



ENVIRONMENT BECOMING SUSTAINABLE IN MOVING BUSINESS

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1. WELCOME

The international moving and relocation business represents only a fraction of the logistics and transportation industry, and some might argue that changing our way of doing things will hardly make any difference to the world's environmental problems. But even if the individual actions of a single person or company might appear small and meaningless, all actions together can have a big impact.

There is no "one-size-fits-all" roadmap to become an environmentally sustainable mover, and each company must find its own path. Start with the first step and keep going. The examples and testimonials from FIDI affiliated companies in this guide show us that solutions can be found without necessarily having to invest in fancy tools or rely on expensive external consultants – even if many out there promise quick fix solutions to make you "green" with the push of a button (or by planting a tree). Start by committing to change and aim for steady progress.

What these guidelines also show us is that we have to work on this together – the support of our colleagues, suppliers and partners is fundamental to successfully implement long-term changes. This is especially true in our industry: it takes many international partners to perform an international relocation successfully. Real positive environmental impact can only be achieved if we tackle this burning issue together, within a clear, standardized framework of action.

Defining this common framework and sketching our industry's journey towards sustainability will be one of FIDI's main projects in the new year. The next step after this guide will be to analyze how the different UN Sustainable Development Goals (UN SDGs) are directly or indirectly (if at all) relevant to the relocation industry, and to use this as a base to draft an action plan. Of course, FIDI cannot do this alone. Alongside the sustainability focus group that helped us put together these guidelines, we have had inspiring conversations with relocation stakeholders from around the world and across the industry. It is our belief that we can only achieve a true and longterm impact through global, industry-wide partnerships, involving the entire global mobility ecosystem. So, let's roll up our sleeves and get to work tog.



2. FORWARD

Environmental sustainability has been a focus of the FIDI 39 Club for over a decade now. What started with planting trees during the FIDI Conferences evolved into the creation of an initiative in 2019, together with the IAM-YP and LACMAnext: the Global Green Initiative. Recent climatic events across the world, the COVID-19 pandemic, and an increased focus on COP26 in Glasgow in November 2021 have kept the topic of environmental sustainability in the world's headlines.

In our industry, our efforts to keep the conversation going have convinced many that being an environmentally sustainable mover has to be the goal to aim for. This report is the first step – but the journey is long, and it is all about taking the next steps and figuring out how to do it. Operating in an international environment, it can be quite difficult to find a common ground, as in some parts of the world the governmental legislations are quite strict and push towards using renewable energy, low emission vehicles, or proper recycling; whereas in others, environmental sustainability is not considered a national priority.

In 2021, the FIDI 39 Club sponsored a series of online events, the FIDI Micro-Events on sustainability, seeking guidance from experts and working on individual, green business strategies. As a result of these events, a sustainability focus group was put together, with the purpose of working on guidelines for environmental sustainability for FIDI Affiliates. The diversity of the group – from a geographical and a business set-up point of view – was extremely enriching. It showed us that even if we live and operate in very different environments, the steps to a common goal should be done together. This, in a sense, is the purpose of these guidelines: helping international moving companies take a step in the same direction.

In this document, you will find easy tips and ideas to help you implement a sustainability strategy, so that you can join us on the journey towards becoming a sustainable.



3. EXECUTIVE SUMMARY

With the increased awareness of the public at large and stiffening regulation around the globe, environmental sustainability has become an essential part of a company's business case. This guide sets out to identify how to become environmentally sustainable as a mover and aims to help international moving companies imagine and plan concrete steps towards a more sustainable business strategy.

Based on the input from FIDI's "environmental ambassadors", the report provides the following definition of an environmentally sustainable mover: To be able to embody this definition as a company, the guide identifies five guiding principles and eleven domains of action to engage in.

The guiding principles set out who we are as environmentally sustainable movers and explain what it takes to make sustainability a part of your company's DNA. They ensure that the FIDI guidelines are not just a checklist of boxes to tick; rather, they are the basis of a real commitment to change your business intrinsically, to have a positive impact on the world.

These guiding principles are:

1) ACCEPT AND EMBRACE CHANGE.

The world is changing rapidly and we are close to reaching a breaking point. We need to rebalance our way of producing, consuming and interacting with our surrounding environment. As an industry, this means that some of our traditional practices and processes are not viable anymore, even if these same practices have proven successful in the past. To thrive in today's world and to keep thriving in the future we have no choice but to accept and embrace change. We will need to make sustainability a core company value and make it an integral part of our corporate strategy, company culture and daily operations. • • • Take small steps to make sustainability a part of your business philosophy. Making real progress is often more about taking small steps every day than about bold statements and big miracle solutions. Small steps are much easier to take while the gains remain very real. Integrate your sustainability policy in your daily thinking and operations. Being an environmentally sustainable mover is not a one-off operation. It will demand constant attention and use of resources (staff, financial, etc.) for years to come. Draft a simple sustainability statement, outlining why you want to embark on this journey and how you will follow through. Keep it simple at first - you can add details further down the road. Involve your team when writing the statement, so that they are engaged from the onset. Appoint a dedicated sustainability team in your organization that focuses and drives all sustainable initiatives. But set up a parallel work stream to ensure that ownership and accountability are shared across the organisation, and not just the responsibility of



this team. For example, you can organise focus groups to feed the core team with ideas and concerns from different departments of your organisation.

2) SHOW AND INCENTIVISE LEADERSHIP.

To reach ambitious goals like net-zero by 2050, the world needs leadership. But the task at hand might appear overwhelming. After all, a moving company is “only” a tiny part of a long, complex supply chain involving much bigger stakeholders. Would it not be best to leave leadership and big visions to the politicians and major companies? Let us take a step back and look at the big picture. You are a moving company. That is what you are good at. And that is where you can show leadership and apply the highest standards of quality and excellence. It is not a question of finding a big, revolutionary solution or of taking politics by storm. Small stones together can build high walls; identify your sphere of influence, however small or local it might be, and start changing mindsets there. Who knows better than you what legislative measures should and can be taken to make the moving business environmentally sustainable? Probably not your local representatives or national and regional lawmakers. While reaching out to these people directly may seem intimidating, depending on your local situation you might very soon discover that there are more ways to reach out to decision-makers than you had thought of. Start to talk with whoever is easy to reach. This can be a local council member or your national moving or transporters’ umbrella organisation. There is a big chance they know their way around the political landscape and are always looking for input from their members about concrete measures they can advocate. Make a public statement, even if the audience seems small. Do you have a newsletter that you send to your customers and business partners? Share your plans with them and invite them to contact you for their input on what environmentally sustainable moving or sustainable business in general means to them. You can give an interview for the monthly magazine of your national employers’ organisation, your national movers’ association, local newspaper or the FIDI Focus magazine. They are always looking for businesses eager to share their journey towards sustainability. Sign up to open letters, petitions and pledges made by others. This is a very easy way to start when you want to influence policy. Yet it comes with a warning: make sure to check who is behind the call to action and what covert interests might be hiding behind a good cause. If the source of the initiative is legitimate and aligned to your core values, dare to speak out and put your company’s name to it. To get used to the feeling of publicly proclaiming your commitment, why not start by publicly endorsing FIDI’s environmentally sustainable mover’s guidelines

- Identify “green ambassadors” in your company and empower them to lead by example.
- Give them the authority to make proposals and decisions.
- Empower them to hold your company accountable.
- Reward them for their efforts to help your company be(come) a sustainable mover. C
- celebrate milestones together.
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3) SET GOALS AND TRACKING.

An environmentally sustainable mover is not afraid to formulate ambitious goals, measure its output, track its improvements (or failures to do so), report on it and, whenever necessary, adjust its goals and policies to new insights or available technologies. At first, this might seem complex and cumbersome. But again, small, progressive actions are the way forward. Start with small steps that are in line with your current level of measuring, tracking and reporting. By applying the following process, your small stones will soon become a strong high wall.

Step 1: Baseline measurement. Take stock of your current situation. What are you doing right and what needs improvement? Start with what you know. How much electricity do you use? Is it green? Ask the same questions for the fuel or the cardboard boxes and other packing material you use in your daily operations.

Step 2: Choose your metrics. Based on what you learned from the baseline measurement, you can now choose what metrics you will use to measure your improvement. Have a look at the different domains in the “Testimonials” section of this guide for inspiration. If there is something you deem important but do not know how to measure or improve, then you might need to look for outside help. But do not let that stop you from getting started today.

Step 3: Formulate your goals on every metric separately. Start with long-term, ambitious goals. For example, “we will make all our buildings carbon positive” is a high-reaching goal, which you probably will not accomplish anytime soon. You might not even know where to start. Do not worry and be ambitious! ••••• 12 Once you have established your long-term goals, work your way back towards the present by breaking them down into shorter, more pragmatic objectives. The closer you get to the “now”, the more specific you should be - not only about the exact goal but also about how you will make this happen. Do not worry if you have to leave blanks between now and your long term goal. As all athletes know, starting a marathon is all about the first step. Make sure to define a specific and concrete first step for every metric, combined with an ambitious long term goal. If there is a metric that you do not know how to measure or improve, your first step towards that goal should be to look for external help. Do not try to run before you can walk.

Step 4: Make a realistic timetable and line up the resources needed for success. Now that you have all your metrics lined up with long-term goals and have identified your first concrete steps on the road towards environmental sustainability, it is very common to feel overwhelmed with what lies ahead. Do not be. Make a realistic timetable. Do not try to do it all at once. This is also the right time to broadly think about what and who you need in order to be able to execute your first steps and beyond. Who will take the lead? Is there an existing project team that can work on this topic or do you need to create one? If required, is there a budget or other resources available to work with? Do not go too far into the details, but know who will be responsible and what they need to be able to do the job correctly.



Step 5: Evaluate and adjust. When the forecasted time of completion comes around, take stock of the situation. Did you reach your goals? If not, why? Formulate the next step or, if you failed on the previous step, reformulate it and start over. To decide on your next step, there might be new insights or technologies that you should consider. Remember to also have another look at your long term goals. Some of them might have changed or need updating. This step is all about adjusting your plan.

Step 6: Continue. Do not give up. The road towards your long term goal might be long, but steady always wins. Throughout the process: Communicate about your success, failures and challenges. And never hesitate to ask for input. We are in this together

4) SEEK IMPACT THROUGH COLLABORATION.

“If you want to go fast, go alone. If you want to go far, go together”, the famous proverb goes. While the saying is true for most things in life, it is essential for advancing sustainability. As many are still looking for the right answers and solutions, being open to dialogue and to learn from others is essential, both within your company and in relationships with external partners. So be open to unusual collaborations and dare to look for out-of-the-box partnerships.

You will never succeed as long as sustainability is just the pet project of one of the managers (even if it is the CEO) or only the field of action of a (mandatory) sustainability department. To go far, you will need to generate a sense of “ownership mentality” across your organisation and beyond. Trust your employees, make them part of the story and create space for ideas and dialogue.

Treat all your initiatives as a team effort. Involve your staff in brainstorming and “green” projects. Create a feeling of commitment from all the teams. Create space for ideas and dialogue.

Train your staff. Education and training on sustainability for employees is key and should be part of a continuous learning process.

Incentivise your staff to become an integral part of the solution. Integrate sustainability-related performance targets in their appraisal process and make them part of your bonus and compensation policies. Set specific goals for divisions and teams and stimulate a joint sense of ownership of these goals. Recognise that product-focused business units or supply chain managers might have more possibilities to reduce their impact than your administrative department, and ensure that you have a process for dealing with those differences. Reward teams and divisions when they achieve their goals.

5) COMMUNICATE ABOUT WHAT YOU ARE DOING.

The domains of action explain the changes we need to make to our operations and planning. The report looks at eleven different domains where a moving company can take action to become more environmentally sustainable.



Involve your suppliers and build a sustainable supply chain. Ask them what environmentally sustainable processes they have in place, and offer them your assistance in coming up with sustainable solutions together. Account for sustainability factors when selecting and evaluating suppliers

A good way to make progress, to advertise that progress and to get support throughout this process is to become part of a ScienceBased Targets (SBT) company network. These sort of platforms are ideal spaces for your company to exchange knowledge, find inspiration and/or encourage other actors in your value chain to set their own climate targets. Educate your customers. Advertise what some of these changes could mean for the environmental footprint of your customer and what benefits they could reap from allowing you to implement them (saving costs, branding opportunities, etc.). Encourage your customers to allow you to make these changes and to reward you for them

These domains are:

- 1) ENERGY**
- 2) TRANSPORT.**
- 3) PACKAGING.**
- 4) REUSE, RECYCLING, AND WASTE.**
- 5) PROCUREMENT.**
- 6) DIGITALIZATION.**
- 7) FINANCIAL.**
- 8) WATER.**
- 9) FOOD.**
- 10) SOUND AND LIGHT.**
- 11) OFFICES/ WAREHOUSES.**

Throughout this guide, we have included best practices from industry peers across the world, in order to make the necessary changes more tangible and relatable. The report also includes a series of testimonials from industry frontrunners. They share with us the story of how it all began for them and explain the challenges they overcame along the way.



4. INTRO

Over the past couple of years, we have noticed that an increasing number of our Affiliates are actively changing their business models in order to have a more positive impact on the world. Many of them adhere to this “moral imperative” as their primary motivation for going green. They truly want to be the pioneers in environmental protection and lead the way for other companies in our industry. This engagement is often actively championed by the younger generation; within the FIDI community, the FIDI 39 Club has been the leading force behind our association’s environmental activities.

But becoming an environmentally sustainable mover is not just about “doing the right thing”. Faced with a bleak future for both people and businesses if we do not halt global climate change, “going green” is increasingly becoming a business imperative. The importance of ecological and social engagement has increased drastically over the past two decades. Changes in consumer attitudes, coupled with new legal obligations, will fundamentally transform the global mobility sector between now and 2050. If we want to remain competitive, retain customers and attract new talent, we will need to be able to tell a compelling story about how sustainability is at the heart of our activities and showcase the actions that support that story.

After many conversations with FIDI Affiliates from all over the world and activities powered by the FIDI 39 Club on environmental sustainability, we decided to collate and organise all the good ideas and initiatives we have gleaned over the past year. These guidelines are meant to help you understand what defines an “environmentally sustainable mover”, identify where transformative change is coming and what you can do to respond to those changes. We believe that moving and relocating companies that act from a sense of responsibility and passion for a clean environment will reap the rewards. In that sense, these guidelines are about more than helping you to become “green”. They are about helping you to make your business future proof. We have a huge opportunity to set a leading example of environmental best practices for companies around the world. But we can only do it together.

Of course, the concept of sustainability, as outlined by the UN Sustainable Development Goals (UN SDGS), covers a much wider scope reaching beyond environmental concerns, including social aspects, gender parity, diversity, and inclusion, to name but a few. However, these issues come with their very own set of complexities, especially when addressed on a global level. The current guidelines will therefore limit their scope to environmental sustainability, within the world of international moving.



5. DIFINITION

Over the past couple of years, we have had many conversations and organized a series of activities about environmental sustainability, led by the FIDI 39 Club. Through these, we identified FIDI's "environmental ambassadors", individuals and companies with a strong sense of engagement towards sustainability. Over the course of six weeks and with the help of external sustainability experts Sofie Defour and Hannes de Reu, this informal sustainability focus group worked on defining what the broad concept of "sustainability" means in the international moving context.

As a first step, the group was tasked with identifying what defines an "environmentally sustainable mover": what values do they defend, what actions do they implement and what guidelines can they share with their peers? The outcome of this process is this guide, the purpose of which is to serve as basic

8. GUIDING PRINCIPLES:

a) Acceptance & Embrace change:

The world is changing rapidly, and we are close to reaching a breaking point. We need to rebalance our way of producing, consuming, and interacting with our surrounding environment. As an industry, this means that some of our traditional practices and processes are not viable anymore, even if these same practices have proven successful in the past. To thrive in today's world and to keep thriving in the future we have no choice but to accept and embrace change.

We will need to make sustainability a core company value and make it an integral part of our corporate strategy, company culture and daily operations.

b) Show & incentive Leadership.

To reach ambitious goals like net-zero by 2050, the world needs leadership. But the task at hand might appear overwhelming. After all, a moving company is "only" a tiny part of a long, complex supply chain involving much bigger stakeholders. Would it not be best to leave leadership and big visions to the politicians and major companies?

Let us take a step back and look at the big picture. You are a moving company. That is what you are good at. And that is where you can show leadership and apply the highest standards of quality and excellence. It is not a question of finding a big, revolutionary solution or of taking politics by storm. Small stones together can build high walls; identify your sphere of influence, however small or local it might be, and start changing mindsets there.



c) Goals & Tracking

An environmentally sustainable mover is not afraid to formulate ambitious goals, measure its output, track its improvements (or failures to do so), report on it and, whenever necessary, adjust its goals and policies to new insights or available technologies. At first, this might seem complex and cumbersome. But again, small, progressive actions are the way forward. Start with small steps that are in line with your current level of measuring, tracking and reporting. By applying the following process, your small stones will soon become a strong high wall.

d) Seek impact through collaboration.

“If you want to go fast, go alone. If you want to go far, go together”, the famous proverb goes. While the saying is true for most things in life, it is essential for advancing sustainability. As many are still looking for the right answers and solutions, being open to dialogue and to learn from others is essential, both within your company and in relationships with external partners. So be open to unusual collaborations and dare to look for out-of-the-box partnerships.

e) Communicate about what you are doing.

Change is coming. Either because we change the way we produce, consume, move and behave to eliminate emissions from harmful pollutants. Or because the earth warms up and ecosystems dissolve at a speed that significantly impacts human life. As companies, we can help steer the world in the right direction. In order to get the buy-in and support from colleagues and clients to do that, strong and effective communication is essential. It is all about changing mindsets; about making sustainability an ongoing subject and team effort that is shared by staff, management, suppliers, partner agents and customers.

6. ACTION POINTS

The guiding principles set out who we aspire to be as environmentally sustainable movers and how we approach the broader issue at hand. But what do we actually do? What changes do we make to our operations? While investing in renewable energy, limiting the footprint of our packaging activities and “greening” our vehicles are the most obvious focal points for environmental change, you will see that there are also many other – more or less simple, more or less immediate – action points where we can make positive changes to our operations. You might even find out that you already are following sustainable practices unknowingly!



a) ENERGY

What is the most sustainable and cheapest energy? The energy you do not use. Reducing your energy consumption wherever possible should always be your first step. If further reduction is impossible, you can look at step two: greening the energy that you still use.

- Invest in more Energy efficient lighting.
- Use Green “energy” sources in your office & Warehouses.
- Use sustainable materials.

b) TRANSPORT

Transportation is an important source of global CO₂ emissions, and the bulk of these emissions is due to road transport. So great environmental improvements are to be made in this area. Thanks to economies of scale in electrification, this will become attractive and profitable across all market segments in most parts of the world in the next five to ten years. However, emissions from aviation and shipping continue to rise and threaten to offset the gains made in road transport.

As international movers, road, air and sea transport – often across international borders – will continue to be central to our operations. As individual companies, we might not have the leverage to impose changes to the shipping and airline industries. We can however strive to reduce our usage of transportation by being more agile and innovative and to ensure that the transport we still need and on which we do have direct influence is powered by renewable energy. We can also ensure our staff commutes in a sustainable way and reduce the impact of our business travel.

- Optimize your vehicle usage.
- Invest in zero emission fleet.
- Put pressure on your suppliers.
- Facilitate & promote possibilities for staff.
- Encourage sustainable transport for international trips
- Encourage your customers to accept groupage and limit air shipments to the bare necessities.

c) PACKAGING

A well-packed and protected move requires good quality packaging material, often in great quantities. This makes it of the utmost importance to consider how we can reduce the environmental impact of our packaging material whilst maintaining the highest quality standards.



- Reduce packaging.
- Use sustainable & local materials.

d) REUSE, RECYCLING & WASTE

Everything that is wasted is a loss of valuable resources for your company and a burden to the environment. Unfortunately, today it is often still cheaper to discard used materials instead of embracing full circularity. Yet due to stiffening regulations and shortages in resources, this might change in the near future. So, get ahead of the curve by implementing some of the following waste reduction tips.

- Give used material a second life
- establish your own recycling center.
- Implement waste segregation practices.
- Allow your customers to make use of your recycling capabilities and let them recycle what no longer be used. Provide them with connections to recycling and donation centers

e) PROCUREMENT

Customers are pushing us every day to meet the highest standards, both on quality and on environmental impact. So why not ask the same from your suppliers? Of course, it is not realistic to expect them to become 100% green overnight; it is all about starting the process and pushing them one step further each time.

- Start an open dialogue with your suppliers on sustainability.
- Include sustainable purchasing criteria in your procurement process.
- Favor products that have a circular design.
- Ask your suppliers for environmentally friendly solutions. Have they thought of the possibilities of “goods as a service” (renting or leasing equipment)

f) DIGITALIZATION

People are social beings and like to meet in person. This will not change. However, recent technological innovations make it possible to heavily reduce our environmental impact and save considerable time and money by incorporating digital solutions into our daily practices.

- Digitalize your administration. Implement paperless procedures wherever possible (CRM, timesheets, contracting, invoices, etc.) and use recycled paper where it is still needed.
- An opt for online meetings when possible.



- Organize virtual pre-move surveys. Virtual surveys save time and money and are better for the environment. They also allow you to do pre-move surveys worldwide.
- Use black backgrounds rather than white ones for your electronic devices and screensavers.
- Use intelligent lighting and heating systems to save energy.

g) FINANCIAL

They say “money makes the world go round” — and where we put our money does make a difference. By choosing a bank or financial service provider that shares our commitment towards environmental sustainability, we can make a difference.

- Opt for ethical and sustainable banking. Use your local green bank inventory to pick a bank that scores well on environmental aspects, while offering all the services you need.
- Ensure that any investment in financial stock follows SRI (Socially Responsible Investments) principles. SRIs are investments in countries and companies that have a positive impact on society and/or the environment. They reward green and ethically sound business operations.

h) WATER

In many places in the world, water is so readily available and cheap that we tend to forget that it is actually a scarce resource. Throughout our value chain, we should ensure water usage is limited, never wasted and reused to a maximum.

- Limit water usage and never use drinking water unless absolutely required.
- Take action to eliminate water waste.
- Take action to maximize water reuse.
- Reduce plastic bottles by drinking water from the tap with a filter.
- Provide reusable bottles to staff. Use cisterns to capture rainwater.

i) FOOD

Our diets have a huge impact on the environment and contribute massively to climate change. Our food system affects groundwater supplies, converts natural ecosystems into agricultural land and causes loss of biodiversity. Animal-based foods produce roughly twice the emissions of plant-based ones. While food is not a central part of the operations of international movers, we can contribute to reducing the harmful impacts of our diet.

- Use less meat and more seasonal vegetables in your catering facilities.
- Communicate the choices you make to your staff and educate them on why this is important.



- Take action to reduce food waste in your catering facilities.
- Limit the usage of plastic and other packaging material in your catering facilities.
- Consider higher reimbursements for food consumed while on business trips when that food is sustainable. The health benefits often associated with more sustainable foods will come as an extra plus both to your employees and to your bottom line, as it is proven that.

j) SOUND & LIGHT

Sound and light disturbance can not only be a problem for the people living or working in the proximity to your warehouses, it can also reduce the productivity of your own employees. Noise impacts productivity when it is loud enough, persistent enough and goes on for long enough.

- Take action to limit noise disturbance. Contain the sound of a loud piece of machinery or process wherever you can. Segment your warehouse, use sound blocking ceiling panels or ceiling clouds, insulate the walls with dense materials, fit carpet on the high traffic areas, use acoustic curtains, sound control screens, quieter fans, etc.
- Make earplugs and other necessary protection material easily available to all employees and visitors where you cannot limit the noise to acceptable levels. Take action to limit light disturbance.
- Take measures to reduce the noise during on and offloading.

k) OFFICES/WAREHOUSE

Reducing and greening the energy usage of your offices and warehouses is the most obvious move. But there are also other ways to reduce the environmental footprint of your building stock.

- Open up (part of) your infrastructure to others after working hours. You might have big meeting rooms that are never being used after working hours or large open spaces in your warehouses that could be opened up for other activities during certain parts of the day or year. While some of these spaces will be difficult to open up due to security reasons, others might be accessible through a door that works with a code or be separate from those areas where you do not want external visitors.
- Think outside the box and test collaborations with part-time art education schools in the neighborhood, local talk or discussion groups, after-school care etc.



CLOSING WORDS

This guide is not an instruction manual to become a “green” mover. It does not provide a one-size-fits-all quick fix solution to make your company environmentally sustainable. It is not meant to have all the answers to the complex issue of mitigating our impact on our environment. Rather it is meant to help shift mindsets; to spark ideas through best practices and examples from your peers. As Max Neumann from our sustainability focus group pointed out, we want to show that there is not one single definition of a “sustainable mover”, but rather movers who want to become more sustainable, within their specific markets and with the resources at their disposal. This is what this report sets out to be: an inspiration for companies who want to become more sustainable - whether it is because they want to save the planet or because their clients ask them to.

Sustainability is the buzzword of the moment, and many are trying to take advantage of the current momentum by promising easy, quick-fix solutions and providing “proof” of your sustainability efforts. As we are moving in uncharted territory, it can be overwhelming and difficult to separate the good from the cowboys – and the risk of falling prey to greenwashing initiatives is high. At FIDI, we believe that transparency, accountability and reputation are key for the success of any real effort towards environmental sustainability. This is what has established the strong reputation of our FAIM certification, and this is what will guide our sustainability efforts in the future.

This report is the first outcome of our organized efforts to work with partners from within and beyond our FIDI community to find pragmatic solutions and sketch a plan for our industry towards a more environmentally sustainable future. We will be looking at this from different angles, gathering new ideas and sketching a structured, collaborative framework of actions. We are in this together, and we invite you to join us on this exciting journey.



Bridgeway Sustainability Program:-

Here we have certain ongoing procedures

1. Waste Management:

- Implement a waste reduction and recycling program within your company. Set up designated recycling bins for materials like paper, plastic, and glass.**DONE**
- Encourage employees to reduce waste by promoting practices like double-sided printing and using reusable containers for lunches.**IN PRACTICE**
- Partner with local recycling facilities or organizations to properly dispose of and recycle any electronic waste or hazardous materials.**IN ACTION**

2. Vehicles:

- Encourage carpooling and public transportation: Encourage your employees and customers to carpool or make use of public transportation whenever possible. This reduces the number of vehicles on the road and decreases overall emissions.**In Practice**
- Promote telecommuting: Consider implementing a telecommuting policy for your employees, allowing them to work remotely a few days a week. This reduces commuting trips and subsequently vehicle emissions.**To be implemented**
- Maintain vehicles properly: Regularly maintain and service your company vehicles to ensure they are running efficiently. Properly inflated tires, clean air filters, and regular oil changes help improve fuel efficiency and reduce emissions.**In Action**
- Prioritize fuel-efficient vehicles: When purchasing new vehicles for your company, prioritize those with better fuel efficiency or consider electric or hybrid vehicles. These vehicles emit fewer pollutants and are more environmentally friendly.**To be implemented**
- Encourage eco-driving practices: Train your drivers to adopt eco-driving practices such as maintaining a steady speed, avoiding excessive idling, and avoiding rapid acceleration and braking. These practices improve fuel efficiency and reduce emissions.**Trained**



- Promote cycling and walking: Encourage your employees to choose cycling or walking for short-distance trips instead – **In practice**

3. Lighting:

- Transition to energy-efficient lighting options, such as LED bulbs, throughout your office and warehouse spaces. LED lights consume less energy and have a longer lifespan compared to traditional incandescent bulbs. **DONE**
- Install motion sensors or timer-based switches to control lighting in rooms or areas that are not frequently used, reducing unnecessary energy consumption. **To be done**
- Utilize natural lighting where possible by optimizing the placement of windows or skylights to reduce reliance on artificial lighting during daylight hours. **In practice**

4. Medical Practices:

- Ensure that our employees have access to proper medical facilities in case of emergencies or accidents during the moving process. **In practice – a medical insurance policy in place for all employees**
- Require employees to undergo periodic health check-ups to ensure their well-being and address any potential health concerns. **In practice**
- Implement safety training programs for employees to promote safe and proper lifting techniques, use of personal protective equipment, and general safety protocols during moving operations. **Done**

5. Social Governance:

- Promote a culture of diversity and inclusion within Bridgeway group, respecting and embracing differences among employees and customers. **DONE**
- Ensure equal opportunities for all employees, regardless of their background or identity, by implementing fair hiring and promotion policies. **DONE**



- Encourage open communication and provide channels for employees to voice concerns or suggestions, creating a safe and inclusive work environment. **In practice**
- Establish a code of conduct and ethical guidelines for employees to follow, emphasizing integrity, respect, and professionalism in all interactions. **In place**

6. Government: -

The UAE government has implemented several sustainability programs aimed at reducing vehicle pollution and promoting a cleaner and more sustainable transportation system. Some of these programs include:

- **Vehicle Emission Standards:** The UAE has adopted stringent vehicle emission standards that require vehicles to meet specific emissions requirements. These standards help to ensure that vehicles on the road emit lower levels of pollutants, such as carbon monoxide, nitrogen oxide, and particulate matter.
- **Green Fleet Initiatives:** The UAE government has encouraged the adoption of green and electric vehicles through various initiatives. This includes providing incentives and subsidies for purchasing electric vehicles, promoting the installation of electric vehicle charging stations, and supporting the development of infrastructure for electric mobility.
- **Public Transportation Enhancement:** The UAE has invested in improving its public transportation systems, such as buses and metro systems. By providing efficient and reliable public transportation options, the government aims to reduce the number of private vehicles on the road, thereby decreasing overall vehicle emissions.
- **Carpooling and Ride-Sharing Programs:** The government has also promoted carpooling and ride-sharing programs to encourage individuals to share vehicles, reducing the number of cars on the road and minimizing emissions. These initiatives are supported through various platforms and applications that connect individuals looking to share rides.
- **Sustainable Mobility Policies:** The UAE



6. Continuous Improvement:

- Regularly evaluate and monitor our company's sustainability initiatives and make necessary adjustments to improve their effectiveness.
- Seek feedback from employees, customers, and stakeholders to understand their perspectives and identify areas for improvement.
- Stay updated on industry best practices and new technologies that can help enhance our company's sustainability efforts in waste management, energy efficiency, and social governance.

By addressing these aspects of sustainability, you can make our household moving company more socially responsible, environmentally friendly, and resilient in the long run.