



Corporate sustainability

Our planet faces unprecedented environmental, social and economic challenges, driving behavioural changes in individuals and organisations, and therefore transforming the landscape within businesses around the world operate. We feel each business company should take its responsibilities and take fundamental steps to commit to environmental, social and governance business practices and make Corporate Sustainability a priority in their business agenda.

The aim of the White and Company PLC sustainability initiative is to make White and Company PLC better, and hopefully in turn this will help conversations with our clients and suppliers about how we can make a change in the world that will leave it in a better condition for future generations. We expect that the journey we are going through will take time, and that we will meet hurdles and challenges along the way; but our aim is to be better, to be honest and transparent in everything that we are doing.

The final result will be Net Zero, but we want our commitment to this to be thought out and a target we can achieve. This infrastructure is not there yet, and so we are consulting in the deepest and most meaningful way we can with experts in this field and with our suppliers in the hope to set a Net Zero target as soon as possible, as a collaborative target and a journey we can make together.

Our commitment is to be open, honest, collaborative and dedicated to achieving a better world for us all.

In order to do this, we recognise we must be agents of change ourselves, to show our commitment and be held to it.

White and Company PLC is making a commitment to not make profit out of our sustainability initiative. This means we are publishing our strategy for our clients, suppliers and competitors to hold us accountable to. We will be publishing our achievements, our failures and our ideas.

We will be engaging openly with everyone we can and we will be honest if we do not meet our target and explain why we have not.

We expect to achieve our targets and recognise we may fail in some areas, but most of all we will change and we will make the world better.

For this reason, White and Company PLC subscribes the below Corporate Sustainability Program, based upon 3 pillars: Environmental, Social and Governance, and expects from its suppliers, agents and subcontractors the same.

A yearly published sustainability report will keep track of all progress that is being made in aforesaid domains, and will concretise and adjust our goals where needed.

Accountability and review: The Sustainability Manager is accountable for our sustainability program and report.

The Sustainability program is reviewed on a yearly basis, during the annual quality meeting of the Management of White and Company PLC, including the CEO's and Directors.

Environment

Our environmental Policy ensures that White and Company PLC will endeavour to conduct business in such a way as to show full respect to the environment in respect of the workforce, the clients and the community at large.

We are committed to providing a quality service in a manner that ensures a safe and healthy workplace for our employees and minimises our potential impact on the environment.

We will operate in compliance with all relevant environmental legislation and we will strive to use pollution prevention and environmental best practices in all we do. Not only is this sound commercial sense for all, it is also a matter of delivering on our duty of care towards future generations.

Our policy is to:

- Integrate the consideration of environmental concerns and impacts into all of our decision making and activities, assessing the environmental impact of any new processes or products we intend to introduce.
- Promote environmental awareness among our employees and encourage them to work in an environmentally responsible manner. Working paperless is the standard in our company. Giving up paper where possible in favour of digital files and documents has created an environmentally friendly working environment, obliteration the mounds of paperwork that inevitably build up in the company. - Communicate our environmental commitment to clients, customers and the public and encourage them to support it.
- Reduce waste through re-use and recycling and by purchasing recycled, recyclable or refurbished products and materials where these alternatives are available, economical and suitable. Wherever possible we use our packaging materials several times in order to reduce the impact on the environment. All waste is disposed of in environmentally friendly ways whereby we diligently separate items according to their category.
- Operate and maintain company vehicles with due regard to environmental issues as far as reasonably practical.
- Promote efficient use of materials and resources throughout our facility including water, electricity, raw materials and other resources — particularly those that are non-renewable.
- Avoid unnecessary use of hazardous materials and products, seek substitutions when feasible and take all reasonable steps to protect human health and the environment when such materials must be used, stored and disposed of. - Strive to continually improve our environmental performance and minimise the social impact and damage of activities by periodically reviewing our environmental policy in light of our current and planned future activities.

We therefore apply the precautionary principle, meaning that we systematically assess and manage environmental risks related to our operations. White and Company PLC actions and decision making should be guided by general principles for environmental responsibility. One of the key elements in an efficient and contemporary environmental policy is to strive for a reduction of use of energy and carbon emissions to what is technically and economically possible. Therefore, all lights in White and Company PLC offices and warehouse are LED-lights, and White and Company PLC has a policy of shutting down all electric appliances at the end of a working day.

All moving vehicles of White and Company PLC are also equipped with a performant track and trace system, allowing the planning department to use all vehicles on the road in the most efficient way, and to avoid useless or empty transports, in order to limit carbon emissions to a minimum. When receiving a demand for a removal quote, an

assessment is being made before scheduling a premove survey, and where possible, a virtual survey is conducted to avoid car displacements to a maximum, but not at the expense of providing good service and accuracy. Gradually, White and Company PLC aims to replace all its vehicles with zero emissions vehicles where technically and economically possible.

White and Company PLC also aims within a period of 5 years, to install photovoltaic systems and using the latest state of the art energy and heating systems, to raise the percentage of green electricity it uses to at least 75% in the next 5 years.

Social

The Social pillar of our Sustainability program relates to practices that promote the health, safety and wellbeing of employees, customers and communities where White and Company PLC operates.

Our commitments and policies deal with:

- Health, Safety and Wellbeing
- Diversity, Equity and Inclusion
- Employee engagement, Fair & Respectful treatment
- Learning & Development opportunities
- Community engagement

Health, safety and mental well being

Health, safety and mental wellbeing of our employees are a top priority for White and Company PLC. Employees that can work in safe circumstances and who are physical and mentally healthy are a huge benefit to the company. Real, effective change and improvement require a daily commitment, and we pledge to remain focused, vigilant and humble in our work.

Our commitment to safety starts from within. We aim to eliminate all workplace injuries and ensure that everyone leaves work in the same condition as they arrived. All tools and materials will be questioned and tested in function of the health and safety of the people who will be working with it.

Fatigue, mentally or physically is an issue we take seriously. Therefore, we abide to all regulations as per work time limitations, and driving limitations for our drivers. The same is imposed to our subcontractors. We also engage to meet all requirements for fair pay and working conditions, and impose the same to our subcontractors.

A procedure to deal with complaints or issues related to mental wellbeing is also included in the employee handbook.

White and Company PLC also encourages feedback from staff to innovate on how to keep staff, suppliers, assignees, and clients safe in different situations and geographies. Our goal is zero workplace injuries.

An annual report of each accident, injury or complaint will be presented to the management, as well as an overview of the corrective actions that have been taken if needed in our bi annual management review meeting.

Diversity, Equity and Inclusion Initiatives

White and Company PLC fully subscribes a policy of diversity, equity and inclusion. Our differences make us better.

We commit to advancing a collaborative, inclusive and globally diverse culture that creates unique careers in the moving and relocation industry. To advance equity and diversity and build a culture of inclusion, we have established a set of aspirations we will strive to achieve:

- Close representation gaps for historically underrepresented groups.
- Advance common understanding, shared experiences and mutual respect.
- Report diversity metrics and progress annually.

This policy contains the following element:

- Job offers are open for everybody, regardless sex, age, ethnicity.

In our recruitment program, there is no place for discrimination whatsoever. Candidates are only judged on their competence directly related to the job. Criteria that are explicitly excluded in judging a candidate are: race and ethnicity, gender, sexual preference, religion, age and disabilities. The importance of equity, inclusion and diversity is also stressed to our employees during their annual training e.g., employee handbook refresher.

Employee engagement

When employees are highly engaged, the flow-on benefits are enormous: people are happier, more productive, less likely to be absent, less likely to leave the company, and more likely to work hard as a part of a team.

Employee engagement can be described as the amount of dedication and enthusiasm an employee feels towards their job. When an employee is engaged, they are more likely to care and be enthusiastic about the work they do and the company they work for and its performance.

As such, employee engagement has an important role to play in a company's overall success. It has strong links to levels of job satisfaction and employee morale. Companies with engaged employees are more successful, their employees are more productive, the financial health of the company is better, and these internal metrics can flow on to external factors like a strong brand identity, happy customers, repeat business and so on. When employees are disengaged, they're more likely to not be fully present, won't put in their best effort, and will probably leave the organisation for somewhere more engaging.

There are several factors that drive employee engagement and can affect whether or not you will retain your most valuable employees. White and Company PLC improves engagement levels by implementing initiatives in the following areas:

1. A well-done onboarding processes

When the onboarding process is not smooth (or if it doesn't exist at all) the employee begins their life at the organisation with confusion and disarray. They won't have clear goals or expectations set and won't know how they are expected to contribute to the company's overall success.

White and Company PLC has an initiation procedure in place, which involves induction training and providing an employee handbook to each new employee.

2. Workplace culture

The culture of a workplace will have a huge impact on employee engagement. White and Company PLC ensures a welcoming workplace where everyone is kind, inclusive, respectful and courteous and everyone works together well as a team with a zero-tolerance approach to anyone who does not treat fellow employees with respect and courtesy at all times

3. Provision of work tools that make tasks easier

The technology and other systems used in the workplace can affect engagement of employees. When you use outdated systems or the tools you are using are cumbersome and require too many unnecessary steps to accomplish a task, this can lead to frustration and then disengagement. Tools that help employees work better and collaborate with their peers will help improve morale.

For this reason, White and Company PLC foreseen the best tools fitting for each job.

4. Good internal communication

When internal communication is poor or lacking entirely, it can have a negative effect on workers' engagement. Employees need to be provided with clear, concise, relevant and timely information so that they can do their jobs well. Without good communication there can be confusion, lack of direction, mistakes, loss of productivity and resentment at being kept in the dark. Improving internal communication practices, including using a wide range of channels to ensure employees don't miss information, will also drive engagement.

5. Flexible work options

A big engagement killer for employees is lack of flexibility in the workplace. This has only been heightened during the COVID-19 pandemic as people don't want to return to their old work lives where they had no flexibility at all. Flexibility can take many forms and there isn't a blanket approach that will suit all employees. Some may want to work more hours but less days, some might want different start and finishing times or continued remote work to remove long commutes from their lives. If there is no reasonable reason why employees cannot work flexibly, by enabling it you will have happier, more productive, more engaged employees.

White and Company PLC International foresees in the possibility for our administrative staff to work remotely. For the blue-collar workers, a flexibility is foreseen in the system of recuperation of performed overtime hours, which can be taken in agreement with the dispatcher, who complies to a maximum with the demands of the blue-collar workers, taking into account the on-going workload.

Learning and development opportunities

Learning and development (L&D) is a crucial component for cultivating positive company culture. It puts the employee first, making personal growth and innovation a priority. L&D also helps with recruiting and employee retention.

White and Company PLC offers employees access to development opportunities in two ways. First, White and Company PLC has extensive internal employee training and development programs, giving workers the ability to upgrade their skill set and potentially advance. This applies to both white collars as blue-collar workers. Secondly, White and Company PLC offers both white- and blue-collar workers opportunities for L&D in cooperation with external partners, such as BAR and TRS. Acknowledged driving schools, White and Company PLC facilities in any way for its employees to follow such external courses, which contribute to the employees' development.

Community engagement

As a business enterprise, over and above the core of our business activities, we have a further responsibility towards society and the environment within which we develop our business activities.

For these reasons, we have decided, as an enterprise with the philosophy of sustainability and responsibility, to act in the bounds of a broader context.

Over and above our own measures for responsible merchandising, White and Company PLC supports additionally those people or institutions that do good for our society, culture and nature, with the emphasis of support of local organisations.

Governance

Principles of Sustainability, as set out above, need to be put in practice through good governance.

Procedures therefore are put in place to make sure that a long-term positive impact and sustainability changes are created at a gradual and financially stable rate. Therefore, a distinction needs to be made between the so-called quick-wins, often generated by a change of behaviour of individuals or by gains created by small investments, and the so-called long-term goals, which require considerable investments and/or technical adaptations. Environmental goals should be set according to the SMART principle (Specific, Measurable, Achievable, Relevant and Time-Bound). To assess these, a yearly Sustainability Report is being made but the Sustainability/Operations Manager.

Quick wins include amongst others: working by paperless files where possible, switching off appliances at the end of the work day, recycling materials where possible, sorting out different kinds of waste, driving economically, ...

These quick wins are determined and coordinated by an appointed sustainability manager. His/her task is to collect all information and data to determine which quick wins can be achieved, making a yearly report for White and Company PLC management, organising at least once a year training session on sustainability for both white collars as blue-collar workers. FIDI modules.

The principles set out above will also be communicated to our suppliers, agents, subcontractors, accounts and clients by e-mail, through a link to the relevant pages on our website in the standard signature of all employees. Also, will this sustainability program be part of the SLA, which is part of our contract with all of our subcontractors and agents. Doing business with White and Company PLC will mean under scribing this Sustainability Program.

The sustainability manager will also be the contact person to all staff during working hours, and is available for any remarks on follow-up, progress and suggestions on our sustainability program.

Long term goals on sustainability are determined White and Company PLC management, in coordination with the sustainability manager. These long terms are also part of the sustainability program, and may (amongst others) concern investments in infrastructure (offices, warehouse) as well as in vehicles (reduction of CO2 emission).

Each year, the sustainability manager makes a report on achievements, progress and outstanding issues related to sustainability management as part of the annual review. This report is first presented to and approved by White and Company PLC management, after which it will be communicated by e-mail to White and Company PLC staff.

This report will also be published on White and Company PLC website, where it can be consulted by all of our clients, accounts, suppliers and subcontractors. Communication of this report will also be included in the e-mails we send, by a link in the signature of our e-mails.