



INTERDEAN
RELOCATION SERVICES

CORPORATE SUSTAINABILITY

Reviewed: March 6, 2024



Corporate Social Responsibility (CSR)

The overall Corporate Social Responsibility policy at Interdean is based on the 10 UN Global Compact principles which include working with social, environmental and economic responsibilities. Where international minimum standards for CSR are higher than national law, Interdean strives to uphold international standards.



RESPECT



CORPORATE RESPONSIBILITY

Interdean pledges to:

Continuously improve our governance system to ensure compliance with basic human rights.

Identify ways of maximising the positive social impact of our business operations where we have special skills, products or services to make a difference.

RESPECT PEOPLE

Social Responsibility

We support the UN Global Compact principles for internationally proclaimed human rights (principles 1-2) including the core labor rights (principles 3-6). The commitment to sustainable social development is the key focal point in our CSR efforts. Given the nature of our business, the social dimension is where Interdean can contribute the most.

Did you know...

You can read about human rights and labor on the UN Global Compact website:
www.un.org/en



RESPECT PEOPLE

What respecting people means to us...

Health, safety and wellbeing

- We are committed to make our employees to feel mentally well, healthy, safe and valued at work, so they can perform at their best and flourish in other aspects of life.
- We operate in strict accordance with local and international regulations regarding safety of labor in order to ensure that our workspace is safe for our employees.
- We ensure that our company work environment is safe and encouraging.
- We establish flexible working hours and involve staff in deciding how to ensure the best performance.

Fair pay

- We pay all employees at least the minimum wage and provide all benefits required by local law.
- We allow staff a minimum of 14 weeks' time off work for maternity leave.

Fair labor

- We do not use child labor or forced labor in any of our operations.
- We want people who can work effectively so we recruit and promote people following a fair process using established criteria to measure skills, knowledge, behaviors and experience. Decisions are based solely on merit, aptitude and ability and we never knowingly discriminate on any grounds.

CORPORATE SUSTAINABILITY

STAFF GUIDEBOOK

Diversity, equity and inclusion initiatives

- We deal equally with all employees regardless of their race, color, religion, sex, including pregnancy, sexual orientation, or gender identity, national origin, disability, age or genetic information.
- We deal fairly and sensitively with employees who may be subject to redundancies.
- We ensure that job duties are clearly defined so all employees know what is expected.
- We encourage a two-way communication in our work place.
- We have a zero-tolerance towards harassment, and make our employees aware that such behavior is not acceptable and might be a reason for dismissal.
- Any facts of harassment or discrimination should be reported immediately to General Manager directly.

Engagement, fair & respectful treatment

- We encourage mutual respect and hold people of all ranks to the same standards of respect.
- We encourage suggestions from our employees about what they need to perform better and how they perceive the company rules that affect them.

Learning and development opportunities

- We commit to continual learning and development of professional skills of our employees by offering regular trainings and attendance of professional conferences or events.
- We provide equal career opportunities basing on the experience and performance that enable all our employees to do their jobs well and to succeed in their careers with Interdean.

Community engagement initiatives

- We commit to participate in the local events related to the moving industry, participate in public discussions or forums and to be active whenever possible in local decision-making processes that can influence our operations.
- We respect the right of employees to participate in internet posting and social media activities as well as other community, providing it is clear that the views expressed are the employees own and do not reflect the views of Interdean nor by association bring the name of Interdean into disrepute.

RESPECT PLANET

Environmental Responsibility

We support the UN Global Compact’s principles for the environment (principles 7-9).

Interdean pledges to:

Assess and reduce the negative impact of our operations on the environment including climate change.

Continuously seek to improve our awareness, processes and production facilities in order to set new environmental standards in markets whenever possible.



RESPECT PLANET

Our environmental commitments...

- We will follow all relevant environmental legislation and international standards. In countries where environmental legislation is not present or enforced, we will ensure that responsible practices for managing environmental impacts are in place.

- We will do our best to minimize our use of finite resources (such as energy and water) and the release of harmful emissions to the environment (including waste and air emissions).

- We will seek to improve the environmental performance services we provide, for example by increasing energy efficiency, or reducing waste.

- We will support innovative developments in products and services that can offer environmental and social benefits to our customers.

RESPECT PLANET

Assessment of the environmental impact of our company's operations...

- Environmental aspects are any elements of an organization's activities, products, or services that interact or can interact with the environment in some way. The main environmental aspects are as follows:

- **Waste / Level of impact: medium.** Our company has a commitment to minimize the release of harmful emissions to the environment including waste. In order to reach that goal, we have developed a **waste management program** which is a part of company training with the following key parts:
 - **Paperless operations:** Interdean has made a choice to go paperless and has switched company data and communications to the digital cloud database;
 - **Reduction of printing:** whenever possible, every employee should think whether printing hard copies of the documents is necessary and try to avoid printing whenever possible;
 - **Reduction of waste:** since plastic is one of the leading contributors to the environmental waste problem, and plastic bottles are one of the most commonly used unnecessary plastics, Interdean has chosen to stop providing single-use bottled water to the office and started to use bottles that are reusable by the company-supplier;
 - **Recycling:** In order to make sure that every item is recycled in the right way, from batteries to cardboard, Interdean has introduced different bins for different type of waste that clearly identify the purpose of each bin. By separating waste to be recycled, we ensure it is sent to the right place and does not end up in a landfill. Coded recycling bins for various items are placed in the hall close to the entrance, and paper waste bins are placed next to each working place;
 - **Saving energy:** Interdean has adopted the following methods for saving energy in its workplace:
 - a) switching to LED lighting: traditional electric bulbs have been replaced in the office premises by LED lights which are more energy efficient and generate less heat which reduces the need for air cooling;
 - b) eliminating heat loss: Interdean arranges a yearly check of all windows before winter to make sure that there are no draughty windows in the office premises that may cause a loss of heat. During cold period of the year, Warehouse

CORPORATE SUSTAINABILITY

STAFF GUIDEBOOK

manager is responsible for making sure that the ramp door is opened for as little time as possible during loading / unloading shipments to reduce loss of heat;

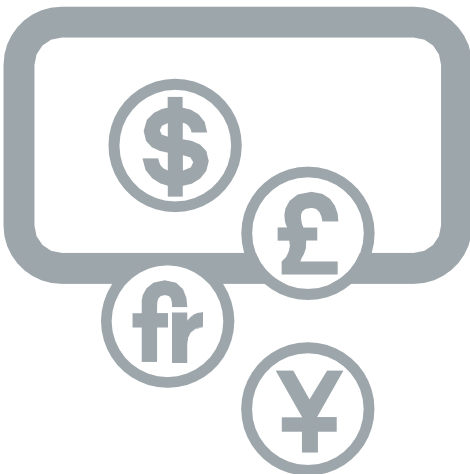
c) filling the office with green plants: there are many green plants in all our office rooms which helps to improve indoor air quality by removing toxins from the air and absorbing CO₂. As well as looking good, green plants reduce the need for energy zapping air conditioning.

- **Resource depletion: / Level of impact: low.** Our company has a commitment to save the energy and continue paperless operations to make sure that the impact our operations have on the final resources is as little as possible.
- **Land or water contamination: / Level of impact: low.** By adopting waste management program and a waste recycling system in the company, we want to ensure that contamination of the natural resources by plastic and other harmful substances resulting from our operations are as little as possible.
- **Emissions: / Level of impact: medium.** Since our operations are directly connected with using trucks for inland internal and international transportations and aircrafts for international transportations, we cannot totally avoid contributing to harmful emissions. However we encourage our staff to choose less emissive means of transport whenever possible (like hybrid cars) and to use public transportation, biking and walking to lessen the greenhouse gases in the atmosphere.

ECONOMIC RESPONSIBILITY

We believe that running profitable companies that live up to their social, environmental and economic responsibilities is the best way for us to contribute to the societies in which we are active.

We believe that long-term profitability is based on strategic integration of sustainable social, environmental and economic development.



RESPECT PROFIT

Overall Policy

We expect all employees to:

- Apply a zero-tolerance approach towards corruption, extortion and bribery in accordance with principle 10 of the UN Global Compact.
- Continuously work to improve governance structures to combat corruption in all its form.
- Behave honestly, are trustworthy and set a good example.
- Use the resources of our company in the best interest of the company, and do not misuse these resources.
- Do not pay or accept bribes in any form. Employees may not solicit or accept any personal benefits in relation to Company business.
- Make a clear distinction between the interests of our company and our private interests, and avoid possible conflicts of interest.
- Do not accept gifts, invitations or other advantages which could create a possible conflict of interest.
- Refrain from participating in any illegal anti-competitive agreements, price fixing or concerted actions amounting to illegal behavior or any other kinds of infringement of competition laws.
- Demand that our partners and other business associates respect this policy and comply with similar policies.
- Report incidents, risks and issues which deviate from our policies immediately to General Manager directly.

RESPECT PROFIT

Doing business ethically around the world

We do business with individuals and entities around the world. Laws governing our global interactions can be strict, so it is important that we understand and abide by the rules and regulations in place in the areas where we work.

We commit to operate in strict accordance with requirement of the U.S. Foreign Corrupt Practices Act, UK Bribery Act as well as similar local laws aimed at preventing corruption.

Bribery

The offering or accepting of bribes, kickbacks or similar hidden payments to anyone is against our company's policies; it is also illegal.

Bribery is to offer, receive, promise or give any undue financial or other advantage, whether directly or through intermediaries, to a public official, individual or organisation in order to obtain or retain business or other improper advantage.

RESPECT PROFIT

We have a zero tolerance policy regarding facilitation payments. If our employees are faced with a demand for a facilitation payment, the following steps must be taken by the person faced with the demand:

- 1** Actively resist the payment for instance by requesting to speak to the official's supervisor.
- 2** Inform your manager, if possible, before making any payment.
- 3** Keep any amount to a minimum.
- 4** Create a record concerning the payment.
- 5** Report the incident to the management of your company.

Facilitation payments are unofficial payments made to public officials in order to secure or expedite the performance of routine or necessary action. They are sometimes referred to as "speed" or "grease" payments and may in many instances contain elements of extortion.

RESPECT PROFIT

Gifts, hospitality and expenses

We expect employees to use their judgement and good sense when accepting business gifts.

We believe in fairness and honesty in business dealings and do not allow any employee to solicit or accept any personal benefits in relation to Company business.

Our employees must not give or receive courtesies which could be viewed as illegal or improper exchanges.

Our employees must refrain from offering courtesies which violates the recipients' standards. In addition government or public servants may be under strict guidelines preventing them from receiving courtesies. Offering courtesies to government or public servants may be considered as a legal offense in certain countries.

To avoid that gifts, hospitality and entertainment have undue influence on business decisions, the maximum amount for gifts, hospitality and entertainment is USD 100.

Courtesies whenever accepted or given must be documented and recorded. The recorded entry must expressly state the nature and purpose of the expenditure, and records must be preserved.

RESPECT PROFIT

Gifts

Q A Supplier has bought me a really expensive watch, should I accept it?

A You should discuss the gift with your Manager and explain your concerns about offending them by returning it. Your Manager will provide you with guidance in line with Company policy.

Expenses

Q When completing my expenses for a business trip I was told by one of my colleagues to enter a false claim as everyone does it is that correct?

A No, that is fraud and is not acceptable under any circumstances. You should report this matter to your Manager by using the Whistle-blower contact line.

Did you know...

The maximum amount for gifts, hospitality and entertainment for giving or receiving is USD 100?

RESPECT PROFIT

Conflicts of interest

No employee is permitted to hold any directorship or formal positions in other companies without the prior knowledge and written approval from the Managing Director. Furthermore, the holding of any directorship or shareholding by the spouse/dependent of an employee in any companies must be brought to the attention of the Managing Director.

Business relationships

Business partners: We expect our business partners to maintain high standards of integrity and encourage those with whom we have business relationships to share our commitment to the principles of this Code.

We act with due care before engaging with a business partner this includes performing background checks where possible and practical on new and existing business partners.

Agents: Compensation paid to distributors and agents must be appropriate and justifiable remuneration for legitimate services rendered. The relationship must be documented and the agent or distributor must contractually agree to comply with our code of conduct. We will follow the conduct of our agents and distributors and reserve the right to termination in the event that they pay or solicit bribes or in any other ways violate this code of conduct.

GOVERNANCE

Practices, policies and procedures to develop, implement, train, communicate and assign accountability for Corporate Sustainability Policy

- We commit to align all our operations to the principles stated in our company Corporate Sustainability Policy.
- In order to ensure that we arrange regular trainings (at least once a year) for our employees on Corporate Sustainability principles.
- We encourage corporate culture in which all staff members communicate with each other with respect and treat mutual work as a possibility to grow and bring their contribution to the society in which we live and operate.

Reporting Corporate Sustainability Policy to staff, customers and Supply Chain

- In order to make sure that our staff, customers and suppliers are aware of our Corporate Sustainability Policy, we take the following steps:
- Staff: we arrange regular trainings of Corporate Sustainability Policy for all staff members where we review its principles, share best practices and discuss ways of its further development.
- Customers: our Corporate Sustainability Policy can be found at our website at www.interdean.ua, and also there is a link to it in our staff e-signatures in Outlook.
- Suppliers: awareness of our Corporate Sustainability Policy is a part of SLA that we sign with our suppliers once a year.

Periodic self-assessment to verify performance and determine conformance with our Corporate Sustainability Policy

- We assess our performance and determine whether we abide by the principles of our Corporate Sustainability Policy on quarterly company meetings where we assess company financial results for the quarter.
- Also we arrange a yearly training for all staff members of our Corporate Sustainability Policy where we review its principles, share best practices and discuss ways of its further development.

COMMUNICATION

Communication

The Company management of Interdean Ukraine is responsible to secure that all employees are informed about and understand this Corporate Sustainability policy.

Each employee will receive training relevant to their job role and new employees and managers will be briefed as a part of the welcome orientation.

If you have further questions or would like to have a chat about our Corporate Sustainability policy, please get in touch via email:

kyiv@interdean.ua

