

THE NECE BUSINESS EXCELLENCE POLICY

GEODIS NECE is to become **the leader among supply chain service providers in its markets**.

To do so, GEODIS NECE is committed to continually improve and to achieve sustained excellence in business performance by meeting the requirements of our **4 stakeholders** and by insuring their **total satisfaction** through the ambitions below:

Our stakeholders	Our ambitions
<ul style="list-style-type: none"> Our Shareholder Our Customers Our Employees Society at large 	<p>100 % of the budget met Leanest possible operations & support functions with the highest possible productivity</p> <p>Highest possible % of satisfied customers Highest possible NPS score Highest possible % of contractual commitments met (warehousing) Highest level of quality of service (transportation) Lowest possible number of customer complaints & claims</p> <p>Highest possible % of satisfied & engaged employees 0 accident</p> <p>Highest Ecovadis CSR score Lowest possible level of pollution with the highest possible level of waste recycling (warehousing) Lowest possible level of green-house gas emissions (transportation) Highest possible % of QSE risks addressed 100 % compliance with legal requirements & applicable regulations</p>

At regional, country and site levels, **managers & process owners** are to monitor the performance of their entity or process towards the above ambitions through dashboards and action trackers. They are to adopt a preventive as much as a corrective approach regarding any deviation, especially safety and pollution.

To support us in reaching the above performance ambitions, GEODIS NECE will follow the ISO 9001, ISO 14001 and ISO 45001 international norms as well as all other customer-, business- or legally required standards, within the framework of the EFQM Excellence Model.

Internally, GEODIS NECE will steadily abide by the **GEODIS Mission, Vision and Values**, by the **7 Golden Rules** and by the **7 Leadership Principles** to achieve our **Ambition 2019-2023 company plan**. Likewise, we shall strive to comply with all **internal regional and corporate standards and processes**, including the GEODIS innovation approach and the target of reducing our greenhouse gas footprint with 30% by 2030.

Whenever possible and feasible, our **stakeholders & external partners** will be involved in the Business Excellence management system of GEODIS NECE, especially in the assessment and management of deviations, risks and improvement opportunities.

We shall also expect the highest possible contribution to the above ambitions from our external partners such as subcontractors, carriers etc...



Thomas KRAUS

President & CEO North, East and Central Europe GEODIS

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For the sites where the ISO 22000 norm is applicable, GEODIS NECE also aims at "100% product integrity" and at addressing internal and external communication as well as food safety related skills.

For the sites where the ISO 50001 norm is applicable, GEODIS NECE also aims at the "lowest possible level of energy consumption", at supporting the procurement of energy-efficient products and services as well as at including energy-efficiency in the design of our own services, with the right information and resources.

