



# MBE WORLDWIDE GROUP Sustainability Guiding Principles

## Our Purpose, Culture and Values

**We empower People locally,  
to power Business globally**

Throughout our Group and across all of our brands, we are passionate, motivated by purpose, and guided by a clear shared vision. We are driven by purpose in everything we do, and this shared purpose unites us all.

Our shared vision includes our unified Group always striving to be:

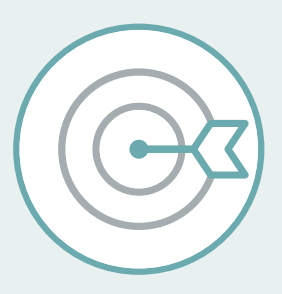
A leading commerce-enablement platform providing e-commerce, fulfillment, shipping and marketing solutions to Small and Medium Businesses and consumers.

We are a **#PeoplePossible** business enabler who turns customers challenges into achievements. What sets us apart is the way we serve our customers, every day.

### Our core values



Passion



Ambition



Innovation



Discipline



Team Spirit



Diversity and Inclusion

## Our Commitment to Sustainability

As we provide e-commerce, shipping, logistics and marketing services to small- and medium-sized enterprises and consumers, we are capable of making significant impacts on the environment and society, both positive and negative, through our entire value chain.

Our Group-wide **Sustainability Strategy** is an essential component of our overall commitment to increasingly sustainable practices, demonstrating our willingness to make ever more positive impacts.

We consider our available risks and opportunities, our stakeholder perspectives and evolving sustainability approaches in the market in setting and adjusting our Sustainability Strategy. We have also highlighted how our strategic focus areas align with the **UN Sustainable Development Goals (SDGs)**, because of the significance of the SDGs among the international community.

Our Sustainability Strategy is composed of **three core pillars**, each supported by distinct material topics and commitments. This strategy helps us identify and execute on compelling initiatives, and is integrated with our Group corporate strategy.

### Governance



Governance, Ethics and Compliance



Cybersecurity

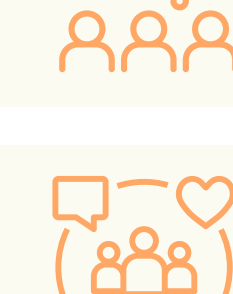
### SDGs:



### Social



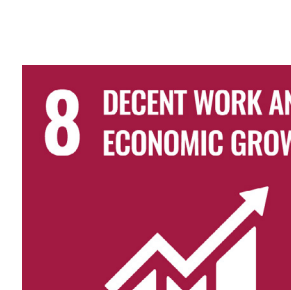
Diversity and Inclusion



Training and Development



Impact on Communities



### Environment



Energy consumption and Emissions



## Our focus on being a Trustworthy and a Reliable Partner



### Feature: Whistleblowing

We believe that the best way to sustain an ethical culture is for each of us to act with integrity every day, encouraging all Group stakeholders to voice their concerns.

For this reason we maintain a **whistleblowing channel** which all Group stakeholders can use to report potentially unethical, inappropriate, illegal, or unsafe activities involving colleagues, external providers or members of our Group network.

The channel is based on principles of accessibility, anonymity, confidentiality and non-retaliation.

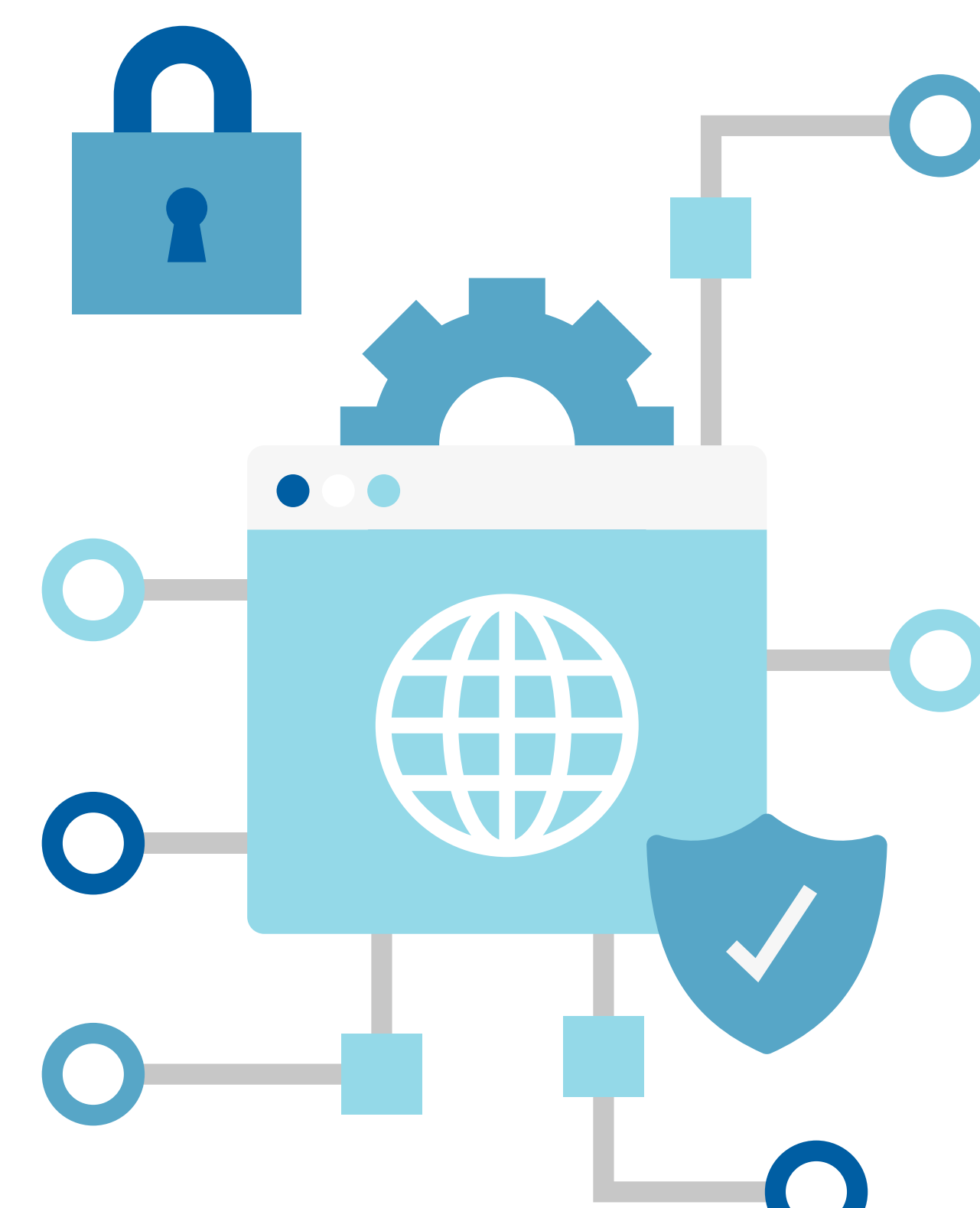
[View our whistleblowing policy](#)



### Feature: Cybersecurity

Careful and compliant management of personal data collected throughout our diverse Group business activities is central to our governance commitment. **Effective cybersecurity approaches** are essential in preventing attackers from accessing IT systems and causing harm, such as data leakage.

Our approach regarding our various systems varies based on a number of factors, including the sensitivity of the data stored in the system and how critical the system is for our business operations. In addition, we seek to apply **advanced technology**, and contemporary practices and processes to **protect our business** and customer data.



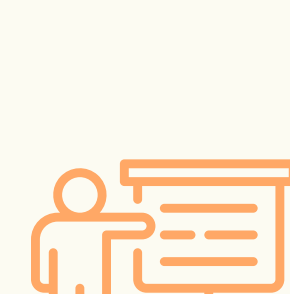
## Our focus on Empowering People around the World



### Feature: Diversity and Inclusion

We value cultural integration and Diversity & Inclusion is one of our core values. Our Group has grown through various acquisitions and, as a matter of fact, today we count **more than 1,000 Corporate People** across our Group with different values, cultures and backgrounds.

To make sure all Group Corporate People feel empowered to bring their true self at work, we have structured a **D&I Program at Group level**, which includes actions and initiatives designed to increase inclusivity and promote the value of diversity in the workplace. Furthermore, we advance these commitments through ongoing listening, as well as organizing regular trainings and taking steps to build diversity awareness among all MBE People.

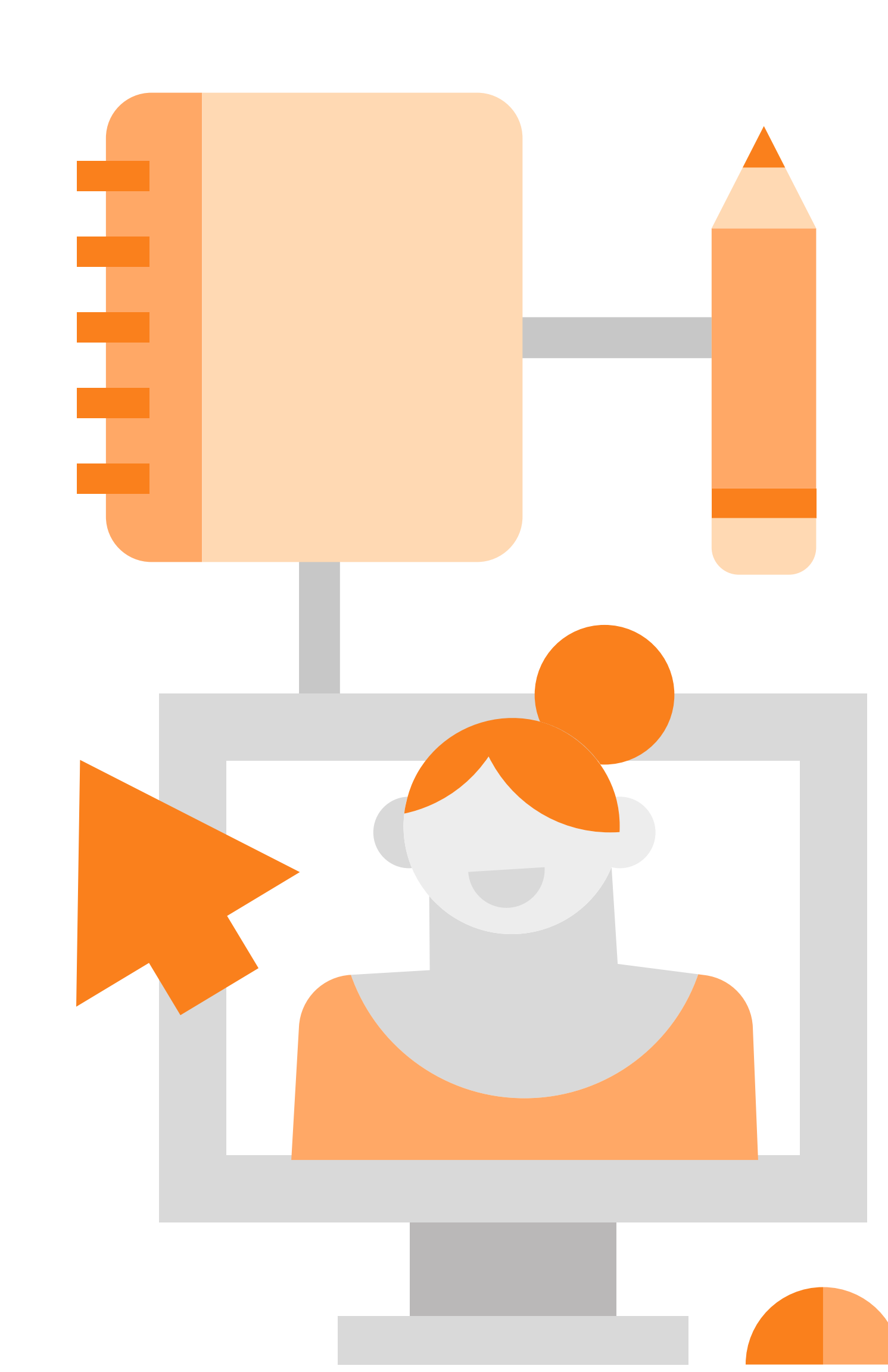


### Feature: Training and Development

We strive to create a culture of continuous learning, we focus on the development of skills and abilities through which these key stakeholders can feel motivated and can grow as professionals.

We are committed to drive skills, knowledge and performance enhancement among Corporate People, including through the implementation of one common worldwide learning management system (One Team Academy).

We also provide ongoing career development tools, such as a mentorship program and periodic and structured performance management activities. These efforts are designed to evaluate, reward, and develop Group Corporate People consistently with our values.



### Feature: Impact on Communities

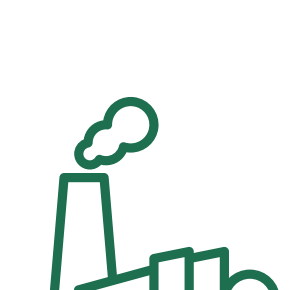
We believe in the importance of building value within local communities in which we serve. As a global facilitator of trade for small and medium-sized enterprises and consumers, we aim to streamline and simplify business for entrepreneurs and organizations.

Entrepreneurs receive support upon joining one of our Group brands such as training, know-how sharing, technology, and support in business development. Our Group brands also provide ongoing in-person training, and deploy additional training through our learning management platform, supporting Group Entrepreneurs as their businesses evolve.

By offering guidance to Entrepreneurs who open a franchised business, we are contributing to the creation of new job opportunities that add value to local areas, directly through each Entrepreneur's business and indirectly by fostering and enabling commerce for local small and medium-sized enterprises which our Entrepreneurs serve.

Our master licensees are able to adapt the applicable Group business concept to local conditions and support economic growth in the licensed territory through continued expansion and service to local customers.

## Our focus on Minimizing our Environmental Footprint



### Feature: Materials and Emissions Management

We are evaluating Group-wide initiatives to **reduce our carbon emissions, enhance sustainable energy consumption, and increase our utilization of sustainable materials** in several ways. This includes working with stakeholders throughout our value chain to explore collaboration opportunities.

Our Group companies look for opportunities to align with local organizations and vendors to progress in these goals depending on geography and business lines.

