



2024

CSR  
REPORT

## CORPORATE SOCIAL RESPONSIBILITY

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This report covers all entities and agencies within the LVO Group.

## THE PATH TO CSR EXCELLENCE

The LVO Group, with its headquarters in Bordeaux, New Aquitaine, operates as a transport commissioner worldwide. It has offices and warehouses in Europe, the Caribbean, North America, the Middle East, and Africa.

A recognized player in its industry, the LVO Group is committed to strengthening its position as a leader by offering a service that combines operational excellence and sustainability.

The year 2024 was pivotal in making numerous commitments towards clients, employees, partners, and the communities close to the LVO Group.

## KEY HIGHLIGHTS

- Important national (LHL-Seine Maritime) and international (Latvia, Madagascar, Papeete) based acquisitions.



- Deployment of a Group-level HR Management IT System, ESG data system
- Renewal of several AEO certifications (Roissy, Cayenne, Mitry Mory)
- Appointment of a CSR Coordinator
- Conducting an Energy Audit
- Renewal of ISO 9001 Certification
- Evaluation Ecovadis



THE DATA PRESENTED IS CONSOLIDATED BY THE CSR TEAM OF THE LVO GROUP.

# GROUP KEY FIGURES

**WE ARE  
1 570**

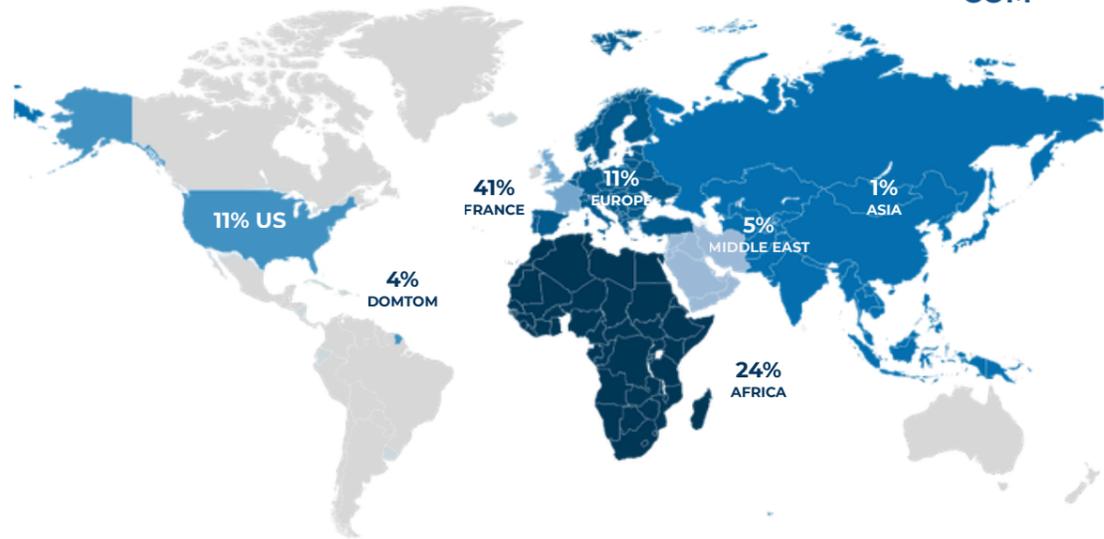
**EMPLOYEES  
WORLDWIDE.**

**WE  
HAVE  
66 218  
m<sup>2</sup>**

**WAREHOUSING  
WORLDWIDE.**

**WE ARE  
58**

**ENTITIES IN 14  
COUNTRIES AND 8  
MORE IN THE DROM-  
COM**



As a percentage of the workforce

# OUR CSR OBJECTIVES

## CLIMATE ACTIONS

- ✓ A 50% reduction in our direct GHG emissions by 2030



## SOCIAL WELL-BEING & SOLIDARITY

- ✓ Working on the well-being of our employees



## PRESERVATION OF NATURAL RESOURCES

- ✓ A 10% reduction in our water consumption by 2028\*
- ✓ A 25% reduction in our electricity consumption by 2028\*



## SUSTAINABLE DEVELOPMENT AND ETHICS

- ✓ 100% of our suppliers will sign and comply with our code of conduct by 2030.

Compared to the year 2024

# RESPONSIBLE LEADERSHIP

"Our Group is fully aware of its role in the value chain and our responsibilities towards our stakeholders in terms of sustainable development. Our CSR policy guides our decisions and actions, fully integrating the United Nations Sustainable Development Goals. This approach strengthens our role as a responsible actor in society and enables us to actively contribute to global challenges. We are convinced that our long-term success depends on our ability to proactively and innovatively address societal and environmental challenges."

Excerpt from the Introduction to the CSR Policy of the LVO Group

In our quest for transparency, this report is in conformity with norm FD X30-031.

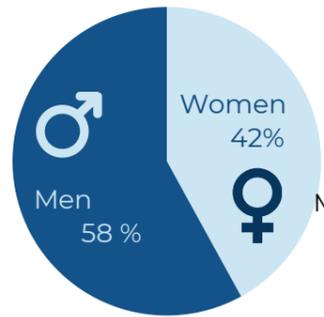
# RESPECT FOR HUMAN RIGHTS: OUR UNWAVERING PRIORITY

## “ HUMAN VALUES AT THE HEART OF OUR SOCIAL POLICIES

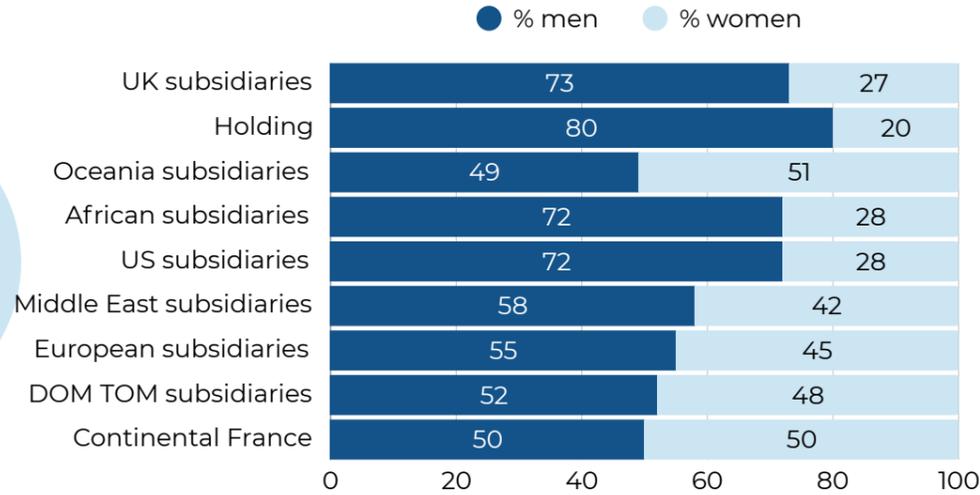
- Further promote Gender Equality
- Further encourage the Skill Development of Our Employees
- Further an Equitable and Non-Discriminatory Approach to Recruitment and Career Development
- Further value Successful Integration for the Fulfillment of All our Teams
- Further Optimal Working Conditions for All

## DISTRIBUTION ACROSS ALL ENTITIES

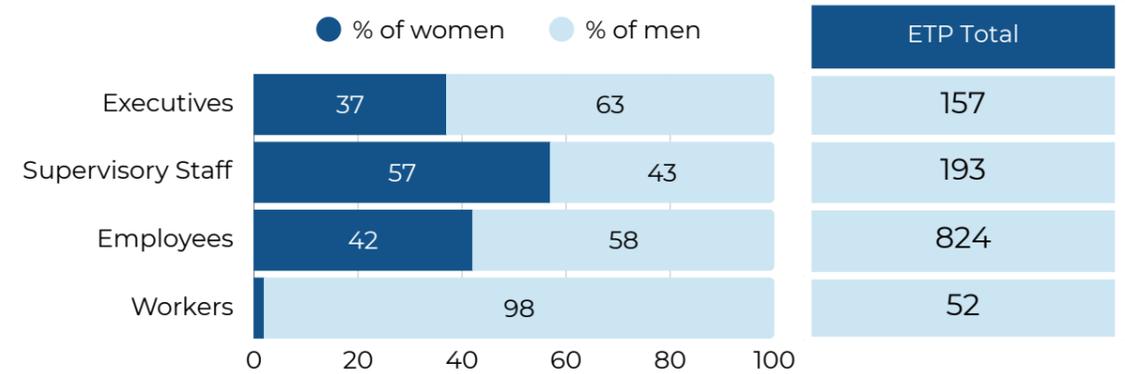
Global Situation



By geographical location



## SHARE OF EMPLOYEE CATEGORIES (CSP)



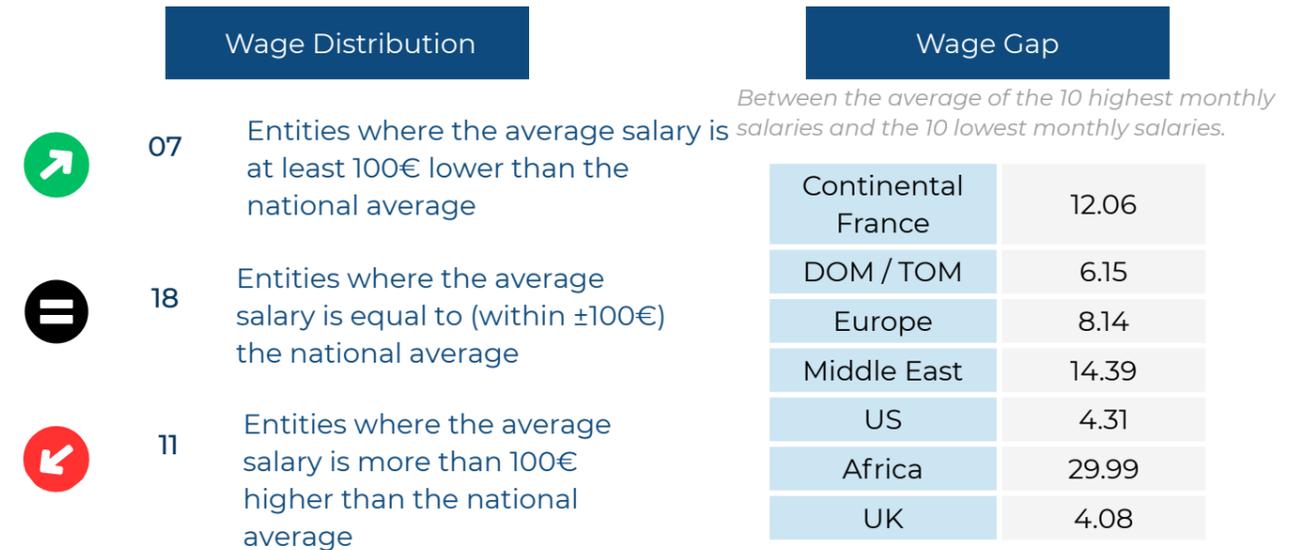
## INDEX EGAPRO 2024



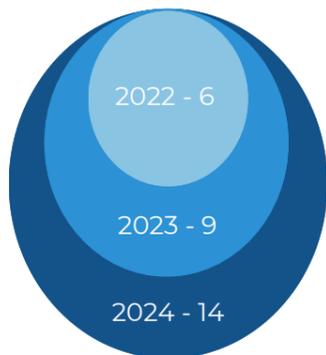
Aware of the progress which should be made in terms of professional equality, the LVO Group is implementing actions such as:

- Revision of our salary policy
- Balancing the training programs offered to men and women
- Analysis of the impact of work organization on employees' health (men & women)
- Encouraging work-life balance between genders

## SALARIES AND WAGE GAP



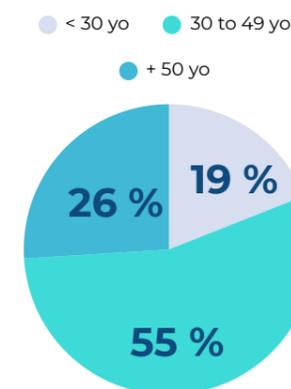
## NUMBER OF EMPLOYEES DECLARED AS DISABLED



The LVO Group must ensure a fair working environment for all our employees, including those with disabilities, whether declared or not.

% of employees declared as disabled / payroll	1.14 %
% of employees declared as disabled / payroll for continental France	2.76%

## AGE PYRAMID



## TRAINING

**4 967 h**  
hours of professional training in 2024.

**59 %**  
of ALL employees trained.

**4h/ETP**  
on average  
Mainland France and DROM-COM

# QUALITY, HEALTH & SAFETY

The LVO Group maintains a motivating and safe work environment for every employee, with particular attention given to challenging and/or high-risk jobs. Quality monitoring and continuous improvement processes are also key aspects of the group's strategy, ensuring excellence for our clients and partners.

## MASTERING QSSE CHALLENGES

- Q** Retaining Customers by Offering Full Quality Services  
A continuous improvement process is ensured by the Group's QSSE (Quality, Security, Health, Environment) Department. Note that objectives are specific to each entity.
- S** Limiting the Number of Workplace Incidents and Accidents  
Promoting responsible behaviors. Hazards and risks are regularly reassessed.
- S** Ensuring the Safety of our Infrastructure  
In compliance with regulatory requirements and the inherent goods constraints of our clients. Risk evaluations are regularly analyzed.
- E** Managing Environmental Impact  
By monitoring energy consumption and waste flows.

## TURN-OVER IN THE GROUP



**2023 : 16% of Turn-Over**  
**2024 : 15,5% of Turn-Over**

## FREQUENCY AND SEVERITY RATES OF ACCIDENTS

	2022	2023	2024
Frequency rate	9.58	9.52	<b>3.6</b>
Severity rate	0.57	0.99	<b>0.02</b>

## MONITORING OF INTERNAL QSSE AUDITS



NUMBER OF SECURITY STATIONS IN FRANCE



NUMBER OF INTERNAL AUDITS



NUMBER OF EXTERNAL AUDITS



NUMBER OF TALKS

## PRINCIPAL TYPES OF WORKPLACE ACCIDENTS



Musculoskeletal Disorders  
**2**



Cut  
**1**



Height Fall  
**2**



Slip  
**1**

## CERTIFICATION ISO 9001



Our core business, which involves impeccable document management, has been ISO 9001 certified in several entities, and this certification process is gradually being extended to the entire Group. In 2024, the LVO Epouville agency renewed once again its certification, which it has held for over 20 years.

The LVO Group recognizes the crucial importance of minimizing its environmental impact. It is committed to transitioning toward a more sustainable future by adopting environmentally friendly practices and aiming to achieve ambitious goals. Its environmental policy is based on the principles of avoid, reduce, and offset.

## SCOPES 1 & 2: CARBON FOOTPRINT ASSESSMENT

Scope 1 - tCO2e	
Natural Gas	166.7
Refrigerants	203.62
Business Travel	913.81
<b>Total</b>	<b>1 284.13</b>

Scope 2 - tCO2e	
	565.11



## FOCUS ON ELECTRICITY & NATURAL GAS

	2024
Total consumption	2428 MWh
Consumption within constant scope	1 361 MWh
$\Delta N / N-1^*$	-1%



*\*Consolidated data based on the 2024 reports from the various agencies.  
 \*\*\*Agencies included in this analysis: ATS, ASL, Cargotrans Roissy, Fauveder Roissy, Intelog, LVO Bruges, LVO Epouville, LHG, LV New Caledonia, LV Reunion, LVO Roissy, New Direx, MHT St Victoret, Perform'air Roissy, Safir & Melon, SBT Marseille, TFS LH, TFS Mitry, Tramar'ATI.*

## FOCUS ON FUEL

	2024
Total consumption	265 516 L
	2 729 eq MWh
Consumption within constant scope	265 516 L
	2 729 eq MWh
$\Delta N / N-1^*$	-6 %



*\*\*\*\* Agencies included in this analysis: ASL, ATS, Cargotrans Roissy, Fauveder Brest, Fauveder Dieppe, Fauveder Rouen, Fauveder LH, Fauveder Marseille, Fauveder Headquarters, Fauveder Nantes, Fauveder PLVI, Fauveder Roissy, Fauveder St Romain, GTS, LHG, LHL, LVO Bruges + Headquarters, LVO Epouville, LVO New Caledonia, LVO Reunion, MHT St Victoret, Performair Roissy, Safir & Melon, Sameg, MAO + SXM, SBT Marseille, Somotrans, TFS Mitry.  
 \*Consolidated data based on the 2024 reports from the various agencies.*

## THE CARBON IMPACT OF LVO PROFESSIONAL TRAVEL.



2024  
 124tCO2e\*  
 30% of the recorded trips are by train.

*Consolidated data provided by the service provider PONS Voyages for entities in mainland France.*

## SHED LIGHT ON WATER CONSUMPTION.

	2024
Total consumption	7 177 m3
Consumption within constant scope	3 269 m3
$\Delta N / N-1^*$	+ 96%



The significant increase in water consumption between 2023 and 2024 is explained by the renewal of water in the sprinkler tanks (fire safety). Excluding the consumption necessary for this measure, water consumption increased by 9% in 1 year.

*Evaluation at constant scope, excluding entities acquired in 2024, including the following: ASL, ATS, Cargotrans Roissy, Fauveder Roissy, Intelog, LHG, LVO Epouville, LVO Roissy, LVO Nouvelle Calédonie, New Direx, MHT St Victoret, Perform'air Roissy, Safir & Melon, SBT Marseille, TFS LH, TFS Mitry, Tramar'ati*

## ACTIONS FOR BIODIVERSITY

**TECHNOLOGICAL INNOVATION**

Using bacterial solutions designed to degrade hydrocarbons. This technique, patented by our provider and validated by the DREAL, allows us to guarantee the maintenance of the quality of discharged water, while significantly reducing the reliance on chemical products.

**BEEHIVES AT THE HEART OF OUR AGENCIES**

We've installed 7 beehives within our agencies. This initiative helps support the conservation of pollinators.

**TEAMWORK AND SHARED NECTAR:**

280,000 BEES THRIVE ALONGSIDE OUR STAFF AT LVO

70 KG OF HONEY

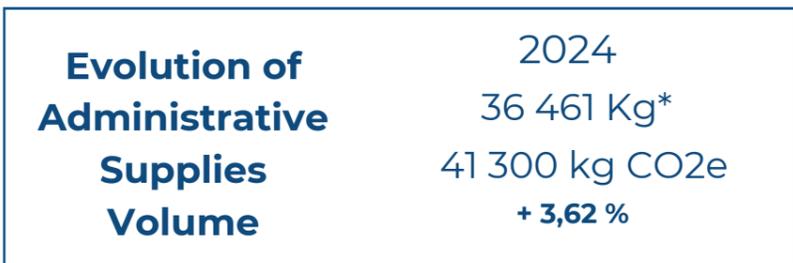
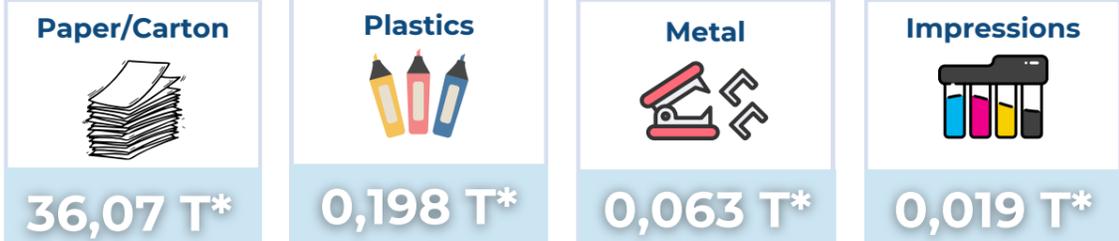
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## MASTERY OF OUR WORKPLACE CONSUMABLES

Origin of our many supplies



7% not provided by our service providers



\*\*Consolidated data from the 2024 reports provided by the Fiducial partnership.

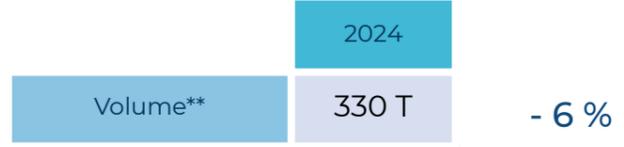
Entities included in this analysis: ATS, ASL, Cargotrans Roissy, Intelog, LHL, LVO Bruges, LVO Epouville, LVO Roissy, LHG, MHT, Performair, TFS, Tramar'ati, SBT.

## OUR OFFICE WASTE FOOTPRINT IN 2024



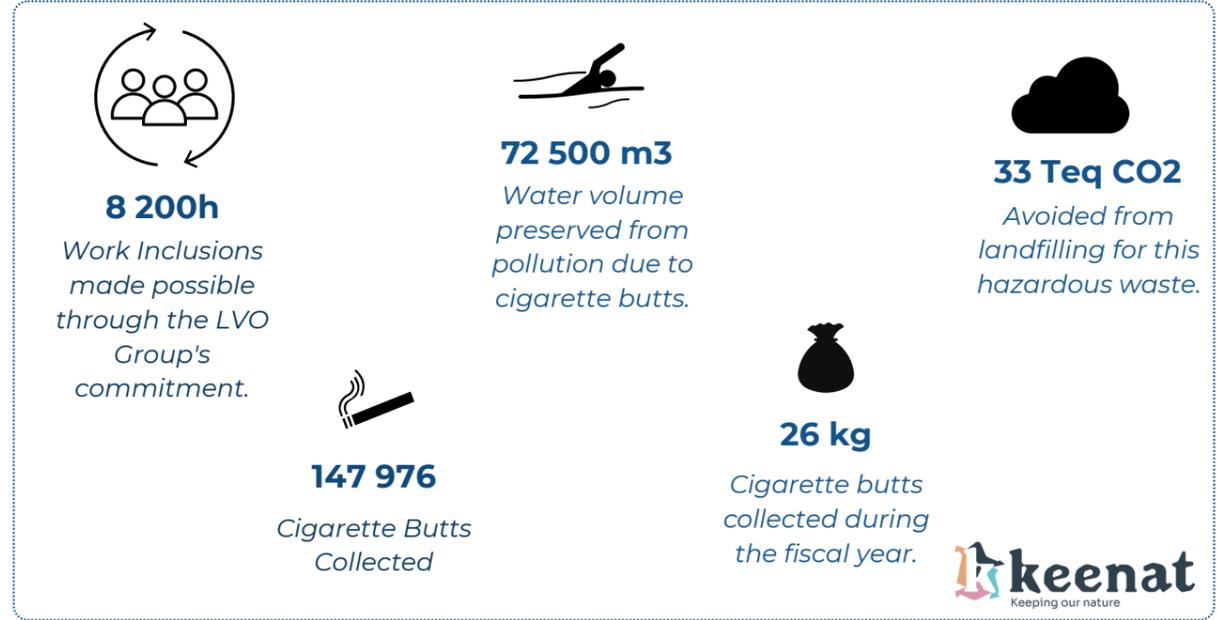
Data provided by our service provider for LVO Bruges

## WASTE MANAGEMENT IN THE WAREHOUSE



\*\* Agencies included in this analysis: Fauveder PLVI, Fauveder St Romain, Fauveder Grand Couronne, LHL, LHG, LVO Réunion, SAMEG, SXM

## DATA PROVIDED BY OUR SERVICE PROVIDER FOR LVO BRUGES



Data provided by our service provider for LVO Bruges

LVO Group takes a strong stance against corruption, influence peddling, and anti-competitive behavior. The Group is committed to upholding financial transparency and full compliance with international sanctions frameworks. With a solid governance structure in place, LVO engages all its employees as true ambassadors of its ethical principles and core values.

## CUSTOMS AND VALUE CHAIN SECURITY



Number of Import Declarations	98 865
Number of Export Declarations	86 343
Number of Customs Fines	60
Ratio (Number of Declarations / Number of Customs Fines)	0.03%

\*Entities included: LVO, Tramar'Ati, Perform'air, Fauveder, PSI, Somotrans, Safir & Melon, LVO Réunion, ATS

In 2024, the entity ATS obtained AEO status, while the entities TFS, Perform'air, Cargotrans, and Sameg renewed theirs.



Furthermore, thanks to its AEO status, the Léon Vincent Overseas entity renewed its American CTPAT certificate.



This voluntary program strengthens the security of the international supply chain while facilitating legitimate trade.

Two of our agencies in mainland France also hold authorized agent status. This is a very effective lever to ensure fair commercial practices.

## NEW CUSTOMER COMPLAINTS MANAGEMENT SYSTEM

As part of quality certifications, customer satisfaction surveys are deployed to ensure the continuous improvement of our services. This system was revised during 2024 to better adapt to our customers' habits.

Thus, the paper Satisfaction Questionnaire has been replaced by an online form. This new format makes it much easier for our customers to complete, and improves the dissemination of feedback to sales teams and relevant Departments.

Complaints and malfunctions reported are automatically integrated into action plans as annotations, allowing for rigorous tracking of each problematic situation.

## SOCIAL DIALOGUE

Each CSP (Professional Socio-Category) has the opportunity to be represented in the CSEs (Social and Economic Committees). In 2024, elections were organized within the following entities:

- LVO
- TFS
- LHG

## HUMAN RESOURCES MANAGEMENT SYSTEM



In 2024, the LVO Group saw the emergence of a new human resources management tool. By automating many administrative tasks, this new tool helps save time and reduce the risk of oversights or errors.

This tool also provides better visibility into workforce numbers, skills, and social indicators, all of which undeniably helps the strategic decision-making process. It improves the fluidity of exchanges between HR teams, managers, and employees. It strengthens internal communication and the tracking of career paths.

## PROFESSIONAL ALERT SYSTEM

This new System, implemented in 2024, helps prevent risks, detects dysfunctions more quickly, and continuously improves governance practices (anti-corruption, anti-discrimination, workplace harassment, etc.).

It is available to personnel as well as external stakeholders via the LVO Group's website.

## COMMITMENTS TO LOCAL COMMUNITIES

As part of its local roots approche, the LVO Group leads several initiatives to support local communities in territories where it operates. These commitments are part of a voluntary approach, consistent with the Group's governance, which favors actions with a positive impact on health and the environment.



## AN ORGANIZATION DEDICATED TO SUSTAINABLE PERFORMANCE

### A NOTEWORTHY COLLECTIVE DYNAMIC AT LVO

The Group HR team collaborates transversally with several support Departments within the LVO Group

- Human Resources**  
 Responsible for integrating CSR criteria into talent and training management.
- Group QSHE Department**  
 Working in close collaboration, they focus on the coherence of actions and the execution of internal audits.
- Financial & Accounting Services**  
 These departments are involved in the budgetary monitoring of CSR actions and ensure that CSR investments are well integrated into the Group's overall financial strategy.
- Group IT Department**  
 It ensures the smooth functioning of our precious work tools, an absolutely essential mission for operational optimisation.
- Technical Services**  
 These services contribute to the sustainable management of material resources and the Group's environmental impact.
- General Management and Agency Directors**

## CSR STEERING INDICATORS

<b>SOCIETAL</b> Qualitative KPIs	<ul style="list-style-type: none"> <li>• Internal Engagements</li> <li>• Internal Procedures</li> <li>• Partnerships with Stakeholders</li> </ul>
<b>SOCIAL</b> Quantitative KPIs	<ul style="list-style-type: none"> <li>• Frequency Rate of Work Accidents</li> <li>• Internal Audit Success Rate</li> <li>• Certification Tracking</li> </ul>
<b>QSE</b> Quantitative KPIs	<ul style="list-style-type: none"> <li>• Work Accident Frequency Rate</li> <li>• Internal Audit Success Rate</li> <li>• Certification Tracking</li> </ul>
<b>ENVIRONMENTAL</b> Quantitative KPIs	<ul style="list-style-type: none"> <li>• Energy Consumption (office life)</li> <li>• Water Consumption</li> <li>• Waste Recovery Rate</li> <li>• Carbon Footprint Scopes 1 &amp; 2</li> </ul>

## 2025 OUTLOOK

The year 2025 marks a new stage for evolution and progress in the Group's commitment to actively contribute to sustainable development.

Several milestones are already set:

- Further Recruitment of a Group Finance & Sustainability Project Manager
- Further Deployment of a mutual ESG data collection System across the entire Group
- Further Realization of physical climate risk analyses
- Further Conducting a double materiality analysis
- Further Continuing work on a complete Carbon Footprint Program across all 3 Group scopes
- Further Deployment of a proactive HR policy focused on professional equality
- Further Full revision of the Group's energy strategy
- Further Transition of the vehicle fleet towards more electric vehicles
- Further Increase in the number of certifications within the Group
- Further Implementation of full compliance with the Sapin II law (Anti-corruption Law)

CONTACT

## COORDINATES

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<https://leonvincent.fr/>