

THE EUROPE BUSINESS EXCELLENCE POLICY

GEODIS EUROPE will become the leader among supply chain service providers in its respective markets.

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

OUR STAKEHOLDERS	OUR AMBITIONS
OUR SHAREHOLDER	<ul style="list-style-type: none"> 100% of the budget met Leanest possible operations & support functions with the highest possible productivity
OUR CUSTOMERS	<ul style="list-style-type: none"> Highest possible % of satisfied customers Highest possible NPS score Highest possible % of contractual commitments met (Warehousing activities, Project Logistics) Highest level of quality of service (Transportation activities) Highest effective resolution of customer complaints Highest effective resolution of CAPA (Pharma) Lowest number of customer claims Lowest number of process incidents (Project Logistics, CB) Lowest number of product deviation and temperature excursion (Pharma) Highest level of compliance with the IATA CEIV Pharma and EU GDP pharma standards (Pharma) Highest level of compliance with the TAPA C (or above) security standards (Warehousing activities) Highest level of awareness & skills for employees on Quality & process matters Highest level of awareness & skills for employees on Security matters Highest level of awareness & skills for employees on Pharma compliance matters 0 security accident/incident/0 theft
OUR EMPLOYEES	<ul style="list-style-type: none"> Highest possible % of satisfied & engaged employees Highest possible % of satisfied employees about the way GEODIS addresses people safety Highest level of awareness & skills for employees on ESH matters 0 safety accident/incident
SOCIETY AT LARGE	<ul style="list-style-type: none"> Highest possible level of waste recycling (Warehousing activities) Lowest possible level of energy consumption (Warehousing activities) Lowest possible level of green-house gas emissions as per our Science-based Targets Highest possible % of satisfied employees about the way GEODIS addresses the environment Highest possible % of satisfied customers about the way GEODIS addresses the environment & decarbonization 100% compliance with legal requirements & applicable regulations

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

To support us in reaching the above performance ambitions, **GEODIS EUROPE** follows:

- international norms* like **ISO 9001** (quality), **ISO 14001** (environment), **ISO 45001** (people safety), **ISO 50001** (energy management) and **ISO 22000** (food safety),
- standards* like **Investors in People** (IIP - People Management), the **Good Distribution Practices** (Pharmalogistics), the **IATA CEIV Pharma Guidelines** (Pharmalogistics) and **TAPA** (security),
- any other customer-, business- or country legally required standards* and this, wherever applicable and within the framework of the **EFQM Business Excellence Model**.

GEODIS EUROPE embraces and deploys the GEODIS GROUP approaches namely the **Purpose, Mission, Vision and Values**, the **7 Golden Rules** and the **7 Leadership Principles** to achieve our **Ambition 2027 company plan**, alongside our **GEODIS EUROPE 7 Strategic Imperatives**. Likewise, we comply with all **internal regional and corporate standards and processes**, including the GEODIS **Innovation** approach and the GEODIS **Science-based Targets** in CO₂ reduction. We commit as a region to abide by all applicable regulations as well as compliance and ethical rules, fully collaborating whenever needed with local or international authorities.

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

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



Thomas KRAUS
President & CEO EUROPE GEODIS

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NB: For the sites where the ISO 22000 norm is applicable, GEODIS EUROPE also aims at "100% product integrity" and at addressing internal and external communication as well as food safety related skills.
NB: For the sites where the ISO 50001 norm is applicable, GEODIS EUROPE 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.
NB: GDP stands for "European Commission Guidelines of 5th of November 2013 on Good Distribution Practice of medicinal products for human use (2013/C 343/01)"
* please contact the GEODIS Europe Regional BE Department to have the full list of sites where these norms and standards apply