

SUSTAINABLE DEVELOPMENT REPORT 2009

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This is the second sustainable development report published by Geodis. It can also be viewed and downloaded in French and English on www.geodis.com

Acknowledgements

The Geodis 2009 sustainable development report was produced by the sustainable development department in cooperation with the communications department, with input from the functional and operational departments of Geodis, Geodis BM, Geodis Calberson, Geodis Logistics, Geodis Supply Chain Optimisation and Geodis Wilson. We would like to thank all those who contributed to this report and in particular, the customers, partners and employees who took part in interviews.



“Become a leader in multimodal transport”

Pierre Blayau
Chief Executive Officer of SNCF Geodis
Chairman of Geodis

I am pleased to present this second report that testifies to the commitment of Geodis teams to sustainable development and to the company's policy in the area, in step with that of the SNCF group.

Since it was created in 2008, SNCF Geodis has favoured synergies that enhance sustainable development integration, with the key achievement being a value-added global multimodal offering from supplier through to end customer. Multimodal transport is a key expectation for our fellow citizens and our customers. Our offering gives them the visibility they need to make the right choices, especially in terms of environmental performance, with a rail-road offer, enhanced presence at ports and, in the long term, high-speed freight trains.

To become a global leader in multimodal transport and further strengthen the sustainable development content

of our actions, we are redesigning goods transport by rail, pursuing and building on efforts to reduce the environmental impact of road transport and unceasingly combining air and sea transport modes.

Despite the economic crisis, to strengthen its leadership and advance in sustainable development, Geodis can rely on its expertise, results-oriented culture and close relationships with customers, together with the value of its people, its team spirit and its solidarity, as witnessed in the launch of the Geodis Foundation in 2009.

Mindful of our social and environmental responsibility, in this report we are presenting our actions, our indicators and our progress in gradually redesigning the economic models of our activities, which are changing in step with those of our customers. In a difficult economic and general context, it is essential to implement an ambitious sustainable development policy. I urge all our employees to be, with myself, the standard bearers of this policy.

A handwritten signature in black ink, consisting of a stylized 'PB' followed by a long horizontal line that ends in a small hook.



“Our customers expect us to be completely transparent about our sustainable development commitments and actions”

Jean-Louis Demeulenaere
Chief Executive Officer of Geodis

THE TRANSPORT AND LOGISTICS INDUSTRY BORE THE FULL BRUNT OF THE GLOBAL ECONOMIC CRISIS IN 2009. IN THIS CONTEXT, HAVE THERE BEEN ANY CHANGES IN THE SUSTAINABLE DEVELOPMENT EXPECTATIONS OF GEODIS CUSTOMERS?

JLD_ Our customers' expectations have grown. First of all, we saw that sustainable development investments were being postponed. In a recession period, financial choices become a key factor, even though sustainable development is not necessarily synonymous with extra costs. But our customers quickly realised that this issue is key to their long-term success. Regulatory compliance is no longer the main motivation. Differentiation through innovation, medium-term competitiveness and image enhancement are decisive criteria. As a result, our customers

expect us to be completely transparent about our commitments and actions, and about the rollout of innovative solutions that improve service while respecting the environment more.

HAS GEODIS' SUSTAINABLE DEVELOPMENT STRATEGY BEEN CALLED INTO QUESTION?

JLD_ Quite the opposite, since sustainable development is one of the main pillars of the Group's strategy. We are convinced of the need to adapt our offering to these issues and pursue our efforts to act as a responsible company. Because we are present at every link in the chain, we have the resources to enhance our offering by working on all the levers in supply chain optimisation: combined rail-road transport, air-sea,

“All our employees share this ambition on innovation and efficiency combined with environmental respect.”

optimised transport plans, eco-driving training... Also, in a context of external growth, sustainable development is a truly unifying component for all our employees, based on five continents. All of them share this ambition on innovation and efficiency combined with environmental respect.

PRACTICALLY SPEAKING, HOW IS THIS STRATEGY APPLIED INTERNALLY?

JLD_ We have structured our action for two years to firmly instil it in the strategy and day-to-day management of our activities and to help employees appropriate the Blue Attitude policy. Our commitment was reflected in 2009 by numerous initiatives. I'm thinking in particular about the deployment of sustainable development reporting and the development of CO₂ measurement tools adapted to our business lines. Last year was also marked by in-depth work on raising staff awareness, with the launch of our first sustainable development report, communication every two months in our internal magazine and the dissemination of our ethics charter to all staff.

SUSTAINABLE DEVELOPMENT IS A SOURCE OF INNOVATION. WHAT ACTIONS IS GEODIS TAKING IN THIS AREA?

JLD_ In addition to our combined offerings, we propose innovative technical solutions, for example in urban distribution and final-kilometre logistics, made with “clean” trucks or barges. Also, our customers are seeking to optimise their

supply chain by making preferential use of solutions that require little or no heavy investments. We are endeavouring to meet their needs and constraints by developing ever more efficient engineering. However, we remain dependent on the technology currently available on the market – which is why we are working together with our suppliers to develop new equipment.

WHAT CAN WE EXPECT FOR GEODIS IN TERMS OF SUSTAINABLE DEVELOPMENT IN 2010 AND THE COMING YEARS?

JLD_ The world of transport and logistics is on the verge of major technological and cultural changes, notably to adapt to the climate challenge. We have to anticipate them and integrate them to continue supporting our customers in their sustainable development policies. We have the opportunity to acquire new markets in France and internationally through an adapted response. Innovation and technological watch will more than ever be vital to our strategy. The Group can rely on its ability to provide multimodal solutions for large-scale customers. Our critical mass and our expertise are further advantages for making these solutions widely available. Lastly, our ambition internally is to pursue our efforts on awareness by launching a dedicated sustainable development area on our intranet, strengthening our governance in this area and consolidating our coordination tools in order to set global quantified objectives rather than for each division.

Commitments, organisation

THE 5 COMMITMENTS OF GEODIS



Working with CUSTOMERS in their sustainable development approach by the implementation of innovative, performance-oriented economic and environmental solutions.



Getting PEOPLE involved and increasing their safety by means of awareness and training programmes to encourage new ideas and heighten personal accountability.



Taking care of the ENVIRONMENT and controlling the risks by the improvement of vehicle and facility environmental quality and the marketing of alternative modes of transport.



Involving PARTNERS in fulfilling commitments through sustainable development supplier selection criteria and sub-contractor coaching, awareness and training programmes.



Partnering with the COMMUNITY by being a responsible actor and a good citizen playing a key role in local development initiatives designed to involve all members of the community.

THE NEED TO INVOLVE EVERYBODY

The implementation and deployment of the Group's sustainable development policy requires the involvement of everybody, at all levels of the company, from senior management to operating staff.

- **The sustainable development department**, reporting to senior management, establishes Group policy and coordinates deployment in liaison with functional departments and business lines.
- At **divisional level**, the role of the **sustainable development correspondents** is to identify objectives for their activity, within their scope of operation, and to manage action plans, notably through the reporting.
- **Teams on the ground** play a key role in the success of initiatives through their personal commitment and the regular campaigns organized to raise awareness on sustainable development issues across the Group and its divisions.

In April 2008, Geodis became part of the SNCF Geodis branch. Sustainable development steering committees have been set up within the SNCF and its subsidiaries in order to ensure the coherence of initiatives in this area.

28,000

employees at end-2009

€5.010 billion

in revenue in 2009

4th

ranking logistics operator in Europe

GEODIS

- A multimodal supply chain operator
- The main entity in the SNCF Geodis branch, which is Europe's No. 4 logistics operator and No. 7 worldwide.

5 business lines

GEODISBM

- Conventional transport (part or full loads, etc.)
- Specialist solutions (pulled flow, transport at controlled temperatures, multimodal transport such as rail-road...)
- Operational flow management

GEODIS CALBERSON

- Groupage with 24- or 48-hour delivery
- Express delivery in under 24 hours twice a day
- Part and full-loads of up to 24t
- Small parcels 0 to 30 kg

CODE OF ETHICS

Restating its day-to-day commitments, Geodis distributed a code of ethics in 2009 for all employees worldwide (see page 20). An ethics committee was also set up.

GOVERNANCE: AN EFFICIENT AND TRANSPARENT SYSTEM

Sound, transparent management requires good corporate governance procedures. Geodis has thus put in place an appropriate framework for its Blue Attitude sustainable development approach introduced in 2008. A sustainable development policy setting out the five commitments was signed by the Executive Committee in 2008 and distributed across the Group.

GLOBAL COMPACT

In 2003, Geodis made a commitment to promote, within its sphere of influence, the ten principles of

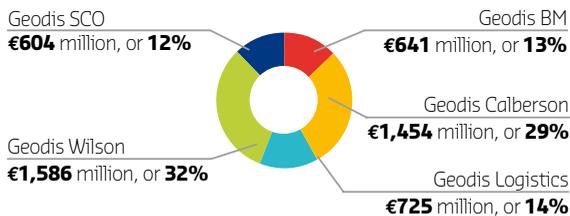
the UN Global Compact. The Group communicates regularly on the action taken as part of this commitment.

To find out more: <http://www.unglobalcompact.org>

A STAKEHOLDER IN DEBATES AND DISCUSSIONS

Geodis plays an active role in studies and debates on economic, environmental, social, political and regulatory topics. Its objective is to identify and anticipate key issues concerning the transport and logistics sector and to share its expertise, particularly by promoting best practices. As part of this aim, Geodis is taking part in the studies carried out by organisations such as TLF (French transport and logistics federation), AFILOG (association for the logistics of the future), IATA (International Air Transport Association) and Demeter (association bringing together supply chain players).

Revenue in 2009 by business line



Revenue in 2009 by geographical region



GEODIS LOGISTICS

- Distribution logistics (multi-customer hubs, warehousing, stock management, pick & pack, cross-docking, etc.)
- Industrial logistics (inbound supplier warehouses, etc.)
- Value-added services (kitting, co-packing, etc.)
- Reverse logistics

GEODIS WILSON

- Air and sea freight forwarder, air-sea combination
- Value-added services (customs clearance...) and integrated solutions
- E-services (track & trace...)
- Industrial projects (out-of-gauge transport...)

GEODIS SCO (Supply Chain Optimisation)

- Supply chain design, flow management, control tower implementation, 4th party logistics (4PL)
- Purchasing and selection of transport and logistics partners
- Cost-cutting, flexibility, visibility, reporting tools (KPI's), control of the supply chain

OPTIMISING
SERVICE



Frédéric Thielen
Purchasing director - SAFT

CUSTOMER INTERVIEW

SAFT is a French group specialising in the design and production of advanced technology batteries. It is world leader in its sector. SAFT batteries are used in highly specialised applications for the aerospace and defence sectors, in industry, and in the business electronics sector.

“Geodis was the best partner to optimise our supply chain from an economic and environmental standpoint”.

WHAT MADE YOU CHOOSE GEODIS TO HANDLE ALL YOUR LOGISTICS FLOWS?

Our main business locations are spread across several continents, so we were facing a problem of critical size and synergies in managing our shipments. After looking at the issue from all angles, we decided to gradually migrate our flows to a single carrier. The international presence and strong commercial momentum of Geodis made it the best partner to optimise our supply chain from an economic and operational standpoint. The results show that we made the right choice.

WITH INPUT FROM GEODIS, HOW DID YOU OPTIMISE YOUR SUPPLY CHAIN?

We migrated the bulk of our logistics flows in stages over two years.

First, we worked together to establish the procedures for the migration and the expected results in terms of better traceability, improved quality of service and regular performance charts.

We then implemented the contract at our sites, taking account of the specific characteristics of each one. With Geodis managing all flows, it became easier for us to optimise our processes, by grouping shipments in some cases, for example, or by switching from air to sea freight.

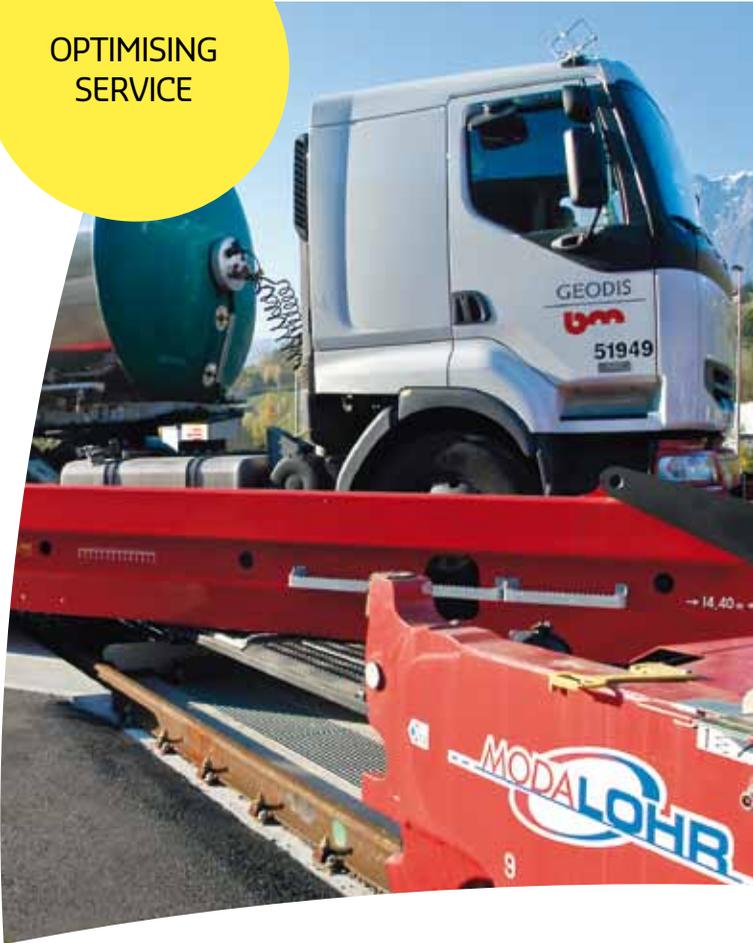


SAFT has global presence and markets its products in many countries. Its supplier base covers Europe, Asia and the USA. To improve transport flow optimisation and increase visibility, SAFT chose Geodis. The two groups have been working together since 2005.

HOW DOES THIS APPROACH FIT IN WITH SUSTAINABLE DEVELOPMENT?

By optimising and consolidating flows, we were able to streamline processes and create new opportunities from both a business and environmental standpoint. At the same time, by working with a partner with a recognised commitment to sustainable development, such as Geodis, our transport services become part of a socially responsible approach. That is our conviction.

OPTIMISING SERVICE



An economic and environmental optimisation for the benefit of the customer

To adapt to new economic and environmental constraints, customers are increasingly seeking to review their transport plans.

OPTIMISING TRAFFIC FLOWS

Geodis manages part or all of the customer's supply chain. This outsourcing solution optimises and streamlines traffic flows for better cost management.

This model of outsourced supply chain management is based on close cooperation between the customer and Geodis. A control tower dedicated to the customer's activity provides full visibility over the entire supply

97%

of Geodis Calberson customers, say they are satisfied.

91%

of Geodis Logistics customers and

90%

of Geodis Wilson customers

Latest customer satisfaction surveys: 2008 Total Customer Satisfaction survey for Geodis Calberson and Geodis Logistics, 2009 satisfaction survey for Geodis Wilson.

INITIATIVES



BLUE ATTITUDE TROPHY

Launched in 2009, the Blue Attitude Trophy aims to reward the best initiatives for sustainable development carried out both internally and in partnership with customers in order to optimise the service.

GEODIS ASSESSED BY ECOVADIS

Following a request from its customer Areva, Geodis took part in 2009 in the Ecovadis questionnaire (collaborative platform designed to assess the environmental and social performance of suppliers). The Ecovadis team analysed the Group's sustainable development policy by assessing its actions on the environment, human resources, follow-up of service providers, etc.

chain. An integrated information system enables real-time operational management of events. This information is also used to analyse the customer's transport and logistics data in order to continuously fine-tune solutions to meet requirements.

In 2009, Geodis set up the SCO (Supply Chain Optimisation) division, providing services in the area of 4PL or 4th party logistics (coordination of several transport service providers for a customer). This service generally **reduces the environmental impact** since it reduces the number of kilometres travelled empty and optimises vehicle loading, thus cutting fuel consumption and, in consequence, pollutant emissions.

DEVELOPING MULTIMODAL TRANSPORT

Geodis has structured and expanded its multimodal transport offering since bringing together the activities of Geodis BM Combi, Rouch, Districhrono and Ermechem within the multimodal operations department of Geodis BM in early 2009. Depending on the type of merchandise and the customer's technical, geographical and economic requirements, Geodis BM uses the **Alpine and Swiss rail motorways** on one hand **as well combined rail-road transport** on the other hand.

More and more customers are also switching from air freight to a **combined air/sea solution**.

This solution optimises the cost/time factor while delivering real environmental benefits, particularly in terms of reduced CO₂ emissions.

PROMOTING REVERSE LOGISTICS

Reverse logistics is now a fundamental component of any supply chain in industry. Managed by Geodis Valenda within Geodis Logistics, the aim is to **optimise return flows** from consumers.

This type of service concerns, for example, the pick-up, shipment, return, dismantling and renovation or recycling of mid-life or end-of-life IT products, waste electrical and electronic equipment (WEEE) or end-of-life automotive parts.

175,000t

of waste electrical and electronic equipment (WEEE) collected in 2009

78%

of recycling on average for WEEE

87%

of recovery (including energy recovery) for WEEE

2009 indicators on the management of WEEE recycling by Geodis Valenda in six European countries: France, UK, Ireland, Spain, Portugal, Italy.



GEODIS BM SEEKS TO FURTHER INCREASE CUSTOMER SATISFACTION

In 2009, the quality-safety-environment department of Geodis BM introduced a system to measure perceived quality through one-to-one interviews with customers every month. The objective of this approach is to assess the services provided and to make improvements if necessary.

REVERSE LOGISTICS APPLIED TO OFFICE FURNITURE

In partnership with Steelcase, Geodis Valenda introduced reverse logistics services for office furniture in 2009, on behalf of customers in a number of sectors, including banking and insurance. Geodis Valenda organises handling and removal, then manages the resale, donation or recycling of end-of-life workstations (office furniture, wood, scrap iron, WEEE, etc.).

OPTIMISING
SERVICE



“Our multimodal offering reflects the ecological and economic concerns of our customers and fellow citizens.”

EMPLOYEE INTERVIEW

Patrick Bourreau,
Director of multimodal
operations - Geodis BM

48,510 t of CO₂ avoided

compared with transport by road alone, in 2009, thanks to 66,893 ITUs for Geodis BM (Geodis BM Combi, Rouch, Districhrono, Ermechem).

ITU: intermodal transport unit (containers, swap bodies, semi-trailers).

INITIATIVES



COMBINED AIR-SEA SOLUTION

On behalf of its customer Atlas Copco, a specialist in drilling equipment, Geodis Wilson has migrated some of the overlength product flows from air shipment to combined air-sea shipment for the journey from Sweden to Australia. The products are now shipped by air from Sweden to Singapore and by sea from Singapore to Australia. This solution reduces cost and environmental impact for a shipment time that is virtually unchanged.

FOUNDED ON 1 JANUARY 2009, THE MULTIMODAL OPERATIONS DEPARTMENT OF GEODIS BM REFLECTS THE GROUP'S COMMITMENT TO SUPPLYING ALTERNATIVES TO "ALL-ROAD" TRANSPORT, WITH SOLUTIONS THAT COMBINE RESPECT FOR THE ENVIRONMENT WITH COMPETITIVE EDGE

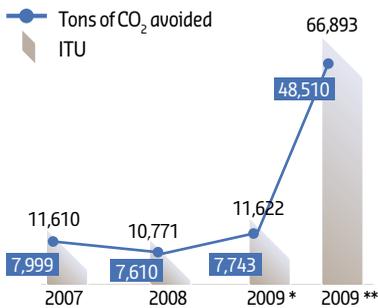
WHAT ARE THE AMBITIONS OF THE MULTIMODAL OPERATIONS DEPARTMENT?

When it was created, our objective was to create a joint management system for several entities: Rouch, Districhrono, Geodis BM Combi and Ermechem. To satisfy our customers, we put together a more legible and more coherent offering to gain critical market size with appropriate transport resources and organisation.

HOW WOULD YOU DEFINE THE MULTIMODAL OFFERING AND ITS BENEFITS?

It's a transport offering that combines massified resources, such as trains, barges and ships, for long journeys, with the use of trucks for shorter inbound and outbound journeys between warehouse and plant.

Modal transfer - Geodis BM



* 2009 (on a like-for-like basis)

** Geodis BM Combi, Rouch, Districhrono, Ermechem

Multimodal transport is also pertinent in another respect, since it helps to limit CO₂ emissions by offering an alternative between "all road" and "all rail".

HOW DOES THIS OFFERING MEET CUSTOMER REQUIREMENTS?

Our customers are increasingly aware of sustainable development issues and are seeking to cut the CO₂ emissions of the products they sell. By bringing them multimodal solutions that are more efficient from an environmental and even a cost standpoint we help them to meet this objective. Customers know that that they cannot simply carry on shipping goods as before and that, increasingly, transport services will involve real management of multimodal service providers.

WHAT ARE THE STRENGTHS OF GEODIS?

Geodis is an "assembler", grouping local transport resources and an efficient rail service to bring customers made-to-measure multimodal transport solutions. The Group is a leading player. It has a dense network, with the biggest fleet of swap bodies and the greatest capacity for rail-road transport in France. Our information systems ensure full traceability over the goods carried. And our experience is another asset. One of our entities, Rouch, is a pioneer in multimodal transport, since it has been working in this area since 1947. Last, as part of SNCF Geodis, we have access to varied and complementary expertise that has enabled us to expand our offering to continental Europe and beyond.



ECOWAY, NEW PROSPECTS FOR PIGGYBACKING

Since January 2009, Gedimat, a group of 200 independent distributors of DIY and construction materials, adopted Geodis BM's Ecoway service to ship products from the Milan region to the Isère department in France using the Alpine rail motorway. This solution has a number of benefits: lower costs than for road transport, higher tonnage (29 tons per trip compared to 24 tons for a semi-trailer), and CO₂ emissions slashed by over 40%.

PROTECTING THE ENVIRONMENT



CUSTOMER INTERVIEW

Pascale Vincent
Logistics manager -
Nestlé Waters France and Belgium

Nestlé Waters France is France's leading manufacturer of bottled water, with annual sales of more than two billion litres. The Group is both a producer and distributor, with eleven mineral and spring water brands, including Vittel, Contrex, Quézac and Perrier. It employs a workforce of more than 3,000 and has six bottling sites in France.

“A successful partnership to measure the environmental impacts of our activity”

WHY DID YOU DECIDE TO ORGANISE A LIFE-SIZED TEST WITH GEODIS BM TO MEASURE YOUR CO₂ EMISSIONS?

We wanted real data rather than just theories. Along with Transalliance, Geodis BM manages more than 70% of our transport, so it was only natural for us to choose the latter to conduct this project and, in the longer term, to identify the best way to reduce our fuel consumption and CO₂ emissions.

HOW DID YOU DO THIS?

We worked together to establish a test protocol. It took eight months to calibrate the system, using onboard IT systems on eight trucks. Through this method, we were able to establish environmental impact according to the type of engine, speed, type of journey, and the behaviour of drivers at the wheel. A partnership that functioned successfully over four million kilometres!

HOW DOES THIS APPROACH FIT THE ENVIRONMENTAL POLICY OF NESTLÉ WATERS?

In 2008, Nestlé Waters France committed to cutting the impact of its activities through the “4x20 Sustainable Development Master Plan”. The aim is to achieve a 20% reduction over four years in our



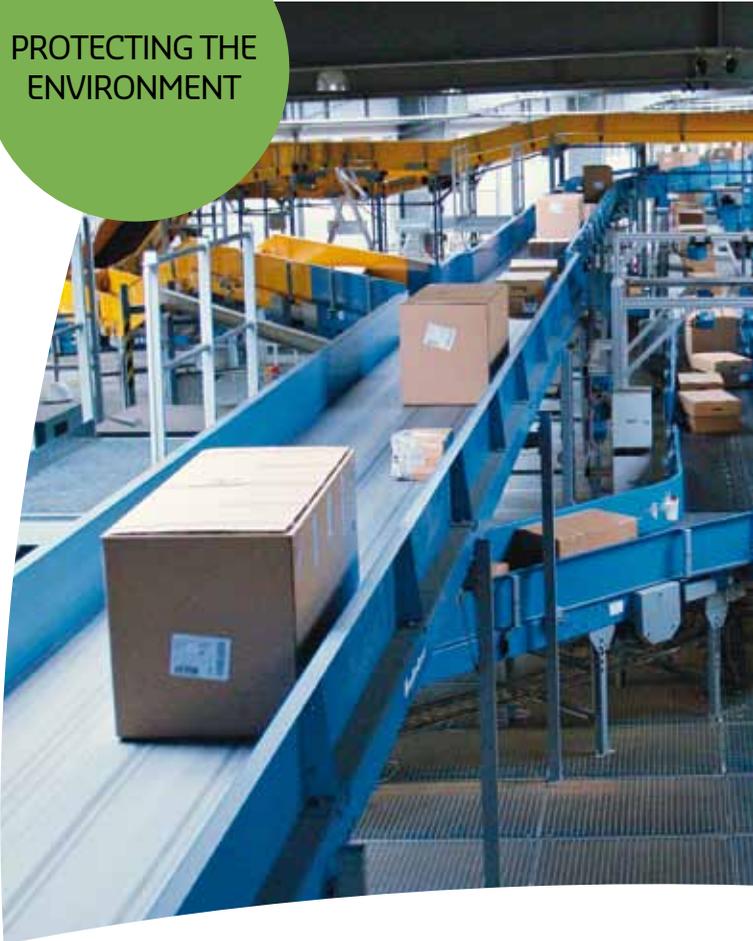
NESTLÉ WATERS has made environmental performance a key part of its strategy for many years. In 2009, as part of this commitment, the company put in place a system of calibration with Geodis BM to measure and reduce CO₂ emissions from transport as part of an exemplary partnership.

CO₂ emissions linked to transport, our water and energy consumption and our packaging weight.

HOW WOULD YOU ASSESS THIS APPROACH?

Driving is a key factor, and the performance of the new trucks, which meet Euro 5 standards, is important, as is the use of Light Weight vehicles, which are trucks fitted with lighter chassis to increase the payload. With this type of vehicle, we can carry more goods while cutting traffic by 20%. And we are also moving towards rail-road transport.

PROTECTING THE ENVIRONMENT



An active policy to measure and reduce our impacts

Taking action for the environment is one of the main challenges facing the transport and logistics sector. The main levers are: reducing fossil energy consumption and emissions of greenhouse gases such as CO₂, helping to improve air quality, limiting noise and avoiding environmental risks. Geodis is conducting an active policy, reflected in major investments to measure and reduce its impacts.

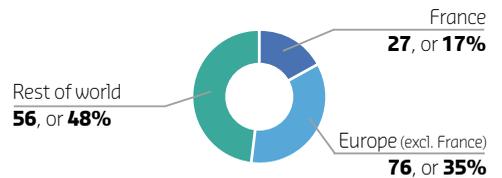
100%

of Geodis BM drivers trained in eco-driving

159

ISO 14001 certified sites worldwide at end-2009, more than one site out of four

ISO 14001 certified sites



INITIATIVES



INTERMEDIATE APPRAISAL OF THE CO₂ CHARTER

One year after the signing of the charter to voluntarily reduce CO₂ emissions from road freight transport, introduced by France's Ministry of the Environment, results are encouraging. Across the scope of the charter and based on a comparable level of activity,

almost 1,950 tons of CO₂ have been avoided in one year. For Geodis Calberson, savings totalled around 480 tons (-2% compared to 2008) for the three regions that signed the agreement. For Geodis BM savings came to 1,470 tons (-1% compared to 2008), split between road freight (62%) and modal transfer (38%).

MEASURING CO₂ EMISSIONS

In 2008, Geodis made an active commitment to measure CO₂ emissions from its transport and buildings. A key stage was reached in 2009, with the completion of studies undertaken in close cooperation with a number of customers, and with the studies carried out by the divisions **to develop methods of calculation specific to each activity**. These methods are already integrated in Geodis BM information and flow-monitoring systems so that Geodis BM is able, as part of a gradual approach, to report to customers on transport emissions. At the same time, tools to model CO₂ emissions – useful in calls for tender – are now in the final stages of development.

Concerning buildings, Geodis began carrying out carbon footprints[®] using the French Bilan Carbone[®] method at end-2009 at a number of pilot sites run by Geodis Logistics, Geodis Calberson and Geodis BM (see page 37: results of the carbon audit carried out at the Geodis Calberson site in Tours). A tool has been developed to deploy the approach at other Group sites.

REDUCING VEHICLE IMPACT ON THE ENVIRONMENT

Geodis is pursuing an active policy to **renew its vehicle fleet** in anticipation of the most recent standards. The Group is taking action in many areas

to reduce fuel consumption and greenhouse gas emissions: investing in onboard IT systems to monitor fuel consumption, limiting engine speed to 82kph rather than 90kph, using “Energy” tyres as part of a contract with Michelin, precisely tracking vehicle maintenance, and training drivers in **rational or eco-driving** techniques. A number of pilot projects are also underway on alternative fuels.

REDUCING THE ENERGY CONSUMPTION OF BUILDINGS

Geodis runs more than 600 sites (logistics platforms, transport depots, sales offices), mainly on a rental basis. The environmental management of these sites is based on certification: **Environmental certification**, as well as an integrated **Quality-Safety-Environment** management system, gradually deployed by each division in line with its specific characteristics. At the same time, staff involvement is fundamental in reducing risks, encouraging the development of eco-practices, cutting energy consumption (gas, electricity) and improving waste management.

49%

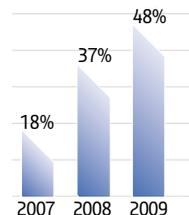
of the vehicle fleet worldwide complies with Euro 4 or Euro 5 standards.

Breakdown of the Geodis fleet in France at end-2009



EEV* or Environmentally Enhanced Vehicles: “clean” vehicles (includes CNG vehicles)

Percentage of owned vehicle fleet complying with the Euro 4 or Euro 5 standard in France



GEODIS WILSON IN SWEDEN ASSESSES THE CO₂ IMPACT OF ITS TRANSPORT SOLUTIONS PRIZE-WINNER OF THE 2009 BLUE ATTITUDE TROPHY

Using a statistical tool based on freight volume and weight, Geodis Wilson in Sweden is comparing levels of pollutant emissions based

on the route and means of transport.

For example, sending shipments for the US from the port of Göteborg in Sweden rather than from Rotterdam, cuts CO₂ emissions by 16%. Each quarter, Geodis Wilson in Sweden sends these environmental data to its main customers.

PROTECTING THE ENVIRONMENT



“The QSE certification of our sites reflects growing customer demand.”

EMPLOYEE INTERVIEW

Boutaina Belhakim

Quality, Safety, Environment manager - Geodis Logistics in North Africa

55

sites worldwide had triple QSE certification at end-2009

QSE: Quality (ISO 9001) – Safety (OHSAS 18001) Environment (ISO 14001)

18%

of European sites (excl. France) had triple QSE certification at end-2009

59%

of non-hazardous waste is recovered at all sites worldwide



INITIATIVES



DUAL CERTIFICATION FOR GEODIS LOGISTICS IN GERMANY PRIZE-WINNER OF THE 2009 BLUE ATTITUDE TROPHY

Saving the energy resources used by logistics activities is a major concern for Geodis Logistics in Germany. After spending ten months appraising the quality of processes and their compliance with

applicable standards, the 14 Geodis Logistics sites in Germany obtained dual quality and environmental certification in 2008. To spread good practices and communicate on certification, a special intranet site was set up. Geodis Logistics aims to complete this approach with safety certification (OHSAS 18001).

TWO GEODIS LOGISTICS SITES IN MOROCCO GAINED QUALITY-SAFETY-ENVIRONMENT (QSE) CERTIFICATION IN 2009. A FIRST THAT WILL NOW BE EXTENDED TO OTHER DIVISIONAL SITES IN NORTH AFRICA, AS EXPLAINED BY BOUTAÏNA BELHAKIM, QSE MANAGER IN THIS REGION.

WHY DID YOU START THE CERTIFICATION APPROACH?

The certification of the Geodis Logistics Unilever and Oukacha sites in Casablanca is the result of a decision by Geodis Logistics in North Africa, in line with the strategy of the division.

Our ambition was to put in place a managerial tool based on international ISO standards in order to better satisfy the needs and requirements of our customers with respect to QSE. Our aims were to implement an approach that is seen as innovative in Morocco, to contribute to our internal structure, improve our communication and, more broadly, help us to position ourselves as the benchmark operator in this region.

CAN YOU TELL US MORE ABOUT THE PROCESS?

We carried out a diagnosis of our strengths and improvement areas and then deployed a number of golden rules or “fundamentals” for the division. In this way we gained in efficiency and also saved time, so that we could concentrate on practical action. Through this approach, we also showed that it is possible to deploy an ISO QSE approach anywhere in the division in less than a year, provided that local management is involved.

We also educated employees on QSE issues so that they took the approach on board and moved it forwards. We used internal audits to check the efficiency of our actions. In terms of safety, we promoted the sharing of good practices and provided more efficient equipment. We also focused on cutting water and electricity consumption, and managing waste, more than half of which is now recovered. One year on, the AFAQ (French Association for Quality Assurance) officially awarded us certification.

HOW WOULD YOU ASSESS THIS INITIATIVE?

The results are positive. In-house, the project really brought the workforce together. Outside the company, it reflects growing demand from customers, as underlined by a satisfaction survey we commissioned, or by the organisation of the first international show dedicated to the environment in Casablanca in 2009.

WHAT OTHER PROJECTS DO YOU HAVE IN THIS AREA?

We want to further deploy this policy, by certifying in 2010 the logistics site dedicated to Samsung in Morocco. In 2011, we plan to extend the standard to the Tangiers Mediterranean site. And in 2012, we plan to certify two Geodis Logistics sites in Tunisia.

1t

of non-hazardous waste (of which 400 kg of cardboard) on average per employee per year at Geodis.

Distribution of Geodis non-hazardous waste in 2009

Recovered waste		Non-recovered waste	
Wood (pallets)	25%	Mixed waste	41%
Cardboard	17%		
Metal	8%		
Paper	5%		
Plastic (films, etc.)	4%		
Green waste	≈ 0%		



BIKE DELIVERIES TO THE CENTRE OF TOURS

In partnership with the company Velogistics, the Geodis Calberson depot in Tours has set up for its customers a distribution service of small parcels using power-assisted delivery tricycles, for deliveries in the city centre.

GEODIS PARTNERS SMARTWAY IN THE US

In 2009, Geodis joined the Smartway Transport® Partnership programme. Set up between the US Environmental Protection Agency, shippers and carriers, this partnership aims to improve energy efficiency and cut greenhouse gas emissions.

BEING
A RESPONSIBLE
EMPLOYER



EMPLOYEE INTERVIEW

Corine Albert
Director of social relations,
human resources department -,
Geodis Calberson and Group.

Geodis Calberson has over 11,000 employees in France and pursues a human resources policy based on the core values of local presence and respect for commitments.

“Through this agreement on diversity, we aim to take this approach one step further by building on existing measures.”

WHAT ARE THE REASONS BEHIND THIS AGREEMENT ON DIVERSITY? WHAT ARE THE ISSUES?

Over a number of years, Geodis Calberson has put in place a wide range of initiatives in numerous areas, including recruitment, career management, wages, and the integration of disabled workers.

Through this agreement, we aim to take this approach one step further by building on existing measures and paving the way for other initiatives.

CAN YOU TELL US MORE ABOUT THE PROCESS AND THE MAIN COMMITMENTS?

In 2009, we put in place a constructive approach based on discussions and consultation with representative trade unions nationwide. We wanted to move forward together on this issue, through a practical and realistic approach. By pursuing a calm and productive dialogue, we were able to make progress in many areas.

Through this agreement, Geodis Calberson in France commits to encouraging diversity in recruitment by forming partnerships with organisations promoting employment and social insertion. We will put in place a number of initiatives for disabled workers and help any employees who so wish to have their disability recognised. Special emphasis will also be placed on older workers (training, job retention, second half of career appraisals, etc.) and on ensuring equal treatment for all employees.



GEODIS CALBERSON,

aware that diversity is a source of shared wealth within a company, has initiated a constructive dialogue with its social partners, built on trust and a long-term view. This dialogue led to the signing of an agreement on diversity in November 2009.

WHAT ARE THE NEXT STAGES IN THE AGREEMENT?

The first stage will be to put in place the *Observatoire national de la diversité* (national diversity observatory), a discussion body set up by the agreement. Its role is to undertake an annual assessment of the initiatives put in place, in particular through reports on older workers and disablement. It is intended to be an active structure that will encourage dialogue to help us make further progress.

BEING
A RESPONSIBLE
EMPLOYER



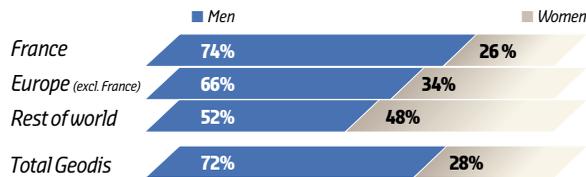
Listening to employees, focusing on training and safety

Developing the talent of its workforce is a strategic lever for Geodis. The Group is a responsible employer through **listening**, **maintaining a dialogue** and **providing training** to its 28,000 employees worldwide in order to promote career development and ensure their safety.

DEVELOPING SKILLS

Each Geodis employee received **more than one day of training on average in 2009**, on subjects including business expertise, quality, safety, environmental protection and languages. Geodis Calberson has signed an agreement on the forward planning of jobs

Male/female breakdown



INITIATIVES



GEODIS SPREADS ITS CODE OF ETHICS

In December 2009, Geodis sent out a code of ethics to all employees. The objective is to restate its commitments made at the signing of the UN Global Compact and to build workforce cohesion and help employees to make informed decisions when faced with ethical issues. The code supports the Group's growth and international expansion. It does not replace national laws or regulations.

Rather, it is intended to provide points of reference in contexts that may vary from one country to another: complex services, tight deadlines, differences between countries in terms of local practices, standards, laws and cultures. Specific training and communication initiatives are gradually being put in place to educate employees on ethics. An ethics committee has also been set up.

and skills with trade unions. This agreement goes beyond regulatory requirements in that it extends negotiations to all structures, including those with a workforce of under 300 because all Geodis entities are concerned. The agreement includes measures on training, professional mobility, local employment strategy and career development for older employees.

INCREASING WORKFORCE RESPONSIBILITY

Although management of the human resources function is decentralised at Geodis, it is based on shared values and principles. Each division establishes and deploys the main lines of its HR policy independently, implementing the processes best suited to its business and local realities. The main challenges facing the Group are to attract **employees, build their loyalty and help them adapt** to a context of growth and international expansion.

A number of initiatives were launched in 2009, including the “*Ça se partage**” project at Geodis BM, which aims to redefine all job profiles and gain a clearer picture of objectives in order to further improve the working environment and increase employee satisfaction. The “Mission, Vision, Values” project at Geodis Wilson aims to bring employees together

around common objectives and shared values.

Geodis is also keen to **educate employees on sustainable development**. To this end, the Blue Attitude Trophy was organised for the first time in 2009. The objective is to promote and reward the sustainable development initiatives of employees every year.

ENSURING SAFETY IN THE WORKPLACE

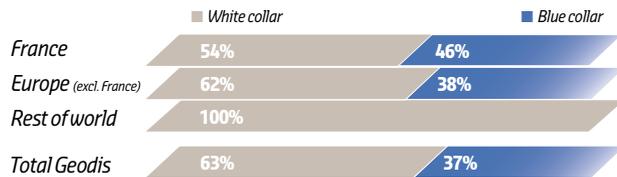
Responding to the possible risks inherent to its activities, Geodis seeks to provide working conditions that ensure employee safety. It pursues this aim through **safety policies, regular risk assessment, training and awareness campaigns, and continuous improvements to systems and equipment**. At end-2009, Geodis had **55 sites with certification in OHSAS 18001** (occupational health and safety advisory services).

* Let's share it

10 hrs

of training per employee and per year in France (175,000 hours)

Workforce breakdown



White collar: managers, top-level supervisors, supervisors, employees
Blue collar: workers, drivers



EMPLOYEE SAVINGS PLAN: CONTINUED SUCCESS

Geodis is actively contributing to the employee savings plan. In 2009, almost half of all employees under French law had joined the Group savings plan set up ten years ago,

and whose membership continues to grow steadily. A collective pension plan was also put in place in 2009 and has been joined by 11% of employees in France, a relatively high first-year figure for this type of savings vehicle.

BEING
A RESPONSIBLE
EMPLOYER



“For IBM and for Geodis, employee and customer satisfaction, as well as innovation, are key priorities.”

EMPLOYEE INTERVIEW

Lizeth Gonzalez

Team leader, Logistics Support and Consulting Operations - Geodis SCO in Mexico

85%

of Geodis Calberson employees, said that they were satisfied in 2009.

81%

of Geodis Logistics employees and

67%

of Geodis Wilson employees

Latest in-house satisfaction surveys conducted as part of the Total Employee Satisfaction approach (Geodis Calberson, Geodis Logistics) or Investors in People (Geodis Wilson).

81,726 km

without an accident at Geodis Calberson in 2009, down 4% on 2008

INITIATIVES



**ENCOURAGING PROFESSIONAL INSERTION
PRIZE-WINNER OF THE 2009
BLUE ATTITUDE TROPHY**

In 2008-2009, the Geodis BM site in Vénissieux (France) put in place a number of programmes to promote the professional

insertion of young people, in partnership with the training bodies AFT-IFTIM and Promotrans, and the reinsertion of people in difficulty, in partnership with the association Main Forte. As a result, seven people were able to join or re-join the workplace in 2008-2009.

WHEN GEODIS ACQUIRED IBM'S LOGISTICS BUSINESS, 1,200 IBM EMPLOYEES IN 41 COUNTRIES JOINED THE GROUP. AND THEIR INTEGRATION HAS BEEN A COMPLETE SUCCESS.

YOU RECENTLY BECAME PART OF GEODIS SCO. WHAT DID THE CHANGE OF COMPANY MEAN FOR YOU?

It was more of a challenge than a real change. For IBM and Geodis, employee and customer satisfaction, as well as innovation, are key priorities. Both groups share a similar concept of corporate governance and main values, so there was no culture shock on integration. Today, we are placing the best practices learned at IBM and Geodis in order to collaborate in a successful business. It was for me an opportunity to join an international renowned logistics company and to contribute to its development at the core business of the company while also taking part in the success of the new division, Geodis SCO.

HOW WAS THE INTEGRATION ORGANISED FROM A PRACTICAL STANDPOINT?

The process was conducted by local managers under Human Resources direction. An integration plan was organised for Global Logistics IBMers and most of them decided to join Geodis. It all went smoothly, with everybody cooperating in an intelligent way. The real difference is that we are now at the core of the logistics business whereas with IBM our activity was considered more as a support function. This has reinforced our enthusiasm and sense of belonging to Geodis.

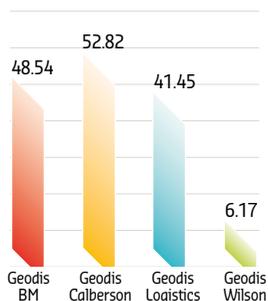
WHAT CAN GEODIS BRING YOU FROM A PROFESSIONAL STANDPOINT?

Logistics is my passion. I have a lot to learn with Geodis, particularly in collaborating in designing programs that will enable the company to develop leading-edge processes, and expanding its service range to meet new customer requirements.

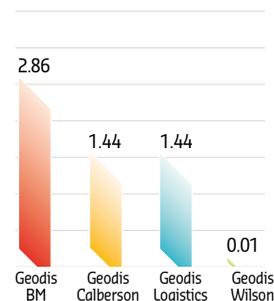
-25%

drop in the frequency of occupational accidents at Geodis Wilson between 2008 and 2009 in France

Frequency* of occupational accidents in France in 2009



Gravity* of occupational accidents in France in 2009



* See definitions on page 36.



EDUCATING EMPLOYEES ON SUSTAINABLE DEVELOPMENT

Geodis has created a section dedicated to sustainable development on the Group intranet. The aim is to provide employees with detailed and practical information on sustainable development so that they can give precise answers to the questions raised by customers both inside and outside the company.

QUALITY OF LIFE IN THE WORKPLACE

At the end of 2009, Geodis BM initiated a survey on well-being, productivity and stress in the workplace at its head office in Méry (Savoy region) in order to identify areas for improvement. This approach will be extended to other sites.



INVOLVING
OUR PARTNERS

Michael Wisbrun
Chairman of the
Air France Cargo-KLM Cargo
Management Committee

PARTNER INTERVIEW

Air France-KLM Cargo, part of Air France-KLM, delivers a range of solutions tailored to the needs of each airfreight customer: express shipments, special transport, customised services or standard freight. Today, Air France-KLM is No. 1 in Europe and the world, with a market share of almost 30% among companies belonging to the AEA, Association of European Airlines.

“We have been able to establish a transparent dialogue with our customer Geodis Wilson.”

WHAT ARE THE MAIN SUSTAINABLE DEVELOPMENT ISSUES FOR AIR FRANCE-KLM?

We are placing the emphasis on five focus points: combating climate change, minimizing our environmental impact, building sustainable relations with our customers, driving local development, and promoting a responsible human resources policy. The commitment made by Air France-KLM Cargo to combat climate change by limiting the greenhouse gas emissions of our aircraft engines is at the heart of the dialogue we are pursuing with our customers. For this reason, Air France-KLM Cargo is for instance investing in a fleet of planes consuming less fuel, promoting fuel efficiency amongst its pilots and actively participating in research into alternatives for fossil kerosene for planes.

HOW DO YOU SEE THE APPROACH OF GEODIS WILSON IN THIS AREA? HOW ARE YOU WORKING TOGETHER?

We naturally applaud the open dialogue pursued by Geodis Wilson on this subject and we encourage this joint approach, since reducing CO₂ emissions is a challenge shared by all freight transport players. Geodis Wilson was one of the first customers with whom we have been able to establish a transparent dialogue on this key issue. In particular, we have discussed questions such as reducing packaging weight, better optimising pallets, and using containers instead of disposable packaging. We have also made available to Geodis Wilson, and our other customers, a service to calculate the CO₂ emissions of shipments and the possibility to compensate.



AIR FRANCE-KLM CARGO

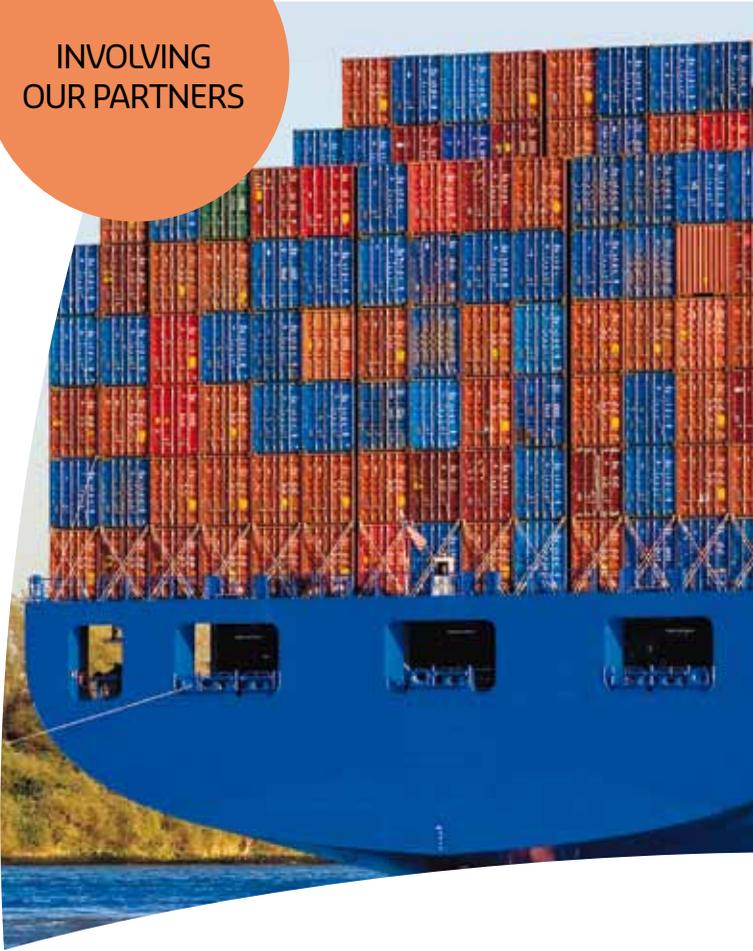
was awarded Geodis Wilson “green label” in 2009, in recognition of initiatives taken about sustainable development. Geodis Wilson, aware of the social and environmental issues linked with its activities, maintains an ongoing dialogue with its partners on these questions.

IN YOUR OPINION, WHAT ARE THE INNOVATIVE PROJECTS FOR THE FUTURE?

The development of “e-freight” is a major step forward for our sector. This “paperless” solution brings benefits for the environment as well as delivering greater efficiency and quality. At the same time, the “green lanes*” set up with the forwarder, shipper and customs in the sector, will reduce cut-off and transit times as well as making processes more secure. In the area with direct climate impact, Air France-KLM is stepping up investments in the development of second and third-generation biofuels.

* Green lanes: lanes with simplified customs procedures

INVOLVING
OUR PARTNERS



Integrating sustainable development criteria in purchasing

Geodis sub-contracts a significant proportion of its transport services. **These sub-contracted services are the Group's main purchasing item.** The Group manages a large number of sub-contractors and may therefore be exposed to economic, social or environmental risks. To avoid and continuously reduce these risks, it is implementing a rigorous approach, which is also gradually being deployed to families of suppliers for purchases other than transport.

Between **10** and **20%**

of consumables purchased in France, by purchasing family, are "green" products

€586M of which **€92M**

for total subcontracted transport in France in 2009,

only for transport subcontractors with a market share of over 1%.

INITIATIVES



CLEANER SERVICE VEHICLES

In 2009 Geodis lowered the CO₂ thresholds for each category of company car. It has undertaken a study on bringing diesel-electric hybrid vehicles into the fleet.

A RESPONSIBLE POLICY FOR BUSINESS TRAVEL

The Group is gradually rolling out a travel policy based on travel by train rather than plane, with hotels and airlines selected on sustainable development criteria.

ASSESSING TRANSPORT SUB-CONTRACTORS

In 2009, Geodis BM sent out questionnaires of approval to assess its main transport sub-contractors on their environmental policy. A dedicated internet portal was opened in December 2009, enabling sub-contractors to report on loads, deliveries and any incidents encountered. This improves traceability and thus quality of service for customers. The portal provides Geodis BM with detailed reporting data on chartered services, making it possible to analyse the performance of sub-contractors and choose those who are best placed. In 2009, Geodis Wilson continued efforts to assess its main air and sea freight sub-contractors. Studies are also underway by the Group purchasing department and divisions to assess and manage the main sub-contracting risks, particularly the risks of business failure, or failure to respect applicable regulations or the rules of the profession.

SELECTING SUPPLIERS

The approach of assessing and selecting suppliers of consumables and packaging was initiated in 2008 by the Group purchasing department and sustainable development department. It was continued in 2009 with an **analysis of social and environmental issues** for other product families (temporary labour/safety, cleaning and maintenance). Furthermore, detailed studies began on improving waste management in 2009. Launched in France, this programme concerns non-hazardous waste. It includes the selection of new service providers based on sustainable development criteria, and the technical upgrading of collecting and sorting systems in place. At the end of 2009, a project was started to optimise the cost of utilities (gas, electricity, water) and reduce consumption. It will include auditing a number of main sites and putting in place a reporting tool for consumptions, to be deployed in 2010.

€1.5 billion and 500

in transport purchasing

sub-contractors

managed by Geodis SCO.



CLEAN SHIPPING PROJECT IN SWEDEN

As a sea freight forwarder, Geodis Wilson is involved in the Clean Shipping Project in Sweden. This initiative, supported by the Swedish authorities, involves joint studies by shipping and transport firms on reducing the environmental impact of sea freight.

INVOLVING
OUR PARTNERS



“The ‘Polyvolume’ shows how Geodis aims to work with partners by fully involving them in efforts to meet objectives.”

EMPLOYEE INTERVIEW

Pascal Deleeuw
Driver - France Express
in Valenciennes

48%

of depots sort waste
(versus 38% initially).

74%

of waste is recovered
(versus 54% initially).

Project to optimise management of non-hazardous waste - first results for 2009 at 88 Geodis sites.

INITIATIVES



E-LEARNING COURSES TO AVOID TRAVEL

In partnership with specialist organisations, Geodis has put in place several training modules based on the principle of e-learning (on employee evaluation for instance). This method avoids travelling while increasing the amount of training provided.

IN 2009, FRANCE EXPRESS VALENCIENNES STARTED USING SEVEN "POLYVOLUME" VEHICLES, DESIGNED IN PARTNERSHIP WITH RENAULT TRUCKS. AN EXAMPLE OF PRODUCTIVE AND SUSTAINABLE COOPERATION BETWEEN TWO COMMITTED COMPANIES.

IN 2009, YOU STARTED DRIVING A RENAULT "POLYVOLUME" VEHICLE FOR DELIVERIES. HOW DID YOU COME TO USE THIS VEHICLE?

The France Express depot in Valenciennes planned to renew its vehicle fleet in 2008. So our operations department contacted the Lille depot, which was involved in joint studies with Renault Trucks to design a truck ideally suited to our needs. These studies involved input from drivers. Efforts focused on layout, load factor, handling – particularly in cities – as well as on ergonomics and driver comfort. Cutting fuel consumption was also an objective. In a word, the aim was to design the ideal vehicle for express deliveries!

WHAT ARE THE MAIN CHARACTERISTICS OF THE "POLYVOLUME"?

The rear door is easy to handle and lighter than on conventional vehicles. It also has a loading ramp under the chassis. These features make deliveries far easier and less tiring for me. Another strong point of the "Polyvolume" in optimising delivery rounds is its lightweight structure, enabling a payload of 1.2 tons, compared with 750 kg for conventional 20 m³ vehicles. It is also smaller and therefore easier to handle for me in the city centre.

WHAT APPRAISAL WOULD YOU MAKE, ONE YEAR AFTER THIS TYPE OF VEHICLE CAME INTO SERVICE?

To try it is to love it! The "Polyvolume" makes my job easier and cuts fuel consumption by 30% thanks to a more responsive engine better suited to the vehicle's size. By taking account of our remarks, engineers were able to design a more practical vehicle that respects the environment more effectively while boosting company productivity. Also, its innovative design helps to convey a positive image of France Express to our customers.

71%

of French subcontractors
(39 out of 55)

25%

of the fleet compliant to Euro 5
(average vehicle age: 3.5 years)

70%

of subcontractors monitor
occupational accidents.

Transport subcontractors survey for Geodis BM – East region (Alsace and Lorraine in France, central and eastern European countries) – Main results of the approval procedure for transport subcontractors in 2009



AN ELECTRIC VEHICLE IN LIMOGES

In Limoges, Geodis Bernis (a subsidiary of Geodis Calberson) has tested an electric vehicle. This project was conducted in partnership with ElecTruckCity which imports vehicles built by the UK firm Modec. Intended for deliveries in the city centre, the electric commercial vehicle cuts nuisances (noise and pollutant emissions).

ACTING AS
A CORPORATE
CITIZEN



Laetitia Bertholet

Head of foundations placed under the aegis of Fondation de France in the areas of childhood, the environment and the social and solidary economy -
Fondation de France

PARTNER INTERVIEW

Fondation de France, set up in 1969, pursues three aims: to help people in need, develop research and protect the environment, and promote philanthropic projects. An independent and private organisation, it provides a link between donors, sponsors and players in the field in order to make social projects a reality.

“The approach pursued by Geodis complements the actions supported by Fondation de France to help the disabled.”

CAN YOU TELL US MORE ABOUT THE PARTNERSHIP BETWEEN THE GEODIS FOUNDATION AND FONDATION DE FRANCE?

The Geodis Foundation has chosen to work under the aegis of Fondation de France to pursue initiatives reflecting social awareness and solidarity. We manage the administrative and legal aspect of its programmes. We also play an advisory role in identifying the most appropriate basis for launching a call for projects on a subject chosen by the company. Our relationship is therefore one of partnership and support, intended to ensure that its philanthropic operations run smoothly.

HOW DO YOU SEE THE GEODIS FOUNDATION?

A number of foundations exist for the disabled. The originality of the Geodis Foundation lies in its efforts to reconcile disability with entrepreneurial or associative initiatives, based on the principle that disabled people should have the same opportunities as anybody else to enter the labour market and set up their own company. The approach pursued by Geodis meets a real social need and complements the action of Fondation de France to help disabled people become active citizens and play a greater role in society.



FONDATION DE FRANCE

guides the work of the Geodis Foundation, which encourages entrepreneurship and initiatives by disabled people, promoting the ability to push back personal limits and show consideration for others.

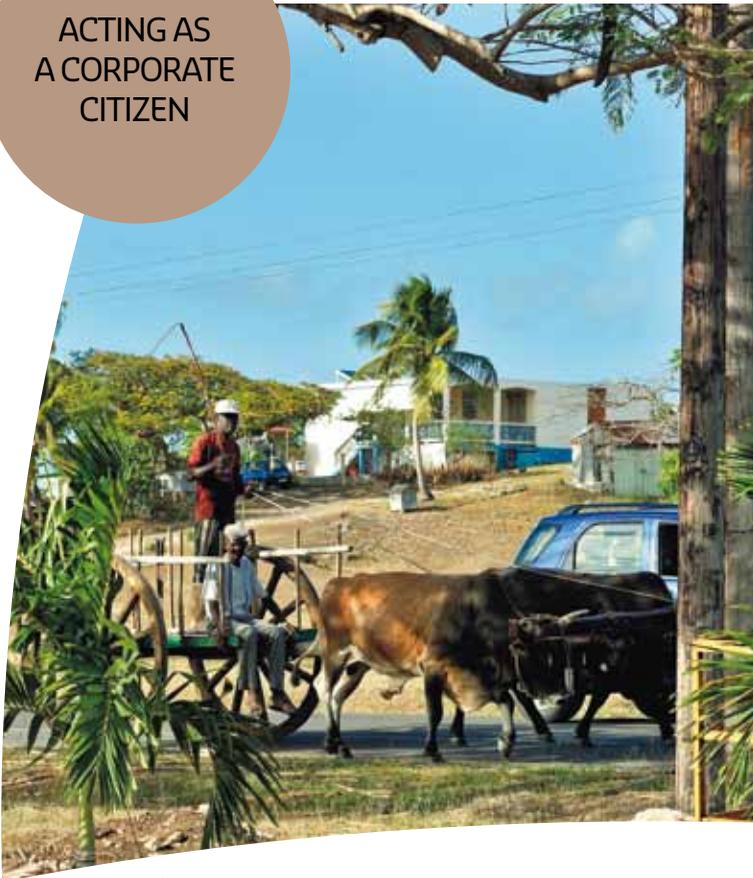
IN YOUR OPINION, WHAT ARE THE FUTURE CHALLENGES FACING THE GEODIS FOUNDATION?

The Geodis Foundation has already received a large number of applications for the first call for projects launched in 2009. This shows the interest aroused by the Foundation, which has named two prize-winners. The challenge now is to build its renown among potential project initiators, to achieve greater visibility internally and externally, and target the best ways to promote its projects.

ACTING AS
A CORPORATE
CITIZEN

Taking action on the ground with civil society and municipalities

Wherever the Group is present, Geodis staff carry out **practical initiatives on the ground** in the areas of **economic or social support or environmental protection**, in partnership with the local population, associations or local municipalities. Human and material resources are also provided for disaster victims. Furthermore, Geodis Wilson has an **Aid & Relief** department based in Denmark and specialising in humanitarian logistics. Since 2003 it has worked with a number of non-governmental organisations such as the Red Cross, as well as international organisations such as WHO.



4,500 pallets, or around

Shipped by Geodis Wilson Aid & Relief to Haiti.

2,000 t of equipment

INITIATIVES



PARTNERSHIPS WITH SCHOOLS AND UNIVERSITIES

Geodis signed agreements with a number of schools and universities, making a commitment to the academic world to share its expertise and explain the activities of logistics operators.

Geodis has thus woven close ties with specialist schools* that have recognised expertise in the world of transport and logistics. These ties make it possible to adjust course content to constantly reflect real corporate issues, and also to integrate trainees and young graduates in the labour market more effectively.

* EST (Ecole Supérieure des Transports), ISTEI (Institut Supérieur du Transport Et de la Logistique Internationale, AFT-IFTIM group), ISLI (Institut supérieur en logistique industrielle, BEM group).

CHARITY WORK

In Italy, Geodis Züst Ambrosetti (subsidiary of Geodis Calberson), Geodis Logistics and Geodis Wilson joined forces to support the Uganda project organised by the foundation "Aiutare i bambini" ("Helping children"). Employees helped to collect funds to provide emergency food aid for 350 children in Uganda.

“Expertise and a real sense of solidarity are essential for taking action in emergency situations.”

EMPLOYEE INTERVIEW

Olivier Herrot

Depot director - Geodis Wilson
in Guadeloupe

AFTER THE CYCLONE IN HAITI, GEODIS WILSON IN GUADELOUPE TOOK ACTION TO HELP THE LOCAL POPULATION. AND IT SHOWED THE SAME SENSE OF COMMITMENT AFTER THAN AN EARTHQUAKE DEVASTATED THE ISLAND.

HOW DID THIS INITIATIVE TO SUPPORT HAITI COME ABOUT?

It followed a discussion with our customer Digicel, a mobile phone operator for whom we provide logistics services. Digicel has more than 900 employees and 1.2 million customers in Haiti. So it was only natural for the company to want to help the population in distress. And we decided to support our customer in this initiative by providing our skills free of charge.

FROM A PRACTICAL STANDPOINT, WHAT DID YOU DO?

We placed a container at the disposal of people in Guadeloupe, who were informed of the operation through text messages sent out by Digicel. People rallied round the project, providing clothing, tins of food, bottles of water, and so on. And the local Geodis Wilson workforce also took part, loading the container in the evenings and at weekends, illustrating the great solidarity that exists in West Indies. The container was then shipped to Haiti and given to the local people. My colleagues at Geodis Wilson in Martinique and French Guyana undertook a similar approach based on good corporate citizenship.



WHAT ARE THE STRENGTHS OF GEODIS WILSON FOR TAKING ACTION IN EMERGENCY SITUATIONS?

Expertise and a sense of solidarity are essential in situations of this type. As a transport operator, we are in constant contact with our service providers: sea and air freight companies. We can obtain the best prices and – above all – we can act fast in loading the containers and organising transport in a very short time.

WILL YOU BE CONTINUING THIS TYPE OF INITIATIVE?

Unfortunately, yes. After the earthquake, Geodis Wilson Guadeloupe set up a project called “Clothes for Haiti” with Canal Sat Caraïbes, R.C.I. (Radio Caraïbes International) and the daily newspaper France Antilles. Once again, local people brought us clothing, which we sorted and shipped by barge to the local Secours Catholique charity organisation.

SUSTAINABLE DEVELOPMENT REPORTING 2009

				FRANCE				
				Geodis Headquarters	Geodis BM	Geodis Calberson	Geodis Logistics	
PROFILE			Unit					
Activity	Revenue	Annual revenue	Million €	0	581	1,313	332	
	Surface	Total built surface	m ²	-	221,958	744,984	940,000	
	Locations	Number of sites	number	2	55	123	76	
Certifications	ISO 9001	Number of certified sites	number	0	49	123	52	
		Number of audits		0	85	47	13	
	ISO 14001	Number of certified sites	number	0	1	19	7	
		Number of audits		0	1	15	11	
	OHSAS 18001	Number of certified sites	number	0	0	3	5	
		Number of audits		0	0	2	10	
	ISO TS 16949 ⁽¹⁾	Number of certified sites	number	0	0	0	5	
		Number of audits		0	0	0	6	
TAPA ⁽²⁾	Number of certified sites	number	0	0	0	0		
	Number of audits		0	0	0	0		
ENVIRONMENT			Unit					
Transport	Fuel	Total consumption	liters	168,000	40,638,428	31,227,682	2,231,000	
		Average consumption (liters/100km)	liters	na	30.75	23.17	-	
	Vehicles	Total road vehicle fleet	%	number	-	1,725	2,709	-
		Euro 3 vehicles as % of total fleet		-	45%	54%	-	
		Euro 4 vehicles as % of total fleet		-	8%	37%	-	
		Euro 5 vehicles as % of total fleet		-	44%	8%	-	
CNG vehicles (Compressed Natural Gas)	number	-	16	1	-			
Facilities	Electricity	Electricity consumption	kWh	1,621,940	5,330,495	38,330,909	25,437,178	
		Electricity consumption (per FTE)	kWh/FTE	3,919	1,697	3,454	9,056	
		Electricity purchased from sustainable resources	kWh	0	0	0	0	
	Gas	Gas consumption	kWh	0	1,951,133	7,749,503	28,927,193	
		Gas consumption (per FTE)	kWh/FTE	0	621	698	10,298	
	Water	Water consumption	m ³	5,660	56,675	97,559	5,663	
		Water consumption (per FTE)	m ³ /FTE	14	18	9	2	
	Waste (NHW & HW)	Total production of waste	tons	60.08	2,170.90	10,024.48	10,307.58	
		Total production of waste (per FTE)	kg/FTE	145	691	903	3669	
	Non-hazardous waste (NHW)	Total production of non-hazardous waste (NHW)*	tons	60,00	1,916.00	9,837.48	8,751.80	
Recovery rate of non-hazardous waste (NHW)*		%	26.67%	19.62%	53.28%	63.94%		
Hazardous waste (HW)	Total production of hazardous waste (HW)*	tons	0.08	254.90	187.00	1,555.78		
CO₂-e	CO ₂ -e ⁽³⁾ emissions	Emissions from fuel, electricity and gas consumption*	tons of CO ₂ -e	588	109,813	87,084	13,986	
		Emissions from fuel, electricity and gas consumption*	kg of CO ₂ -e/FTE	1,422	34,961	7,847	4,979	
SOCIAL			Unit					
Employees	Workforce	Full time equivalent (FTE)*	number	413.85	3,141	11,098	2,809	
		Male ratio (% in FTE workforce)	% of FTE	61.0%	86.0%	75.0%	66.1%	
		Female ratio (% in FTE workforce)		39.0%	14.0%	25.0%	33.9%	
		White collar workers in FTE workforce (managers, supervisors, employees)		100.0%	25.3%	50.9%	53.8%	
		Blue collar workers in FTE workforce (workers, drivers)		0.0%	74.7%	49.1%	46.2%	
	Absenteeism	Absenteeism rate*		%	2.24%	7.09%	4.70%	7.4%
Training	Traning hours (per FTE)	number/FTE	16.86	12.99	8.06	11.94		
Safety	Occupational accidents	Occupational accident frequency rate*	number	na	48.54	52.82	41.45	
		Occupational accident gravity rate*		na	2.86	1.44	1.44	
	Road accidents	Road traffic accidents involving full or partial responsibility*	number/100 km	na	0.0006098	0.0007640	na	

(1) ISO TS 16949 is the international standard for quality in the automotive industry.

(2) TAPA certification (Technology Asset Protection Association) is an international standard for freight security.

(3) CO₂ equivalent is a measure unit which makes it possible to compare and add various Green-House Gases (GHG).

The "impact on climate" of 1kg of GHG is compared to the impact of 1 kg of CO₂ over a period of 100 years.

Thereby, the standard Global Warming Potential (GWP) is defined.

(4) Indicators of the Global Reporting Initiative version 3, www.globalreporting.org

		EUROPE (without France)					REST OF THE WORLD					
Geodis Wilson	Geodis SCO	Geodis BM	Geodis Calberson	Geodis Logistics	Geodis Wilson	Geodis SCO	Geodis Logistics	Geodis Wilson	Geodis SCO	GRI ⁽⁴⁾	GC ⁽⁵⁾	
350	24	60	141	389	699	160	4	537	420			
22,141	na	na	203,787	1,053,000	137,101	na	37,000	121,037	na			
26	na	7	17	90	70	na	6	137	na			
26	-	7	17	37	65	-	3	91	-			
0	-	3	17	15	47	-	3	92	-			
0	-	0	0	15	61	-	3	53	-			
1	-	0	0	-	27	-	3	40	-			
0	-	0	0	0	34	-	3	11	-			
15	-	0	0	0	23	-	3	6	-			
0	-	0	0	0	0	-	0	0	-			
0	-	0	0	0	0	-	0	0	-			
0	-	0	0	1	0	-	0	0	-			
0	-	0	0	1	-	-	0	0	-			
										GRI ⁽⁴⁾	GC ⁽⁵⁾	
171,247	-	5,211,583	1,519,174 ⁽⁶⁾	2,445,931	464,834	-	na	2,336,634	-	EN3	8	
5.90	-	32.15	na	32	7.1	-	na	42.9	-	EN3	8	
1	na	195	0	74	91	na	na	74	na	LT2	8	
-	-	40%	na	0%	-	-	na	-	-	LT2		
-	-	4%	na	7%	-	-	na	-	-	LT2		
-	-	53%	na	93%	-	-	na	-	-	LT2	8	
0	-	0	na	0	17	-	na	0	-	LT2		
582,517	na	na	9,721,975	2,499,624	5,828,428	na	60,078	5,877,963	na	EN3	8	
876	na	na	14,802	1,052	3,327	na	639	2,123	na	EN3	8	
0	na	na	0	0	1,425,649	na	0	492,011	na	EN4	8	
510	na	na	1,037,911	7,507,195	4,283,120	na	na	2,055,247	na	EN3	8	
1	na	na	1,580	3,160	2,445	na	na	742	na	EN3	8	
4,401	na	na	75,912	12,119	19,158	na	372	5,405	na	EN8	8	
7	na	na	116	5	11	na	4	2	na	EN8	8	
148.11	na	na	1,573.43 ⁽⁷⁾	4,195.60	242.38	na	623.00	311.28	na	EN22	8	
223	na	na	2,396	1,766	138	na	6,628	112	na	EN22	8	
146.64	na	na	1,544.95 ⁽⁷⁾	3,348.24	241.14	na	623.00	310.68	na	EN22	8	
68.41%	na	na	38.10%	93.31%	51.89%	na	60.00%	52.22%	na	EN22	8	
1.47	na	na	28.48	847.36	1.25	na	na	0.61	na	EN22	8	
509	na	13,974	8,389	9,301	6,106	na	43	6,680	na	EN16	8	
765	na	52,732	12,773	3,915	3,485	na	453	2,413	na	EN16	8	
										GRI ⁽⁴⁾	GC ⁽⁵⁾	
665	23	265	657	2,376	1,752	247	94	2,769	975	LA1		
43.5%	91.3%	na	62.7%	81.7%	54.2%	72.1%	87.2%	50.8%	71.8%	LA1		
56.5%	8.7%	na	37.3%	18.3%	45.8%	27.9%	12.8%	49.2%	28.2%	LA1		
25.6%	na	na	89%	50.1%	13.0%	na	84.6%	14.5%	na	LA1		
74.4%	na	na	11%	49.9%	87.2%	na	15.5%	85.5%	na	LA1		
na	na	na	na	5.6%	na	na	1.3%	na	na	LA7		
7.63	na	na	3.26	3.86	4.80	na	15.10	27.71	na	LA9		
6.71	na	na	7.34	14.97	9.25	na	86.24	9.18	na	LA7		
0.01	na	na	0.10	0.28	0.07	na	1.05	0.04	na	LA7		
0.0000000	na	na	0.0003158	0.0001308	0.0000761	-	na	0.0001404	-	LA7		

(5) Principles of the United Nations Global Compact, www.unglobalcompact.org

(6) Except Italy

(7) Except United-Kingdom

na: Non-available data as non-consolidated at present in the division.

- Non-relevant data for the activity.

* See definition page 36.

REPORTING METHODOLOGY

REPORTING SCOPE, DATA COLLECTION AND CONSOLIDATION PROCESS

Since there is no recognised reporting system relevant to its activities, the Group has created its own procedures based on a methodology for collecting, analysing and consolidating environmental and social data. Reporting forms include the indicators, the bases of calculation and the areas concerned.

At present, the Group does not have a common system for collecting data. Information has been consolidated through each division's structures in the areas of human resources, quality, safety, the environment and purchasing. The figures shown for 2009 are therefore calculated or estimated using data

from three sources: operational sites, divisional and/or Group information systems, and suppliers.

Data are presented by geographic area and by division. Note that in 2009, the reporting scope includes a new division – Geodis SCO – for which it has been possible to consolidate only a limited amount of data.

Depending on the data presented, the scope of consolidation can vary and include only some of the sites or countries in the area. Data are presented for three geographical regions: France, Europe (excluding France) and the rest of the world.

The list of countries in each region is set out in the table below.

	Europe (excluding France)	Rest of the world
Geodis BM	Italy, Netherlands	-
Geodis Calberson	Italy, UK	-
Geodis Logistics	Spain, UK, Italy, Ireland, Germany, Benelux, Eastern Europe	Middle East/Africa: North Africa (Morocco, Tunisia)
Geodis Wilson	Belgium, Denmark, Finland, Germany, Italy, Netherlands, Norway, Spain, Sweden, UK	Middle East/Africa: (Morocco, Qatar, South Africa, Tunisia, United Arab Emirates Asia: Australia, Bangladesh, China, Hong Kong, India, Indonesia, Korea, Malaysia, New Zealand, Singapore, Taiwan, Thailand, Vietnam Americas: Argentina, Brazil, Canada, Chile, Colombia, Mexico, Peru, USA
Geodis SCO	Austria, Belgium, Czech Republic, Denmark, Germany, Hungary, Ireland, Italy, Netherlands, Poland, Russia, Slovakia, Spain, Sweden, Switzerland, UK	Middle-East/Africa: Israel, South Africa Americas: Argentina, Brazil, Canada, Chile, Colombia, Mexico, Peru, USA, Venezuela Asia: Australia, India, Indonesia, Japan, South Korea, Malaysia, New Zealand, Philippines, Singapore, Thailand, Vietnam, China, Hong Kong, Taiwan

CHOICE OF INDICATORS

Reporting data are divided into three categories – environmental, social, and economic – to reflect the Group's commitments and measure the effectiveness of the actions taken by the divisions.

The Group has thus selected its own indicators on the basis of relevance, based on international benchmarks and the guidelines of the Global Reporting Initiative* version 3.

A document setting out a formal definition is provided for each indicator to ensure that the same method of calculation is used for all geographic areas and activities.

LIMITATIONS OF THE METHODOLOGY

Certain factors limit the reliability of the data:

- different collection and reporting methods from one division to another
- varying availability for some of the data needed to calculate indicators.

REVIEWING AND VERIFYING THE INDICATORS

Environmental data are consolidated and verified by each division's quality, safety and environment departments and the Group's sustainable development department. Social data are consolidated and verified by the HR departments at head office and within each division.

The consistency of the data is verified by the divisions and the Group's sustainable development department. This verification includes a comparison with the data from previous years and systematic analysis of any differences deemed to be significant.

At present, the Group does not have the data verified by any outside organisations.

A FEW DEFINITIONS

Waste

- **Production of non-hazardous waste:** the total tonnage of wood (including pallets), cardboard, paper, plastic (including film and polystyrene), metals, and mixed waste (non-recovered).

* Guidelines established in 1997 by the Coalition of Environmentally Responsible Economies (CERES) and the United Nations Environment Program (UNEP) for reporting on the economic, environmental and social performance of corporations, governments and non-governmental organisations. Version 3 was published in 2006.

- **Recovery rate of non-hazardous waste:** total tonnage of non-hazardous waste recovered divided by the total tonnage of non-hazardous waste produced (recovered and non-recovered).

- **Production of hazardous waste:** total tonnage for ten categories – absorbents (including soiled rags, saturated sand), filtration sludge (from sludge traps/oil separators for storm water or the treatment of tank cleaning water), damaged packaging used for hazardous materials, oil filters and used oil from road vehicles (axles, transmissions, engines), IT/office automation equipment (WEEE), including ink cartridges, paints and varnishes, batteries from road vehicles and handling equipment, batteries and accumulators, neon tubes.

CO₂-equivalent (CO₂-e)

- **Emissions linked to the consumption of fuel, electricity and gas:** total emissions, expressed in terms of CO₂ equivalent, linked to fuel, gas and electricity (minus emissions avoided through the generation of renewable energy).
- **Emission factors used:** as set out in the GHG Protocol. For fuel, the emission factor used is 2.681 kg CO₂-e/litre. For gas, the emission factor used is 0.2019 kg/CO₂-e /Kwh (based on gas with a low heating value. For electricity, the factors of emission vary from one country to the next.

Employees

- **Full-time equivalent employees:** total number of hours worked / average hours worked annually in a full-time job.
- **Absenteeism rate:** (number of absentee hours x 100) / total number of hours worked. Long leaves of absence (individual training leave, parental leave, etc.) are excluded from the calculation.

Safety

- **Frequency of occupational accidents:** (number of accidents involving at least one day of lost time x 1,000,000)/total number of hours worked.
- **Gravity of occupational accidents:** (number of days lost x 1,000)/ number of hours worked.
- **Road accidents per 100 km:** (number of road accidents for which Geodis was partly (50%) or fully responsible / number of km travelled) x 100.

CARBON FOOTPRINT[®] - GEODIS CALBERSON TOURS SITE

A PILOT SITE IN ASSESSING AND REDUCING CO₂ EMISSIONS

As part of the sustainable development policy of Geodis, the Geodis Calberson site in Tours was the first of five sites for which a Carbon Footprint[®] was conducted in 2009 by the sustainable development department, using the French Bilan Carbone[®] method. After signing the Charter of voluntary commitments for the reduction of CO₂ emissions in road freight transport at end-2008, the Touraine-Anjou region, and the Tours site in particular, took a further step forwards in measuring and reducing CO₂ emissions.

WHAT EXACTLY IS BILAN CARBONE[®]?

Bilan Carbone[®], or Carbon Footprint[®], is a method developed by the ADEME¹ to assess the greenhouse gas emissions (including CO₂) of a given activity: upstream and downstream of the activity and outside the site.

The Carbon Footprint[®] uses data collected by on-site contacts (regional environmental manager and site maintenance and quality, safety, environment managers). Given the site's transport activity, it was decided not to take account of emissions from road freight, measured elsewhere, but to focus on other site emissions. The data used are for 2008.

MAIN RESULTS

- Fixed assets (buildings, handling equipment, IT systems, furnishings) account for half of total site emissions, of which 75 % for buildings.
- Home-work travel is the second biggest source (16%), with most journeys being made by car.
- Materials consumed on site, such as wood, plastic, paper and cardboard, account for 10% of emissions, and energy for 7%.

The carbon audit was followed by recommendations from the departments of sustainable development, property and purchasing, such as to use plastic cling film, which has lower CO₂ emissions, or to introduce a car-sharing scheme. The site can now choose the recommendations it wishes to implement as part of its environmental programme

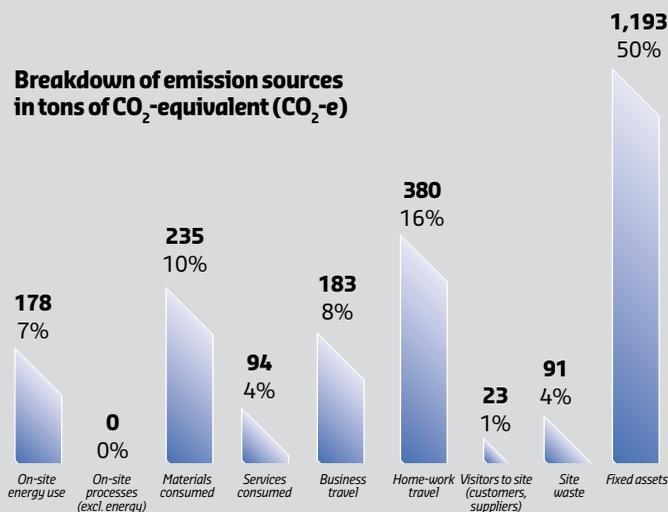
1- ADEME: French agency for the environment and energy management, a public organisation that contributes to implementing national policy in the areas of the environment, energy and sustainable development.



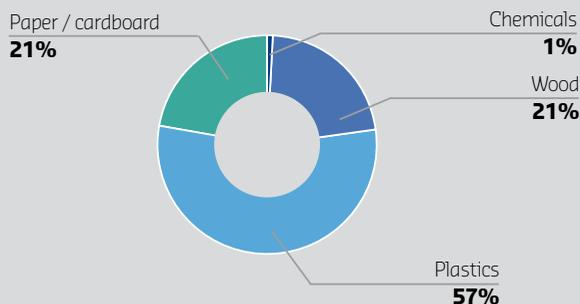
Geodis Calberson site in Tours

- 295 employees at end-2008 (workforce excluding temporary labour)
- Multi-activity site: Groupage, Express in Europe
- Operating site and head office of the Touraine-Anjou regional division
- Built-up area: 30,433 m²
- ISO 14001 certification

Breakdown of emission sources in tons of CO₂-equivalent (CO₂-e)



Breakdown of emissions generated by materials consumed



2,377 t of CO₂-e per year

8 t of CO₂-e per employee and

78 kg of CO₂-e / m² of building space

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