

PROCEDURE :

mobilitas_all_en_esg_pro_CODE OF ETHICS_2025_v3

CODE OF ETHICS

Creation and modifications						
Version	Written by	Verified by	Approved by	Evolution	Activities	Diffusion
V1	O. KLOPPERS ESG Coordinator 06/06/2024	R. WEBBER- GREEN Executive Assistant 06/08/2024	C. CASTRO CEO 07/08/2024	Creation	All	External
V2	O. KLOPPERS ESG Coordinator 03/04/2025	I. BARNER Executive Vice President 02/04/2025	T. DRACK Special Advisor of the Board 14/04/2025	Modification	All	External
V3	O. KLOPPERS ESG Coordinator 10/06/2025	A. BURDAIRON Deputy Quality Manager 18/08/2025	I. BARNER Executive Vice President 18/08/2025	Modification	All	External

Note: Any changes between the current and previous version are highlighted in grey for easy identification.

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FOREWORD

The MOBILITAS Group remains a **family-owned business** that holds fast to the values which have guided it for generations despite its significant growth since its founding in 1974.

These values are:

**Resilience,
Acknowledgement,
Legacy, Stability, and
Humility**

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

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

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

Cedric Castro
Chief Executive Officer



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UNIVERSAL REFERENCES

Our shared values and consistent business integrity have meant that the MOBILITAS Group has always operated in compliance with the laws in force in each country where it operates.

The MOBILITAS Group is committed to promoting the 10 Global Compact principles inspired by the universal texts below:

- The Universal Declaration of Human Rights
- ILO Declaration on Fundamental Principles and Rights at Work
- The Rio Declaration on Environment and Development
- United Nations Convention Against Corruption

Learn more about the UN Global Compact and its ten principles for responsible businesses [here](#).



The Ten Principles of the UN Global Compact

Human Rights

1. Businesses should support and respect the protection of internationally proclaimed human rights.
2. Make sure that they are not complicit in human rights abuses.

Labour

3. Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.
4. The elimination of all forms of forced and compulsory labour.
5. The effective abolition of child labour.
6. The elimination of discrimination in respect of employment and occupation.

Environment

7. Businesses should support a precautionary approach to environmental challenges.
8. Undertake initiatives to promote greater environmental responsibility.
9. Encourage the development and diffusion of environmentally friendly technologies.

Anti-Corruption

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

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QUALITY

Enabling our subsidiaries to provide excellent quality with superior customer service has always been a key priority at the MOBILITAS Group. We are committed to high-quality service delivery which meets our goal of complete customer satisfaction and allows us to build a relationship of trust with the customer.

The responsibility for high quality is with each employee within the MOBILITAS Group - all subsidiaries must ensure the consistent application of quality processes.

The Group's focus on quality accreditations has been successful, with various branches earning distinct recognitions, including but not limited to:

Quality Management

- **ISO 9001:2015** Quality Management Systems

Information Security

- **ISO 27001:2022** Information Security Management Systems

Storage & Removals

- **FIDI FAIM** Quality standard for international moving and relocation services
- **FIDI DSP** Quality standard for Destination Service Providers
- **NF144 certification** for Moving and Furniture Storage activities

Environmental Management

- **ISO 14001:2015** Environmental Management Systems

Relocation

- **EURA Global Quality Seal** for relocation services

The specific certifications obtained by each of our subsidiaries are outlined in our **Quality Manual**.

Heritage

- **EPV Label** for unique companies that protect French heritage
- **QUALIOPI certification** for quality training and skills development services

Records Management

- **NF Z40-350** for archival services and external management of documents
- **NF Z42-026** for digitization of paper-based records
- **NF Z42-013** for electronic archiving of digital records
- **ISO 14001:2015** Environmental Management Systems
- **ISO 45001:2018** Occupational Health & Safety Management Systems
- **ISO 27001:2022** Information Security Management Systems

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PROFESSIONAL CONDUCT

The vision of the MOBILITAS Group is to conduct its business honestly, transparently and responsibly, without recourse to fraud or deception.

To this end, each employee must:

- Comply with all applicable laws and regulations in their respective countries
- Maintain and develop mutually beneficial business relationships within the MOBILITAS Group and with third parties.
- Enter into contractual agreements with integrity and foresight.
- Not distribute, sell, buy or consume illegal substances in the workplace. No smoking in the workplace, except in designated areas.

For more information, refer to our **Code of Conduct**.

SUPPLY CHAIN MANAGEMENT

The MOBILITAS Group aims to build relationships based on trust and mutual respect, enabling our subsidiaries to establish sustainable partnerships with suppliers and service providers to offer high-quality services to their clients. The selection of suppliers and service providers must be based on the Group's interest and be in line with our values.

Agreements between the MOBILITAS Group's subsidiaries, suppliers and service providers shall clearly identify the deliverables, payment conditions and prices applicable for all services. The MOBILITAS Group will ensure that all suppliers, business partners and consultants comply with the relevant Supplier Code of Conduct.

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

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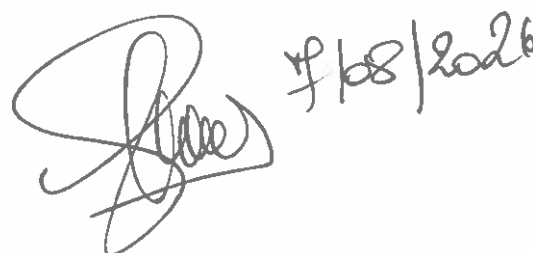
CONFIDENTIALITY & DATA PROTECTION

The MOBILITAS Group operates in compliance with the GDPR legislative requirements regarding the protection of data. In this regard, no employee may reveal confidential information to outside parties either during the term of employment or after leaving the Group. Confidential information includes but is not limited to, financial data, terms of trade agreements, information on innovations and strategic and business aims. Within the Group, employees must ensure that information flows are limited to people who need the information to do their job.

Each employee should protect their professional data and not seek information about another employee unless authorised by the Director of Human Resources. This Director may access confidential personal information for professional reasons or with the express agreement of the employee. The MOBILITAS Group maintains all information relating to the private life of employees confidential.

RESPECT OF PRIVACY

The MOBILITAS Group respects the privacy of its employees and excludes any consideration of religious beliefs, political opinions or sexual orientation in decisions of a professional nature, following the strict laws in each country of operation.

A handwritten signature in black ink, followed by the date 7/08/2026.