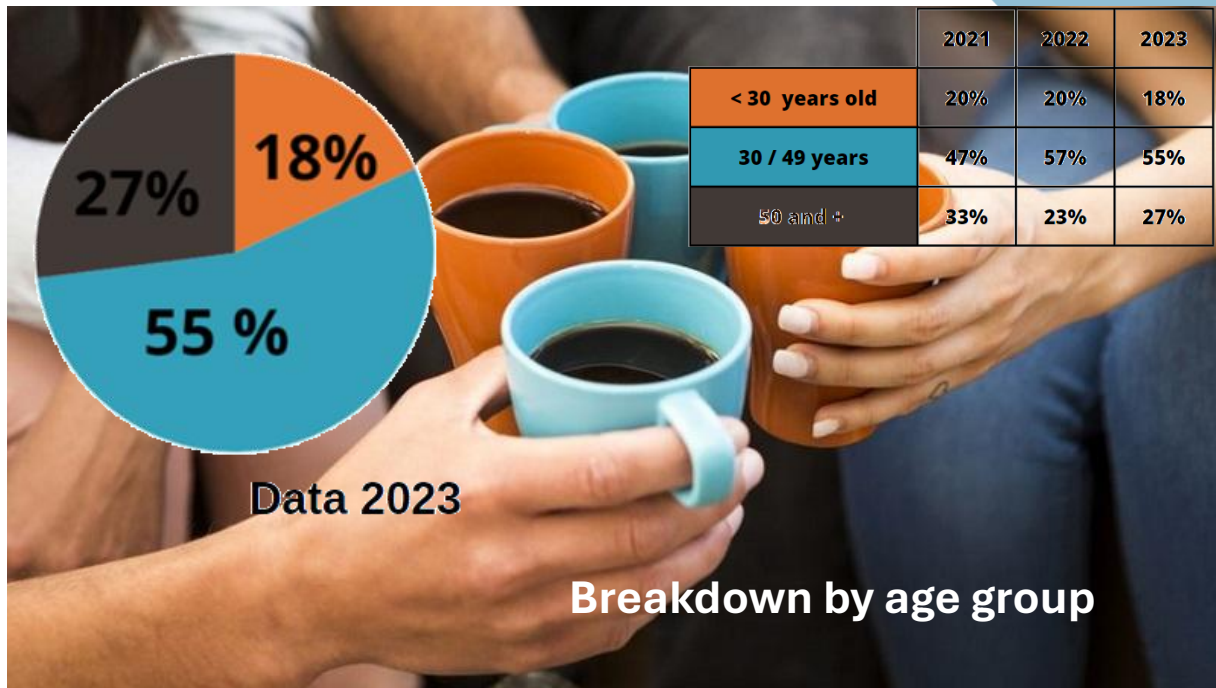
Data for all entites present in 2023

70% of our entities aim for a balanced workforce, with a present ratio of 40% (or more) women and 60% men.

Every man and woman in our Group brings his or her expertise, experience and hard work to the table. **In our Group, sharing is a fundamental value**, and to benefit from the experience of some and the forward-looking vision of the new generations, we are also keen to study the distribution of our payroll by age group.

This distribution has been fairly stable over the past three years. We are convinced that these intergenerational incorporations enable us to uplift the strengths of each of our talents.





To ensure that all our values are shared by all our employees, from recruitment to departure, the Group HR department, together with the QSSE department, has put in place an HR policy for the end of 2023:

It focuses on five main areas :

- A discrimination-free recruitment and career development process
- Promoting gender equality
- A regulatory-compliant working environment
- A fulfilling integration within the Group
- Easier access to vocational training



We know that talent can be found outside our branch territories. That's why we also open up our recruitment to foreign workers. By 2023, we had 42 foreign employees, representing over 6% of our payroll. Strengths and skills are considered equally and inclusively in each of our branches.

All our employees have the opportunity to express themselves freely through exchanges with their managers, trade unions and employee representatives. 2024 will see the re-election by employees of CSEs in several Group entities, as well as the introduction of anonymous questionnaires on well-being in the workplace.

Percentage of legal foreign workers (in 2023) in all our entities

## Our commitment to employee well-being

We are committed to offering our employees a close-knit working environment. Their professional wellbeing also requires a balance with their personal lives. That's why we recruit mainly in the employment areas of each branch/entity.

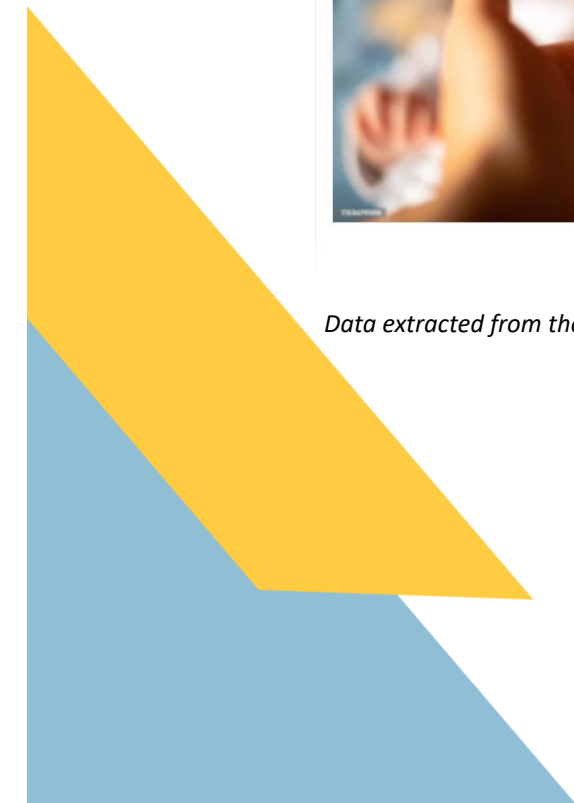


2023 data for all our entities worldwide

We aim to offer fairness to all our employees, particularly in terms of parental leave. An important step in everyone's life, we have balanced maternal and paternal leave. In 2023, eight of our employees were able to take advantage of this unique and exceptional period in their lives. The Group also offers paid, children sick-days, and over 2% of LV employees have been able to take care of their children and return to their workplace with greater peace of mind. A Group-wide roll-out of this leave is planned for 2024.



Data extracted from the LV LH, LV Brugesand LV Roissy entities



### III. Our working conditions, an asset for every employee

Today, our Group employs 882 people, and we believe that their skills, professionalism and motivation are the key to our success. Our support services work daily to provide the best possible working environment for all our employees.

#### A. Our working relationships

We strive to offer everyone good working conditions, and to combat all forms of forced labor along the value chain. Every employee is a driving force in our Group, which is why we make a point of maintaining reasonable break times during work periods and granting leave in accordance with our collective bargaining agreement and the smooth running of the Group.

The rate of absenteeism among our employees, as well as movements in our permanent contracts, are the indicators that enable us to assess the stability of our payroll.



Data 2023 for the whole Groupe

	2019	2020	2021	2022	2023
Average number of days of absenteeism	12,35	14,35	12,56	14,79	<b>12,43</b>
Absentee rate	3,38	3,93	3,44	4,05	<b>3,41</b>

Our absentee rate for 2023 fell to 3.41, the lowest since 2019 (pre-covid) : This reflects a reduction in employee absences (this rate does not take into account maternity and parental leave and commuting accidents).

Our staff turnover indicator is also down to 17% in 2023, compared with 20% the previous year. And this despite a substantial increase in our payroll.

	2022		2023	
CDI entry	90	21%	125	15%
CDI exit	87	20%	147	<b>17%</b>
Total CDI	438		853	



2023 on the LVO Group's total payroll

Our QSSE team ensures that our employees maintain good working conditions throughout the world. The department conducts audits at least once a year at our sites in mainland France. These audits highlight strengths and areas for improvement.

During their audits, the internal auditors verify compliance with the standards to which the site is subject : such as AEO regulations, GMP and IMDG obligations. Supported by an external service provider

and a safety advisor, the department alerts site management to non-conformities that could have an impact on our customers' markets, as well as on the health and safety of workers.

In 2023, our QSSE department carried out 22 internal audits throughout mainland France and overseas. Throughout the year, it supported our subsidiary FAUVEDER in obtaining ISO 9001 certification. They also took part in three customer audits of our subsidiaries and a renewal audit for organic certification.

To get a better idea of the success rate of internal audits, our QSSE department has decided to set a success rate. This will provide a general trend in site compliance.



We are committed to complying with all obligations concerning the social protection of workers in the countries where our entities are located.

Our total gross salary package rose from 21 million euros (2022) to 42 million euros (2023), an increase of almost 100% due to an increase in our payroll and an upgrading of our most talented's salaries. Note that our 2023 expansion strategy has had no negative impact on our 2021 gender equality policy.

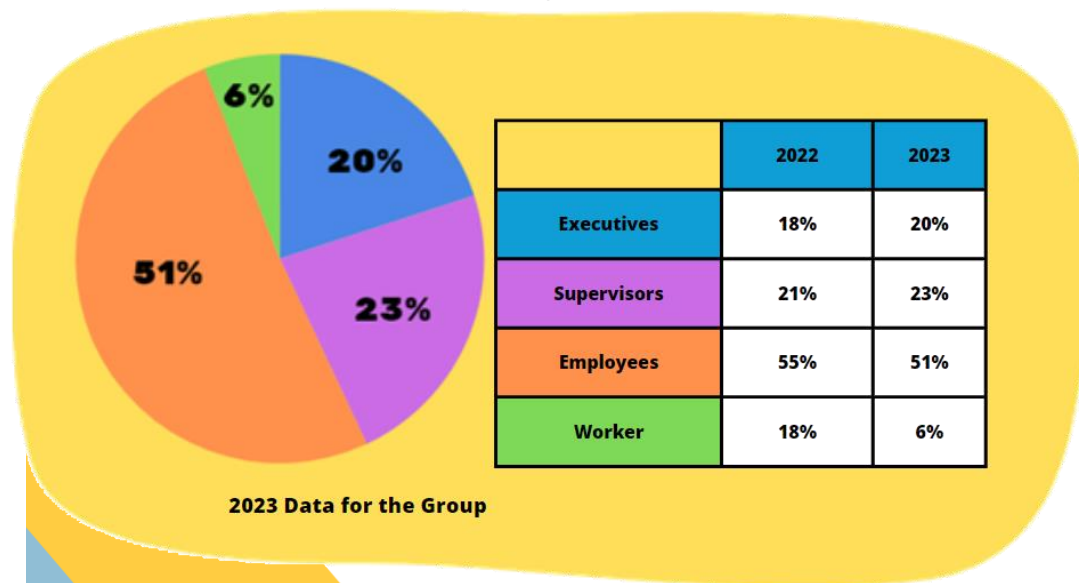
	2022			2023		
	Employee numbers	Gross salary payroll	Gross annual average	Employee numbers	Gross remuneration	Annual gross salary
<b>Mainland subsidiaries</b>	280	5 602 501	20 009	<b>294</b>	13 157 972	<b>44 778</b>
<b>Mainland LVO</b>	209	8 553 038	40 924	<b>217</b>	9 410 716	<b>43 463</b>
<b>DOM TOM subsidiaries</b>	155	6 906 257	44 556	<b>132</b>	6 265 417	<b>47 489</b>
<b>European subsidiaries</b>	0	0	0	<b>95</b>	3 366 313	<b>35 521</b>
<b>Middle Est subsidiaries</b>	44	1 149 416	26 123	<b>49</b>	1 377 684	<b>28 365</b>
<b>US subsidiaries</b>	42	2 282 897	54 355	<b>46</b>	3 868 085	<b>84 217</b>
<b>African subsidiaries</b>	10	Pas d'info	Pas d'info	<b>6</b>	121 789	<b>19 771</b>
<b>Asia subsidiaries</b>	0	0	0	<b>10</b>	766 378	<b>79 665</b>
<b>U.K subsidiaries</b>	10	805 018	80 502	<b>27</b>	1 329 061	<b>48 365</b>
	<b>757</b>	<b>25 299 127</b>	<b>33 420</b>	<b>882</b>	<b>42 034 100</b>	<b>47 666</b>

As a reminder, in 2021, 42% of gross payroll was for our female employee population. In 2023, we have the same balance as in 2022, i.e. 46% of gross payroll is distributed to the female gender (See table on next page). The unadjusted gender pay gap in 2023 is 10.73%.



	2023	
	% Gross women	% Gross Men
<b>Metropole subsidiaries</b>	45%	55%
<b>LVO Metropole</b>	54%	46%
<b>DOM TOM subsidiaries</b>	39%	61%
<b>European subsidiaries</b>	40%	60%
<b>Middle East subsidiaries</b>	32%	68%
<b>US subsidiaries</b>	31%	69%
<b>Africa subsidiaries</b>	88%	12%
<b>Asian subsidiaries</b>	31%	69%
<b>UK subsidiaries</b>	17%	83%
	<b>46%</b>	<b>54%</b>

Remuneration also depends on individual status. That's why we track the distribution of men and women according to their socio-professional categories. Within the Group, we have 6% blue-collar workers, 51% white-collar workers, 23% supervisors and 20% executive officers.



Our desire to offer equal opportunities to men and women is present in every SSC.



	2022		2023		Number	Total %
	Women	Men	Women	Men		
<b>Executives</b>	40%	60%	40%	60%	173	20%
<b>Supervisors</b>	60%	40%	51%	49%	204	23%
<b>Employees</b>	48%	52%	52%	48%	452	51%
<b>Worker</b>	0%	100%	0%	100%	54	6%

An exception is made for blue collar workers. They are mainly present in our warehouses. As this part of the business is mainly physical, men generally constitute this category. In 2023, we have balanced the presence of women in the supervisors category.

More generally, we would underline that the increase in the value of our payroll is reflected by an increase in the number of managers and supervisors.

We have encouraged our most talented employees by offering them new career prospects : for example, employees have been promoted to sector managers, department managers have become deputy directors. We have also recruited new talent to oversee tomorrow’s projects.

To ensure that our suppliers share the same Group orientation, we offer them our suppliers’ charter as a guideline. This charter sets out the regulatory principles and fundamental values we share with our suppliers : respect for each other, and the desire to move forward while complying with regulatory requirements.

### B. Our social exchanges

Our employees are fundamental stakeholders in the smooth running of our entities. To find out how they see things, we hold numerous talks with their representatives.

Each CSP is represented on our social and economic committees (CSE). In 2023, our HR department carried out elections in four entities:

- October 2023 : Perform’air
- November 2023 : Somotrans
- December 2023 : Safir and Melon & Sameg

In April 2023, an agreement was signed for a salary increase during the mandatory annual negotiations. Against a backdrop of high inflation in mainland France, General Management proposed to ensure, as far as possible, a salary increase for LVO employees earning gross pay of less than €2,600. 133 employees benefited from this increase.

In 2024, our HR department will be in charge of organizing the LHG, LVO and TFS CSE elections.

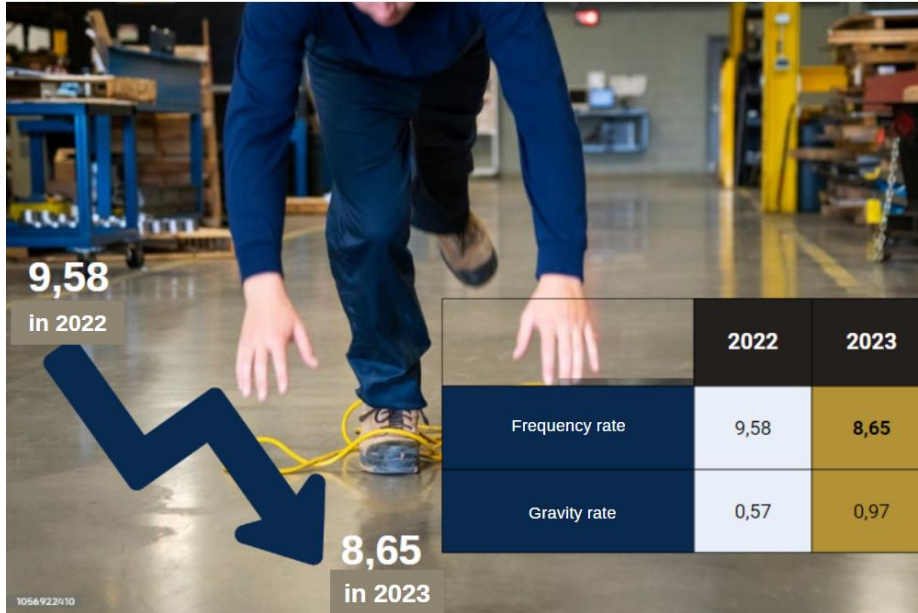
### C. Our health and safety initiatives

The main lines of our QSSE policy are based on respect for others, be they our customers, employees or the environment. We structure our thinking and working methods with a view to continuous improvement.

Our QSSE department works every day :

- To enhance the skills of our employees, through a certified quality approach at several entities (LVO Le Havre, LHG, Fauveder, Cargotrans Dubai, Lamberigts).
- To provide optimum safety and security working conditions on every site (whether office or warehouse).
- To advise site managers on their regulatory obligations in terms of QSSE.
- To support each site during its customer audits.

Our QSSE department works closely with our site managers and HR department to monitor workplace accidents. An overall analysis is made of the frequency and severity of each one. Following any accident, a study and a prevention action plan are put in place.



The Group’s accident frequency rate for 2023 is 8.65. Down from 2022.

Most of our warehouses are located in the Seine Maritime region. It is important to relate our frequency and severity rates to a departmental analysis. In this geographical area, the presence of numerous logistics and construction activities dilutes the national statistics.

In 2022, the Normandy region accounted for 7.8% of all accidents reported by the French labor inspectorate, despite accounting for 4.7% of all salaried jobs in France. The tertiary sector, which employs the majority of Normandy employees (55%), accounts for only 11% of serious or fatal accidents at work (ATGM). The region has an over-representation of ATGMs due to the sectoral structure of employment in the region. In 2022, Seine Maritime reported 99 ATGMs. However significant our workplace accidents may be, they did not have fatal or permanently disabling consequences.

The majority of our accidents occurred at our subsidiaries throughout mainland France.

The three main types were: same level or ground level falls ; manual handling ; telescopic forklift handling.

To give us greater scope for action, we analyse accidents by entity.

Internal analyses of each accident provide feedback for other sites. We carry out verifications such as gesture and posture training, monitoring PPE equipment and updating DUERPs.

	2021	2022	2023	Reason for Tas - 2023
<b>Metropole subsidiaries</b>	5	7	8	Fall at ground level Handling with a machine Manual handling
<b>LVO Metropole</b>	4	2	2	Falls on the same level / Manual handling
<b>DOM TOM subsidiaries</b>	1	1	0	
<b>European subsidiaries</b>			0	
<b>Middle East subsidiaries</b>			0	
<b>US subsidiaries</b>			0	
<b>Africa subsidiaries</b>		0	0	
<b>Asian subsidiaries</b>			0	
<b>UK subsidiaries</b>			0	
	<b>10</b>	<b>10</b>	<b>10</b>	

*Distribution of work-related accidents in 2023 across all LV Overseas group entities.*

The Group’s main branch in Epouville employs over 115 people. In this branch, our QSSE team provides all new employees with a QSSE sensitisation on quality standards (ISO 9001, BPD, IMDG) and the DUERP. By 2023, 53 of the branch’s employees had received safety training (trainees, work-study students, fixed-term and open-ended contracts).

In 2024, the ISO 45001 standard will be implemented at the Epouville warehouse. This will enable us to improve our overall commitment to health and safety in the workplace.

#### D. Developing our skills, our resource for sustainable performance

Learning and updating knowledge are essential professional skills in our profession.

As regulations and standards are constantly changing, our HR department ensures that all our employees have the essential elements they need to be able to respond as quickly and effectively as possible to our customers’ requirements.



*Data extracted from Group 2023 training follow-up*

In 2023, overall, our employees received 5 405 hours of training, i.e. :

- 232 people benefited from training to develop their skills (IMDG, IATA, computer software, BPDG, etc.).
- 23 people had their Certificate of Fitness for Safe Driving renewed.
- 13 employees benefited from English language training (to facilitate international exchanges for our support services).
- 5 employees attended training courses to facilitate human relations through management or trainee coaching.

The years to come could see the emergence of awareness-raising initiatives linked to extra-financial requirements, such as gender equality, low-carbon transport issues, accident prevention in the workplace, etc.

## IV. Our contribution to preserving the environment

We are well aware that our decisions and activities inevitably have an impact on the environment, whether they involve the use of resources or the direct/indirect production of pollution and waste. That's why we work day after day on an approach that takes these issues into account.

Our business can be broken down into two types :

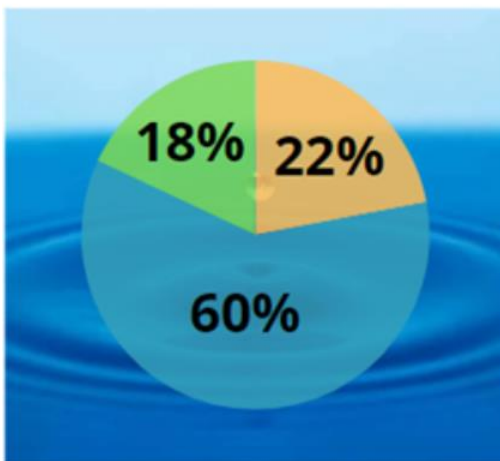
- Administrative management in the freight forwarding business
- Warehouse logistics.

Office activities mainly use electricity, water and paper. Logistics activities use the same resources, with an additional volume of waste : Wood, plastic film, etc.

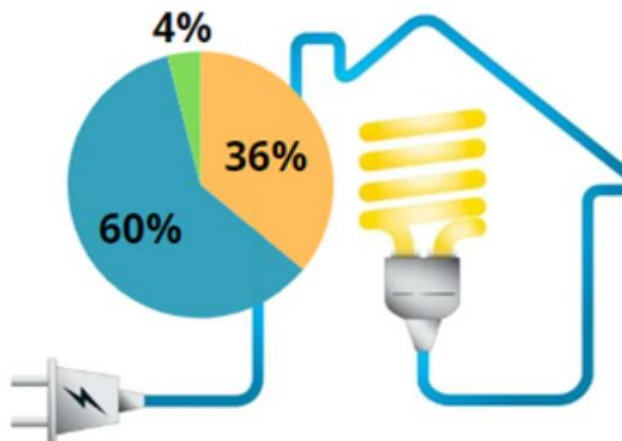
### A. Prevention and impact assessment

To help us reduce our environmental impact and identify areas for change, we have become more assiduous in tracking data on water, electricity and gas consumption (some branches use gas-fired boilers).

**Distribution of water consumption**



**Distribution of electricity consumption**



● **Offices**      ● **Warehouses**      ● **Mixed**

*Consumption data for all entities present in 2023*

We have many more branches than warehouses. Branches use more electricity to run their IT equipment, which alone accounts for 60% of the Group's electricity and water consumption. It goes without saying that we plan to limit water consumption in warehouses, branches and so-called mixed sites (offices + warehouses).

2023 has been abundant in changes due to our numerous acquisitions. Data is still being consolidated, but we can compare year n-1 and year 2023 for entities already present in the Group in both years (see table on next page).



	2022	2023
Gas	62 988 KhW	60 059 KhW
Electricity	734 339 KhW	749 044 KhW
Water	2 909 L	1 909 L
Fuel	28 237 L	178 078 L
<b>Entities already present in 2022*</b>		

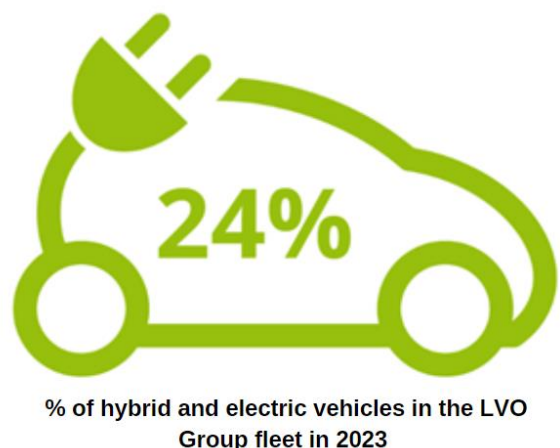
\* Included in the calculation: LVO Bruges / LVO Epouville / LVO Nouvelle Calédonie / LVO Réunion / GTS / LHG/ LHL / Safir & Melon / Sameg / SAS / Somotrans / Fauveder

Our gas consumption has fallen by almost 5%, thanks in part to the hybridisation of the boiler room at LVO Bruges.

Our electricity expenditure increased by 2% over 2023, and this is reflected in the consumption of many sites in mainland France in November: LHL, LHG, LVO Le Havre and LVO Bruges. From mid-October onwards, France entered the longest and most severe period of damp and bad weather (since 1958). This meant storms, floods and waterlogged ground. With temperatures dropping rapidly, branches had to turn on their electric heaters more intensively than in 2022. We want to keep moving forward, which is why we are planning to review all our energy contracts in order to reward distributors offering greener networks.

Our water consumption has fallen by 34% thanks to group awareness campaigns and the monitoring of actual values.

Our fuel consumption indicator has risen by more than 530% because it was only partially monitored at certain sites. Our geographical distribution around the world, which is our greatest asset, also means that we are constantly working to harmonise data. Our vehicle fleet is reviewed every year, depending on the age of the vehicle contracts. By 2023, we will have 24% hybrid or electric vehicles.



Many actions to reduce our environmental impact are gradually being implemented at our sites :

- In 2022, the Bruges branch reviewed its entire range of soap and toilet paper dispensers, and installed sorting bins through the Elise Partnership.

Environmental benefits of recycling via Elise	
Co2 (kg)	- 83
Water (m3)	-6
Oil (litre)	-16
Electricity (kwh)	-1335
Trees saved	4

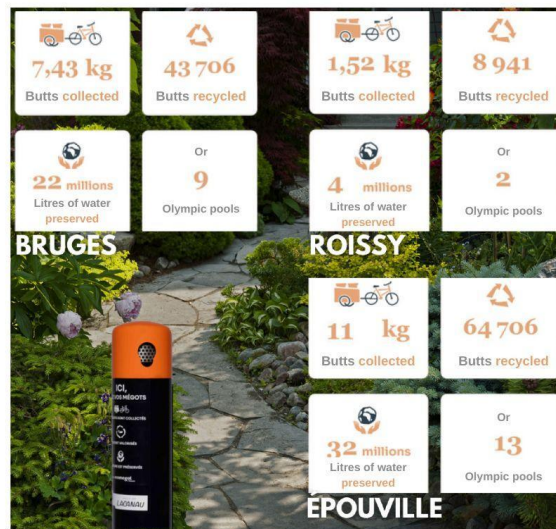
Environmental gains 2023 on the LVO Bruges site

Deployment of the Elise partnership on mainland sites was scheduled to begin in 2024.

- Deployment of the collaboration with Eco-mégots in mainland France.

To prevent cigarette butts from polluting soil and water, a partnership was launched in 2022 with the Eco-mégot company. This company specialises in transforming this waste, while raising awareness to the risks of smoking.

Recycling ashtrays have been installed at 5 sites and more are planned.



In one year of collection, we helped to recycle 117 353 cigarette butts and save 58 million liters of water from pollution.

### B. Sustainable use of resources

Our tertiary activity generates a lot of paper consumption. This consumption remains substantial. In mainland France, we work with the reseller Fiducial. Their CSR policy is in line with ours : to limit our environmental impact. In 2023, across all our sites in France, we carried out 413 orders. This represents **1 061 (Kg)Eq CO2 of delivery and 36 353 Kg of supply**

Our partnership with Fiducial ensures that our paper comes from responsibly managed forests. Printing optimization policies are gradually being developed in each branch. To help reduce printing, computer workstations are increasingly equipped with dual screens. The deployment of our new ERP has been delayed, but it is a major factor in reducing our paper consumption.



To reduce our electricity consumption at source, we have also taken stock of the number of our sites equipped with LED lighting. This equipment enables us to reduce electricity bills and limit the over-consumption of raw materials.



**Inventory carried out during the second half of 2023 on sites existing before December 2023.**

The year 2024 will be a turning point in the analysis of our energy consumption, with the renewal of an energy audit at the Group's largest site. A review of our responsible purchasing policy will also enable us to align our approach with our corporate governance vision.

### C. Climate change mitigation and adaptation

The expansion of our Group around the world has led to an increase in travel for our management, support services and sales teams.

Every year, Air France sends us our carbon emissions impact report. In 2023, we consumed 121.8 T of CO<sub>2</sub>. These were flights mainly required by the Bruges and Le Havre agencies via Air France.

As part of a global vision of our carbon footprint, the consulting firm Sustainable Advantage helped us calculate our Scope 1 and Scope 2 impact.



2024	
Scope 1	Scope 2
378,77 TCO2eq	383,80 TCO2 eq

Data from the LVGroup's ESG 2023 report

To play an active part in reducing the use of unsustainable resources, we have joined forces with the CMA-CMG Group to develop biofuels and sustainable technologies through research subsidies and the development of green pricing schemes, which will soon be offered to our customers. As our business involves working with a large number of shipping companies, we thought it would be a good idea to take part in this initiative, which should change the future of our sector.

Our customers are also increasingly concerned about the carbon footprint of their shipments : to meet their demands, we have signed a partnership agreement with EcoTransit World. As a result, we can now efficiently calculate the CO2 emissions for all their shipments (whether by air, sea or road).



Our everyday behaviour also has an impact on our environmental footprint, which is why we have organized an eco-driving awareness campaign for our frequent drivers. In 2023, 10 employees from our LVO Bruges and LVO Le Havre branches took the professional training.

#### D. Protecting biodiversity

We are aware that we have a role to play in limiting and reducing our impact on biodiversity. We are working on our vision and actions to help preserve ecosystems :



In the spring of 2023, beehives were integrated on the Epouville site via the partnership already present on the Bruges site : Cheptel

Bees play a vital role in preserving the environment, particularly in pollinating ecosystems.

Thanks to this partnership, our Epouville employees were able to enjoy almost 40Kg of honey after the harvest.

The preservation of biodiversity and ecosystems involves enhancing the value of the so-called « organic » distribution chain. It was in this context that our QSSE team took part, in November 2023, in the ECOCERT label recertification of our Fauveder warehouse and our administrative processing chain based in Epouville.



As part of the expansion of our facilities, the Epouville branch will need to increase its number of parking spaces. Respect for the environment, the desire to limit the excessive use of resources in the production of concrete, and to promote a more pleasant living environment for our employees : three important criteria that played a major role in the specifications for this project, which will see the light of day in 2024.





## V. Fair practices

It concerns the ethical conduct of transactions between an organization and other organizations. It encompasses relations between organizations and public bodies, as well as between organizations and their partners, suppliers, subcontractors, customers, competitors and the associations of which they are members.<sup>2</sup>

### A. Fighting corruption

We are vigilant in all our transactions, especially those involving Customs. The fairness of our business practices and our compliance with Customs regulations have been recognized by the competent authorities since 2009, thanks to our AEO certifications. This status is renewed every three years after an audit by the Customs authorities. As of 2023, 18 of our sites were AEO-certified, including PSI, which has had its certification renewed.



We also keep track of all the regulatory documents required for our partnerships with our suppliers : safety declarations, dangerous goods approvals, EU licenses, registrations with freight forwarders, etc.

Over the coming years, we intend to set up internal anti-corruption mechanisms. This will involve a risk analysis, the drafting of a policy, the implementation of anomaly reporting and, above all, raising awareness among our teams.

Our Supplier Charter includes a chapter on this subject, which is crucial to gaining the trust of our customers.

### B. Promoting social responsibility in the value chain

To offer our customers a professional quality of service, it is legitimate and coherent to communicate our vision of sustainable development. Our Supplier Charter enables us to promote our CSR approach across the entire value chain.

We support each and every one of our customers in their audit requests and in the production of procedures and documents required for the smooth running of the supply chain. We are fortunate to have ISO 9001-certified quality systems, enabling us to offer structured support and operating procedures for all our sites, verified by our QSSE department.

Our QSSE department also oversees the management of our CSR communication : it manages assessments and questionnaires, as on the ECOVADIS website.



*LV Overseas Group ECOVADIS 2023 rating*

<sup>2</sup> Extrait du chapitre 6.6.1.1 de la norme ISO 26 001

The development of our employees' skills, our ever-present support departments and the feedback we receive from our business sector, are the three pillars that enable the Group to support its customers in raising awareness of corporate social responsibility issues.

**Customer satisfaction is the driving force behind our Group.**



## VI. Our customers' opinions and satisfaction

This objective also enables us to keep moving forward, from the well-being of our employees to the enhancement of their skills, to assiduous compliance with current regulations. Our aim is to offer each of our customers a range of services in line with their own values and needs, such as :

- Branches on every continent,
- Our network of agents around the world : this enables us to have a more human relationship with our customers abroad,
- Tailor-made services,
- Dedicated services : personalized support for our customers operating in very specific sectors such as foodstuffs, pharmaceuticals, even logistics (e.g. the Paris 2024 Olympics)...
- Customs services ranging from assistance with procedures to declarations,
- Warehouse structures on a human scale, enabling us to offer special care to all shipments

The majority of our employees are in daily contact with our customers, which is why it's important to us that our family atmosphere and social ties are maintained in every department of every Group entity.

### A. Commercial and sustainable consumption practices

Exchanges and feedback enable us to protect the economic interests of our customers. Our sales staff, who are in charge of providing them with the best proposals for our services, always include in their quotations the requirements specific to each customer (such as the possibility of knowing the carbon footprint of the journey, etc.).

Each of our sales representatives always takes the time to talk to our customers to find out more about their needs, and to ensure that our collaboration continues to run smoothly. During these discussions, they act as advisors to offer the best possible service, in compliance with regulations. For this reason, our sales staff has received professional training specific to our business (IATA, IMDG, BPDG, etc.).

In the years to come, we want to give even greater prominence to our involvement in the value chain by raising our teams' awareness of the impact of transport choices on CSR areas. This will enable us to provide more targeted advice to our customers who wish to collaborate on our CSR vision.

### B. Our claims and dispute resolution mechanisms

The follow-up of customer comments and possible disputes are also levers of customer satisfaction. Our certified quality systems, in place in several branches, have enabled us to deal with the various feedbacks for many years. Our main branch in Le Havre has been certified for over 20 years. Each malfunction is analyzed and followed up with an action plan. The QSSE department regularly monitors such action plans.

In 2023, the ISO 9001 follow-up audit enabled us to improve, by introducing action plans for each of the agencies' processes.

### C. Customer data protection

We preserve the confidentiality of all the information transmitted by:

- Limiting data collection to that which is essential for file management,
- Restricting access to authorized persons only,
- Using data only for purposes agreed to with the customers
- Controlling the physical and IT security of customer data
- Securely backing up our customers' data

In our day-to-day practices and with the support of the Data Protection Officer (DPO) appointed during 2023, we maintain heightened vigilance over the management of our customers' data.

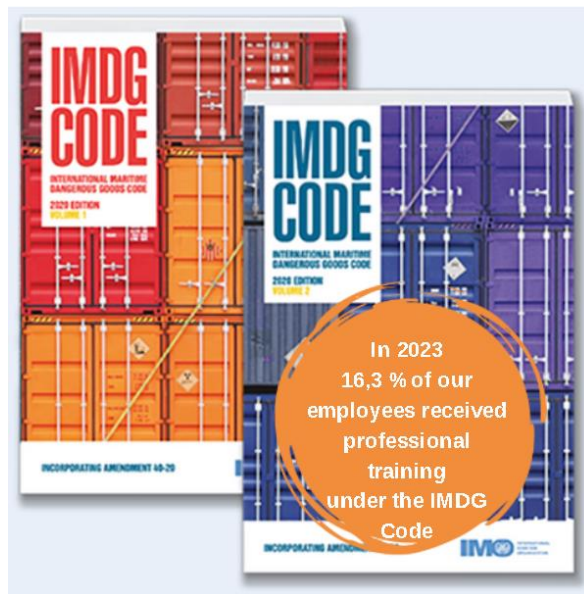
We intend to put additional protection mechanisms in place over the coming months.

#### D. Raising awareness of our value chain

Our customers depend on us to manage the transportation of their goods around the world. To ensure that we live up to our values and meet their expectations, our staff always act as advisors to them.

Educating our customers about environmental risks (such as the transport of dangerous goods by sea) is not just about passing on information, but also about medium and long-term action. This means developing the knowledge and skills of each and every one of our employees. Our duty to advise and our expertise enable us to make our customers aware of the impact of their choices on the management of their dossiers.

We make it a point of honour to regularly retrain our staff in the International Maritime Dangerous Goods (IMDG) regulations. This skills enhancement program enables us to provide the best advice in terms of Customs management, labeling and potential hazards during maritime transport.



## VII. Our involvement in local development

Our global growth in 2023 has enabled us to improve our international, European, national and local connections. As such, each agency has its own stakeholders linked to its own economic basin.

### A. Our contribution to local growth

The development of the economic fabric and professional opportunities are favourable growth indicators for local economic ecosystems : they are key to the long-term future of each of our branches. Our Group is keen to contribute to both these areas by working with regional players and helping to develop people's skills.

We encourage local deployment, by promoting local partnerships : waste management, maintenance management, environmental relations management...

We see ourselves as major players in the geographical development of each of our sites. Our largest agency and our largest warehouse work with small regional structures present only in the Le Havre area (Juvien Electricité, Maad Peinture, DMB, Paysage and caux...). This enables us to build special relationships with these subcontractors, and thus promote the economic development of these small businesses.



### B. Our commitment to future generations

We regularly collaborate with educational players (schools, faculties, professional retraining, etc.) to find and recruit the talent of tomorrow. Our future is built on the skills we know are valued. We are committed to maintaining the skills of each and every one of our employees, so as to ensure the continuity of each and every one of our collaborations.

In 2023, many of our employees were able to improve their skills in areas ancillary to their jobs : with management training or advanced training (Excel, VBA, Teams, etc.).

Local development is as much about economic development as it is about social and economic development.

### C. Our support for associations

Our collaborations with associations are in line with our values : teamwork, the fight against global warming and respect for all. Here are a few examples :



## 2023 Sponsorship

Local investment

Participation in the Glanes vineyard Olympics

Inclusion & Humanitarian



Aid

Active participation with the Martinique Red Cross

Financial participation in favor of this association



Sponsoring of the Karinets and Roses team



Donation to the Bruge firefighters

Environment



Renewal of our partnership with the sailboat 'Le Damona'



Donation to the Marseille domestic animal shelter

### D. Our contribution to maintaining public health

Epidemics or pandemics can have serious consequences for the entire economy. Health is an essential element in the lives of individuals, and is recognized as a human right. Through **our business, we want to contribute to the preservation of health security for all**. Some of our employees work with customers in the pharmaceutical sector, following procedures and respecting Good Distribution Practices specific to the management of medication.

We also collaborate on health-related sponsorships :

2023



Partnership with 'Heart Stroke all concerned'

L'AMAZONE

6 km de course ou marche pour la lutte contre le cancer du sein

Registration of our employee in this Le Havre race.

As we all know, sport is an important vector for good health. That's why we get involved with a number of associations and sporting events :



## Financial Contributions to five sports associations

- Participation in the 'Le Touquet 2023' sporting event
- Contribution to the associative life of the Octeville golf course by purchasing golf balls with the name LV for all employee golfers.
- Participation in the non-stop Corsica sailing race
- Collaboration on the 1,000km in Corsica / GT20 for "Stroke all concerned"
- Fauveder contributes 50% to its employees' sports registration fees

Each of our entities is warmly encouraged to get involved in their local area. The actions we take enable us to promote the establishment of our structures in the economic fabric of each region.



All our employees work together every day to offer a better future. We want to move forward together to make our company more sustainable.

Our Group is constantly on the move, which is why 2024 will be the year in which we aim to align all our structures with these extra-financial challenges, which are increasingly present.

In 2024, we undertake to :

- Improve the monitoring of our CSR indicators
- Digitize CSR/ESG data
- Set up a certification system specific to workplace safety
- Revise key CSR policy documents
- Continue CSE election campaigns
- Standardize human resources data through software
- Review the energy impact of our premises through responsible audits

**We want to drive forward together, for a more sustainable future.**

