

ESG Operational Procedures Manual for MAGNOLIA MOVING SRL

-Introduction

This ESG (**Environmental, Social, Governance**) operational procedures manual is designed to guide our moving and relocation company in adhering to principles of environmental sustainability, social responsibility, and good governance. Following these guidelines will help us enhance our business performance, reduce environmental impact, and promote the well-being of our employees and the community.

-1. Environmental

1.1 Reducing CO2 Emissions

- Emission Monitoring: Use Fidi Carbon footprint to monitor and record CO2 emissions from our vehicles.
- Fleet Maintenance: Regularly maintain vehicles to ensure fuel efficiency and reduce emissions.
- Eco-friendly Vehicles: Gradually replace outdated vehicles with low-emission or electric models.

1.2 Waste Management

- Recycling Program: Implement a recycling program for paper, plastic, metal, and other materials used in relocations (separated bins in office/wh+ eliminated plastic bottles/drink cups). All the office and wh staff/crew members are equipped with aluminum or glass reusable bottles for drinking water). Replacing single-use plastics with ceramic crockery and steel cutlery.
- Responsible Disposal: Partner with certified waste disposal companies for proper disposal of non-recyclable items (tecnoservizi).

1.3 Efficient Resource Use

- Packaging Materials: Use eco-friendly and reusable packaging materials, such as recycled cardboard boxes and biodegradable packing materials. Offering a “GREEN ALTERNATIVE” option to our clients. For example, client can opt for recycled boxes, cases, etc. Based on initial feedback from clients, there is a definite interest for green services. Our operational teams are trained to select the boxes/crates that are in excellent condition and reuse them for other shipments. In this way we can optimize the material usage, reuse and prevent the wasting materials.
- Energy Savings: Promote the use of renewable energy in offices and warehouses and implement energy-saving practices. We are encouraging our office/wh owner to change the energy source and put solar power panels on our roofs for transitioning to green energy. We are also encouraging our subcontractor to keep the wh #2 as “black warehouse”, with no lighting. Optimize the vehicle usage and striving to reduce our usage of transportation by being more agile and innovative to ensure that the transport is really needed. Valuating if the trip can be replaced by an online meeting/virtual pre-move survey. Renting an hybrid/electric vehicles (car + new electric van for 2025). Having LED light bulbs in all our offices+ warehouse.

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-2. Social

2.1 Employee Well-being

- Training and Development: Offer continuous training programs to improve skills and workplace safety.
- Health and Safety: Implement strict safety protocols and provide adequate protective equipment for all staff.
- Equity and Inclusion: Foster an inclusive and respectful work environment, ensuring equal growth and development opportunities for all employees.

2.2 Community Relations

- Local Initiatives: Participate in community initiatives and projects to enhance local community well-being.
- Corporate Volunteering: Encourage employees to participate in volunteer programs and provide logistical support for charity events (Pride event for LGBTQ+ and Race for the Cure).

2.3 Customer Satisfaction

- Feedback and Improvement: Regularly collect and analyze customer feedback to continually improve services.
- Personalized Services: Offer customized solutions to meet the specific needs of each customer.

-3. Governance

3.1 Compliance and Transparency

- Regulations: Ensure all business operations comply with local, national, and international regulations.
- Transparency: Provide clear and transparent ESG performance reports to stakeholders, including employees, customers, and investors.

3.2 Ethics and Integrity

- Code of Conduct: Implement a company code of conduct outlining ethical principles and behavioral expectations for all employees.
- Reporting System: Create an anonymous reporting system for employees to report unethical behavior or policy violations.

3.3 Risk Management

- Risk Assessment: Regularly conduct risk assessments to identify and mitigate potential negative impacts on business operations.
- Emergency Plans: Develop emergency and business continuity plans to ensure company resilience in case of crises.

-Implementation and Monitoring

- Internal Training: Organize training sessions for all staff on ESG policies and procedures (Fidi courses).

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Responsibilities: Assign specific responsibilities to team members for managing and monitoring ESG initiatives.

- Periodic Review: Conduct annual reviews of ESG performance and update policies and procedures based on results and new regulations.

This manual is a living document and will be periodically updated to reflect changes in business practices and regulations. By following these guidelines, we commit to operating sustainably, ethically, and responsibly, contributing positively to the environment, society, and our company.

Rossella Scalone
Founder & CEO



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