

# **TRANS DRAGON- CORPORATE SUSTAINABILITY POLICY- GENERAL STATEMENT**

At Trans Dragon, we are committed to operating in a socially, environmentally, and economically responsible manner. We recognize the importance of sustainable practices in building a better future for our employees, clients, stakeholders, and the communities we serve.

In general, we are committed towards growing our impact in the best possible way. Open and transparent, with focus on continued improvements to be made. We realize we will not be perfect, yet we expect all stakeholders of the companies to have the right mindset to move forward.

Our corporate sustainability policy outlines our commitment to the following principles:

1. **Environmental Stewardship:** We work from a shared office building located in close proximity to the customs office. Our warehouse space is located for convenient and short as possible transport routes to Beijing's airports and the port at Tianjin, saving the environmental impact of travel. This reduces commuting-related carbon emissions, contributing to a lower overall environmental impact. Eventually, we will target on a zero-emission carbon footprint
2. **Diversity and Inclusion:** We are committed to fostering an inclusive work environment that respects and celebrates the unique backgrounds, perspectives, and experiences of our employees. We promote equal opportunities and strive for a diverse workforce that enriches our organizational culture.
3. **Resource Efficiency:** While our operations rely on the shared building's resources, we are committed to promoting resource efficiency within our workspace. We encourage employees to minimize waste, practice responsible consumption, and support recycling initiatives. Additionally, we actively engage with the shared building management to ensure sustainable practices and efficient use of resources in the building's operations.
4. **Collaboration and Partnerships:** We actively seek partnerships and collaborations with like-minded organizations, sustainability-focused initiatives, and community organizations to drive positive change. Through these alliances, we aim to share best practices, support local initiatives, and contribute to collective efforts for a more sustainable future.
5. **Stakeholder Engagement:** We believe in open and transparent communication with our stakeholders, including clients, employees, suppliers, and the local communities where we operate. We actively engage with them to understand their sustainability concerns

and aspirations, and we strive to incorporate their feedback and perspectives into our sustainability strategies.

6. **Continuous Learning and Improvement:** We are committed to continuous learning and improvement in our sustainability efforts. We invest in employee training and education to raise awareness of sustainable practices and provide opportunities for skill development in sustainability-related areas. We regularly evaluate our performance, set ambitious targets, and adapt our strategies to meet emerging challenges and opportunities.

By adopting this corporate sustainability policy, TRANS DRAGON reaffirms its commitment to a sustainable future and invites all employees, clients, and stakeholders to join us in this journey.

Scott Wilis

Director International Service

May 2025

## **Sustainability Program 2025**

The Sustainability Program will be based upon three pillars:

- Environmental
- Social
- Governance

## **Sustainability Program 2025 – CURRENT STATUS**

### **I. Environment**

- In Q4 2024, Trans Dragon began recording all plastic use in packing activity
- By the end of Q1 2025, Trans Dragon had completely eliminated the use of polychips in all packing activity
- At the end of Q1 2025, Trans Dragon used an average of 1.18 metres of plastic bubble wrap and 1.57 rolls of vinyl tape per cubic metre packed
- By the end of 2024, Trans Dragon had a 90% recycle rate of used liftvans for storage
- In 2024, our first electric truck was delivered

### **II. Social**

- Throughout 2024, Trans Dragon was engaged in the process to obtain FAIM accreditation from the FIDI organization. This enabled us to ensure that our social responsibility policies and guidelines met the highest industry standards
- Training was conducted for all staff and subcontracted staff, highlighting the importance of CSR policies and the requirement to comply with these policies

### **III. Governance**

- Trans Dragon holds all relevant licenses enabling it to operate its business effectively and compliantly
- The running of the business is monitored through quarterly management reviews that are documented and acted upon
- Through its application to achieve FAIM accreditation, Trans Dragon has ensured that it meets the highest industry standards for good corporate governance as described in the FAIM documentation

- Trans Dragon management actively encourages participation in decision-making by staff and other stakeholders in the business to achieve best practice in a transparent manner.

## **Sustainability Program 2025 – GOALS**

### **I. Environment**

Our environmental Policy ensures that Trans Dragon International will always strive to do business in such a way as to show full respect to the environment in respect of the workforce, the clients and other stakeholders worldwide.

We are committed to providing our quality service in a manner that ensures a safe and healthy workplace for our employees and minimizes 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.

#### ***Goals:***

- Trans Dragon will actively record and reduce the quantity of plastic used in its packing operations. Recording has been done since Q4 2024 and we expect to see a year-on-year reduction from Q4 2025. Our goal is to reduce the amount of plastic used per cbm packed each quarter.
- Specifically, we will aim for the quantity of plastic bubble wrap to be less than 1 metre per cubic metre packed and fewer than 1.5 rolls of tape per cubic metre packed.
- Trans Dragon will aim to recycle 100% of used liftvans and crates for storage purposes
- Trans Dragon is committed to working toward an all-electric fleet of trucks and will replace one additional vehicle in 2025.
- Trans Dragon is seeking certification either from Ecovadis or from China's leading environmental association, HIC China, and is determined to further develop its sustainability program.
- Continuous: Environmental (possible) impact will be integrated in all our decision making (products, service deliveries, processes etc.)
- Promote environmental awareness among our employees and encourage them to work in an environmentally responsible manner. Working paperless is the standard in our

company and with our partners we encourage the exchange of files and documents in a paperless way.

- In all our communication efforts we will seek to promote sustainability. Surveys will be done, where possible, virtually, which will reduce the carbon footprint on this by around 20% for 2025
- 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.
- Avoid and possibly eliminate 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 minimize the social impact and damage of activities by periodically reviewing our environmental policy in light of our current and planned future activities.
- We will continue to assess and manage environmental risks related to our operations through our quarterly management reviews.
- All lights and electrical appliances are shut down at the end of a working day.
- When receiving a demand for a removal quote, an assessment is being made before scheduling a pre-move survey, and where possible, a virtual survey is conducted to avoid car displacements to a maximum.
- Trans Dragon's subcontractors/ partners will be encouraged to aim to replace all its vehicles with zero emissions vehicles where technically and economically possible.

## **II. Social**

Our commitments and policies deal with:

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

### ***Health, safety and mental well-being***

Health, safety and mental well-being of our employees are a top priority for Trans Dragon. 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.

Annual Induction updates for all staff include content to create a better awareness of health and safety uses with its staff and its subcontractors.

A procedure to deal with complaints or issues related to mental well-being is also included in the Trans Dragon nationally compliant workers regulations.

Trans Dragon 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 for all Trans Dragon related work.

Each incident, injury or complaint will be investigated and reported to the management, as well as an overview of the corrective actions that have been taken.

### ***Diversity, Equity and Inclusion Initiatives***

Trans Dragon International 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. Each job offer is checked by Trans Dragon management, making sure that no exclusions are placed in the job offer which are not related to competences, needed for the job.

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 induction update.

### ***Employee engagement***

Happy people are 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 organization 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. Trans Dragon improves engagement levels by implementing initiatives in the following areas:

#### **1. Onboarding process**

When the onboarding process is not smooth (or if it doesn't exist at all) the employee begins their life at the organization 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.

Trans Dragon has an initiation procedure in place, which involves an induction training and providing a warm welcome to each new employee. A significant part of this onboarding process is to familiarize the employee with the policies and guidelines provided by the FIDI organization to ensure that these are understood from the beginning.

## **2. Culture**

The culture of a workplace will have a huge impact on employee engagement. Trans Dragon ensures a welcoming workplace where everyone is kind, inclusive, respectful and courteous and everyone works together well as a team.

## **3. Internal communication**

When internal communication is poor or lacking entirely, it can hurt 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. As a family company, Trans Dragon highly values good and direct internal communication, where there is a direct line between the management and the workflow.

## **4. Learning and development opportunities**

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

Trans Dragon offers employees access to development opportunities in two ways:

1. Trans Dragon has regular internal employee training and development programs, giving workers the ability to upgrade their skill set and potentially advance. This applies to both white-collar as blue-collar workers through our subcontractors.
2. As future members of FIDI, a wide range of training opportunities will be available for all staff

## **5. 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.

Trans Dragon collects unwanted goods free of charge from our client base and delivers to a local charity that supports deprived communities in rural China. We will also specifically seek out

project-based opportunities to assist our community, for example providing resources for disaster relief.

### **III. Governance**

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

Procedures therefore need to be 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 behavior of individuals or by gains created by small investments, and the so-called long-term goals, which require considerable investments and/or technical adaptations.

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 economic efficiency.

These quick wins are determined and coordinated by Management. Management is to collect all information and data to determine which quick wins can be achieved, making a yearly report, organizing at least once a year training sessions on sustainability for all staff, office and staff at subcontractors.

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. Doing business with Trans Dragon will mean accepting our Sustainability Program.

Management 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 by Trans Dragon's management, in coordination with the staff. 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, Management makes a report on achievements, progress and outstanding issues related to sustainability management. This report is first presented to and approved by Trans Dragon's management, after which it will be communicated by e-mail to staff and key partners. This report will also be published on Trans Dragon's 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 the e-mails.